CUNY GRADUATE CENTER

ELIOR COLLEGIATE DINING

Internal Catering Policy and Procedures

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1. Introduction

This document outlines the policies and procedures for catered events held at the CUNY Graduate Center (Graduate Center). Catering services are provided by Elior Collegiate Dining (Elior), which holds exclusive catering rights and the exclusive right to sell and pour alcoholic beverages for events held in Room Reservations managed event spaces at the Graduate Center. For a list of event spaces managed by the Office of Room Reservations, refer to the FAQ section at the end of this document. Events held in non-event spaces are encouraged—but not required—to use Elior and must adhere to the guidelines for Serving Food and Beverages in Non-Event Spaces, explained in section 6 below.

2. Time Requirement for Placing Orders

Catering orders must be placed at least 12 business days in advance of the date of an event (business days are Monday through Friday and do not include holidays). Last-minute orders that require a full-course meal set up cannot be accommodated in a short time-frame. Last-minutes orders for less than 25 people that require only coffee/tea service, can be accommodated based on staff availability, if placed at least 2 days before the date of an event by contacting Leroy Cort, Catering Manager at leroy.cort@elior-na.com.

3. Events with Alcohol

Elior has exclusive rights to sell alcoholic beverages for all events held at the Graduate Center. Store bought liquor, left over liquor, or liquor from external catering companies cannot be served in event spaces. We encourage the use of Elior for all events where alcohol is served. Events being held in non-event spaces are permitted to serve (but not sell) externally bought alcohol for small gatherings that meet the requirements of New York State Liquor Authority Advisory 2022-31. Alcoholic beverages must be consumed in the space where the event is taking place and cannot be taken to other areas of the building for later consumption. The Graduate Center reserves the right, in its sole discretion, to deny, curtail or shut down the service of alcohol at any time in the interests of safety and health. Please refer to CUNY's Drug & Alcohol Use Policy.

3. Student Catering Orders

Catering orders for student events must be processed through the program/department covering the costs of the event. Students should not be placing food orders on their own.
- For DGSC-funded events, students should work with the DGSC Business Co-Chair. (DGSC-funded events can use the student catering menu.)
- For program/department funded events, students should work through the department/program's APO or Coordinator responsible for events and catering processing. (Program-funded events are not eligible to use the student catering menu, and must use the standard menu.)

To accommodate DGSC students' budgets, Elior has created a student catering menu. This menu does not include set-up and is pick-up only. Student groups that want a full catering set up will need to order from the regular catering menu. Only DGSC student groups are able to order from the student catering menu, students using program funds must order from the regular catering menu.

4. Food vouchers

Food vouchers can only be used for student recruitment functions such as student orientations, registration day, and program open houses. Any other event requires placing a catering order. For small groups looking to have lunch, a catering order can be placed for pick-up and consumption at the Dining Commons, please contact Leroy Cort, Catering Manager for more information.

The breakfast voucher includes a drink and a pastry of choice. The lunch voucher includes an entrée, drink, and dessert of choice. The food vouchers can only be used on the day of the event and cannot be exchanged for money.

5. Serving Food and Beverages in Non-Event Spaces

Spaces that are not part of the Room Reservations inventory (non-event spaces) are not required to, but are encouraged to use Elior to place food and/or beverage orders. If not using Elior's catering services, you must follow the guidelines below:
- Notify the Office of Facilities about your event at least <u>two weeks</u> prior to the date of the event by sending an email to facilities@gc.cuny.edu, including the following information:
  - Name of the event organizer who will be the point of contact for any inquiries.
  - The name of the catering company that will service the event.
  - Include information on how cleanup will be managed at the conclusion of the event. Please request the necessary trash bags and garbage bins for the disposal of food waste and garbage. Note that it is the responsibility of the event organizer to ensure the space is clean from catering waste, the Facilities Office is not responsible for this work.
- Notify the Office of Public Safety about the event by sending an email to security@gc.cuny.edu.

6. CUNY Guidelines for Meals Served on Premises for Business Meetings

Before ordering food and beverages for meetings, review CUNY's Guidelines for Meals Served on Premises For Business Meetings for regulations on the proper use of college funds to pay for food services, and review the All-Funds Matrix for information about what goods and services can be purchased using different funding types. Important guidelines are highlighted below.
- Meals and refreshments at meetings must be regarded as an atypical event, and NOT as a routine business practice. The following guidelines apply:
  - The meeting must be at least 2 hours long and must include attendees other than departmental staff.
  - The number of attendees must equal or exceed the number for whom food was ordered.
  - Make an effort not to schedule business meetings during mealtimes. If a meeting takes place during mealtimes, it should be one that includes a speaker during the meal period.
- Departments may <u>occasionally</u> provide modest meals and light refreshments when business is conducted. Departments must closely monitor the appropriateness of expenditures from tax levy funds when providing business meals, and cannot be used for the following:
  - Social events such as office parties, birthdays, retirements, funerals, graduations, or student/employee recognition events; Alcoholic beverages; Offsite staff meetings; Business meals in excess of $3,000 (if this is required it must have written approval from the Purchasing Department in the Business Office).

Elior Catering Policies

Elior's catering policies are published in the catering menus and online at [Catertrax](#). Some of the policies pertaining to prices, fees and client responsibilities are highlighted below:

- Elior reserves the right to refuse any orders placed under 12 business days and orders that do not have a purchase order (PO).

- Elior reserves the right to change menu prices, based on current market conditions (when necessary). Consult Catertrax for the most up-to-date menus and prices.

- Functions taking place after business hours (this is Monday to Friday after 5:00 pm and any time on weekends) will incur a staffing fee. Minimum staffing fees are $42 per server, $52 per bartender, per hour (from stated delivery to pick up times) with a five-hour minimum charged. Total staffing needs will be determined at the discretion of the catering coordinator. Details will be provided when booking your function. Drop-off service does NOT include waiter/waitress service.

- For events involving beer, wine, or liquor service, one bartender is required per 50 guests.

- Wait staff will be required for any function over 50 guests, utilizing china, silver and glassware, and for any event over 100 guests utilizing china or disposable service ware.

- Confirmation of the final number of attendees must be received at least 3 business days prior to the event and will be billed separately.

- A $100 minimum order is required. Any order under the minimum will be charged the difference.

- At minimum 48-hours (2 business days) notice for order cancellation is required. Orders cancelled with less than 2 business day notice are subject to cancellation fees up to 100% of quote.

- The client/event organizer is responsible for reserving the room in which the catered event is to be held, and for submitting facilities requests for tables, chairs, and other arrangements required for the event, including tables for setting up food and beverages.

- Delivery fees for events taking place off-campus will be based on scope of event and distance from the Graduate Center. Please contact Elior for more information.

Process for Placing Orders

[Catertrax](#) is an online ordering system that facilitates the request and processing of catering orders. Below are the steps and procedures for placing and paying for catering orders using the different CUNY payment sources. For Research Foundation (RF) payment process please contact Malini Lal, Research and Sponsored Programs, at mlal@gc.cuny.edu or the RF.

Step 1 – Request your Catertrax account
You will need a [Catertrax](#) account to place a food order. One (or a maximum of two) individual(s) from each department/program/center/institute must be designated to create catering orders for their respective areas. This avoids confusion when managing orders and allows for one constant contact for all food order inquiries. Please contact Julie Vanegas at jvanegas@gc.cuny.edu to have your Catertrax account created and to receive your log-in credentials.

Step 2 – Adding items to the shopping cart
Once logged-in to your account, click under "CUNY Graduate Center" to view the "Graduate Center Catering Guide". Browse the different menu options and select the food and beverages you wish to order. Once the food is in your shopping cart, follow the prompts to checkout.

Step 3 – Order Summary
Under the "Order Summary" page review all the order information. Be sure that the "Order Name" has the name of the event (i.e., LAILAC Congreso 2024 or Sociology Fall Student Workshop) but do not use the words reception, celebration, or party (doing this can cause the payment to be rejected by CUNY Central in accordance with the Meals Served on Premises for Business Meetings Policy). This requirement applies to tax-levy and non-tax levy funds.

Step 4 – Payment
The use of personal credit cards to pay for foods orders with the intent of getting reimbursed later by CUNY or the Graduate Center is prohibited. Use the "Purchase Order" option and enter the dummy number 0000. This will allow you to complete the order and generate a quote. Use the quote to submit a requisition to obtain a purchase order (PO). Note that once a requisition is submitted, a PO number is generated which Elior will add to the system (replacing the dummy number) to confirm your order. Note that your order is not confirmed and fulfillment is not guaranteed until a PO is entered.

Paying Using Tax Levy and Non-Tax Levy Funds

Step 1 – Create a Requisition on CUNYBuy
With the quote create a new requisition in CUNYBuy (see the [CUNYBuy Requisition Creation Guide](#) for step-by-step details). Elior is registered as a vendor under the name: "Elior, Inc. dba Elior Food Management". Please ensure you use this vendor name when creating the requisition (do not use the "Elior" vendor profile). Attach the food order quote to the requisition along with other required supplemental materials such as the event flyer, program description or event agenda that includes the date, time, and topic(s) of discussion, and any other relevant documentation.

Step 2 –Requisition Approval
Next, your department/program approver should log into CUNYBuy to approve the requisition. If you are unsure of who serves as your department/program's approver, please contact the Purchasing Department (purchasing@gc.cuny.edu or 212-817-7609).

Step 3 – Purchase Order
Once the requisition is approved a PO is automatically generated and sent to Elior. We recommend you check to confirm that the PO is generated on CUNYBuy. Once Elior receives the PO, the assigned PO number is added to the system (replacing the dummy number) to confirm the order.

Step 4 – Paying Elior
After the event takes place, Elior will send a final invoice to CUNY Central's Accounts Payable department, copying the event organizer. When you receive the invoice, be sure to submit a receipt on CUNYBuy to generate payment for the food order – see [CUNYBuy Creating a Receipt](#) for guidance. Submitting the receipt generates payment to Elior and without it the order will remain unpaid.

Paying Using Graduate Center Foundation Funds

Step 1 – Complete a Paper Requisition
Use the quote to complete a [Paper Purchase Requisition](#), include the fund number that will be used to pay for the food order. Submit the form with the following items to the Purchasing Department (purchasing@gc.cuny.edu): food order quote, event flyer, program description or event agenda that includes the date, time, and topic of discussion, and an any other relevant documentation.

Step 2 – Purchase Order
Once the Purchasing Department issues the PO number and signs the paper requisition, they will submit the documentation to Elior, copying the requestor. Once Elior receives the PO number and signed Paper Requisition, they will add the assigned PO number to the system (replacing the dummy number) to confirm the order.

Step 3 – Paying Elior Catering Invoices
After the event takes place, Elior will send a final invoice. When you receive the invoice, complete a Payment Request form and upload it with all supplemental documentation (paper requisition, invoice, event flyer or agenda, list of attendees, and any other documentation on the event) to the Business Office SharePoint portal. If you don't have a Payment Request form or the link to your Business Office SharePoint portal contact David Tse at dtse@gc.cuny.edu. To login to SharePoint use your GC network credentials. Once the Business Office receives all required documents, payment will be processed.

FAQ

What are event spaces?

Event spaces are all spaces at the Graduate Center that are part of the Room Reservations inventory. These spaces include the following:

9th floor

9100	William Kelly Skylight room
9204	Computer Classroom
9205	Conference Room
9206	Conference Room
9207	Conference Room

8th floor

8300	Dining Commons
8202	Seminar Room
8203	Seminar Room
8400	Dining Commons Conference Room
8402	Dining Commons Conference Rm
8301	Dining Commons Conference Rm
8304	Dining Commons Conference Rm

1st Floor – Lobby

1201	Baisley Powell Elebash Recital Hall
1218	Martin E. Segal Theatre
1102	Foundation Lounge
1200	James Art Gallery

Concourse Level

C200	Harold M. Proshansky Auditorium
C199	Auditorium Lobby
C201	Breakout Room
C202	Breakout Room
C203	Breakout Room
C204	Breakout Room
C205	Breakout Room
C198	Classroom
C197	Classroom

What are non-event spaces?

Non-event spaces include all spaces such as classrooms, offices, department and program lounges, conference rooms, DGSC spaces and the Black and Schwartz Science Center room 4102) that are not part of the Room Reservation inventory.