Catering Department Policies and Procedures

In order to provide a professional presentation of events and to exceed our guests expectations while maintaining the financial responsibility of our department, we must use the following procedures. We thank you in advance for your cooperation and understanding and for your continued support of our catering department.

**Scheduling your event:**
Please book your event location via the 2SLive scheduling website at: [http://schedule.etown.edu](http://schedule.etown.edu).
Make sure to select the catering option. If you do not select the catering option our catering department is not notified of your event.

All catered events must be scheduled **2 weeks** prior the event. All events **must** be planned no later than the Monday of the previous week of your event, which is when all schedules are made and orders are placed, etc. Any request received after this time will be considered an add-on and cannot be guaranteed.

To begin planning your event you will need the following:

- **Event Date**
- **Event Times/Arrival and Departure**
- **Group Name**
- **Number of guests**
- **Location**
- **Buffet, Served Meal or Break**
  - Served meals in some locations are more labor intensive and there may be an additional charge depending on the details of the event. Examples are events that take place in Leffler Chapel, The Young Center, Alumni House, and Hoover 110. Buffet dinners are strongly suggested for these areas.
- **Budgeted amount/per person**
- **Account number/must be provided when booking your event**
  - You will receive a copy of your statement for your records at the end of the month in which your event took place. Another statement copy is forwarded to the business office and the statement total amount will be deducted from your account.

**Meal Exchanges:**
Meal exchanges are for STUDENT GROUP USE ONLY, the purpose is to provide groups that are student-based with an opportunity to use their meal plan to help provide a meal for a special event (unlike campus departments, student groups typically do NOT have a budget for this purpose).
If using meal exchanges, please select your menu from the **meal exchange menu options**. If you do not select **meal exchange menu options**, the balance due will be billed to your account.

- Only one meal exchange per person;
- Value towards non-meal exchange menus is $6.00;
- Names and ID numbers must be emailed to the catering manager prior to event;
- You may only use meal exchanges for student meal events;
- Cookies, beverages, snacks must be paid using an account number

**Department Events:**

- If you are planning a department event you may collect meal exchanges from those students attending, only one per person for the person attending, and the $6.00 amount will be deducted from the total (i.e. your event is $15.95 per person, minus the meal exchange, the department would be responsible for the remaining $9.95 per person.)

**Student Group Events:**

- Student Groups may NOT randomly collect meal exchanges from just anyone and turn them in to pay for the event. The person providing the meal exchange, by giving their name and ID number, must be attending the event.
- Meal exchanges CANNOT be exchanged for any cash value from the dining services department for any reason, including fundraisers.
- You may not use meal exchanges to purchase food items from any off campus vendor.

**Personal Events:**

- For personal events such as birthday parties, showers, etc. cash, personal check, Visa, Master Card or your personal Etown account numbers are all acceptable payments.

If you are planning a benefit and wish to obtain support from Dining Services, a letter must be emailed to Dining Services Director, Eric Turzai with all information and he will make the decision and get back to you.

**Menu:**

Please review our latest menus available online at [www.etown.edu/dineserv](http://www.etown.edu/dineserv) and have your decisions and or questions in mind. We are always happy to plan custom menus, which are priced accordingly. Also keep in mind that when selecting split entrees, you will be limited to no more than 2 entrees.

You will need to provide each guest with a marked place card as to their previously selected entrée. This card should be presented to the guest on arrival at the function and placed on the table so the servers may read it.

Prices are subject to change without notice. However those prices in effect at the time your event sheet was prepared will be honored.

- Included with each event is china or black plastic-ware depending on the menu requirements.
- Linens are included in the price for each event to cover all tables for food presentation, display tables and dining tables.
- There will be a charge of $2.00 per tablecloth for additional linens to cover conference tables etc.
- Servers are included in the price of each event. The ratio of server per guest will be at the catering manager's discretion.
- All menus are priced per person for your planning ease.
Any leftover food and beverage is property of the catering department and will be picked up by the catering staff unless other arrangements have been previously made with the catering manager. You may not remove leftover food and beverage and take back to offices, etc. You may not remove any catering supplies or equipment. If catering supplies such as leftover cups, plates, flatware, napkins, trays, linen, etc. are removed, the department will be charged for the replacement cost of all items.

**Health Regulations:**
We are very concerned with the health and safety of our campus and have strict health regulations that do not permit food to be out after certain time frames.

**Miscellaneous:**
Other event needs to consider that we can assist you with:
- Tables for other items such as pamphlets, registration, awards, etc.
- Screens, smart cart, flip charts, overhead, etc. You must email IT Department with a copy to the catering manager.
- Centerpieces or other decorations are not included in our pricing but we are happy to order them for you at an additional cost. You are welcome to use our existing centerpieces at no additional charge.
- Our standard linen color is champagne or white. If you have a request for other than standard linens, you must let us know when booking the event.

**Special set-up requirements:**
- The Susquehanna Room is set with round tables; seating for eight guests per table.
- The KAV and M&M Mars can be setup with round tables; seating for eight guests per table.
- Hoover 110 is setup with ten round tables; seating for eight guests per table/total seating 80. Campus policy prohibits any changes to the current table/seating configuration in Hoover 110.

**Final Event Planning:**
Now that the event is planned, the catering manager will prepare an event sheet for you and send it via email. Please send a return email acknowledging receipt of the event sheet. At this time, please note any changes or questions.
- Four business days prior to your event we must have your guaranteed guest count. This count will be used for preparation as well as final billing purposes. It is essential that if you do NOT receive an event sheet at least one week prior to your event that you contact the catering manager to assure that there has not been an oversight.
- When you receive your event sheet also please take a few minutes to look over it and make sure the following things are correct. If these items are not correct, you must contact the catering manager immediately.
  - Event time;
  - Event location;
  - Event date;
  - Guest counts;
  - Set up needs;
  - Menu with any special requests, including special dietary needs;
  - Account number

If you do not notify us of any errors, we will not be held responsible.

Upon arrival at your event either the catering manager or other catering staff will be there to assure you of all your catering needs and to answer any questions or last minute concerns you may have.
at this time there are changes, we will do our best to accommodate you, but sometimes there may be circumstances beyond our control.

**Elizabethtown College shall not be liable for damage to, or loss of, personal property.**

**Cancellation policy:**
We must be notified of event cancellation at least one week prior to your scheduled event. If the event is cancelled less than one week prior to your scheduled event, you may be billed for the event. Exceptions apply due to weather, etc. The catering manager will review and make a decision concerning billing.

**All events, which require food and beverage service must be provided by The Elizabethtown College Catering Department.** Any other off campus caterer or food service company must be approved by the catering manager prior to the event. The off-campus caterer or food service company must provide the College with a copy of their liability insurance as well as their health inspection.

Individuals are not permitted to bring their own food into designated catering spaces. If catering is requested, the College’s Catering Department must provide all of your food and beverage needs. You may not provide any food items unless preapproved by the catering manager.

**Alcohol Policy:**
Alcohol may only be served at the Alumni House, Susquehanna/Swatara Rooms, Bowers Writers House and the President’s Home. Each event will be handled on an individual basis following the Elizabethtown College Alcohol Policy and must be previously approved by the President of Elizabethtown College. Please send an email to the College President prior to your event to receive his approval via email. The College President will then notify our catering department of the approval. Please refer to the alcohol policy prior to planning your event.

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