

# Catering Business Policies

Viterbo University

Revised August 2019

## **Welcome!**

Thank you for considering Viterbo University Catering for your upcoming event. We are a full-service catering company, and we are dedicated to meeting the varied needs of our customers by creating memorable, signature events. Whether it's a meeting break, luncheon event or evening reception, Viterbo University Catering caters to you!

Our services include: Pick-up, delivery on campus and staffed events on campus.

The following will help you to familiarize yourself with the catering ordering process and policies of Viterbo University Catering. We look forward to delivering you an experience that will enrich and nourish your life and make your event memorable.

## **Planning Your Event & Menu**

We offer a variety of menus to serve your event needs. Our menus can be viewed at [www.viterbo.campusdish.com](http://www.viterbo.campusdish.com) or you can request copies to be sent via email or Campus Mail.

### **Please consider the following when planning your event and placing your order:**

- Theme or purpose for event
- Special layout needs (reserved seating, head tables, linen needs, etc.)
- China or disposable table service
- Special diet considerations
- Seasonal food availability
- Program details, awards ceremonies, speakers, etc.
- Floral, centerpiece and bar service needs
- Weather (Is an alternative rain site required?)
- VIP guests

If there is something special that you are looking for and you can't seem to find it on our menus, please give us a call. We'd love to help you create a custom menu featuring exactly what you would like for your event. We have experts on hand to help create the perfect cuisine just for you.

## How to Schedule Catering for your Event

### ➤ Prior to the event

- Schedule a space for your event, meeting, reception
- Email [scheduling@viterbo.edu](mailto:scheduling@viterbo.edu) or call 608-796-3747
- The scheduling system requires a reservation before an order can be added
- All catering orders must have a reserved space
- Catering orders CANNOT be added to Virtual EMS reservations. Contact Scheduling to assist with changing your reservation
- This includes all venues and spaces on campus and off, using Aramark Catering for their event
- Receive a reservation number
- Fine Arts Center Scheduling will respond to your initial request and/or send a confirmation with a reservation number via email within three (3) business days
- The reservation number assigned by Scheduling is to be given to Aramark Catering when placing a catering order
- To place an order, contact Mary Simota, Aramark Catering Manager, via email [simota-mary@aramark.com](mailto:simota-mary@aramark.com) or by phone 608-796-3831
- Catering offices are open Monday through Friday from 9am to 5pm
- Limited catering will be available during the summer, as well as, semester and holiday breaks

➤ Other considerations

- We are also available to meet with you at your event location, in your office or wherever you find most convenient
- Catering orders are available for pick-up with prior arrangements made with Catering Manager

## Dietary Restrictions

Please let us know as early as possible if any of your guests require vegetarian, vegan, dairy-free, made without gluten, low sodium, low-fat or nut-free meals or alternate meals due to food allergies or dietary restrictions. Our talented culinary team will be more than happy to prepare items suitable for any situation.

**Note:** *For severe allergies with potentially anaphylactic reactions, we cannot guarantee full omission of the offending ingredient. This is due to the physical constraints of our own kitchen and that of our specialist suppliers where the ingredients may be present within the production environment.*

## When to Place Orders

In order to provide the highest quality of service, we kindly request that orders be placed as soon as possible, even if you do not have all the details. Otherwise we request that orders be placed seven (7) business days prior to your event. **If an order is placed less than seven (7) business days prior to the event we will try our best to accommodate your needs but please note that we cannot guarantee menu selection or any special requests. Charges for late orders may also apply.**

## **Changes to Your Event Order**

All final changes must be approved by our office at least five (5) business days prior to your event. If you do not contact us with a final guest count within the five (5) business days we will prepare for the original estimated attendance and charge accordingly. If you change an event after this deadline some of the expenses already incurred, that cannot be absorbed, will have to be billed.

## **Cancellations**

All cancellations must take place at least three (3) business days before your function. If you cancel an event after this deadline, some of the expenses already incurred, that cannot be absorbed, will have to be billed. We will notify you of these charges prior to billing.

## **Staff Information**

We will provide the appropriate amount of uniformed bartenders, chefs and/or service attendants for you based on the style, service level, location and timing of your event. If you would like additional bartenders, chefs and/or service attendants to serve at your event, we are more than happy to provide them at appropriate additional fees.

Additional Staff rates are as follows:

### **Bartender**

- \$25.00 per hour
- One (1)-hour minimum

### **Chef**

- \$25.00 per hour
- One (1)-hour minimum

### **Service Attendant**

- \$25.00 per hour
- One (1)-hour minimum

Set-up fee for beer, wine, and soda bar is \$50. Set-up fee for full service liquor bar is \$100. Bars that do not average \$100 per hour in sales will be charged the difference between sales and \$100.

## **Our Service Levels**

Events come in all shapes and sizes, each with different goals and purposes. In order to provide the most appropriate services for your event, we offer a range of service levels, styles and options. The prices shown in our menus include china, linen, disposable service, delivery on-campus etc.

If specialty linens, or additional service staff are needed, we can take care of it for you with necessary charges.

## **Paying for Your Event**

When placing your order, please supply us with the appropriate university budget number, as well as, any required authorizations needed for billing.

Catering must have a budget number in order to add a catering order to your reservation in EMS.

## **Food Removal Policy**

Due to La Crosse County Health Department regulations, it is the policy of Viterbo University/Aramark that unused food portions from your event cannot be removed from the event site. Items purchased for pick up should be properly stored prior to the event and removed and disposed of by the host of the event.

It is the intent of the Catering Service that no food goes to waste. In accordance with Viterbo's Franciscan Values, we will make every effort to repurpose food items either at The Caf or in other ways to help meet the food insecurities of Viterbo students.

Please note that your event will be billed for any catering/food service equipment that is taken from the event.

## **How Else May We Assist You?**

While we have included a lot of information about our business practices above, there are several other enhancements available to personalize your event. Please do not

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hesitate to ask us about other linens, décor ideas, equipment or services that might be of interest to you and your guests!