

Emergency or Last-Minute Requests

The Food Service Department recognizes that situations may arise where catering or equipment support is required on short notice.

To balance responsiveness with accountability, the following process applies to all requests submitted **less than 10 business days before the event**:

1. Immediate Notification

- The requester must **email both the Food Service Director and the Business Office** explaining the reason for the late request.
- The subject line should include “URGENT: Food Service Request – [Event Name and Date].”

2. Administrative Approval

- The **Building Principal or Department Head** must approve the request in writing (email approval is acceptable).
- The Food Service Director and Business Office must both sign off before any order is placed.

3. Availability and Feasibility

- Late requests will be **accommodated only if staffing, supplies, and scheduling allow**.
- Food Service may offer a **limited menu or simplified service** in such cases.

4. Budget and Cost

- The requesting department remains responsible for all costs incurred.
- Additional fees (such as late notice surcharges or delivery adjustments) may apply if extra labor or expedited ordering is required.

5. Documentation

- A completed Food Service Department Request Form must still be submitted **after approval** to document the event for recordkeeping and audit purposes.

6. Limitations

- Repeated last-minute requests may be reviewed by administration to ensure appropriate planning in the future.
- Emergency requests are intended for **unforeseen circumstances**, not as a substitute for proper planning.