

Catering Guidelines

Pioneer Catering Guidelines can be found on [Eagle](#) under The Caf page: Pioneer Presents (PDF)

How to Coordinate a Successful Event

1. Make a Room Reservation
 - a. Please use the Outlook calendar function to reserve the room.
 - b. If your event is categorized as a “high impact event” please confirm there are no other events scheduled that may conflict with the event. (See below)
 - c. Be sure to allow adequate time before/after the event for set-up/cleanup. If the event is scheduled before or after normal business hours, confirm the building/room will be unlocked/locked. **All events require an event attendant for the duration of the event.**
2. For basic catering needs, place your order through CaterEase. For more complex catering services, please schedule an appointment with the Food Service Director or Assistant Director to create a menu that will best suit your event. Please refer to the Pioneer Catering Guide for more information. Pioneer also issues seasonal guides that will be sent to an email distribution list that will be established and maintained by the CFO’s office.
3. Pioneer does not move furniture or set-up rooms. Please place a [maintenance request](#), as needed, for room set-up, tear-down and/or janitorial needs including adequate trash receptacles.
4. If additional event support is needed, please contact Conference Services for recommendations at conferences@northwestu.edu

*Pioneer should always be given first opportunity to cater your events.

*Pioneer will provide a BEO (Banquet Event Order) for all catered events, and will require the BEO to be approved (signed) with GL# before finalizing.

Pioneer Catering is providing a cost effective service to the university. Pricing may need to be adjusted according to the complexities of the menu and event, seasonal price fluctuations, and event support/service required for a successful event.

All events include 2 hours of service time, if the event exceeds 2 hours there will be additional labor costs.

Unused portions of food may NOT be packaged and removed from the event due to state health regulations.

Pioneer Caterers provides food and beverage tables, linens and serving pieces (platters, chafers, beverage servers). However, for larger events, service wares may need to be rented. The cost of extra service wares will be added to the BEO. In unique situations, additional tables, linens, and other items may be rented through a company such as [R&R Rentals](#) or [Grand Rentals](#).

Final counts are due 3 business days before the event. Pioneer always prepares 5% more food than the final number and will invoice based on the actual number served or the final count, whichever is greater.

If an event is canceled within 3 business days' notice, there will be no charge. If the event is canceled with less than 3 business days' notice, Pioneer will charge for actual expenses incurred.

As a courtesy, please inform the Food Service Director or Assistant Director if the event includes a meal in the Caf and there will be more than ten guests. Please review the guideline on Eagle for reserving the [Private Dining Room](#).

EVENTS of IMPACT:

Northwest University events, lectures, performances, and/or activities requiring special attention. The event may present an opportunity to invite community members such as donors, alumni, parents, churches, key partners and business leaders to the scheduled event. Conference Services may or may not be involved in each event depending on its logistical and management needs.

*The **Calendar Review Committee** includes representation from the following departments: Conference and Event Services, Office of the CFO, Office of the Provost, Student Development, Alumni/Parent Relations, Campus Ministries, Admissions and Athletics.*