

## Food and Beverage Policies & Procedures

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Each major or special event host should work closely with their Event planner to develop a menu that is appropriate for your event. If you are ordering food and beverage for a meeting or small event, you should work directly with the Director of Catering to finalize your order.

### Catering Provider

A'viands is the Augsburg College preferred caterer. Unless there are special circumstances, all catering in or on campus facilities for groups of more than 25 people must be provided by the on-campus caterer. If your event has a specific need to utilize an off-campus caterer, you should make your request in writing to the Director of Event & Conference Planning, who will review the request.

For groups of under 25, we encourage you to utilize A'viands whenever possible, but will allow food from off-campus for those types of events.

### Off-Campus Caterers

For groups under 25, if you chose to hire an off-campus caterer or provide your own food and/or beverages to an event, it is the responsibility of your department to handle the set up and tear-down of your event and to provide all of the necessary materials. Additionally, please note the following items regarding the use of an off-campus caterer:

- To ensure the safety of you and your guests, you will be required to submit the following documents to the Director of Event & Conference Planning for us to keep on file:
  - Proof that the catering company is licensed and bonded in the state of Minnesota. A copy of the license will be required.
  - A copy of a certificate of liability insurance (that meets Augsburg's minimum insurance requirements) that lists Augsburg College as an additional insured.
- Unless otherwise arranged, off-campus caterers will NOT have access to the kitchen facilities in Oren Gateway or in the Christensen Center or any of the A'viands service staff or equipment.
- You will also be responsible for providing your own eating utensils, linen, service utensils and service staff.
- If you will require set up of the materials or food and beverage for your event, there may be a \$25 set up fee from the Event & Conference Planning department.
- Food items or garbage left in rooms after an event where an off-campus caterer was used may result in a \$50 clean up charge to your department.

### Departmental Gatherings

We understand that many staff gatherings happen during celebratory times or for meetings that include food brought in from private homes or from restaurants, grocery stores or bakeries. Staff & Faculty members are allowed to conduct departmental gatherings (i.e. potlucks, social gatherings, etc.) that utilize food brought in from outside vendors, provided that NO guests that are not college employees will be attending the event. For these events, the participating departments will be responsible for providing their own service needs, table wares and handle all set up and clean up needs.

### Meal Service

Before deciding upon your menu, you should work with your event planner to determine if you would like to do a plated (served) or buffet meal. The catering manager can provide price breakdowns for each option. It is important to determine this early so that the catering department can hire adequate staff for your event.

## **Menu**

Catering has a full menu available upon request. However, if you work with your event planner, there are an endless amount of options available to you for your event. Please note that even if you have a “small” budget for your event, we encourage you to contact A’viands and tell them your budget parameters. They want to work with you and will do whatever possible to find suitable options that are within your budget.

## **Event Timing**

In order to ensure that your event is set up and cleared in a timely manner, please supply both the start time, set up time, AND the end time when you book your event.

## **Lead Time**

In order to provide the best service to your event, a minimum lead-time of five (5) business days (M-F) is required when ordering food and beverage. Events ordered without the proper lead time will be charged a service fee of \$25.00

## **Guarantees**

- **Final guarantees for ALL catering orders MUST be submitted at least 72 hours prior to the start of your event.**
- Decreases in the final count within 72 hours of the event are not allowed
- Increases in the final count within 72 hours of the event will be filled as product and labor is available.
- Orders placed within 72 hours of the start of the event will be filled on an as-available basis and late order fees will apply.
- The client will be billed for the amount guaranteed, or the actual number in attendance---whichever is greater.
- Once your final guarantee has been placed, you will be required to sign the final order/menu---stipulating that all information on your order is correct.

## **Cancellations**

Orders cancelled AT LEAST 72 hours prior to the event date will not be charged.

Events cancelled WITHIN 72 hours will be billed using the following scale:

- 72-48 hours: 50% of the total guarantee
- 48-24 hours: 75% of the total guarantee
- Within 24 hours: 100% of the total guarantee

## **Delivery Fees**

A delivery fee of \$15.00 will be applied to any event that takes place outside of the Christensen Center.

## **Linen**

- Standard white linen can be supplied from the on-campus caterer for the food/buffet tables and for the sit-down tables and is included in the price of your order.
- Linen for events that do NOT have a food order will be charged at a rate of \$3.00 per linen.
- If you require specialty linen, please contact your event planner to discuss options available within your budget.

## **China**

Events requiring the use of china outside of the Christensen Center or the Oren Gateway Center will be charged an additional fee of \$1.50 per person.

**Leftovers**

For food-illness safety reasons, we do not allow customers to remove ANY food from an event at the conclusion of the event.

**Alcohol Service at Events**

Alcohol is permitted in most meeting spaces, with the exception of the Oren Gateway Center, provided that a permit is approved for the event. See Alcohol at Events Policies & Procedures for complete policy information and guidelines.

**Billing**Internal Events

ALL internal orders must have a budget number at the time that the order is placed and all orders must be entered into Catertrax. Your event planner can and will assist with this process.

A final invoice will be generated following your event. A final copy of your invoice can be viewed by logging in to your account in Catertrax.

External Events

All external cash or charge events must be paid within five (5) business days after the conclusion of the event.