

# Catering by *Restaurant Associates*

## FAQ's

### **How do I place an order?**

To place an order, email [catering@law.harvard.edu](mailto:catering@law.harvard.edu) or call 617-495-5538. If you are planning a conference, special event or multiple events, we recommend setting up a meeting with the Catering Team.

### **Who do I contact to place an order?**

When placing your order, you can speak with Terry Caprario, Catering Director, or Kara Jansons, Catering Manager. They will email you a confirmation with the details of your catering order. Both Terry and Kara check the above catering email throughout the day.

### **What information do I need?**

Please provide the following information when placing your order:

- Contact Name
- Phone Number
- Email
- Group Name/Event Title
- Event Date
- Event Time (start and end times)
- Guest Count
- Location
- Menu Items
- Table Set Up/Linen Needs
- Billing Code/Billing Info

### **How do I pay?**

You can use a 33 digit billing code, a credit card or check to pay for the event. If you are paying with a credit card or check and are not tax exempt, MA tax will apply. If you are tax exempt, you must provide your tax exempt ID number. The credit card information or check must be provided prior to the date of the event. Checks can be made out to Restaurant Associates.

### **How far in advance should I order?**

To ensure that we can provide the services you desire, orders should be placed at least 72 hours in advance. We can accommodate last minutes orders; however, all menu items may not be available. Please speak directly with Terry or Kara when placing a last minute order.

If service staff are needed or alcohol is going to be provided, then orders should be placed one week in advance.

### **What supplies come with my order?**

All catering orders are supplied with the necessary disposable items needed for the menu provided. For examples, disposable plates, cutlery, napkins, cups, etc. If you are requesting additional supplies there will be an additional charge. If requested, food and beverage tables will be covered with a banquet linen at no additional charge. A banquet linen covers the top of the table; it does not go to the floor.

### **Do linens cost extra?**

There will be an additional charge to cover seating tables, hollow squares, u-shape tables, panel tables, etc. These linens must be ordered 72 hours in advance to ensure we have them in our inventory. For an upscale event, we recommend covering tables to the floor.

#### ***Linen Prices:***

Banquet Linens (covers top of 6 and 8 foot tables)	\$3.50 each
90 x 90 (covers round seating tables, panel tables)	\$3.50 each
90 x 132 (covers 6 and 8 foot tables to the floor)	\$9.75 each
120" round (covers round tables to the floor/high tops)	\$9.75 each

Food and beverage tables will be covered with a banquet linen at no additional charge.

### **When do I need staff for my event?**

Staff will be required for but not limited to the following:

- Plated Meals
- Receptions
- Any event with alcohol
- Any event with china service
- Buffet Dinners (based on size of group)
- Conference (based on needs of group)
- Events on weekends/holidays when Harkness is closed

### **How many staff do I need for my event?**

The amount of staff that you need depends on the nature of your event (plated, buffet, bar, etc.) and the guest count. We look at each event separately and will only use the amount of staff necessary to run your event as efficiently as possible while providing the proper level of service. There is a four hour minimum charge for staff. If your event requires staff to work more than four hours, then you will be charged accordingly.

### **Will there be service staff at my event if I do not order it?**

No. A wait staff will drop off your order and periodically check on it based upon the type of event. If you would like a dedicated wait staff for your event, please request one when placing your order. There will be a four hour minimum charge for the staff.

**Do I have to pay for rental equipment for my event?**

Yes. There will be a rental fee incurred for rental equipment for events. The equipment may include, but is not limited to:

- Popcorn Machines, Cotton Candy Machines, Pretzel Machines
- Grill for outdoor grilling for large events
- Ice Cream Cart
- China Service for large events
- Specialty china service selected by the client

China Service is available for no rental fee for the following:

- 3 course plated meals for 175 guests or less
- Buffets for 175 guests or less
- Receptions for 200 guests or less

**Can I order something that is not on the menu?**

Yes. We have an executive chef that we work with to create custom menus and theme menus.

**Can you accommodate kosher and dietary needs?**

Yes. If you require kosher meals, the order must be placed 72 hours in advance, as our kitchen is not kosher and we need to order from an outside vendor. For other dietary needs, we can prepare alternative menu items.

**Do I need a bartender if my event has alcohol?**

Per HLS Alcohol Policy, all events on the Harvard Law School campus that include alcohol must have a bartender. There is a 4 hour minimum charge for bartenders. If your event requires staff to work more than four hours, then you will be charged accordingly.

**How do I contact catering if I have an emergency?**

If you have an emergency/question during a catered event you can call the main office at 617-495-5538 or you can call the emergency phone at 617-866-1205. The manager on duty during your event will have the emergency phone.

**When does my event get billed?**

Restaurant Associates sends out the billing on the Friday after the event. It is sent to the Financial Office where it is processed according to their timeline.

**How do I get a copy of my final invoice?**

A final invoice will be sent to you after your event if you provided alcohol or added menu items, linens, etc.

If there were no changes to the original order, then your confirmation email is the final invoice.

**Will there be a charge for a cancellation?**

Yes. Events cancelled with less than 24 hours notice will still be charged to your department. We are happy to deliver the food to your office if you would like. Large/upscale events that are cancelled will be looked at on a case by case basis.

**If I have not been assigned a room yet, can I still place a catering order?**

Yes. We will put the location as TBD. When you receive your room assignment, email catering and we will update your order.

**What does the Events Office manage?**

The Events Office is the central location for reserving rooms and arranging for room set-ups for non-class HLS meetings and events.

**What does RA manage?**

Once you have requested a room through the events office, contact RA to plan your event. We will help you set up a menu, order your linens, rentals and flowers if requested. On the day of your event we will set up the linens and food and manage your event.