Hospitality Services Policies

Advertising in Dining Venues

Policy Statement

Qualifying groups and individuals may use the napkin holders on tables in the main dining hall, Cougars’ Den Café and Heritage Court for up to one week, with approval of Hospitality Services, as outlined below. Table Tents are metal frames for placing notice on top of the tables. These are not used in dining venues, but may be available to borrow, with permission from the Hospitality Services Department, for certain events.

PROCEDURES

1. Qualifying groups are generally those who are hosting an APU sponsored event.
2. A representative must email Hospitality Services Office via hospitality@apu.edu to enquire about space availability and to submit a copy of the proposed publication. Space is reserved on a first come, first served basis and we recommended request be made at least a week in advanced. The Hospitality Office will notify venues requested.
3. Publication should measure no more than 4.5” W x 3” H
4. Management reserves the right to deny advertising to any requestor.
5. The reservation may be made by email; note that confirmation will be sent via email within 24 hours of the original request.
6. Setting up and removing advertising from napkin holders is solely the responsibility of the representative of the advertising group.
7. Set up is recommended ½ hour before opening on the first reserved day, and must be removed at the close of dinner on the last day.

Banquet Rooms and Non-Classroom Facilities

POLICY STATEMENT

Banquet Rooms and non-classrooms may not be used for classroom use. The following rooms are included in this policy: FDR, PDR, LAPC, LTCC, Ronald Board Room, UTCC, and North UTCC, South UTCC, and Wilden Pump Room.

PROCEDURES

All of these rooms may be booked for food events and meetings with Campus Events and are based on availability.
Catering on Campus

POLICY STATEMENT
Food Services and Catering are valuable sources of Azusa Pacific University community life. We rely on these resources to advance our mission. Hospitality Services has responsibility to insure that proper HACCP procedures are utilized and that general health needs in regards to food service on the APU campus are upheld. Hospitality Services’ responsibility to manage this policy, assists APU in managing University risk and the impact of food related illnesses to APU community members.

Procedures

Internal and External Food Providers (Caterers)
APU Hospitality Services is the solo and exclusive caterer for any and all food service function on-campus. However, for some events with special requirements, outside caterers can provide some or all the food for the event under the following guidelines:

1. The caterer/restaurant must be licensed with the California State Health Department and must provide APU Hospitality Services with a copy of the caterer/restaurant’s health permit and insurance policy.
2. APU Hospitality Services reserves the right to view the named establishment’s last three County Health Inspections.
3. Any outside caterer must follow proper food handling procedures, according to Health Department Guidelines.
4. No food item that did not come from an approved source may be used on the menu. Home canned or home prepared items may not, under any circumstances, be used. All meats must be USDA approved.
5. In case of a reported instance of foodborne illness, the L.A. County Health Department will have all items on the menu for the event, lab tested to determine which item was the cause of the illness. The establishment which prepared that particular item would then be subject to a L.A. County Health Department investigation and could incur legal liability as well.
6. Sufficient advance notice, minimum two weeks, needs to be given for events so that Hospitality Services can ensure that all of the above steps are completed properly.
7. A list of approved caterers is available at the Hospitality Services office.
8. Exceptions to the policy may be allowed for but are subject to Hospitality Services approval:
   a. Events where food is ethnically or otherwise unique and cannot be prepared by Hospitality Services.
   b. Events where small quantities of food and/or beverages are provided—amount to be at the discretion of Hospitality Services.

Leftovers
Due to the regulations of the L.A. County Health Department, and in line with catering standards;

- Any food not consumed at the event may not be removed except by the Banquet staff.
• No credit will be given for unused food or under attended events.

Use of Banquet Rooms
• NUTCC, LAPC, PDR, FDR are designed primarily for banquet events (events with food). Regular meetings should be scheduled in other rooms. Charges will apply for using these rooms for events not including food to cover cleaning and setup fees.
• Dining areas are used on a regular basis for serving the APU community. They may only be reserved for non-catering use when the service of meals is not hindered in any way. This determination is made solely at the discretion of Hospitality Services.
• Hospitality Services can help you determine the best room for your event. Please refer to the Hospitality Services website or call 626-812-3035.

General Information
• All prices in the banquet menu are set for full service.
• All events with limited budgets may choose between the Banquet Menu or Cougar To-Go at apu.webfood.com

Potlucks
Potluck meals or any food brought by individuals for office gatherings can be exempted from the food provider policy under these criteria:

1. People attending are expected to bring food to share.
2. There is no compensation provided to people for bringing food to the event.
3. There is no charge for any food or beverage provided at the event.
4. The event is not conducted for commercial purposes.
5. Organizers of publicly advertised potlucks include in advertising and by a placard at the event that the health department does not regulate the event.
6. A clean up or damage deposit must cover any use of campus facilities. Any clean-up necessary after the event will be charged against such a deposit.

Changes to Event

Policy Statement

Change in attendance count
A group or individual must change their attendance count for their event(s) at least 72 hours before the day of the event. If a lower attendance change is made within 72 hours of the event you will still be charged for the amount on record at the 72 hour point. If an increased attendance change is requested for an event within 72 hours; it must first be approved by the Executive Chef or Head Banquet Manager.

Change to food order
A group or individual can cancel their food event(s) at least 72 hours before the day of the event(s) at no charge. If a group or individual cancels their food event between the 72 to 48 hour time period before the event, they will be charged 50% of the total bill. If a group or individual cancels their food event within the 48 hour time period of the event they will be charged the full amount.

Procedures

You must send an email to Banquets
   The email should state:
   • Date of event
   • Event reference number
   • Reason for change

Once Hospitality Services receives your request, you will then receive a confirmation of the changes within the next business day.

Customer Dress Code for Eateries and Retail Areas

Policy Statement

Customer must wear shoes and shirt while dining in dining areas to ensure compliance with health code regulations.

PROCEDURES

1899 Dining Hall

• The front entrance cashier is responsible to make sure that all customers meet dress code regulations upon entering the Dining Hall.
• Cashier will politely but firmly inform customers that they are not in compliance with dress code policy of regulations café and request them to leave the facility.

Cougars’ Den Café, Heritage Court, Cornerstone Coffeehouse, Sam’s Subs, and Paws N Go, Umai Sushi, Mexicali Grill, Cougar Walk Café.

• Cashiers and/or hostess are responsible to make sure that all customers meet dress code regulations.
• Cashier and/or hostess will politely but firmly inform customers they are not in compliance with dress code policy of regulations and request them to leave the facility.
1899 Dining Hall Access

Policy Statement

Customers may only gain entrance into the 1899 Dining Hall by payment to the cashier at the front door. Payment options include Meal Plan, Cougar Bucks, Dining Dollars, credit card, or cash, and department cards, department dollars. Customers will not be allowed to bring any outside food or containers.

PROCEDURES

• When using the Meal Plan, Dining Dollars or Cougar Bucks method of payment, customers must present a valid student or faculty/staff ID Card to the cashier. Cashiers will not be allowed to manually enter numbers.
• Other methods of payment may be handled with the cashier that is stationed at the entrance.
• Once a customer has paid, they may proceed to any of the food service lines and obtain their food and enjoy their meal in the dining area.

Emergency Evacuation

POLICY STATEMENT

Fire alarm—All customers are to evacuate the dining area immediately when there is a fire alarm.
Earthquake—All Customers are to evacuate the dining area immediately after the shaking has stopped from an earthquake, unless otherwise instructed by University employees.
Other Emergency situations—Bomb threat, campus lock down, power outage...
All customers are to evacuate the dining area immediately if it is deemed necessary by University employees, administration or authorized personnel.

PROCEDURES

Fire Alarm

• At the sound of a fire alarm and/or PA system, customers are to calmly but quickly walk towards the nearest exit.
• Customers must leave the building and continue moving away from the building.
• Customers must not re-enter the building until approved and directed to do so by authorized personnel.

Earthquake

• When shaking begins, customers must take cover under door frame, table, desk, and counter and protect their head.
• Customers should make all efforts to stay away from glass windows, shelving or any other items that could fall on them.
• When shaking has stopped, customers shall calmly and quickly leave through the nearest exit unless otherwise directed by employees or safety personnel.
• After exiting the building, customers must continue to move away from the building.
• Customers must not re-enter the building until approved and directed to do so by authorized personnel.

Emergency Situations

• Customers must leave quickly and carefully through the nearest exit as instructed by authorized personnel.
• Customers must continue to move away from the building and into a designated gathering area.
• Customers must not re-enter the building until instructed to do so by authorized personnel.

Equipment and Banquet Items(s) Removal

POLICY STATEMENT

Clients will be held responsible for any banquet items or equipment removed from the catered event, or damaged due to abuse or neglect. Compliance with this policy will ensure that banquet equipment is available for the next event, and to protect the equipment.

PROCEDURES

• Items and equipment will be inventoried before and after each event.
• If any item or equipment is missing or damaged due to abuse or neglect, the client will be charged the replacement cost.

Internal Booking

POLICY STATEMENT

Event requests are made by submitting the Facility Request Form to the Campus Events office, according to the following procedure.

PROCEDURES

1. All request(s) should be turned in at least 1 ½ to 2 weeks prior to the event. Submit your request form to the Campus Events office via email, fax, intra-campus mail, or hand delivered. Email is encouraged.
2. Please note that all requests must include an account number and a head count before the request will be confirmed.
3. **Banquet and Refreshment Events**: The specific details are made with the Manager or Banquet Services or Banquet Coordinator. Specific details could include: linens, menus, head count changes, serve times, centerpieces, etc. Request without account numbers will not be confirmed until that information has been provided.

4. **All events must be reviewed and confirmed via email to campusevents@apu.edu** by the original requestor before proceeding. Absolutely NO REQUEST will be taken over the phone.

5. **After returning the Facility Request Form, you are not guaranteed a reservation. NO RESERVATION IS GUARANTEED UNTIL YOU RECEIVE YOUR CONFIRMATION FORM VIA E-MAIL**!

6. **Once you have received confirmation that your event has been booked, check your confirmation to make sure all of the information is correct. Notify Campus Events by email campusevents@apu.edu if changes are required. If no changes are required, this will serve as your final confirmation.**

Please do not send out invitations or announcements until you receive confirmation on your requests.

**FORMS**

Facility Request form at [www.apu.edu/hospitalityservices/campusevents/](http://www.apu.edu/hospitalityservices/campusevents/)