

Campus Catering - Planning Guide 2024 - 2025

We are available during regular University business hours.
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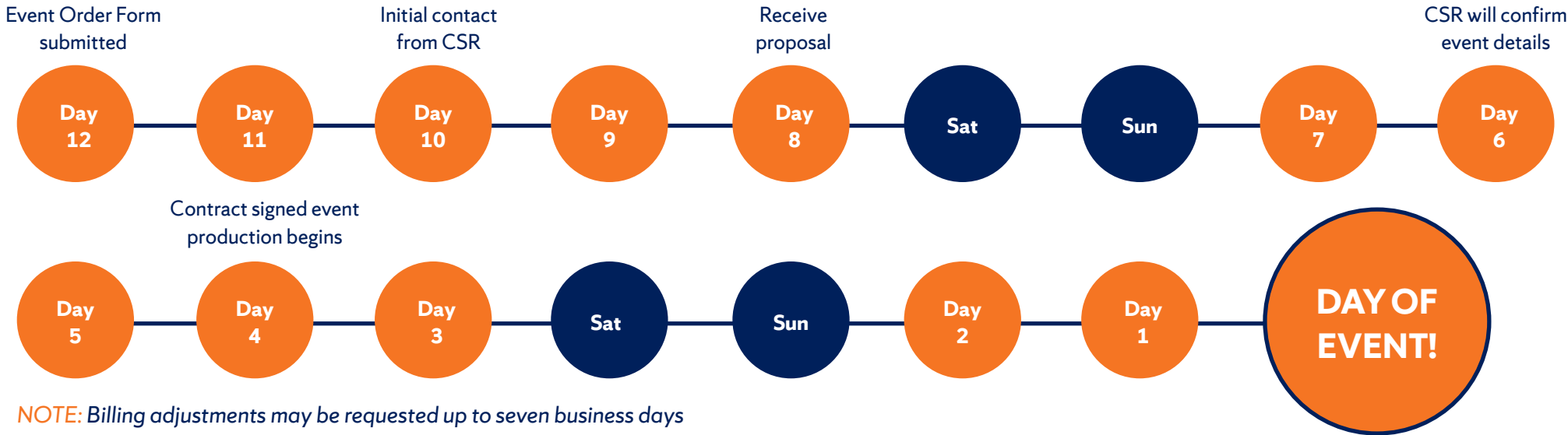
Syracuse University Campus Catering stands ready to accommodate your needs, providing full-service catering to all University locations. Campus Catering has developed the following policies to help ensure your event is successful and memorable. Prior to making contact, we encourage you to please review **Syracuse University Catering Policies**. *Of critical importance is the 30-day notice for all events requiring alcohol.*

In preparation for your event, the below guidance provides deadlines for event information and contract creation. In order to preserve operational excellence, all catering must be requested **no less than 12 business days before your event**, the event is initiated by filling out the on-line **Catering Event Order Form**. The information in the on-line form allows the location of the event to be confirmed, all labor to be scheduled per staff union contracts, and all service equipment and resources secured.

After submitting the Catering Event Order Form:

- **Within two business days** of your submittal you will receive an email with the Orange Tracker ticket number and the name of your catering sales representative (CSR). The CSR will contact you to confirm event information required to provide a proposal.
- **Eight business days before your event** you will receive your initial proposal to review and edit.
- **Six business days before your event** your CSR will confirm your event details including final count, final diagram, run of show/timeline, and special dietary needs. No further additions can be made after this date, but reductions can be made up to four business days before the event.
- **Four business days before your event** contract must be signed and chartstring must be provided. Finalize scheduling for production, delivery, service and any updates for room diagram, run of show/timeline, and special dietary needs.

Countdown to event timeline (example begins on a Monday)



NOTE: Billing adjustments may be requested up to seven business days after the event through your CSR. A final bill will be delivered within 14 business days.