

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), the downtown space, and administrative buildings (such as Main Hall and Cragmor Hall).
2. All outdoor spaces are included, such as the West Lawn. This includes food and beverages sold at UCCS Athletic (and other) events and food trucks.
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 Contracted 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. Contracted clients may not order from the reduced rate menu.

Exemptions and clarifications:

1. GPS 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. Members of small on-campus club or department meetings (i.e. brown bag lunches, working meetings, etc.) may bring in outside food for their own consumption, *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.
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, Cucharas or Breckenridge rooms for this purpose.
 - b. The event is not advertised or marketed.
 - c. UCCS Catering can provide plates/cups/utensils and beverages in these situations for a charge.
5. Tabling
 - a. Pre-packaged commercially produced food is allowable for sale or give-away. If sold, advance approval from Dining and Hospitality Services and Event Services is required and sales tax must be collected and reported.
 - 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. Any pre-packaged food items given away or sold should include a list of ingredients for the purpose of identifying allergens.
 - e. Contracted clients may not sell any food or concessions.
6. 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. Based on staffing availability, DHS donations may need to be picked up by the club.
 - vi. Donation requests must be made 10 business days in advance. Catering orders for donation requests must be placed at least 7 business days in advance of the event.
 - b. Department donation request process:
 - i. Maximum \$200 per fiscal year
 - ii. DHS will make decisions on how to allocate funding.
 - iii. Based on staffing availability, DHS donations may need to be picked up by the department.
 - iv. Donation requests must be made 10 business days in advance. Catering orders for donation requests must be placed at least 7 business days in advance of the event.

- v. Please fill out the donation form on the catering website and send to [the](#) Catering Coordinator in Event Services.
 - c. Contracted events do not qualify for donations from DHS.
7. 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,
 - 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 licensed food vendors preparing food on campus for an event two weeks prior to the event.
 - ii. Departments must submit the exemption request form to [the](#) Catering Coordinator in Event Services 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 in writing:
 - 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 licensed food vendors providing food have submitted liability insurance per University policy, etc.; and
 - 7. Outside licensed food 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 licensed food 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 Main House, Heller Center Solarium, West Lawn, Daniels K-12, Dwire 204, Downtown Location. No exemptions will be granted in these spaces.

2. The order is under \$75 (\$150 for Downtown Location) and the event is outside the spaces listed above. Receipt must be provided.
 3. If the order is over \$75 (\$150 for Downtown Location) 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 [the](#) Catering Coordinator in Event Services 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 licensed food vendors providing food have submitted liability insurance per University policy, etc.; and
 7. Outside licensed food vendors are not permitted to use DHS kitchens.
- c. Cakes, Cupcakes and Donuts
- i. For a limited time, cakes/cupcakes/donuts may be ordered through your UCCS event planner; or you may order them from an off campus licensed food vendor without an exemption.
 - ii. If ordered through your UCCS event planner:
 1. A 15% service fee will be added to cover placing order, pick-up or delivery.
 2. You may provide your own compostable or recyclable plates, napkins and utensils or DHS can provide them at \$1.00 per person.
 - iii. If ordered by the client you do not need to request an exemption.

1. You may provide your own compostable or recyclable plates, napkins and utensils or DHS can provide them at \$1.00 per person.
- iv. If you would like a member from UCCS Catering to cut and serve a cake, a fee of \$1.00 per person will be applied and includes the following:
 1. Plates, cups, napkins and utensils.
 2. Cutting of cake and placed on plates
 3. Utensils to cut the cake
 4. Staff
- d. Contracted Clients Ordering Cakes/Cupcakes/Donuts
 - i. Contracted clients are permitted to use their own vendor for cakes, cupcakes and donut orders.
 - ii. If you would like a member of UCCS Catering to cut your cake a cake cutting fee of \$1.00 per person will be applied and includes:
 1. Plates, cups, napkins and utensils.
 2. Cutting of cake and placed on plates
 3. Utensils to cut the cake
 4. Staff
 - iii. Clients may supply their own compostable or recyclable plates, cups, napkins and utensils
 - iv. If china is preferred, additional staffing and product charges will be applied.

Service Enhancements:

1. Disposable Cups
 - a. 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 per person will be applied.
2. Linens
 - a. Our service standard is to include black tablecloths for all food and beverage tables. Linens for guest tables are included with plated meals. Additional linens are available upon request for an additional fee.
 - b. Linen colors, other than black and white, may be available for an additional fee, and are handled as special orders. Special orders need to be placed at least four weeks in advanced. Please discuss this option with your UCCS event planner.
 - c. If you order catering from the Catering on a Budget Menu, linens will not be provided.

- d. Linen orders for standard black and white tablecloths, placed within 72 hours of your event will be charged a \$35 delivery fee.
- 3. Decorations
 - a. Centerpieces, chair covers, table stanchions and numbers, and floral arrangements can also be added to enhance your event.
 - b. All personal decorative items must be taken down immediately following your event.
 - c. Any floral arrangements you have paid for are yours to keep.
 - d. Floral arrangements and other décor may be ordered on your own or through your UCCS event planner. A 15% service fee will be added to the cost of all floral and decorative arrangements/rentals ordered through your event planner.
 - e. Contracted clients may bring in their own floral arrangements. Access to water is available.
 - f. No glitter, confetti, or other small decorations are permitted in any space.
- 4. Other Enhancements
 - a. Bar china service
 - b. Champagne glassware and service

Service Staffing Recommendations:

- 1. Cocktail Reception and Passed Hors D'Ouevres
 - a. A cocktail reception is often designed as a “flow through event” – your guests arrive, and move through the space in a fluid nature, stopping momentarily to sample the culinary delights and beverages that are brought round the room and to their fingertips. For this kind of service, we recommend 1 server for every 20-30 guests, and one stationary bartender for every 70 – 100 guests.
- 2. Seated Dinner
 - a. There is nothing quite like a well-executed dinner service. Meant to reflect the type of dinner service you'd receive in a 5-star restaurant, a seated dinner allows for intimate contact between guests while sharing a meal. Waitstaff will wine and dine your guests while they kick up their heels and enjoy their meals. For this kind of service, we recommend 1 server for every 10-12 guests. For dedicated wine service, we recommend 1 bartender/wine steward for each 30-40 seated guests (unless your meal includes multiple wine pairings, which would merit additional wine stewards).
- 3. Stationary Food/Buffer Dinners
 - a. Don't like being tied down? Or are you working with limited space? Food Stations or Buffet Dinners allow your guests to customize their meal by

sampling a wider variety of the fare you've provided. They'll get a chance to mingle while doing so and will still have our waitstaff to depend upon for questions and cleanup. For this type of service, we recommend 1 server for every 20-30 guests.

4. **Family Style Dinner Service**

- a. There is nothing quite like a family style dinner service to allow you to break bread with your guests. Large platters and bowls are served to each table for guests to help themselves to their meal and transfer it onto their own plates. This enables a more relaxed dining atmosphere and imparts a communal dining experience upon your guests. Waitstaff will remove and replenish platters and bowls as needed and remove plates and cutlery as your guests finish. For this kind of service, we recommend 1 server for every 10-15 guests. In order to provide beverage service for a family style dinner, we recommend 1 bartender/wine steward for every 30-40 seated guests (unless your meal includes multiple wine pairings, which would merit additional wine stewards).

5. **Meals requiring a higher level of service, such as additional courses, cake cutting, 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.**

6. **We require a bartender when alcohol is served.**

- a. One bartender for every 75 guests for Beer and Wine service.
- b. 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:**

- a. Bartender fee is \$150 for the first 4 hours and \$25 for each additional hour
- b. A delivery charge of \$75 is assessed

8. **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 with proper notice. 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:
 - i. A meal offered in a seated or buffet style, or
 - ii. A reception including substantial protein based hors d'oeuvres, snacks, and finger foods, or
 - iii. Sufficient quantities of food (per State of Colorado Department of Revenue code) provided throughout the event as determined by the Executive Director of Auxiliary Services or his/her designee
 - d. Last call will be a half hour prior to removal of food from the event and will be noted on your Banquet Event Order.
 - e. The total amount of time for alcohol service cannot exceed six hours in one day.
 - f. Any event with alcohol service may require at least one dedicated UCCS police officer or security guard, the final amount and type to be determined by and be at the sole discretion of UCCS Police. The event host is responsible for labor cost per officer/security guard of \$45 per hour.
 - 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, Ent Center for the Arts, 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 TIPs Certified 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, Downtown Location 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 TIPs Certified Dining and 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 what is agreed upon in writing.
- e. Donated alcohol must be delivered to the venue at least one hour before event start time.
 - i. Unopened alcohol will be taken by the client after the event.
 - ii. Opened alcohol will be disposed of by DHS.

Tastings

1. A complimentary tasting sample may be provided at Dining and Hospitality Services' discretion for the following types of events/menus
 - a. Events hosting more than 125 guests
 - b. Plated or custom menus
2. Tastings must be arranged and occur 30 days prior to the event.
3. The event coordinator will work with the client and Executive Chef to determine the tasting food selection.
4. The complimentary tasting is for two people. The additional fee for more than two people is \$15 per person.

Food Safety:

1. 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.
2. Department-run BBQs are not permitted for food health and safety.
3. A two hour event time is industry standard for food safety at event.
 - a. Perishable food and beverages are not permitted to stay at an event longer than two hours.
 - b. Non-perishable food and beverages may stay at an event longer than two hours may require a refresh and will incur a cost. This must be pre-arranged with your event coordinator.

Ordering Guidelines

1. Suggested Food and Beverage Quantities:
 - a. Hors d'oeuvres
 - i. With Dinner: 4-8 hors d'oeuvres per guest, 2-3 drinks per guest
 - ii. Without Dinner: 8-12 hors d'oeuvres per guest, 2-3 drinks per guest
 - b. Beverage
 - i. Estimate 15 people per gallon
 - c. Any on site additions to your confirmed order is at the discretion of the event staff and may not be able to be accommodated.
2. Catering is available year-round with the exception of the following dates:
 - a. Thanksgiving weekend
 - b. Christmas Eve through New Year's Day (December 24-January 1)
 - c. All major University holidays when the University is closed
3. Contracted Dining Rate Categories
 - a. 0-2 years – no charge
 - b. 3-10 years – half price
 - c. 11 and up – full price
4. Unscheduled return trips due to late meetings, locked facilities or rooms, or other reasons that prevent catering staff from accessing rooms may incur an additional \$25 delivery fee.
5. Preliminary menu arrangements can be made no earlier than six (6) months prior to the event date but must be made at least seven (7) business days in advance. UCCS Dining and Hospitality Services strongly encourages submitting preliminary menu arrangements as early as possible.
 - a. If you are interested in a customized menu for your event the Catering Coordinator will work directly with the chefs to help you design a memorable meal. Requests for customized menus must be received at least three weeks in advance of the event date.
 - b. UCCS Catering may limit services during peak times in order to maintain high levels of service to all parties.
 - c. Menu prices are subject to change.
 - d. All catering menus and pricing are guaranteed from the point the catering order is confirmed and for contracted events, when the catering deposit is received.
 - e. 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.
6. 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.
7. 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).

8. 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.
9. 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.

Pick-Up Orders

If you are picking up an order from Roaring Fork, you must contact the kitchen 15 minutes before your planned arrival (719-255-6343). 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. A member of the DHS staff will assist you with picking up your order.

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.

In order to avoid a late charge we have developed a last minute menu for selection. Please reference this menu on the Catering website.

Cancellations:

General:

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

Weather-Related:

1. On days with extreme weather conditions that may result in campus closures, catering or event staff will contact you with a deadline cancellation time.
 - a. UCCS Catering reserves the right to modify service.
 - b. Orders cancelled within the designated time frame will incur no charges (deposits will be refunded or held for a future event).

2. Events cancelled due to extreme inclement weather resulting in an official University closure will not incur any fees.
 - a. 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 non-contracted events, as long as a speedtype has been provided to your event coordinator when placing the order.

For contracted 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:

For contracted clients, 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. Contracted events will also be charged sales tax, etc. Non-profit groups must submit their tax exempt number during the booking process.

For non-contracted events, please provide your speedtype prior to your event date. Your speedtype will be charged no later than 10 days after your event is complete.

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 is 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 at all on-premise locations;
- 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.