



Frequently Asked Questions

Mark Thompson, Director of Catering | Tel: (617) 287 – 5114 | Fax: (617) 287 – 5024

About the Service

Will there be someone available during my meeting/meal if there is a problem with my meal?

Yes, our receptionist can be reached at 617.287.5082 and they will direct your call.

Will a staff member be there to service my buffet?

If you would like a designated server for your buffet, we can make those arrangements for you for an additional cost of \$185 per server.

Are linens provided with my meal?

Linens are provided on the buffets, but there are no linens provided at the seating tables. The cost for table linen is \$6.50, napkin is \$1.25 and a skirted table with linen cloth is \$22.

Are meals served on plastic or china?

Meals are served on high-end classic ware plastic. China service can be provided for an additional cost of \$3.50 per person.

Are there minimums for food items?

Yes, you will note most minimums on the Catering Request Form. All displays and packages have a 10 person minimum.

What color are your linens?

We provide white tablecloths. Additional colors are available at additional costs.

Can I upgrade my linens? What colors do you have available?

We'd be glad to make those arrangements for you. We can also upgrade to variety of different colors which our vendors supply at additional costs.

What other services do you offer? Can I order flowers or a special occasion cake?

We can also make your arrangements for flowers, specialty cakes, balloons and *some* entertainment.

Tax and Gratuity

What are tax and gratuity? (external events)

Massachusetts State Tax is 6.25%. An additional 17.5% administration fee is also charged. These charges are *not* included in the menu price.

What if I am tax exempt? (external events)

That's not a problem. Please provide us with a copy of your tax-exemption certificate to ensure you're not charged for tax. Your exemption certificate can be faxed to 617.287.5024 or e-mailed to Sodexho.catering@umb.edu.

Are there any additional service/delivery fees associated with my order? (internal events)

There is a \$125 fee for after hours and weekend events. Pickups after 5:00 will occur on the following business day unless other arrangements have been made, special charges may apply.



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How do I place an order and how much lead time do you need? When do you need my final count?

If you are an internal customer, place your orders via e-mail or you can drop off your order at the Catering Office. Please note there is a 25%, minimum \$15 late fee any orders placed less than 24 hours. Final counts are due 48 hours (25 people or less) and 72 hours (26 people and more) prior to the event date.

External customers are invited to make arrangements directly with the Director of Catering. Final counts and payment in full are due 10 days prior to the event.

Special Arrangements and Last Minute Details

Who do I contact if I have questions or need to make special meal arrangements such as food allergies?

Please contact Mark Thompson, Director of Catering or our Catering Assistant.

What if I need something that I don't see listed on the current menu? Can I customize my menu?

We encourage customized menus to ensure our customers get exactly what they want.

Can I make last minute changes to my menu?

We will try to accommodate any reasonable last minute changes to your menu, but we cannot always guarantee these changes due to ordering and delivery restraints from our vendors.

If I place an order with specific details/food items last minute, will the requests be honored?

We will make every effort to accommodate your requests but may need to make substitutions at our discretion.