

POL 07.35.02  
Request for Dining Services Policy

**Authority:** Chancellor

**History:**

- First Issued: January 1994
- Last Revised: February 18, 2019

**Related Policies:**

- [UNC Pembroke POL 07.25.01 – Facilities Use for External Groups Policy](#)
- [UNC Pembroke POL 03.00.02 – Alcohol Use at University Events Policy](#)

**Additional References:**

- [UNCP Dining Services Food Waiver Request Application](#)

**Contact Information:** Director of Auxiliary and Business Services, 910-521-6292

**1. PURPOSE**

1.1 To provide guidance for the use of the Dining Services at UNC Pembroke.

**2. SCOPE**

2.1 This policy applies to all UNC Pembroke departments, operating in their official capacity, as well as external groups, affiliated groups and sponsored external groups, as defined in UNC Pembroke Policy 07.25.01 (Facilities Use for External Groups), who wish to serve food and/or beverages during events held on property owned or leased by the university.

**3. POLICY**

3.1 Dining services (including the Dining Hall, Retail Dining and Catering) are offered to all UNC Pembroke departments and groups, as defined above, through the current Food Services Contractor, whose exclusive contractual agreement with UNC Pembroke includes first right of refusal. UNC Pembroke Dining Services is uniquely qualified to support the catering needs of the campus for a multitude of events, and is able to navigate event planning, service standards, and liability issues related to the service of food and/or beverage.

3.2 External food providers are not allowed access to, or use of, UNC Pembroke Food Service facilities (kitchens, retail dining outlets, dish rooms or dining rooms).

**4. REQUEST FOR DINING SERVICES FORM**

4.1 A Request for Dining Services form can be found on the catering website at [www.uncp.catertrax.com](http://www.uncp.catertrax.com). This form is to be used only for requesting services from the Food

Services Contractor. This form should be initiated by the catering client at least two weeks prior to the event.

4.2 The catering catalog can be found online on the Dining Services website at <https://uncp.sodexomyway.com/catering/index.html>. All groups and departments are to utilize the catering catalog whenever food and/or beverage items are to be catered during events held on property owned or leased by the university.

## **5. PROCEDURE**

5.1 Check the availability of a room for the date you have selected. Reserve the room using the Facility Reservation System website at [reservations.uncp.edu/](https://reservations.uncp.edu/). You may contact the Facilities Reservation manager at 910.521.6175 or by email at [teresa.bryant@uncp.edu](mailto:teresa.bryant@uncp.edu) for more information.

5.2 Complete the [Request for Dining Services](#) form located on the Dining Services website. Be sure to complete all areas and include the fund manager's email address in order to ensure the requisition is processed in a timely manner. The fund manager will receive notification to approve or deny the contract once the request is submitted through [Catertrax](#).

5.2.1 A copy of the form will be forwarded to Accounts Payable for payment. Upon completion of the event, the Food Service Contractor will invoice Accounts Payable for the event and will reference the Order number on the top of the form.

5.3 External groups are required to make a deposit at least two weeks prior to the date of their event. Additional information can be found on the Dining Services website under "[Catering Policies](#)."

## **6. EXCEPTIONS TO THE POLICY**

6.1 Under special circumstances, an external food provider may receive approval to support an event held on property owned or leased by the university if any of the following requirements are met.

6.1.1 Food and/or beverage is purchased or prepared by individuals for personal consumption, is not open to the public, and is not for resale. Such activities must not be paid for with University funds.

6.1.2 The Food Services Contractor is unable to provide the food items.

6.2 If an external food provider receives approval to support an event under 6.1, the external food provider shall adhere to the following conditions.

6.2.1 The external food provider must meet the University's minimum insurance requirements of \$1,000,000 general liability.

6.2.2 The event cannot be held in any dining room or retail location exclusively managed by the Food Services Contractor.

6.3 Any university department or other group, as defined in 2.1, seeking to use an external food provider for their event must complete a [UNCP Dining Services Food Waiver Request Application](#) at least 14 days prior to the event.

6.4 Final approval for all external food providers must be granted by the Food Services Contractor's General Manager or Director of Catering, and the Director of Auxiliary and Business Services.

6.5 Unauthorized use of an external food provider will result in non-reimbursement for the event and/or an additional service charge paid to the university.

## 7. SPECIAL CONCERNS

7.1 No State funds may be used to purchase food items. These functions are handled through Institutional funds or Grant funds. Be sure to check with the Budget Office if you are not sure. **NOTE: Not all Grant Accounts are set up to allow food items. Be sure to check prior to requisitioning.**

7.2. Approved Catering Request must be submitted 10 days before the scheduled catered event. Once approved, the Catering Request will turn into a Catering Order and will then turn into an agreement with our Food Service Contractor. The Catering Order will include all event details and requirements, including time, date, location, number of attendees, professional services, equipment, staffing, and menu selections.

7.3 The final count or event changes shall be provided to the Food Service Contractor 3 business days prior to the event; the estimated number will be used if a final count is not provided. A cancelled event requires a 5 business day notice. Please be advised that any charges incurred by the Food Service Contractor as a result of not being notified by these required deadlines, will be passed along to the catering customer.

7.4 The Food Service Contractor will not be held responsible for events that do not have the proper Request for Dining Services form on file.