

Berklee Catering

Guidelines

Effective 11/1/2016

Tier 1 “Pick-up” Policies

ARRANGEMENTS FOR CAMPUS CATERING PICK-UP

Berklee Catering has designed a pick-up service that is simple and easy to use. Pick-up orders are available with 72 hours’ notice and will not incur a late charge. All orders may be picked up at 160 Massachusetts Ave 2nd Floor Caf during normal business hours. Please visit our website to review the menu and place an order at: www.berkleecatering.catertrax.com. Select the “on the go” menu and “Pick-up/Tier 1” and a 20% discount will automatically be deducted for choosing pick-up. For assistance with the website or menu please contact the Catering Office at 617-747-2063 or e-mail at Catering@berklee.edu.

PAYMENT

The Catering Department accepts payment via credit card, or internal General Ledger (GL). Payment must be received to confirm service.

MIMIMUMS

There are no minimums with catering pick-up.

CANCELLATION

In the event of a cancellation, you will be responsible for any costs incurred by the Catering Department at the time of cancellation.

SERVICWARE

Disposable plates, utensils, etc. are included in each catering order. Plastic table-clothes are available for an additional charge.

OFFICE HOURS

Monday- Friday 9am-5pm

Catering pick-up is available during Berklee Caf Business Hours. Please refer to Berklee Website for the Caf’s hours <http://berklee.campusdish.com/>.

*****In order to maintain our high quality standards, we have a firm 2:00 PM deadline for placing next day orders, Monday through Friday.**

Tier 2 “Delivery” & Tier 3 “Event Catering” Policies

ARRANGEMENTS/ ORDERING:

Berklee Catering provides a range of services including casual luncheons, upscale receptions, student events, and served meals. Please visit our website to review the menu and place an order at: www.berkleecatering.catertrax.com. For assistance with the website or menu please contact the Catering Office at 617-747-2063 or e-mail at Catering@berklee.edu. Catering orders should be placed at least seven (7) business days prior to the event date. While we make every effort to accommodate last minute orders, we cannot guarantee that first choice selections can be fulfilled. When planning events for special events or larger groups (40+), please contact the Catering Office at least four (4) weeks in advance.

LATE CHARGE

Orders placed with less than 72 hours’ notice will be charged a \$75 late fee.

GUARANTEES

The final guest count is needed three (3) business days prior to your event. Your final invoice will be based on the guaranteed guest count provided or the number of guests in attendance at the event, whichever is greater.

PAYMENT

For internal departments, the Catering Department accepts payment via internal General Ledger (GL.) For outside clients, we may also accept credit card and check. Payment *must* be received by the time of the final guarantee in order to confirm service.

CANCELLATION

In the event of a cancellation, you will be responsible for any costs incurred by the Catering Department at the time of cancellation. Typically cancellation’s received 72 hours in advance will not incur any charges, however event needs vary by event type. Please contact the catering department to review your invoice.

DELIVERY

Orders are delivered 15-30 minutes prior to your event start time unless otherwise noted. Complimentary delivery service is provided for all orders meeting our \$150 food and beverage minimum. Orders not meeting this minimum will be charged a \$25 delivery fee.

ROOM SET-UP & PHYSICAL PLANT

All tables & facility arrangements, including set-up and breakdown of event space should be handled through Physical Plant (617-747-2359). Depending on event needs, additional labor charges may apply. Please contact Conference Services (617-747-2232) (conferencecenter@berklee.edu) for room booking, audiovisual requirements and additional event needs. For the safety and well-being of our clients and guests, food and beverages are not permitted to leave the premises of a catered event.

LINEN

House black stretch skirting is included to cover all food & beverage tables. For additional tables, a house black skirt will be charged at a rate of \$4.29 per linen. Specialty linens and other colors choices are also available at an additional charge.

SERVICEWARE

Disposable plates, utensils, etc. are included in each catering order. For chinaware and glassware, additional charges will apply.

SERVICES/ STAFFING (Tier 3)

To ensure the smooth operation of your event, appropriate staffing will be arranged by the Catering Department. Wait-staff are required for some events, with an hourly rate of \$25/per wait staff per hour, with a four hour minimum. Events requiring refreshes or extensive setup and/or breakdown may incur additional charges.

Our general guidelines for staffing are as follows:

Served Meals: 1 Wait Staff per 12-20 guests

Reception/ Buffet meals: 1 Wait Staff per 30 guests

Staffing is required for all events requiring china service for 20 people or over

LIQUOR POLICY

Does your event require a bar or served wine? Since the campus does not hold an existing liquor license, the city requires a one day liquor license request to be submitted one month in advance, charges apply. Please reach out to the Catering Department to discuss bar options for your reception.

OFFICE HOURS

Monday- Friday 9am-5pm

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