



Catering at Ross is your dedicated onsite full-service caterer. We will customize a menu to fit any taste, occasion and most importantly, budget. We fully support The Ross School of Business and its mission of sustainability by offering a complete line of compostable service ware.

2024-2025 Catering at Ross Policies

Booking Process and Basic Policies:

Please contact us at **734.764.4531** or email us at cateringatross@umich.edu. Our experienced sales team will be glad to assist you.

It is preferred that all events are booked 5 business days in advance of the function date. Events and changes outside of this window may be subject to certain menu restrictions and additional rush charges of \$25.00 or more. Events that are scheduled during University breaks and holidays may also be subject to restrictions and should be discussed in advance with Catering at Ross.

Due to health department regulations, leftover perishable food may not be removed from any event by anyone except foodservice staff. This policy addresses public safety concerns and is non-negotiable. Catering at Ross works closely with local food gatherers to donate unused food wherever possible.

All food menus are based on specific time periods and will be removed at the end of the stated service period to ensure food safety. Packaged items/soda which are put out in abundance during the food service period, are not for client use at the end of the service time.

Confirmation Process:

A. Order Confirmation:

After the initial catering request, an order confirmation will be sent to each client via email within 48 hours. Upon review of the order, the client must respond with an email confirmation to Catering at Ross. Without this confirmation the order is considered pending and will not be processed. It is the client's responsibility to verify all information on the event order.

B. Attendance and Confirmation Guarantee:

To ensure appropriate service and menu availability a guaranteed guest count and order confirmation is required no less than 5 business days prior to your event. Changes to this guest count, up or down, within the 5 day time period may be subject to additional fees and service charges. Should your attendance be higher than anticipated there will be a surcharge for additional food that needs to be prepared.

C. Cancellations:

In an effort to offer convenience, quality and efficient service, we request a minimum of 3 business days' notice if an event must be canceled. Please contact the catering office directly and we will be happy to reschedule your event. Please note the following:

- Less than 24 hours the client is responsible for 100% of the event cost
- Less than 48 hours the client is responsible for 50% of the event cost
- Less than 72 hours the client is responsible for 25% of the event cost
- No charge if canceled more than 72 hours ahead of scheduled event date

Execution Standards:

Catering at Ross will provide standardized levels of service staff for all events other than drop-offs. For events requiring additional service staff or bartenders, our sales team can assist in making recommendations for appropriate staffing levels.

Service and Additional Charges:

- A. All catered events are subject to an 21% administration fee, which provides for all accommodations to achieve a successful and hospitable experience. The administration fee is not a tip, gratuity, or service charge for the benefit of employees.
- B. Additional service staff (all service types excluding bartenders) are \$35 per hour.

- C. Bartender fee is \$140 for 2 hours, each additional hour is \$35
- D. Butler passed beverages and appetizers are an additional \$25 per hour, per catering attendant needed.
- E. There is a \$50 labor fee for any events in Alessi Courtyard.
- F. Additional coffee/beverage stations beyond Ross Catering recommendations are \$25 per station.
- G. Additional charges may be added for any group under 20 guests.
- H. Linen and Serviceware Charges:
 - All catering orders include complimentary disposable products and basic black linen for food service tables. This is subject to certain limitations.
 - China, Glass and Silver may be added for an additional \$2.50 a person.
 - High-top linen or to the floor linen can be provided for all non-food service tables for \$17 per linen.
 - Special event custom linens may be ordered through our preferred vendors.
 - Catering at Ross may also assist in planning your event by coordinating additional event services through a third party supplier which may be subject to an upcharge.
- I. Additional Charges:

In order to provide the best possible service, it may be necessary to add on additional labor or service charges if an event is booked less than 3 days out or if the guaranteed numbers fall below certain minimums. Please contact Catering at Ross for details.

Billing:

Catering at Ross accepts the following methods of payment: Credit Cards, P-Cards, and Short Codes. All payment methods must be arranged no less than three days prior to the event's scheduled date. If payment is not received at that time, the order will remain in a pending status and it will not be processed.

Receipts other than Short codes will be processed and/or payment received 3 days prior to service. Short code billing is processed in accordance with University policy and completed on a monthly basis.

Other:**A. Client Tasting:**

Tastings are only offered for large scale or major events of 150 people or more (Exception and subject to approval by the sales team and the General Manager, Office of the Dean, Regents, University President, and others with consideration). These may be scheduled once the menu is selected, the event date is confirmed and the space secured through the Ross Facilities Office.

The chef will prepare one show plate for each menu item along with a tasting plate for each guest (not to exceed 6 guests). Reception items are only available upon request.

B. Alcohol Policy:

If you wish to serve alcohol at an event at the Ross Building, please contact the Ross Events Team at: rossevents@umich.edu.