

UCCS Catering Procedures

The vision of UCCS Dining and Hospitality Services (DHS) is to be a recognized leader in service delivery and food sustainability. DHS will cultivate and nurture a healthy campus culture where access to wholesome, seasonal, and local food directly links to wellness, sense of place, and environmental protection. Aligning DHS with campus sustainability efforts allows for the integration of academic programs and community action, thereby providing students invaluable experiential learning opportunities. This includes preparing and serving healthy, flavorful, sustainable, and nutritious food produced through fiscally responsible and mindful practices that nourish and support our community

In order to support this vision, UCCS Dining and Hospitality Services has exclusive “first right of refusal” for all UCCS campus catering and concessions.

1. This includes all buildings on the UCCS campus: auxiliary buildings (such as the University Center), academic buildings (such as Dwire Hall and University Hall), and administrative buildings (such as Main Hall and Cragmor Hall).
2. All outdoor spaces are included, such as the campus green south of Osborne Hall. This includes food and beverages sold at UCCS Athletic (and other) events.
3. Catering exemptions may never be granted for events in the following locations:
 - a. The Lodge (Upper or Lower) or Roaring Fork Dining Halls.
 - b. Retail food establishments such as Clyde’s Pub or Café 65.
4. In addition, University or non-University groups may never have access to or use UCCS Dining and Hospitality Services kitchen and catering equipment.
5. UCCS Dining and Hospitality Services Catering has posted an online menu with reduced rates for the campus. Registered student clubs and organizations who order off of the main menu will receive a 10% discount.

Exemptions and clarifications:

1. Freshman Seminar events will have an exemption only in Breckenridge Hall and Cucharas Hall classrooms.
2. The Residence Life and Housing program has an exemption for programming within the Housing Villages, including Kettle Creek and the Upper Lodge, but does not have an exemption for the Lodge or Roaring Fork Dining Halls.
3. Small on-campus club or department meetings may bring in outside food *by members to the meeting, without an exemption*, provided:
 - a. Only members of the club/department are present (no other guests or speakers/performers attending).
 - b. There is no advertising or marketing of the meeting.

- c. Food is not going to spoil from sitting out (is pre-packaged, or basic such as chips/salsa, donuts, etc).
 - d. UCCS Catering will only provide plates/cups/utensils for these situations for a charge.
- 4. Department and Student Club Potlucks
 - a. Are permitted within the department's own space or the Student Life office. Groups may not use meeting space in the University Center, Lodge, or Breckenridge rooms for this purpose.
 - b. The event is not advertised or marketed.
 - c. UCCS Catering will only provide plates/cups/utensils for these situations for a charge.
- 5. "BrownBag" Meetings
 - a. Are allowed provided everyone is bringing food for only themselves.
- 6. Tabling
 - a. Pre-packaged commercially produced food is allowable for sale or give-away. If sold, advance approval from the Bookstore is required and sales tax must be collected and reported to the Bookstore.
 - b. No homemade food may be sold or given away (bake sales).
 - c. Anything other than pre-packaged food must be coordinated with UCCS Dining and Hospitality Services in advance (e.g. Pancake Breakfast)
 - d. Off-campus vendors/external clients may not sell any food or concessions.
- 7. Donated Catering from DHS
 - a. Club and organizations donation request process:
 - i. Fill out the donation request form in Mountain Lion Connect
 - ii. Maximum \$200 per fiscal year
 - iii. DHS will make decisions on how to allocate funding.
 - iv. The event must be primarily focused to be for UCCS students in order to qualify for a donation.
 - v. Joel Bagley, Associate Director of Business Operations in DHS, will communicate the decision.
 - b. Department donation request process:
 - i. Please fill out the donation form on the catering website and send to Joel Bagley, Associate Director of Business Operations in DHS (jbagley@uccs.edu).
- 8. Exemptions
 - a. Exemptions for donated food from off campus vendors:
 - i. Departments/Clubs may receive food donated from off-campus vendors provided:
 - 1. 100 percent of the cost is covered, and

2. The department/club has a documented plan for food safety, and
 3. The event is not held in an otherwise restricted space, and
 4. UCCS Dining and Hospitality Services is not expected to provide equipment or service items, and
 5. A Certificate of Insurance is required from all off-campus vendors preparing food on campus for an event two weeks prior to the event.
- ii. Departments must submit the exemption request form to Chad Garland – Director University Center and Conference Services via email (cgarland@uccs.edu) at least two weeks in advance.
 - iii. Clubs must submit the exemption request form through Mountain Lion Connect.
 - iv. If the exemption is granted the sponsoring University department or organization must agree to the following terms:
 1. All food remains at the appropriate hot or cold temperature throughout the event; and
 2. All waste must be cleaned up and disposed of after the event (including removing all waste to external trash dispensers); and
 3. All disposable serving items will be of a compostable nature. Styrofoam and plastic cups/utensils are prohibited; and
 4. That any use of an open flame to heat dishes requires pre-approval from the campus Fire Marshall; and
 5. Parking for outside vendors is not provided and guest parking procedures will need to be followed; and
 6. All vendors providing food have submitted liability insurance per University policy, etc.; and
 7. Outside vendors are not permitted to use DHS kitchens.
- b. Exemptions for food purchased from an off campus vendor
 - i. Departments/Clubs may request an exemption to purchase food from off campus vendors provided:
 1. The event is not being held in the following spaces: University Center, Upper/Lower Lodge, Roaring Fork, Gallogly, Library Apse, Heller Center, West Lawn, Daniels K-12, Dwire 204. No exemptions will be granted in these spaces.
 2. The order is under \$75 and the event is outside the spaces listed above.
 3. If the order is over \$75 and the event is outside the spaces listed above, an exemption will only be granted if DHS cannot accommodate the order.

- ii. Departments must submit the exemption request form to Chad Garland – Director University Center and Conference Services via email (cgarland@uccs.edu) at least two weeks in advance.
- iii. Clubs must submit the exemption request form through Mountain Lion Connect.
- iv. If the exemption is granted the sponsoring University department or organization must agree to the following terms:
 1. All food remains at the appropriate hot or cold temperature throughout the event; and
 2. All waste must be cleaned up and disposed of after the event (including removing all waste to external trash dispensers); and
 3. All disposable serving items will be of a compostable nature. Styrofoam and plastic cups/utensils are prohibited; and
 4. That any use of an open flame to heat dishes requires pre-approval from the campus Fire Marshall; and
 5. Parking for outside vendors is not provided and guest parking procedures will need to be followed; and
 6. All vendors providing food have submitted liability insurance per University policy, etc.; and
 7. Outside vendors are not permitted to use DHS kitchens.

Weddings:

Wedding clients are permitted to use their own vendor for their wedding cake only.

Linens and Decorations:

As a standard, UCCS Catering provides tablecloths for all food and beverage tables. Linens for guest tables are included with full-service plated meals. Linens are not provided standard for guest tables at receptions, continental breakfast, breaks, boxed lunches, registration tables, head tables and any additional tables. They can be added for an additional charge. If you order catering from the Catering on a Budget Menu, linens will not be provided.

Centerpieces, chair covers, and floral arrangements can also be added for an additional charge. All personal decorative items must be taken down immediately following your event. Any floral arrangements you have paid for are yours to keep. Floral arrangements and other décor provided by UCCS Catering are the sole property of UCCS Catering and may not be removed. Please discuss these event enhancements with your event planner.

Service Staff:

1. Continental breakfasts, on-the-go meals and breaks with disposables are priced for self-service. Our staff will deliver your order, set it up and then return at the designated time for clean-up.
2. Buffet meals require one attendant for every 25 guests and are included with the per person price. China service with a buffet meal is an additional cost.
3. Receptions or events with disposable wares require one attendant for every 75 guests. Receptions or events with china or glassware require one attendant for every 50 guests.
4. The cost for attendants is not included in the plated menu prices. Plated meals require a higher level of service and additional attendants. One attendant is required for every 15 guests and fees will be charged accordingly.
5. Meals requiring a higher level of service, such as additional courses, hand-passed appetizers, non-pre-set courses, champagne toasts, limited turn-around times for clearing, mid-event table re-arrangement, among others, will incur additional charges. All staffing includes set-up time, two hours of event time and clean-up time. If your event time is longer than two hours, staffing will be an additional \$9 per half hour per attendant.
6. We require a bartender when alcohol is served. We require one bartender for every 75 guests for Beer and Wine service, and one for every 50 guests for an Open Full Bar. All bartenders must be provided by UCCS Catering (4 hour minimum includes setup and cleanup).
7. For events off campus that do not include a minimum order of \$300 of DHS catered food, the bartender fee is \$150 for the first 4 hours and \$25 for each additional hour, plus a delivery charge of \$75 and related food product charges will also apply.
8. If you are having beer and wine donated, there will be an additional charge of \$1.00 per person to provide disposable cups and napkins in addition to the bartender fee. If you would prefer glassware then the full bar glassware fee of \$1.25 will be applied.
9. DHS Catering does not add an industry standard service charge to campus affiliated events. We also do not charge gratuity.

Dietary Restrictions:

All dietary concerns and restrictions should be identified and communicated to your UCCS event planner at the beginning of the booking process. UCCS Catering will make every effort to accommodate any dietary restrictions or allergies. The person(s) with restrictions or allergies needs to be responsible to monitor their own situations, and choose the best options available to them.

Alcohol:

Please refer to UCCS Policy 100-003:

<http://www.uccs.edu/Documents/vcaf/policies/100-003Alcohol2013.pdf>

1. Alcoholic Beverage Authorization Form: Must be completed and submitted at least two (2) weeks prior to the event. Alcoholic beverage service will not occur at any event without this form being signed.
2. General Information:
 - a. Persons under twenty-one (21) years of age cannot legally possess or consume any alcoholic beverages. The furnishing of alcoholic beverages to underage persons is prohibited.
 - b. Alcohol cannot be consumed or carried in open containers on any University street, parking lot, sidewalk, alley, hallway, public lounge, or any unauthorized public area.
 - c. Alcohol may not be served unless non-alcoholic beverages (in addition to water) and food also are served. Food and non-alcoholic beverages must be available in sufficient quantities.
 - d. When events last two (2) hours or more, service of alcoholic beverages must stop one hour before the close of the event.
 - e. The total amount of time for alcohol service cannot exceed six hours in one day.
 - f. For external/off-campus clients renting space, at least one dedicated UCCS police officer or security guard will be required at all functions where alcohol is served. The licensee will be responsible for paying all costs of this security.
 - g. Service will be refused to obviously intoxicated or belligerent guests or patrons. Failure to comply with University personnel will result in guests being removed from the event and/or ending the event early.
3. Service of Alcohol on Licensed Premises: *The University Center, Gallogly Events Center, Dwire Hall 1st and 2nd floors, Art Gallery, and University Center Upper Plaza* are licensed for the sale of alcohol.
 - a. Alcoholic beverages may be sold and served on licensed premises. University or host may charge an entrance or admission fee to the event. Additional room rental charges may be applied.
 - b. Alcoholic beverages must be provided by Dining and Hospitality Services or may be donated by a wholesaler. The wholesaler must provide a zero balance invoice 72 hours prior to the event.
 - c. All alcoholic beverages must be served by trained Dining and Hospitality Services employees.
4. Service of Alcohol on Unlicensed Premises: *The Lodge, Roaring Fork, Cucharas Heller Center, Kraemer Family Library, Osborne Center for Science and Engineering, University Hall, Columbine, Centennial Hall, Academic Office Building and the Lane Center* are unlicensed premises for the sale of alcohol.
 - a. No alcoholic beverages may be sold on unlicensed premises. Neither the University nor host may charge an entrance or admission fee to an event where alcohol is provided.

- b. Alcoholic beverages may be served on unlicensed premises with prior written authorization, but will not be provided by Dining and Hospitality Services.
- c. All alcoholic beverages must be served by trained Hospitality Services employees.
- d. The amount of alcoholic beverages to be served will be agreed upon by the parties in the Alcoholic Beverage Authorization Form prior to the event's commencement. No additional alcohol may be brought into the event beyond that agreed in writing.

Tastings

A complimentary tasting sample may be provided at Dining and Hospitality Services' discretion for events hosting more than 125 guests. The event planner will work with the client and Executive Chef to determine the tasting food selection. The complimentary tasting is for two people. The additional fee for more than two people is \$15 per person.

Left-over Food:

Due to health regulations, and for the safety of our guests, food not consumed may not be taken from catered events. All leftover food remains the property of UCCS Catering as per the Department of Public Health. UCCS Catering does not offer to-go containers.

Placing your Catering Order and Guest Count

Catering is available year-round with the exception of the following dates:

1. Thanksgiving weekend
2. Christmas Eve through New Year's Day (December 24-January 2)
3. All major University holidays when the University is closed

Events are generally held during typical meal times:

Breakfast: 7am-10am

Lunch: 11am-2pm

Dinner: 5pm-10pm

1. Events beginning before 7am or beginning after 7pm will incur additional staffing charges of \$9 per half hour per service attendant. The client is responsible for establishing accurate delivery and pick-up times for the event, in conjunction with their event planner. Unscheduled return trips due to late meetings, locked facilities or rooms, or other reasons that prevent catering staff from accessing rooms will incur an additional \$25 delivery fee.
2. Preliminary menu arrangements are highly recommended and can be submitted up to one year in advance (subject to menu price changes), but must be made at least seven (7) business days in advance (does not include weekends). UCCS Catering may limit services during peak times in order to maintain high levels of

service to all parties. Menu prices are subject to change. The total quoted for your specific event will not change unless you make adjustments to the original event plan, food, and/or services within 30 days of your event. This does not include making changes to your final guest count.

3. Events that do not reach the \$75 minimum food and beverage order will be subject to one of the following: self-pick-up by the client at Roaring Fork Dining Hall or a \$25 delivery charge. You may also request an exemption if it meets the guidelines.
4. To ensure appropriate service preparation, all changes referring to the menu, guest count and event arrangements must be finalized three (3) business days prior to your event (the event day is not included in the calculation). This is an absolute necessity for the success of your event.
5. Any decrease in the number of guests made after the guarantee deadline will not reduce the quoted cost of the event. If the number of guests exceeds the guarantee, the client will be charged for the actual number attending. If a final guarantee is not submitted, the original contracted guest count will be used for billing purposes.
6. Events are based on a 4-hour duration. This breaks down into one hour each for set-up and breakdown, and two hours for the formal event. Plated meal events are based on a 5-hour duration: 2 hours for set-up, 2 hours for event time and 1 hour clean-up. Changes made by the client that extend the 2 hour event timeframe will incur labor charges of \$9 per half hour, per attendant. Please keep in mind that food preparation is coordinated with the listed serving time and changes to service time can greatly affect food quality.
7. All menu prices are based on a single drop-off and breakdown. A replenishment fee of \$25 will be charged for each occurrence to cover transportation and labor costs. The charge is in addition to the cost of any additional food or beverage requested. This service will be provided whenever it does not interfere with other scheduled events.
8. If you do not require a service attendant for a small reception served on disposable products there will be a \$25 delivery charge for set-up and clean-up.
9. If you are interested in a customized menu for your event your UCCS event planner will work directly with the chefs to help you design a memorable meal. The chefs require a minimum of 3 weeks' notice to plan your event and order food.

Pick-Up Orders

If you are picking up an order from Roaring Fork you will report to the loading dock on the NW side of the building. Walk up the ramp of the loading dock and enter the building. Walk through the double doors. Your order will be on a cart with your order form attached. Please make sure you pick up the correct order. If you cannot find your order please call Event Services at 255-3664. If it is after-hours please call the UC Info Desk at 255-3450.

Suggested Food and Beverage Appetizer Quantities:

With Dinner: 4-8 hors d'oeuvres per guest, 2-3 drinks per guest

Hors d'oeuvres ONLY: 8-12 hors d'oeuvres per guest, 2-3 drinks per guest

Late Orders:

DHS strives to accommodate all orders; however, a late order decreases our ability to provide adequate service and supplies. Our desire is to give each client quality service, and in turn this may mean declining business based on high booking volume. Events placed less than 7 business days out will be assessed a late booking fee equal to 20% of the total order with a minimum of \$25. There may also be additional charges for procuring food and scheduling staff based on the complexity and timing of the event. Some menu items may not be available on short notice.

Cancellations:

General: Events or menu items cancelled or changed after booking may be subject to charges based on what cannot be absorbed into ordinary production. Cancellations must be received 5 business days in advance.

Weather-Related: On days with extreme weather conditions that may result in campus closures, catering or event staff will contact you with a deadline cancellation time. UCCS Catering reserves the right to modify service. Orders cancelled within the designated time frame will incur no charges (deposits will be refunded or held for a future event). Events cancelled due to extreme inclement weather resulting in an official University closing will not incur any fees. For events cancelled due to inclement weather without an official University closing, the customer will be responsible for any special orders and costs that cannot be absorbed into normal production.

Deposit

No deposit is required for on campus departments or registered student clubs, as long as a speedtype has been provided to UCCS Catering when placing the order.

For external/off-campus clients, 50% of the total amount of estimated catering and room charges are due at the time the contract is delivered, and 10% administrative service

charge is added to all orders. Tax exempt organizations are required to provide a tax-exempt certificate prior to their event.

Payment:

Final payment is due within 30 days after your event. After 30 days, late fees in the amount of 5% of the total invoice will be applied if payment is not received. For on campus departments and student clubs, please provide your speedtype prior to your event date. Your speedtype will be charged no later than 10 days after your event is complete. Non-university events will also be charged sales tax, etc. Non-profit groups must submit their tax exempt number during the booking process.

Green Your Event

DHS is committed to sustainable practices throughout its operations. Supporting local artisans and farmers, we seek out the best possible ingredients and pride ourselves on developing menus that are appropriate for each client, catering environment and season.

We are able to adjust menu offerings to suit your eco-friendly wishes. Sustainable seafood, free-range chicken, grass-fed beef, Colorado cheeses, and local produce when in season are just some of the sustainable options possible. Due to the cost of these items, menu prices will be higher.

DHS has great awareness of the importance of reducing our clients' and our own carbon footprint, and strives to be the leader on campus for green catering.

Sustainable Catering Practices:

- Recycle cardboard, metals, paper, and plastic via UCCS's single-stream collection method;
- Source Local and/or organic food and beverages when available or appropriate;
- Offer sustainable fish, grass-fed beef and free-range chicken upon request;
- Provide bulk servings of typical single-serve packages (such as coffee creamers, sugar, and juices) upon request;
- Offer 3 & 5 gallon room temperature water dispensers and compostable cups as an alternative to individual bottled water;
- Use either compostable or recyclable paper goods;
- Employ real china service ware upon request;
- Reuse buffet décor on most events;
- Source event equipment, staffing, flowers, and alcohol suppliers from local sources;
- Donate salvageable foods to a local food bank;
- Compost all food scraps and coffee grounds.