

# ASU Catering Policies and Guidelines

## Fall 2009 - Spring 2010

In order to better serve our clients, ASU Catering established the following policies and guidelines to assist you in planning a successful event. We pride ourselves in being able to meet our client's needs. In order to ensure the most efficient service, please use the following procedures when planning.

### *General Guidelines*

#### **Advanced Notice**

We recommend placing all orders no less than 3 business days prior to your event. Every effort is made to accommodate all catering requests and events scheduled with less than the requested lead-time are subject to a limited menu and service availability.

#### **Confirmation Guest Counts**

A guaranteed count of attendance, order and event location is required 3 business days prior to your event. If no guarantee is given in this time frame, the estimated attendance count on your confirmation will be considered the final guarantee. Final guarantees can be increased up to 72 hours prior to the event. You will be billed for the final guarantee or the number served, whichever is greater. Guaranteed count increased less than 72 hours may result in additional charges or may not be accommodated. Your signature is required to confirm these details and give authorization to proceed. You may e-mail, fax or campus mail the signed form to the catering office.

#### **Cancellation Policy**

Services must be cancelled no later than 3 business days prior to your event. Cancellations after this deadline will result in a charge of 50% of the estimated/guarantee service number in order to cover our costs of food and labor. Events cancelled less than one business day prior to your event will be charged 100% of the event.

#### **Perishable Food Policy**

It is our strict policy that there will be no credit given or carry out of perishable food not consumed at your event. Any food removed from the location of the event without the permission of the Catering Department becomes the responsibility of the event holder. ASU Catering Services is not responsible or liable for the quality or safety of items removed from the event.

#### **Special Menu Requests:**

Should adjustments be needed to accommodate special dietary needs or if you require a customized menu, we will work with you to accommodate your requests.

#### **Payment**

Payment arrangements for your event must be received 48 business hours prior to your event. Visa, MasterCard and checks are acceptable forms of payment. Invoices will be issued each week and are payable upon receipt. On-campus clients have the added option of direct billing to their University department by providing a completed Business Meals Form and PO to our office. Non-University clients require a 50% deposit with the signed confirmation, 5 business days prior to the event. Final payment is required the day of your event, unless prior arrangements have been made and approved by the Catering Director.

If you have any questions on our policies and guidelines - Contact us today!

Phone: (480) 965.6508      Website: [www.ASU.CampusDish.com](http://www.ASU.CampusDish.com)      Email: [ASUCatering@gmail.com](mailto:ASUCatering@gmail.com)

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### **Sales Tax:**

Unless otherwise noted, all food and services are subject to applicable sales tax. If your event meets the requirements to be tax exempt, please supply our office with a Tax Exempt Certificate when placing your order.

### **Deliveries**

All catering orders can be delivered. ASU Catering Services provides high quality disposable utensils and plates or china, as well as table linens. Events not held on campus are subject to delivery charges. The event location must be unlocked and available prior to your event. The timeframe is dependent on event set-up and guest count as shown on your order confirmation. There will be a delivery charge for any event held off campus of \$50 if event is within 15 mile radius. If delivery location is outside of 15 mile radius, there will be an additional mileage charge stated in your order confirmation.



**This menu offers everything from breakfast to receptions and everything in between. We offer a variety of original buffets as well as plated event options.**

### **Minimum Order**

The minimum order is 10 guests per order. Orders that do not meet this requirement will be billed at the minimum of 10 guests.

### **Service Wares, Table Decorations and Linens**

Service wares and table decorations may not be removed from the original location of the event without the written permission of the Catering Department. If removed, a replacement cost will be charged to your order. We are able to assist you in decorating your tables and buffets to match a theme or provide a seasonal flair for an additional fee, including theme decorations/props, fresh flowers, ice carvings, etc. You may also make these arrangements yourself and provide your own special décor with the proper approvals.

We will provide linens for all buffet and dining tables when a full served meal is ordered. There will be an additional charge for linen on dining room tables at any event other than served meals if requested.

### **Additional Labor Charges**

Catering Staff can be available at your entire event if requested at an additional charge of 18% of the event cost.

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**Having a meeting, conference or casual get-together?**  
Try our On-The-Go menu for your food & beverage needs. This drop off menu offers a variety of packages to keep you and your team well fed all day long.

### **Event Set-Up**

Catering orders will include all necessary disposable/recyclable utensils and condiments in quantities consistent with your order. Clients are responsible for properly disposing all items from delivery location.

### **Drop Off Upgrade**

We can assist you in upgrading your event to include set-up, linen and return service for a fee of \$2.49 per person.

### **Minimum Order**

The minimum order is 10 guests per order. Orders that do not meet this requirement will be billed at the minimum of 10 guests.



**Hosting an event but need to watch your budget?**  
Well consider the Simple Takeaways menu for your food and beverage needs. In an effort to keep your costs down we are now offering a low budget menu that is for pick up only.

### **Order Pick-Up**

Your event order can be picked up at the location and time determined upon ordering with your catering coordinator. All food and beverage orders will be packaged and include appropriate disposable and recyclable service ware.

### **Transport and Delivery**

We can help you with transport and loading – i.e., loading a cart, etc. If you will need assistance in transport or loading, we recommend requesting this at the time the order is placed. Standard University procedures should be followed when reserving rooms and we are able to deliver your order to any campus location. Delivery charges vary and are based on the quantity of food ordered.

### **Minimum Order**

The minimum order is 10 guests per order. Orders that do not meet this requirement will be billed at the minimum of \$25.

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The Premiere menu speaks to our culinary capabilities and breadth of our offerings. This menu is ideal for elegant dinner parties, large receptions or weddings.

### **Minimum Order**

The minimum order is 15 guests per order. Orders that do not meet this requirement will be billed at the minimum of 15 guests.

### **Service Wares, Table Decorations and Linens**

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We will provide linens for all buffet and dining tables when a full served meal is ordered. There will be an additional charge for linen on dining room tables at any event other than served meals if requested.

### **Additional Labor Charges**

Catering Staff can be available at your entire event if requested at an additional charge of 18% of the event cost.