

To: All Staff, Users of Building  
From: Randy Hedge, Director  
Re: Reservations and Catering Services  
Effective: December 2002

## **Reservations and Catering Services**

### **University of Wisconsin Oshkosh**

Reservations and Catering Services take pride in being able to meet everyone's meeting and event needs. The following steps will help you through the process of organizing your special function.

#### **A. Arranging and Reserving a Date**

Even if the date of the event is only tentative, please make arrangements with Reservations and Catering Services so that we can at least get you on our records. All other information such as location, number of guests, time of the function and menu selection need to be decided at least ten business days before the function. You may contact Catering Services at (920) 424-3412.

#### **B. Reserving the Room**

Whether the event is to take place on campus or off, the location needs to be reserved before we deliver. You need to arrange for tables, chairs and other equipment by contacting the Reeve Union Reservation Office at (920) 424-2435. Requests for room setups, including tables for the food, should be made at this time.

All reservations for meeting rooms and lounge areas and other reservable spaces must be made in the Reeve Union Office during regular office hours. For events requiring more than a standard set of tables and chairs, 48 hours advance reservation is required. For rooms with a standard or permanent set, reservations may be made up until the day of the event.

#### **C. Contact Catering Services**

At least ten days before your event, contact the catering office at (920) 424-3412, or stop by the office located on the first floor of Reeve Union. Some arrangements can be made by phone, others require an appointment with the Catering Director. The office hours are Monday through Friday from 8:30 am to 4:30 pm. Our fax number is (920) 424-1386.

After we have finalized all the details of your special event, you will receive an event order form to confirm with a signature. Please carefully review all information on this event order form for accuracy and completeness before signing. This contract must be returned to us upon receipt (drop off at our office or fax to (920) 424-1380).

**D. Changes/Guarantees/Cancellations**

All cancellations and/or changes referring to the menu, count and event arrangements must be confirmed three business days prior to the event. Any event that is not cancelled within this time frame will result in a 50% payment due as contracted on the event form. If you do not contact us with a final count within three business days prior to the event, we will prepare for the estimated number and charge accordingly.

**E. Meal Requisition Forms – University Accounts**

All University Departments/student organizations using University accounts are required to complete a Meal Requisition Form prior to the catered event. The Meal Requisition Forms can be obtained from the RMU Reservationist or catering staff. The Pre-Audit staff of the Administrative Services Office in Dempsey Hall must also sign the form, prior to the catered event, in order to authorize payment to the contractor.

**F. Payment**

All catered functions must have a secured payment before they occur. Meal requisitions, University funds, checks or a University Card are all valid payment methods. Non-University related groups are required to make a deposit of 50% of the contracted amount for meeting/event rental and catering charges one week prior with the balance due at the conclusion of the event. Non-University groups are subject to sales tax unless a tax exempt certificate is provided.

**G. Catering Delivery Fees**

There is no delivery fee for catering services within Reeve Union. Deliveries outside Reeve Union will be subject to a minimum 20% delivery fee, which may be greater based on the size and location of the event.

**H. Catering Service Upgrade**

Catering Services provides high quality plastic products as our standard, unless otherwise requested. If china service is desired for off campus events, there will be an additional fee of \$2 per person for full service meal, \$1.50 per person for breaks and receptions, and \$1 per person for bar service.

**I. Linen**

As a standard, we provide tablecloths and table skirting for all food and beverage tables. Linen for guest tables is included only with full service meals of breakfast, lunch, dinner and buffets. If you would like linen to be placed on guest tables for receptions, breaks and boxed lunches, there will be a \$3 fee for each tablecloth. The same applies to tables for registration or nametags, head tables and any additional table that will not be directly used for setup.

**J. Attendants**

To ensure that your event is a success, catering staff will be provided for all served meals and buffets during the first two hours of service. If additional time is needed, a fee of \$15 per hour per attendant will be applied. Attendants are not included for receptions and breaks. We recommend that you have an attendant for all receptions and breaks for every 75 guests at \$15 per hour to include setup and cleanup time.

**K. Late Charges**

A late charge of \$25 will be assessed for any event booked with less than 72 hours notice. Once the event has been confirmed, any changes made with 72 hours of the event will be charged \$25

**L. Alcohol Procedures/Policy**

All alcohol events require University approval. Requests are handled through the Reservations Office.

**M. Catering Equipment**

As the host of the catered event, you are responsible for the equipment we have provided for your catered event. Any missing or damaged catering equipment or supplies will be charged to your account at replacement cost.

**N. Floral Charges**

We will be happy to order, receive and handle specific floral and decorative requests for an additional fee determined in accordance with your specific needs.