

Planning Ahead

For each order that we do (and we do a lot!), we have to plan ahead for the ordering of the food items, and the staffing for each event. The more advance notice we receive, the better we can make sure that your event runs as smoothly as possible.

Don't forget that the "Early Order Discount" applies to meals, receptions and large deliveries that are called in at least 10 business days in advance, and pickups, breaks, bag lunches, and small deliveries that are called in at least 5 business days in advance. If a late order is unavoidable, a 10% surcharge will be added on to the total invoice.

Changes to Orders

Making changes to events is an every day occurrence that we expect as a normal part of our business. For every change that we make, whether it's a menu item or guarantee number, we have to make the change in a **minimum of 5 different areas on 3 different floors. Multiply that times 400+ events that we average per month, and that's a lot of changes!** You can help us reduce this number by giving us complete information the first time you order, and by calling in your count no **earlier than 2 business days** in advance.



FYI

From our Catering Department

The Catering Team

We have a great team of workers who are dedicated to providing a memorable event for our guests. **Doug Lemaster** is our Associate Director and **Melissa Clark** is our Event Coordinator/Assistant Manager. **Mary Tompkins** is our Assistant Manager of Operations. We have **Susan Kraft** and **Nicole Niekamp** in the office as administrative assistants, and our special event staff which consists of **Chere' Wintrich, Dancey Gamble, Amanda Russell, Becky Rowe, Rebecca Henry and Ann Luneke.**

The majority of our service staff is made up of UD students, the remainder being part time employees. The whole team works very hard to make your event a success, from the initial order to the last cup of coffee!

Cancelling an Event

Though you may be giving us a day or two's notice, a lot of pre-event work has already gone into your order. For this reason, we have revised our cancellation policy to the following timeline:

- 10% fee may be assessed for more than 2 days cancellation
- 25% fee for 2 day cancellation
- 50% fee for 1 day cancellation
- 100% fee for same day cancellation



Ordering Information

We appreciate your orders, whether they are phoned in or emailed. If you prefer to send us your menu by email, please make sure the following information is listed:

- event date
- reservation number
- dept. or group name
- contact person
- contact phone
- email address
- bldg/room number
- estimate no. of guests
- start & finish time
- account number
- menu items

This information will help us expedite your order quickly. As always, though, feel free to call in person if you have any questions!

Leftovers

Food that is not handled correctly is very susceptible to food-borne illness. Food items must be properly chilled, stored, heated, and served. In compliance with state health regulations, we will only allow guests to take any leftover individually portioned food items such as bakery products or whole fresh fruit.

Any leftover temperature-regulated food items such as buffet food, deli meats, cheese, and hors d'oeuvres will remain the property of Catering Services, which is responsible for all prepared food. We appreciate your adherence to this policy.

<http://dining.udayton.edu>

**VISIT OUR
WEB SITE
TO VIEW OUR
SPRING &
SUMMER
SPECIALTY
BUFFETS**

