

# Standard Operating Procedures: Catering Request

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Requesting catering services from CNS is an easy & convenient way to get food and beverages a campus/department may need and supports the district by keeping Mercedes ISD dollars in the district.

## BASIC PROCEDURES

1. Download Catering Request form at [www.mercedeschildnutrition.net](http://www.mercedeschildnutrition.net) or ask Cafeteria Manager for a copy.
2. Indicate on the form the following:
  - a. Date & Time Needed
  - b. Quantity Needed for each menu item
  - c. List all paper goods needed (napkins, utensil, plates, etc.)
  - d. List all condiments (jalapenos, salt/pepper packets, etc.)
  - e. Name & Contact information of person in charge of event.
3. Return Catering Request Form to CNS Director no later than 15 days before the scheduled event.
4. Request Form will be evaluated by CNS Director and will provide a *quote* in 1-2 business days.
5. Quotes include labor cost, cost of goods, and service fee.
6. Requester is to follow up after 2 business days with the CNS department to ensure that request form was received.
7. Requester is to communicate to CNS Director after receiving quote whether CNS is to move forward with the request.
8. Departments will be charged for quantities ordered and guaranteed up to 48 hours in advance of event.
9. Changes to the *amount of items* request must be communicated to the CNS director no later than 48 hours.
10. Changes to specific menu items (add-ons and/or deletion) must be communicated to the CNS Director no later than 5 business days to allow CNS to make adjustment to vendor/manufacture orders.
11. Changes communicated less than 48 hours or less than 5 business days are subject to a late fee charged added to the catering final cost.
12. CNS does not provide delivery services for caterings; arrangements need to be made for pick up with Cafeteria Manager.
13. CNS may be able to lend out serving trays/pans and serving spoons for the event, please communicate this in advance.
14. All items lent out should be returned back to CNS no later than 2 business days. Charges may be added to final catering cost if items are not returned on a timely manner.
15. Department will receive a Catering Invoice from CNS Director no later than 5 business days after the event.
16. Make Checks Payable to Mercedes Child Nutrition Services.

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## CNS PROCEDURES

1. CNS Director will forward Catering Request once confirmation has been received.
2. Field Supervisor is then responsible in verifying details of the event with the requester.
3. Field Supervisor is responsible in finding the location, manager, and/or staff that will do the catering.
4. The manager is responsible for ordering menu items.
5. Field Supervisor is to ensure that manager has ordered the items requested.
6. Field Supervisor is to follow up with CNS accountant if catering payment has been received by the end of the month.
7. Manager/Staff in charge on the day of the event must document every ingredient/item used for the catering.
8. This document is then returned to CNS Director no later than 2 business days after the event.
9. This form is to document all labor hours associated with the catering.
10. No CNS STAFF is allowed to volunteer their services as per Fair Labor Standards Act.
11. Once CNS director calculates the catering final cost an invoice will be forwarded to CNS Accountant & Field Supervisor.
12. CNS Accountant is send written notices to all departments who have failed to submit payment in 15 business days.