

FSU Catering Policies

FSU Catering, a department of FSU Dining Services, delivers the excellence you expect from Fayetteville State University. Whether your function is large or small, casual or formal, FSU Catering will provide the finest service and food available. Our years of experience grant us the unique ability to understand your needs and make us the logical choice for your special event. Our trained staff is qualified to assist you with every detail of your event. In addition to food, we offer linens and decorations to add a special touch to your function. Collaborating with you, we will customize the event to meet your specific needs. If you have any unique requests, simply let us know and we will gladly accommodate you and your guests.

Food and Beverages

Arrangements for food and beverage service can be made by e-mailing or calling the FSU Catering Supervisor at (910) 672-1048 or (910) 665-0132.

Guarantee:

An estimated guest count is required at the time that services are scheduled. A final guaranteed count must be provided to the Catering Department at least 3 business days prior to the event. You will be billed for the guaranteed number or the actual guest count, whichever is greater. As we take pride in pre-planning every detail of your event, adding guests to your party after your guaranteed count has been received may result in necessary menu or service revisions as well as necessary financial corrections.

Payment Policy:

An FSU purchase order number or department check is preferred when booking events with FSU Catering. For groups paying without a FSU purchase order number or campus check, a 50% non-refundable deposit is required once the event has been placed with FSU Catering and any remaining balance is due 3 business days prior to the day of the event.

We accept cash, Visa, and MasterCard. In the case of any additional service requests on the day of the event, we will honor these requests if we are able and bill for these items upon completion of the event. No orders will be final until a P.O. number is received. We appreciate your business and your understanding of our payment policies.

Delivery:

Delivery charges will be waived on all campus events. Any off-campus event within 5 miles of the university will be charged a \$25.00 fee.

Pricing:

All prices in the brochure are a guideline and are subject to change depending on food and transportation costs.

Cancellations:

In the event that services need to be cancelled, a \$35.00 cancellation fee will be charged for events cancelled within three business days of the event as food and beverages will have already been ordered. In addition, the FSU Catering Department will charge for specialty food and labor costs incurred prior to cancellation if deemed necessary. Failure to cancel 72 hours in advance, when Aramark has already purchased or prepared the order, will result in additional charges for the cost of the order.

Food Quantities:

A well-planned event is a successful event. To make sure your event is successful it is essential that you have an accurate guest count. Credit for unused portions including bottled beverages, juices, whole fruit, yogurt, etc. will not be given. Therefore, an accurate guest count will keep you from paying for items not needed.

Perishable Food Policy:

In adherence with local Health Department regulations, it is our strict policy that there will be no carry out of perishable food not consumed at your event. Any food removed from the location of the event becomes the responsibility of the event holder. Once removed from the event, FSU Catering possesses no responsibility or liability for the quality or safety of these items.

Service-ware:

At no time should service-ware be removed from the original location of the event. Missing items will be immediately charged to the department hosting the catered event.

Late Order Availability:

In order to ensure the quality of your event, the FSU Catering Department must have sufficient time to procure food and service personnel. Sufficient notification is defined as at least 3 business days prior to the event no matter what the size. Events booked without sufficient notification will be subject to limited menu items and scheduled within at the discretion of the catering department.

Linen and China Rentals:

Linens will be provided for all buffet tables used for food. Should you need linen for other tables at your event, these can be provided at an additional charge. All events will be served with high quality paper-ware & service utensils. If you would like china and glassware for use at a remote location, these can be provided at an additional charge of \$1.75 per person.

Special Dietary Considerations:

Adjustments to menus can be made to accommodate special dietary needs. Please let the FSU Catering Manager know if this will be necessary when you are booking your event.

Special Menu Requests:

FSU Catering is a full-service caterer. Should you require a customized menu, let us know. Our catering staff and chef will work with you to handle the arrangements. Please allow a minimum of 7 business days to ensure the availability of your special requests. All special requests will be charged accordingly.

Specialty Decorations:

FSU Catering takes pride in making sure all of its events are professional. We will happily provide decorations for food service tables. Any additional decorations or special requests such as themes, requested linens, fresh flowers, ice carvings, etc. will be charged accordingly.