



Subject: Catering - Internal Procedure
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Campus: Orillia and Thunder Bay

Catering - Internal Procedure - Campus Food Services

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Introduction

Lakehead University Food and Conference Services is here to support campus events and provide a welcoming environment for everyone. We want to see your event executed smoothly and help you achieve your vision for your event. We encourage you to review this procedure document to better understand the catering options offered. To ensure clear communication between you and Food and Conference Services (FCS) or you and the Food Services Provider (FSP), we ask that you appoint a **Primary Event Organizer (PEO)** to be the singular point of contact for your event. The PEO will also be responsible for budgetary decisions during the event. FCS or FSP will work directly with this individual to discuss and organise all the details and important decisions related to your request.

Food and Conference Services (FCS)

Food Services Provider (FSP)

Primary Event Organizer (PEO)

Catering Categories

FCS understands that the following two main categories may not perfectly align with the type of event being planned. For example, you may be interested in a basic “Drop and Go Service” (with all of the conditions) for a group of 25 people, or you may want “Full-Service” for a special event for 5 guests. Flexibility is certainly available based on timelines and resources available at the time of the request. Please contact FCS with any questions or for clarification.

A) Drop and Go Service / Pick Up Orders

“Drop and Go / Pick Up” is defined as a basic catering order for small groups, typically for a casual-style low-risk event. For this category, PEO’s will work directly with the FSP to order catering for their event. Setup for these events is minimal, with little to no disruption to furniture, and typically no additional cleaning outside of the regular schedule is required. The PEO is responsible for restoring the classroom/boardroom/space to its original condition, including returning furniture to regular set up. This can include garbages being emptied, pizza boxes being disposed of into a dumpster, or the room being swept or mopped due to food mess on the floor. If unplanned cleaning is required, the PEO is responsible for contacting Physical Plant (during office hours) or Security (after hours call-in) and this could incur additional costs. Catering, including dishware and supplies, are picked up/returned either by the PEO or the FSP immediately following the event.

When should you generally use this type of service?

- When you have 20 guests or less;
- When no set up is required

Some important notes:

- 10 business days advance notice is required;
- If items are being dropped off by FSP, PEO should include time for set up and pick up in the space booking for the event (ie. 30 minutes pre and post event);

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- The FSP will confirm with the PEO the number of tables and the space needed for service. If Catering Table(s) are required, the PEO is responsible for contacting FCS to arrange drop off and pick up of the tables (Table Booking Process will apply: [Orillia](#) | [Thunder Bay](#));
- Removal of excess food, beverages, and supplies must be discussed and agreed upon between the PEO and the FSP;
- The PEO must ensure the space is returned to its former condition upon the completion of the event. This may include returning classroom furniture to its regular set up, garbage removal or sweeping of the floor to ensure the room is in suitable condition for the next user group, or reserving the room until the following day to allow for cleaning and pick up in regular scheduled hours. For outdoor events, the PEO will need to arrange garbage bins as necessary for group size and collection/removal of the bins post-event;
- PEO & FSP should discuss buffet table linen expectations. Tablecloth colours vary by campus;
- In the majority of cases, 'drop and go' or 'pick up orders' will be paired with disposable service unless otherwise agreed with FSP. If dishware is requested, PEO and FSP must agree on pick up and/or return details to ensure inventory is returned to FSP. Missing or damaged dishware, or any unreturned FSP supplies (ie. beverage jugs, linen) may be charged on the final FSP invoice.

Note: Heritage Place catering requests will be evaluated on a case-by-case basis. In the event that the FSP is unable to provide delivery to Heritage Place at no cost, alternate caterers may be used.

Menus and placing orders

When the PEO places the order directly with the FSP, the FSP Catering Manager will confirm with the PEO receipt of the order and confirm availability for the service request within 48 hours for standard menu orders and within 5 business days for more complex or custom orders. From the point of confirmation, the order will be billed as indicated in the FSP's catering system (iCanEat or Catertrax) . Should there be any changes (i.e. increase or decrease of attendees, etc.), it is the PEO's responsibility to confirm final numbers within the required timeframes.

Orillia: Place your order [here](#) or visit <http://catering.danahospitality.ca/LAKEHEAD/>
Thunder Bay: Place your order [here](#) or visit <https://lakeheadu.catertrax.com/>

Final Event Details and Guest Count

The PEO is responsible for confirming all event details, including final guest count (if it has changed), in writing by 12 pm, 5 business days prior to the event (unless alternative arrangements were made with FSP). Weekends and statutory holidays are not considered business days.

Invoicing / Payment

Orillia:

- Internal Lakehead Departments: Catering invoices will be sent directly from the FSP to the PEO. The PEO is responsible for ensuring proper signatures and budget codes are sent to the Finance Office for processing.

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- LUSU and Student Groups: Advance deposit is required and final payment is due upon pick up/delivery.

Thunder Bay:

- Catering invoices will be sent directly from the FSP to the PEO. These can be paid by purchasing card or budget transfer.
- Budget transfers: the PEO is responsible for ensuring proper signatures and budget codes are sent to the Finance Office for processing.

Need additional assistance or support?

If you find you need additional support for your Drop & Go Service, Food and Conference Services offers consultation and assistance for your event and catering needs. Please be advised that – depending on the nature of the request – these additional supports may incur fees to recover costs of staff time etc. FCS will try to accommodate all requests, based on the scope of the request and the timeframe provided. All requests must be submitted through the [Internal Event Request Form](#).

B) Full-Service

“Full-Service” defines catering for more robust events with greater expectations than casual “Drop and Go” Service. These events may be larger scale, a higher calibre, and/or involve more detailed planning. Examples of Full-Service events include but are not limited to special events where registration fees are being charged, single or multi-day conferences, fine dining, special visitors, custom menus, VIPs, etc.

When should you generally use this type of service?

- When you have more than 20 guests;
- When Event Registration or Ticket Fees are being charged;
- When you require Bar Services;
- When you require a Hot buffet, plated or served meals;
- When booking Conference Spaces (ie. non-academic areas);
- When reconfiguration of existing furniture or additional tables is required.

Some important notes:

- 15 business days advance notice required (See section 2. Timelines);
- Dishware will be automatically included unless otherwise stipulated. Disposable service (paper, plastic) will be provided upon request. Dishware may incur additional fees which will be outlined by FCS;
- In-house buffet table linens are automatically included unless otherwise stipulated.
 - Other decor and table linens or skirting can be provided based on availability and upon request.
 - Laundering fees or cost-recovery fees will apply and vary per campus.
 - Specialty tablecloths (ie. colour, size etc...) and skirting requiring external rental arrangements will incur fees.

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Full-Service events require Food and Conference Services' coordination. Staff time recovery for labour (hourly rate per person) and Coordination Service fees will apply to this type of service at the discretion of Food & Conference Services. These fees will be outlined in your formal quote from FCS.

FCS will try to accommodate all requests, provided they are received within a reasonable timeframe. Requests received less than 15 business days in advance are not guaranteed. All requests must be submitted through the [Internal Event Request Form](#).

Menus

Orillia: Visit <http://catering.danahospitality.ca/LAKEHEAD/>

Thunder Bay: Visit <https://lakeheadu.catertrax.com/>

Placing event booking requests or proposals

All requests or event proposals must be submitted through the [Internal Event Request Form](#).

- The form serves as an information gathering tool and in no way does it obligate the PEO to hold the event or commit to specific details of the event as indicated;
- Submitting your proposal with ample advance notice allows FCS and FSP to review resources and staffing to meet the needs of your event and avoid conflicts with other scheduled events.
- Providing helpful information such as catering/menu expectations, estimated numbers, AV requirements, event timing information (set up, take down, organizer arrival & guest arrival), PEO contact information, room and set up preferences, and signing authority and proposed budget enables FCS and FSP to assess the event effectively.
- Events are not considered confirmed until a quote is prepared and accepted in writing. Your final event statement will reflect any changes during the course of the booking and operationalization of the event (ie. changes in numbers, scope, added services etc.).

For more information or follow up, please connect with the following email accounts:

Orillia: orillia.confserv@lakeheadu.ca Ext 3003

Thunder Bay: conference.services@lakeheadu.ca Ext 8799

Invoicing / Payment

Food and Conference Services will arrange event statements for review and budget transfer/payments. The final guest count or the actual number of guests, whichever is higher, will be used for invoicing purposes.

Timelines for all Catered Events

We encourage campus partners to contact FCS or FSP as far in advance as possible to fully benefit from the services offered. Advance planning will assist the PEO in accurately forecasting expenses related to their event such as meal costs, space rentals, any contractors required (such as movers or cleaners), etc. These hard costs can then be incorporated into event registration fees, overall program budgets, etc.

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Initial Request

Drop and Go Service / Pick Up Orders: 10 business days advance notice required (online order);
9 days or less: Submit online order and follow up with FSP

Full Service Orders involving FCS: 15 business days advance notice required;

Complex, Bar Services, multi-day events: 30 days or more notice is required.

FCS will try to accommodate all requests, provided they are received within a reasonable timeframe. Requests received less than the indicated time above are not guaranteed.

Final Event Details and Count

The deadlines to submit your final event details including guest count will be included on your formal quote from FCS.

The final guest count or the actual number of guests, whichever is higher, will be used for invoicing purposes. Without a final guest count within the prescribed time, the last confirmed number of guests will be used for menu preparations and invoicing purposes.

Catering Hours of Operation

Campus catering hours of operation vary depending on the time of year. Additional fees for labour and a minimum number of guests may apply for any catering requests outside of normal business hours.

Catering may be subject to additional minimum charges for labour (for example, a minimum 3 hour shift), depending on the nature of the event. Examples include additional labour for weekend and evening catering, and events requiring servers or support staff to be present during the event. Catering requests for outside of regular business hours must meet the required minimum sales per the FSP's policy.

Any additional fees will be discussed and quoted in advance.

Cancellations

Food and Conference Services

Cancellations must be received in writing by 9:00 a.m. at least three business days prior to the event (not including the day of the event). Failure to meet this minimum will incur a 15% administrative fee based on the original order amount, or \$75.00, whichever is greater, at the discretion of Food & Conference Services. This applies to full-service catered events or whenever FCS's assistance has been requested.

Food Service Providers

Cancellations must be received by the FSP in writing at least three business days prior to the event. Failure to meet this minimum will incur a cancellation fee of 50% on all anticipated charges.

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Cancellations received within 24 hours of the function may be subject to a cancellation fee of 100% of all anticipated charges.

- Thunder Bay (Aramark) [Policy Website](#)
- Orillia (Dana Hospitality) [Policy Website](#)

Other

Tables

If tables are not in place at the predetermined start time, the FSP may need to return food to the kitchen. To book tables required for 'drop and go' catering needs, please contact FCS. This service is offered as a complimentary service for Internal Lakehead University Departments and LUSU Clubs. (Table Booking Process will apply: [Orillia](#) | [Thunder Bay](#))

Waste and Recycling Cans

For the 'drop and go' service, if additional waste and/or recycling cans are required, please contact Physical Plant through [their work order system](#).

Equipment, supplies and unconsumed Leftover Food

Utensils, plates and other catering supplies may not be removed from a catered event. Missing or damaged dishware, or any unreturned FSP supplies (ie. beverage jugs, linen) may be charged on the final invoice.

FCS understands that members of the Lakehead community struggle with food security. When possible, eligible food items may be made available to community members following the conclusion of catered events. In these circumstances, PEOs are encouraged to discuss with FCS and the FSP ways to share excess food on-site with students, staff, and faculty, however due to the heightened risk of food-borne illnesses and liability, food may not be removed during or after an event.

Any unconsumed food may not leave the event and is to be collected by the FSP or discarded by the PEO. It is the responsibility of the PEO, FCS, and FSP, depending on the nature of the event, to ensure this risk is mitigated.

- **Thunder Bay:** Through the Second Harvest Food Rescue App, all eligible food items from catered events will be directly-donated to the Food Resource Centre

Locations

The PEO should be sure to include sufficient time for set up and pick up of catering in the space booking. Special attention is required when reserving academic space for catering events so as not to conflict with class schedules. Consult with the FSP or FCS to determine appropriate set-up and tear-down times.

Delivery fees

There are no delivery fees for catering services at Lakehead University campus locations.

Non-University Food Services Provider

Lakehead University has mutually beneficial contracts with its FSPs on both of our campuses (Aramark Canada and Dana Hospitality). To respect these contracts, it is incumbent upon campus partners to utilize their services whenever possible and refrain from using alternate caterers. This enables Lakehead to foster and grow a healthy relationship with these FSPs. If choosing to outsource to an alternate caterer, you can find the steps for using an [alternate caterer here](#). Note that certain non-academic spaces on both campuses are limited to Lakehead's FSPs exclusive use such as the Dining Halls on both campuses. Other policies can also apply when considering alternate caterers.

Feedback

We appreciate hearing how your service went - if it was well received, we want to tell our teams how great they are! If something missed the mark, we would like the opportunity to improve for next time.

- Are you located in Thunder Bay? You'll receive a survey from Aramark/Catertrax (Voice of the Customer) after your event is over or with your event statement from Food and Conference Services.
- Are you in Orillia? A response form will be shared with you following your event. Please also feel free to communicate directly with your Conference Coordinator.

Missed a detail? Connect with Food and Conference Services! Even if you find that you forgot an element of your drop and go service, you can reach out to us. Whenever possible we want to support your events and ensure they succeed.

Contact us: Food and Conference Services

Orillia: orillia.confserv@lakeheadu.ca Ext 3003
Thunder Bay: conference.services@lakehadu.ca Ext 8799

Contact us: Food Service Providers

Orillia: 705-330-4010
corey.smith@dexterra.com Ext 3051
suzanne.haines@dexterra.com Ext 3050
<http://catering.danahospitality.ca/LAKEHEAD/>

Thunder Bay: 807-343-8010 Ext 8337
catering.aramark@lakeheadu.ca
<https://lakeheadu.catertrax.com/>

Bon appétit!