



1.0.016 Catering and Food Service

Effective date: October 20, 2020
Last revision date: October 10, 2025
Approvals: VP of Finance
Responsible office: Finance
Policy contact: Finance Office

I. PURPOSE and SCOPE

This policy provides guidance on the catering of food and beverages for events on campus. This policy applies to the use by MSOE (including faculty, staff, students, guests, temporary workers, and contractors from other organizations) and outside organizations.

II. RELATED POLICIES

Institutional Calendar Guidelines, Facility Use Agreement, Physical Access, Room Reservations and Scheduling Software, Alcoholic Beverages, and Consumption (students); Event Calendar Process and Tip Sheet

III. DEFINITIONS

Catering: Provision of food or beverage for any event on campus.

IV. POLICY STATEMENT

A. Food

MSOE has partnered with Sodexo as provider of food services for the entire MSOE campus. The contractual agreement is not exclusive, therefore alternative food vendors are permissible.

B. Non-Alcoholic Beverages

MSOE has contracted with Pepsi to be our exclusive soft drink provider.

C. Alcoholic Beverages

Sodexo is the only entity authorized to store, pour, serve, or sell alcoholic beverages on campus. No MSOE department, organization or outside party may bring in, pour, serve, or sell alcoholic beverages on campus.

V. PROCEDURES

A. Booking your Room

For information on reserving space on campus, see the [Room Reservations and Scheduling Software policy](#).

B. Catering Procedure

1. **Online Ordering:** Orders should be made on the CaterTrax website: <https://msoecatering.catertrax.com>.
2. **Custom Menus:** Please allow at least two weeks in event planning timeline to work with the catering team in planning your event. An event consultation is recommended for complex events, events with complex logistics as well as events desiring custom planning. Chef-designed menus focusing on local, seasonal ingredients can be provided upon request.
3. **Guest Counts:** A final guest count for your event is due three business days prior to the event. If no guarantee or final guest count is provided, your estimated attendance becomes your guarantee. Final billing is based on your guarantee or actual guest attendance, whichever is greater.
4. **Dietary Accommodations:** Please advise the catering department of all dietary restrictions that require accommodation. Dietary restrictions are requested a minimum of one (1) week in advance.
5. **Delivery Fees:** There is no delivery fee for catering services held within the Milwaukee School of Engineering Campus. Deliveries off campus will be quoted upon request.
6. **Cancellation:** Sodexo requests that any event cancellations be made four business days prior to the event date. Cancellation of custom items may be billed for expenses incurred.
7. **Weather Cancellations:** Please be in touch if a weather event may impact a planned event. If the University closes or delays due to inclement weather, all impacted catering events are automatically cancelled. Weather impacted cancellation of custom items may be billed for expenses incurred.
8. **Third-Party:** Sodexo will invoice any third-party catering held on the MSOE campus. Third-party customers will be required to provide a 75% deposit on all events booked two (2) weeks prior to the event. The balance owed will be due the day of the event. Appropriate sales tax will be added.

For any catering questions or assistance please contact MSOEcatering@sodexo.com

C. Setup and Cleanup

1. Sodexo is not responsible for any set up or cleaning for events not managed by them. In these cases, the sponsoring department or individual is responsible for all set up and cleaning. The sponsoring department is responsible for the removal of all food waste to approved waste management containers.
2. Sodexo is responsible for the removal of all food waste to approved waste management containers when Sodexo caters the event.
3. Cleanup assistance from MSOE custodial is to be requested through 25Live. Please select custodial under general services.
4. If the department, organization, or outside party scheduling any event does not arrange for cleanup in the scheduling process, then the department, organization or outside party is responsible for cleanup, bagging and removing all food and beverage waste from the area used immediately after the event. Trash bags shall be provided by custodial services in event barrels or other waste receptacles to dispose of and re-line. MSOE external trash dumpsters must be used if not removed from campus. No food or beverage waste or leftovers will be placed in trash receptacles within the facility or room where the event takes place.
5. All floors, furniture, tables, chairs, etc. are to be cleaned of food and beverage waste by the individual group.
6. Costs for any setup or clean-up managed by MSOE for any external groups, shall be agreed upon in advance of event.
7. Requests for set-ups of tables and chairs, the use of audio-visual equipment, or musical equipment must be stated completely on the Facility Use Form, managed by the Coordinator of Special On-Campus Event Setup. Set-ups must comply with MSOE available furnishings and approved room layouts.
8. Any furnishings required to be rented will be paid directly by the user after approval is granted.

D. Payments

Sodexo Catering

1. A Purchase Order (PO) is required for all catering events managed by Sodexo. Departments can create a blanket PO for the fiscal year.
2. Student clubs and organizations will need to work with their MSOE staff or faculty advisor to purchase Sodexo catering.

3. Sodexo will email final invoices to purchaser/organizer and copied to Accounts Payable (msoe-ap@msoe.edu)
4. Accounts Payable will process payment on the next weekly payment cycle and within 15-day terms.
5. Disputes must be submitted by the purchaser/organizer in writing to Sodexo within 10 days from date of invoice.
6. Accounts Payable will adjust any credits received by Sodexo.

VI. EXCEPTIONS

- If a department is using a catering service other than Sodexo, then they may use an alternative soft drink other than Pepsi.
- The WMSE Chili Cook-off is an exception to the alcohol section of this policy.

VII. APPENDICES

None

This section to be completed by the Records Manager:

Due date for review

Biennially or as needed

Public Location

MSOE Policy Library

Version History

- **2025, October 10:** Fully updated to include Sodexo's policies, procedures and contact information.
- **2025, September 4:** Partially updated to reflect Sodexo as the partner. Added a section on payment.
- **2020, October 20:** Initial approval

Records Manager

Assistant VP of Curriculum & Knowledge Management