ELEVATED

eats

KUTZTOWN UNIVERSITY

Campus Event and Catering Planning Guide for KU

This guide has been created as a reference for the Kutztown University Community planning events on campus. Elevated Eats – Kutztown Catering offers a variety of menus and service styles to fit your event budget and planning needs.

Service Styles and Menu Offerings

Every Day

Our everyday catering menu offers the complete catering experience with high quality eco-friendly disposable service ware and attractive serving pieces. Events include delivery, setup and cleanup at your event location. Waitstaff may be charged for your event based on logistics including guest count and menu selections. China service or upgraded disposables are available for additional fees. Keep an eye out for our seasonal menu offerings throughout the year.

Examples – Meetings, Banquets, Receptions and Conferences

NEW Causal Catering

Our casual catering menu offers a variety of cold and bakery items sold by the tray and includes 100% disposable service ware. Events include delivery and setup at your event location during normal business hours Monday through Friday 8AM to 5PM. If delivery requests happen outside business hours a delivery fee will occur. This service style requires your attention for cleanup which allows for reduced pricing from or everyday menu.

Examples – Casual Meals, Meetings, Breaks

Student Organization

Our student org menus are great for groups on a budget! This service style includes hot and cold cost conscious solutions available for pickup and includes all disposable service ware needed for your event.

Examples – Student meetings and Field trips

PLANNING YOUR CAMPUS EVENT

Step 1   Reserve Your Event Space

Reserve your event space using the EMS Room Reservation System or by contacting the Office of Conference and Event Services. Any event requesting catering will need to ensure the location has been reserved and approved.

Conference and Event Services - 100 Recreation Center
610-683-1359 - conferenceservices@kutztown.edu

Helpful Tips:
Your location reservation needs to include setup and cleanup times. The catering departments requests at least 2 hours prior for food and beverage setup and 1 hour for cleanup following your event end time. In some cases, additional time or a dedicated catering staging area may be requested for large gatherings. Contact the catering department for further information.

Specific event locations may require additional responsibilities of the event coordinator including entering work orders, coordinating technology, and ensuring the location can be accessed.

Outside food or beverage is not permitted within any of the locations managed by Kutztown Dining Services including: South Dining Hall, Academic Forum Food Court and Cub Café.

Step 2   Contact Catering and Place Order

Once you have identified the need to have an event that requires catering it is important to contact our office to ensure availability, even if you're still in the beginning stages of planning. Our catering director and coordinator are here to assist with event logistics and menu suggestions.

You can view our catering menus by visiting our website https://kutztown.catertrax.com. The menus available online are just the beginning of our offerings, we are happy to work with you to plan a custom or themed menu for your special event.

To place a catering order, you will need to have an account setup in our catertrax system. When signed into your account you can place a new order, view all your upcoming or previous events, duplicate events, and request changes.

For a full list of catering policies including order lead time, event confirmations and payment options click on the policy link on Kutztown Catertrax home page.

Aramark/Elevated Eats is the contracted dining service provider for Kutztown University. All food ordered for campus sponsored events must be provided by Aramark/Elevated Eats unless complying with all definitions as stated within the Request for Non-Aramark Food Funds SOP. For a copy of this please contact the Housing, Residence Life and Dining Office or visit their website.

Helpful Tips:
New to Catertrax? Check out the ordering tutorials for a quick lesson on features of the system.
Catering menus are available for download and print on the Homepage.
Dietary Restrictions? No problem, we can handle those!

Step 3   Coordinating Event Setup and Services

After placing your catering order, the next step is to coordinate any setup and services needed. It is the event coordinators responsibly to ensure the location is setup and accessible for the catering team. We will notify the coordinator of the table needs for food and beverage service using communication through our catertrax system and the sales order. Coordinators are responsible to either submit a work order through the TMA iService system or work directly with the building contact to ensure setup needs are taken care of. Setup includes tables, chairs, electric, podiums, trash cans, audio visual and custodial services.

Work orders and setups should include specifics as to the layout of your event: including any guest seating, registration, and food service tables. Diagrams are helpful and may be requested when coordinating large events. Kutztown University Facility labor crews who handle work order setups generally work Monday through Friday until 3PM for setups. Please ensure you take this into consideration when selecting your event location times.

Setup and Service Campus Contacts:
Facilities Work Order (TMA iService) – 31594, wcc@kutztown.edu
South Dining Hall (Catering) – 34680, catering@kutztown.edu
McFarland Student Union Building – 34018, msu@kutztown.edu
Student Recreation Center – 64202, recservices@kutztown.edu
Schaeffer Auditorium Production Manager – 34092, kupresents@kutztown.edu

Helpful Tips:
Planning outdoor events? Events taking place outdoors should include trash cans as part of your work order. The work order needs to be specific – tables should be delivered and setup according to diagram. The catering team is not responsible for setup of tables and chairs unless your event is in a location managed by dining services. What is your backup plan in case of inclement weather?

Please let the catering department know your room setup requests so we can ensure to have proper linens for all tables including guest seating, registration, awards, etc.

The catering team will need ample time to setup your event. Room setups must be completed no less than 2 hours prior to your event start time. In certain circumstances we may need additional time up to 24 hours prior to your event for setup. Contact the catering department for further information.

If requesting setup in a common area such as a hallway or lobby, the catering department requests an event representative be present to ensure no lingering individuals help themselves to your refreshments.

Step 4   Catering Confirmation and Payment Options

The catering department requests that all changes be approved by our office at least 4 business days prior to your event. With ongoing supply chain issues this gives us the time needed to ensure your event can be successful. You can request changes to your order by using the catertrax system, calling our office or via email. If you do not contact us with any changes to your order within the requested timeframe the catering department will prepare for the estimated attendance as originally listed and charge accordingly. If you change an event after the deadline, some of the expenses already incurred cannot be absorbed and will be billed.

During the process of placing your order you will be required to choose a payment type. All payment types must be in place prior to your event date per contract. This includes PO or KUSSI numbers. After ordering catering it is imperative that you enter the request into SourcePoint or KUSSI for a purchase requisition. Once your request has been released by Procurement or KUSSI please ensure you send the PO number to the catering department.

Campus Contacts
PO Number (SourcePoint) – 34831, AJackson@passhe.edu
KUSSI Number (Kutztown University Student Services, Inc.) – 34090, kussi@kutztown.edu

Other forms of Payment
Check – Checks should be made payable to Aramark and sent to South Dining Hall - Catering via campus mail
PCard or Direct Pay – currently PCards and Direct Pay may not be used to purchase catering when requesting use of campus funds. Visa and Mastercard are accepted for privately sponsored events.

Step 5   Receiving and Approving Catering Invoices

Following your event Aramark will send an official invoice via campus mail. The event coordinator will be responsible to review the invoice and approve for payment. Based on payment type please follow the steps below.

University issued PO numbers – There is a 2-step approval process for all University issued PO's or approval of catering invoices. The event coordinator must sign off on the hard copy of invoice sent from Aramark and send to apinvoice@kutztown.edu. This can only be done once a PO number has already been generated. The second step is to approve the invoice in SourcePoint once Accounts Payable has posted the invoice for payment. This can be done by clicking on the link included in the auto generated email or logging into SourcePoint directly.

KUSSI issued PO numbers – The event coordinator must sign off on the hard copy of the invoice sent from Aramark and send to KUSSI – 171 Student Union Building.

Campus Contacts
Kutztown Accounts Payable – 34135, apinvoice@kutztown.edu
KUSSI Number (Kutztown University Student Services, Inc.) – 34090, kussi@kutztown.edu
Aramark Business Office – 34921

CATERING PLANNING CHECKLIST

o ***Plan your Event Date, Time, Guest List, Budget, and Purpose.***

o ***Reserve Campus Event Space*** *through EMS Room Reservation System. Remember to include setup/teardown times, catering staging area (if needed).*

o ***Contact Catering*** *to discuss your event and determine the best style of service and menu.*

o ***Place your order in Catertrax*** *to receive your sales order quote.*

o ***Enter your request for a Purchase Order*** *with SourcePoint or KUSSI*

o ***Invite Guests*** *– if your requesting RSVPs add in a section for dietary restrictions.*

o ***Place Work Orders or Request Room Setup with Building Coordinator*** *– include food service tables, guest seating tables and chairs, registration tables, etc.*

o ***Review Catering Order*** *including guest count, timeline, menu and event logistics.*

o ***Provide PO Number*** *to Catering prior to your event date.*

o ***Confirm Catering Order*** *with final guest counts at least 4 business days in advance. Inform catering of any dietary restrictions or changes to timeline.*

o ***Update Procurement or KUSSI*** *if your amount of requested funds has changed with confirmation of the catering order.*

o ***Enjoy your event!***

o ***Provide Feedback*** *– following your event you will receive a catering survey via email. Please complete so we can provide you an even better experience!*

o ***Receive and Approve Invoices for Payment***