



SHIPPENSBURG
UNIVERSITY
Catering Services



CATERING GUIDE

2021-2022



Catering Customers,

We hope you are enjoying your summer and look forward to working with your department's upcoming catering needs this fall semester. In this packet, you will find our updated print catering guide, as well as some helpful tips and steps for planning your catering events on campus!

Visit us at Shipp.CaterTrax.com to see our refreshed ordering website and our new menu offerings.

Feel free to contact us if you need any assistance with your upcoming events. We look forward to working with you and ensuring your event is successful.

Shippensburg University Catering
Catering@ship.edu



Catering Director

Asha Early
x3263



Catering Manager

Kirk Stults
x3202



CATERTRAX ENHANCEMENTS

We've updated our services, styles, and menu offerings on the catering ordering system.

Every Day Menu

Complete experience with high quality disposable service wear and attractive service pieces. Ask about our China service and waitstaff for your next event! We are happy to create custom menus to fulfil your event needs. Catering is available for meetings (small and large), banquets, dinners, and receptions.

Contact Free/Drop-Off Menu

Your events will be delivered and set-up using all disposable service wear. This option allows for reduced prices, minimized contact, and an easy cleanup for you! Contact free is available for casual meals, boxed meals, and breaks.

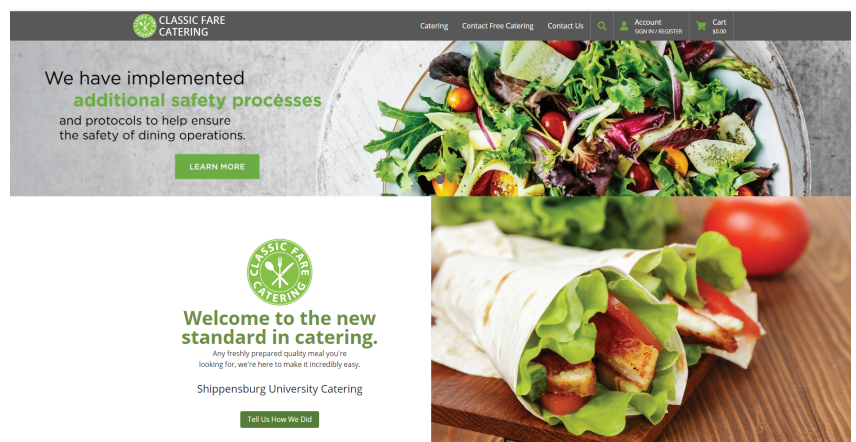
Simple Takeaways

Simple Takeaways are great for groups on a budget! This menu provides cost conscious solutions for pick-up from any of our dining locations and features service ware. This is available for student organizations or fields trips.

CaterTrax Upgrades

Shipp.CaterTrax.com

- Seasonal Menus
- Limited Time Offers
- Easier Navigation
- Overall Refresh





PLANNING YOUR EVENT

Step 1 Reserve Your Event Space

Clients are responsible for the scheduling of all events and requests for use of campus facilities for both internal and external customers. event coordinators can browse open locations and enter requests for reservations through the EMS (Room Reservation System) using their University Network login. Any event held in the Conference Center are booked through Melinda Bender. Events held in the Tuscarora Room or Susquehanna Room in Reisner Hall are approved through our catering department.

EMS Link: [Events.Ship.edu](https://events.ship.edu)

Conference Center: Melinda Bender | 717-477-1256

TIPS:

The catering team needs ample time to set up and clean up your event. Room reservations need to include additional time for set up and clean up. Contact the catering department for further information. Room setup styles and capacities can be found on the EMS System.

Please note, any events held outside of the Shippensburg University campus will be assessed a delivery fee (Conference Center is included as University space).

Specific Building Details:

- If reserving for a large event and utilizing the Tuscarora Room in Reisner Hall, reserve RH114 in the EMS System, and your request will be approved by the catering office.
- If utilizing the Susquehanna Room in Reisner Hall, reserve RH109 and RH111 in the EMS System and your request will be approved by the catering office.



Step 2 Contact the Catering Department

Once your event location is reserved, it is important to contact the catering department to ensure availability, even if you're still in the beginning stages of the planning process.

Visit Shipp.CaterTrax.com to view our menus, create an account, and enter your order. Creating a CaterTrax account will help simplify the ordering process. It allows clients to order online, save billing information for future events, request changes, as well as look at previous events, if there was a menu choice that their guests enjoyed.

For assistance, our Catering Director and management team are available to assist with event logistics including custom menus, rental, and decoration items, and set up planning.

TIPS:

Please note, specific locations on campus have limitations on menu offerings. Contact the catering department for further clarification.

Downloadable menus and ordering tutorials are available online.

Ensure you are order from the correct menu for your desired style of service.

For a full list of our policies including order lead time, event confirmations, guest counts and payment options, click the Policy link on the Shippensburg CaterTrax Home Page



Step 3 Coordinating Event Set Up and Services

It is the event coordinator's responsibility to ensure the location is set up and accessible for the catering team. We will notify the coordinator of the table needs for food and beverage service using communication through CaterTrax, and also include this on the sales order. Coordinators are responsible to submit a work order by calling the Facilities Department on campus. Set up includes tables, chairs, electric, podium, trash cans, audio visual and custodial services.

Facilities Work Order Center: 717-477-1454

TIPS:

Work orders and set up should include specifics as to layout instructions and/or diagrams, including any guest seating tables, registration, food service tables, etc.

Additionally, certain weather conditions will prevent Shippensburg Catering Services from hosting or servicing events. Contact the catering department for further clarification.

Events taking place outdoors should include trash cans, electrical (if applicable), as well as set up of tables, no just delivery.

Please let the catering department know your room set up requests to ensure proper linens for all tables including guest seating, registration, awards, etc.

The catering team needs ample time to set up your event. Room set ups should be completed no less than 2 hours prior to your event start time. In certain instances, the catering department may need additional time up to 24 hours prior to your event for set up. Contact the catering department for further information.

If requesting set up in a common area such as hallway or lobby, the catering department requests an event representative be present to ensure no lingering individuals help themselves to your food and beverage. If no representative available, the catering department cannot be held responsible for any food or beverage consumed before event.



Step 4 Catering Confirmation, Payment, and Invoices

The catering department requests all changes be approved by our office at least 3 days prior to your event. If you do not contact us with a final guest count within 3 days' notice, we will prepare for the estimated attendance as listed originally and charge accordingly. If you change an event after the deadline, some of the expenses already incurred cannot be absorbed and will be billed.

During the process of placing your order you will be required to choose a payment type. All payment types must be in place prior to your event date. This includes Cost Center numbers and SUSSI numbers which need to be passed along to the catering department.

Sales tax will be applied to non-exempt clients starting July 1, 2021. Please inquire with the catering office with questions regarding this policy.

Cost Center Number

Any questions regarding a specific cost center number can be directed to Nichole Keeseman at x1235.

SUSSI (Shippensburg University Student Services, Inc.)

SUSSI Office Number: 717-477-1730

Check

Checks should be made payable to Aramark and preferably mailed to Aramark Dallas Lockbox, P.O. Box 978839, Dallas, TX 75397-8839. If necessary, they can also be sent to Reisner Dining Hall - Catering via campus mail.

Credit Card

Visa, MasterCard, American Express are accepted, contact the catering office with your card details. Credit cards will not be billed until after your event.

TIP: Questions or concerns regarding your invoices can be directed to our Aramark Business Office at 717-477-1619.