

# CATERING PROCEDURES

## CATERING / EVENT PLANNING

*To order catering services, please complete the catering form and submit via email [TheDen@iue.edu](mailto:TheDen@iue.edu).*

A Catering menu is located online however, if needed, we would be happy to customize a menu to meet the needs of your event. Please schedule a meeting via [TheDen@iue.edu](mailto:TheDen@iue.edu).

Larger events and those including external/ public attendees require more planning therefore, please contact Angie Callahan at [abryan@iue.edu](mailto:abryan@iue.edu) when first starting the planning. We would be happy to customize a menu to meet the needs of your event.

## ORDERING LEAD TIME

Please provide us with 7 days' notice on each order. If your event is within the 7 days, please contact Chef Chomel at [TheDen@iue.edu](mailto:TheDen@iue.edu). We will make every effort to accommodate last-minute requests; however, these lead times help us to ensure that fresh ingredients and adequate staff are available for your event. Any request provided after the 7 day time frame may be subject to a \$30.00 late charge.

## GUARANTEES AND CANCELLATIONS

The guaranteed number of guests must be provided at least 7 business days prior to your event. If we do not receive an updated guarantee, we will prepare and charge for your initial estimate. Cancellations made within 7 business days of event will be charged 100% of the event charges.

## SET-UP AND DELIVERY

Orders placed are served in high quality, disposable trays and boxes and with napkins, plates, bowls and plastic ware as appropriate. When requesting catering service, it is the responsibility of the person placing the order to arrange for timely access to rooms for set-up, delivery and pick-up, if applicable. (For example, having rooms unlocked with tables and chairs in place at least two hours prior to event time.)

Complimentary linen is provided for all food tables during your event (for example, buffet table linens). Additional rental of linens are available for guest tables, registration tables, dining tables, gift tables, etc. Email Chef Chomel at [TheDen@iue.edu](mailto:TheDen@iue.edu) to get a quote for additional rentals.

## PAYMENT

Order form must be completed when ordering and signed by the Account Manager. Make sure you include your account number. All accounts will be billed internally the month following your event. You must submit a completed hospitality form for each order to Star Johnson [sjohn@iue.edu](mailto:sjohn@iue.edu). Also, if you plan to pay for your catering with department funds, the event must comply with the university hospitality policy. For any questions on this please refer to Star Johnson.