



Catering

Frequently Asked Questions

Q. Why is service time limited to two hours?

A. *To ensure the safety of food items served to your guests, it is the policy of Murray State University Catering that potentially hazardous foods cannot remain in service for more than two hours.*

Q. Why can't I take food from my event?

A. *In accordance with university policy, all leftover food and beverage at the end of an event is the property of Murray State University Catering and cannot be removed from the premises by the client or guests.*

Q. What happens to leftover food after the event?

A. *In order to maintain the highest level of food quality and safety for our clients and their guests, any food that has been on display for self service must be discarded after service. We make every effort to prepare and serve appropriate amounts of food to ensure all guests are satisfied while minimizing waste.*

Q. Are catering staff permitted to accept gratuities?

A. *Providing excellent service is the mission and desire of every MSU Catering employee, and we don't feel that our clients should have to pay more for quality service. As such, MSU Catering employees are not permitted to accept gratuities. If you would like to recognize exceptional service, a note of thanks to the employee's manager would be most appropriate.*

Q. Why do I need to make separate arrangements for tables/chairs/rooms, etc.?

A. *While traditional caterers often provide "one stop shopping" for all ancillary event needs, college campus catering is structured differently. Murray State University buildings, rooms, and other meeting spaces are managed by designated campus personnel. Likewise, tables, chairs, audio visual equipment, trash cans, and other ancillary items are the property of Murray State University. MSU Catering has no control over availability or booking of campus rooms, furniture, or equipment, however we will be happy to refer you to the appropriate office.*

Q. What about linens, decorations, and flowers?

A. *For full service buffets and seated served meals in the Curris Center or at the CFSB Center, the menu price includes white linens for the serving and guest tables, as well as china service. For full service buffets not held in the Curris Center or the CFSB Center, there is a \$3 per guest charge*

for linen and china service. Otherwise our line of environmentally friendly disposable goods will be used.

Seated served meals will incur a \$3 per guest charge when held outside of the Curris Center or the CFSB Center. Receptions, breaks, and other a la carte orders do not include linens or service in their menu price.

Additional items, such as flowers, centerpieces, and decorations are available for an additional charge.

Q. What happens if more people than planned show up at my event?

A. Once the guaranteed guest count is received (three business days before your event), food and supplies are ordered and staff is scheduled based upon that number. We will make every effort to accommodate additional guests, based upon our available resources, and additional charges will apply.

Q. What happens if fewer people than planned show up at my event?

A. Once the guaranteed guest count is received (three business days before your event), food and supplies are ordered and staff is scheduled based upon that number. You have committed to purchase food and supplies for that number of people, and we have incurred the expenses to provide this food and service. We are therefore not able to offer a price adjustment.

Q. What if I want to use an off campus caterer?

A. MSU Catering has the first right of refusal in the Curris Center and the CFSB Center. A food waiver may be granted at the discretion of the Catering Manager, but must be received no less than two weeks before the event. A Food Waiver Request Form may be found on our website, www.murraystate.edu/catering.

Q. What is the policy for alcoholic beverage service at catered events?

A. At this time, Murray State University Catering does not hold a license to serve alcohol of any kind. Therefore, we are unable to handle any type of alcohol in any capacity.

Q. How much food should I order?

A. All of our full service menus are priced per person, and we use formulas based on past experience to determine how much food to prepare. We endeavor to provide enough food for all guests to be satisfied while minimizing waste at the end of the event.

For a la carte orders, items are priced by food quantity (small tray, large tray, etc.) Printed with each menu item is an estimated number of people the item will serve. Please understand that this estimate may vary based upon time of day, group characteristics, and overall quantity of food provided.