McQuaid Jesuit
Food Service Catering Policy
(Updated August 2019)

Roles and Contact Information

Relationship Manager – McQuaid Jesuit wants everyone who is participating in an event on campus to enjoy themselves. To facilitate this positive experience, Ms. Jennifer Roxstrom, P’13 serves in the role of Relationship Manager. She is the primary point of contact for those who would like to schedule an event on campus. Her email is jroxstrom@mcquaid.org and her phone number is 585-256-6180.

Food Service Director - McQuaid Jesuit’s food service is managed by Lessing’s Food Service Management and they provide food service catering for all on-campus events. Lessing’s Food Service Manager is Mr. Blair Wilson. His email is bwilson@mcquaid.org and his phone number is 585-256-6125.

Event Coordinator – Each on-campus event should have a designated coordinator. The Event Coordinator schedules the event and then serves as its main contact throughout.

McQuaid Jesuit’s Catering Service

McQuaid Jesuit’s food service provider, Lessing’s Food Service Management strives to create a superior customer dining experience. They are committed to offering quality food and customer service that meets the individual needs of the McQuaid Jesuit community.

It is McQuaid’s policy that all food service needs should be provided by Lessing’s Food Service Management. Once the Relationship Manager has approved an event, the Event Coordinator should contact the Lessing’s Food Service Manager to begin the process of planning menus and determining other food service details.

Menu Selection

Most standard menu items are listed on the McQuaid Jesuit/Lessing’s Food Service Management website. Some menu items are subject to a minimum order. Menu selections are to be completed no less than one week prior to the event, and are to be confirmed with the Food Service Manager. Menus chosen less than 72 hours in advance of an event are subject to availability.

Buffet service is available for all events, and the Event Coordinator should include this in their planning conversation with the Food Service Manager. Buffet service will be timed to accommodate the size of the group but cannot exceed one hour. A more extended buffet time will require additional labor and therefore related charges will be incurred.

Vegetarian/Special Dietary Needs

It is the responsibility of the event host to learn if any special menu items are required for their guests. If a vegetarian or special diet entree is requested, the Lessing’s Food Service Director will prepare a fresh seasonal entree at the current price listed. All special diet entrees are chosen at the discretion of the Lessing’s Food Service Director. They are able to accommodate most special meals with ten days advance notice. If an unforeseen vegetarian or special diet accommodation is needed during the event, the Lessing’s Food Service Management production staff will do its best in filling the request.

Guaranteed Numbers

Special event planning takes time and preparation. To provide the highest quality service, we require a guaranteed number of guests for each event. The guaranteed number must be finalized with the Food Service Director 72 hours prior to the event; although, ten days of lead time would be helpful to the staff. Charges will
be based on the guaranteed number or actual number served, whichever is greater. If a confirmed guaranteed number attending is not provided to the Lessing’s Food Service Management office 72 hours in advance, the number provided during the planning stages will be considered the guaranteed number.

**Cancellation**

All catered events are subject to the policies, procedures, and guidelines set by McQuaid Jesuit and Lessing’s Food Service Management. Both the McQuaid Jesuit Food Service Relationship Manager and the Food Service Director must be notified in writing of any menu item cancellation in order to avoid cancellation charges. Events cancelled will be subject to the following charge:

- Fourteen (14) business days prior to event date — 25% of total Food & Beverage Revenue
- Ten (10) business days prior to event date — 50% of total Food & Beverage Revenue
- Seven (7) business days prior to event date — 75% of total Food & Beverage Revenue
- Three (3) business days prior to the event date – 100% of total Food and Beverage Revenue.

Exceptions may be made on a case by case basis, per McQuaid Jesuit’s Relationship Manager and the Food Service Director. Changes are subject to availability of product and staffing levels.

Rain sites are requested for all outdoor events. Rain calls must be made a minimum of four hours prior to an event, but may be made earlier by McQuaid Jesuit’s Facilities Director.

**Tablecloths, Napkins, and Skirting**

Linen tablecloths and napkins are available, and can be ordered through the Food Service Director. Charges for the rental of tablecloths, napkins, and skirting will apply, if applicable.

**Centerpieces**

Table centerpieces are the responsibility of the Event Coordinator and are not provided by McQuaid Jesuit. McQuaid Jesuit does not take responsibility for any centerpieces/decorations broken or left on the premises after an event.

**Event Setup and Teardown**

The Food Service Manager does not have keys to campus buildings other than Lessing’s Food Service Management own facilities. It is the Event Coordinator’s responsibility to make sure that facilities are opened as arranged with McQuaid Jesuit for efficient setup and teardown of the event. In general, setup and teardown times must be provided within 72 hours of the event occurring.