



"Creating an excellent
college experience"

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Section: Catering	
Subject: Policy and Procedure for Wedding Cake Orders	

Policy and Procedure for Wedding Cake Orders:

This is the procedure to follow when a wedding cake is requested. Members involved should include the Catering Sales Associate, Triple Beam Bakery (TBB) Staff Member, and the customer.

Procedure:

1. Customer contacts Catering Sales Associate to set-up consultation.
2. Catering Sales Associate will contact TBB Staff Member to schedule consultation appointment.
3. The consultation with customer takes place and Cake Consultation Form (form 500-A) will be filled out.
 - a. Estimated pricing will be given at consultation
4. Once the customer books wedding cake arrangements the Catering Sales Associate will notify TBB Staff Member
 - a. Customer pays a 20% non-refundable payment at time of booking.
5. Two weeks prior to wedding cake due date, the customer is required to meet with Catering Sales Associate and TBB staff member to finalize design and to assure all details are to the customer's satisfaction.
 - a. If the customer has not booked their reception with University Catering, at the final consultation the customer is required to pay the remaining balance of the wedding cake.
 - b. If the customer is only booking the wedding cake without any other catering service a deliver and set up fee along with cake stand rental will be assessed and included in the contract.
6. In the event the wedding cake is picked up and transferred by the customer a Release of Cake form (500-B) will be filled out and signed by the customer at the time of the final consultation and again at the time of pick up to confirm that the customer chooses to take full responsibility for the purchased cake after it has met all Catering standards.
7. The customer will be given a catering contact number in case of any emergency with their purchased product.