

MESSIAH COLLEGE DINING SERVICES CATERING DEPARTMENT POLICIES

BUSINESS HOURS

Administrative Hours: Monday – Friday 8:00 am – 5:00 pm

We pride ourselves in being able to meet everyone's catering needs. The following information will help you through the process of organizing your special catered event.

Requests for Catering Services

We encourage everyone to start the scheduling process at least three weeks prior to the catered event. To ensure the success of your event, please contact our Catering Assistant Melanie Cunningham at ext. 3009, or our Catering Manager Jodie Etter at ext. 5251 to reserve the date for your event just prior to submitting the online pre-event form which is located at www.messiah.edu/dining/catering . When reserving your space, please allow adequate time for catering to set up prior, and to clean up after your event.

To ensure the accuracy of your special event, Dining Services will provide you with a Banquet and Event Order, 7-10 working days prior to your catered event. Upon receiving the BEO, please review the document carefully for accuracy, as this is our detailed contract with you. Your e-mail return receipt serves as your acknowledgment of the accuracy of this document. If changes or corrections are needed, please contact Dining Services immediately. Changes may not be accepted 72 hours prior to the event.

Pricing

Our Catering Guide is designed to offer helpful suggestions to you as you plan your catered event. As each catering event is planned with your personal touch, the pricing of the events will be specific to your desires and needs. Generally, charges for catered meals and buffets are on a per-person basis, while receptions and breaks are charged on consumption or per item. Pricing is subject to change if the market warrants, however once the BEO contract has been acknowledged, the pricing is guaranteed. There are no service or delivery fees for traditional services. Catered services that are purchased with Messiah College departmental funds will receive a 10% discount. Exclusions may apply.

Specific Catering Policies

Catered events at Messiah College are to be provided exclusively by Messiah College Dining Services. Messiah College Dining Services has a first right of refusal which will enable an off premise caterer or food service provider the ability to facilitate specific events. The First Right of Refusal document is to be completed and signed by Dining Services prior to these events. The First Right of Refusal Document is available at:

<http://www.messiah.edu/offices/dining/catering/documents/CateringPolicyExceptionForm>

To ensure the safety of our guests, food and beverage items remaining at the completion of the catered event will be removed from service as they are the property of Messiah College. In certain instances and with the approval of Dining Services, remaining food items that are not temperature sensitive may be offered to the customer or guests.

Guest Count and Guarantee

A final guest count guarantee is the number of guests you plan to attend your catered event. We ask that you provide this guaranteed number to Dining Services at least three days prior to your event. If we do not receive a guaranteed number, the estimated count stated on the BEO contract will be used for the final guest count.

Service and Wait staff

The majority of our catered events will be served by our talented and dedicated Messiah catering staff and students. If additional servers are required to assist our staff, this will be discussed with you during the planning process of your event. The minimum time for an attended service is two hours.

Delivered Events – not Monitored by Catering Services

Unattended catering events that are to be set up in public areas require special attention. We ask that these events be monitored by the customer once the set up is complete. If additional items are needed for the event, Dining Services will, if available, supply the additional items which will be added to the final BEO contract. A delivery charge may be required if additional items, or set up for the event is needed.

Special Dietary Requests

Our Chefs are happy to prepare and honor your special dietary requests including Vegan, Vegetarian, Gluten Free, Low Fat, Low Sodium, as well as any allergenic dietary request. To best serve you, we require that you notify the Catering Department of these requests at least three days prior to the catered event.

Service Pieces

Based on the guaranteed count, each catered event will be specifically designed and set up with the appropriate service ware pieces. The service pieces provided are the property of Messiah College Dining Services.

Cancellations

If the cancellation of your event is required, notify Dining Services at least three days prior to your scheduled catering event. This will ensure that charges will not be applied to your event. If the cancellation of your event occurs within three days of the event, a charge for any unrecoverable costs may be applied. There will not be a charge for a cancellation due to severe weather.

Billing

Services not billed to Messiah College are subject to a Pennsylvania State Sales Tax. We require that Non-Profit Organizations provide Dining Services with a copy of their tax exempt status prior to the event; to ensure the waiver of the six percent Pennsylvania State Sales Tax.