



Hospitality & Retail Services

Food Service, Catering, and Conference Operations

Effective Date:

February 17th, 2009

Updated:

June 19th, 2015

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Purpose

To enrich the on-campus experience for all students, staff, faculty, and visitors to the University of Toronto Mississauga Campus through:

- (1) A "customer first" approach in its Food Service, Catering, and Conference Operations;
- (2) Emphasizing customer and employee safety; and
- (3) Combining destination with service efficiency.

Principles

The University of Toronto Mississauga (UTM) has established the Hospitality & Retail Services Department to oversee the on-campus ancillaries of Food Service, Catering, and Conferences. These operations strive to provide value to all of its customers through competitive pricing, well-constructed meal plans, comprehensive catering and conference packages, and superior levels of customer service.

The Hospitality & Retail Services Department develops operating and investment strategies for each of its ancillaries focusing on enriching student, staff, and faculty life on campus through sustainable upgrades and improvements to its existing food service outlets as well in developing new concepts and multi-functional locations to provide Food, Catering, and Conference destination for on-campus clientele.

In its responsibilities to the UTM Community and to all visitors to the UTM campus as outlined in its Mission Statement, Hospitality & Retail Services at the UTM has developed the procedures below, which sets forth the rules and guidelines within which the food and beverages are to be provided on campus. These rules and guidelines are intended to preserve on-campus health and safety, to maintain the cleanliness of UTM facilities, to respect the campus' obligation to the UTM's Food Service Provider, and to fulfill provincial liquor licensing regulations and municipal safe food handling requirements.

Guidelines

A Food Service Provider has been contracted to operate all Food Service Outlets on campus with the exception of the Blind Duck - a licensed food and beverage outlet operated and managed by the UTM Student Union. Included in this contract is the stipulation that the UTM's Food Service Provider has agreed, under its management, to allow third-parties to operate on campus. The UTM's Food Service Provider is also responsible for operating and providing food and beverages for all Catering and Conference events on campus.

1. Responsibility for Food and Non-Alcoholic Beverage Service to the UTM Community

- 1-1 The UTM has established a Hospitality & Retail Services department managed by the Director of Hospitality & Retail Services, who is responsible to the Chief Administrative Officer.
- 1-2 The Director of Hospitality & Retail Services has the responsibility to manage the UTM's Food Service Provider and the binding contract agreement between the UTM and the UTM's Food Service Provider.
- 1-3 The UTM's Food Service Provider has the responsibility to manage and operate all UTM food and beverage outlets on campus with the exception of the Blind Duck.
- 1-4 The UTM's Food Service Provider has the responsibility to oversee the management and operation of all third party-operated food service outlets on campus.
- 1-5 The UTM's Food Service Provider, under the direction of the Hospitality & Retail Services Department (Conference & Event Services), has the responsibility to provide all food and beverage service for any Catering or Conference event on campus.
- 1-6 The UTM's Food Service Provider has the responsibility to recover all costs and expenses it incurs by setting prices of menu items accordingly.
- 1-7 The UTM's Food Service Provider is responsible for compliance with the Health Standards and those Legislative Acts and Regulations governing its operations and of the back-of-house and of the front-of house facilities for Hospitality & Retail Services. Hospitality & Retail Services is responsible for compliance with the Health Standards and those Legislative Acts and Regulations governing the dining facilities and other customer service areas associated with the food service operations.
- 1-8 The UTMSU has the responsibility to manage and operate the Blind Duck in the Student Centre.
- 1-9 The UTMSU is responsible for compliance with the Health Standards and those Legislative Acts and Regulations governing its operations and of the back-of-house, front-of house, dining spaces

and other customer service areas associated with the food service operations at the Student Centre facilities for the UTM.

2. Carry-In and Catered Foods and Refreshment Sales on UTM Campus (Non-Student Events)

These rules and guidelines are intended to preserve health and safety on campus and the cleanliness of UTM facilities, to respect the campus' obligation to its Food Service Provider, and to fulfill municipal safe food handling requirements.

- 2-1 The Director of Hospitality & Retail Services manages Conference & Event Services.
- 2-2 The UTM, in cooperation with its Food Service Provider, reserves the right to govern the sale of food and refreshments, the provision and maintenance of facilities, and the distribution of food and refreshments on the University campus, in its buildings, and on its grounds.
- 2-3 The UTM has granted responsibility through contract to a Third Party vending provider for the provision and operation of the Vending Services on campus. However, the UTM reserves the right to govern the sale of food and refreshments in vending machines and the right to determine the location and quantity of the vending machines.
- 2-4 Visiting or on-campus groups or individuals sponsoring an event on UTM property are obliged to obtain their food and refreshment requirements from the UTM's Food Service Provider through UTM Conference & Event Services. If the event is to take place in Student Centre space, then food and refreshment requirements can also be obtained from the Blind Duck, arranged through the Blind Duck Manager. If the event involves barbecues, then separate rules apply (see 2-5).
- 2-5 On-campus events involving barbecues must be arranged through one of the following providers, to help assure safety and appropriate food ordering, storage, preparation and service:
 - The UTM's Food Service Provider, arranged through Conference & Event Services
 - The Blind Duck, arranged through the Blind Duck Manager

3. Carry-In and Catered Foods and Refreshment Sales on UTM Campus (Student Events)

The Student Centre is the primary and intended location for student organization events on campus. All above rules and guidelines apply along with those stated below:

- 3-1 Student Centre space includes its interiors, patios, and outdoor areas under its roofline.
- 3-2 For student organization meetings and events in Student Centre space (excluding the Blind Duck and Patio, to which other rules and guidelines apply), recognized UTM student clubs and societies are allowed to bring in commercially prepared, prepackaged snacks and refreshments from the following list of acceptable carry-in items:

- Chips
- Pretzels
- Popcorn
- Candy
- Cookies
- Cereal Bars
- Brownies
- Fruit Squares
- Cakes
- Cupcakes
- Muffins
- Pastries
- Doughnuts
- Canned or Bottled Pop and Juice

These items must not require heating or cooling for storage or serving. All other food and drink items are prohibited from being offered or sold at student organization meetings and events in Student Centre space unless arranged and approved using the aforementioned catering or barbecue guidelines. For the above carry-in items, the student organization is responsible for providing appropriate supplies (such as napkins, forks, etc.), for discarding of all related waste in the appropriate recycling and trash containers (removing trash from the Student Centre to its dumpsters if indoor trashcans are filled) and for wiping clean any areas where food has been served or consumed. (Basic cleaning supplies are available from the Student Centre Info Desk.)

- 3-3 The Students Centre Room Booking Policy and Procedures document outlines all information for booking events in the Student Centre.
- 3-4 Failure to comply with any of the above rules and guidelines will result in a fine or restriction of services to the student organization(s) arranging or responsible for the relevant meeting or event. Any questions regarding interpretation or practices related to this article should be directed to UTM's Director of Hospitality & Retail Services.
- 3-5 Qualified student organizations can also be eligible for the 30% discount on most catering orders placed through Conference & Event Services.

4. UTM Food Service Facilities and Equipment

- 4-1 UTM's food service facilities and associated equipment are primarily provided by the UTM for the use of the UTM's Food Service Provider in the preparation and distribution of food and refreshments to students, faculty and staff.
- 4-2 Due to health and safety considerations, only qualified employees from the UTM's Food Service Provider are allowed to use the UTM's kitchen facilities and cooking equipment.
- 4-3 The food service equipment and facilities in the Student Centre are primarily provided by the Student Union for the use of the Blind Duck in the preparation and distribution of food and refreshments to students, faculty and staff at the Student Centre.
- 4-4 Due to health & safety considerations, only qualified employees of the Blind Duck are allowed to use its kitchen facilities and cooking equipment.
- 4-5 Hospitality & Retail Services has contracted a third party food safety auditing company to provide regular facility and operational audits for all UTM food service areas, including the Blind Duck. These audits are greater in scope than any third party audits arranged by the UTM's Food Service Provider or the Blind Duck and are more comprehensive than the Region of Peel's Health Inspection for institutional food preparation facilities.

5. Equipment Rentals

- 5-1 If the rental of a limited amount of equipment (e.g. dishware) is required to support an event held on UTM property or grounds, arrangements may be negotiated, assuming the equipment is available, through Conference & Event Services with the approval of the Director of Hospitality & Retail Services for the equipment rental and with the cost and care requirements of the equipment to be included as part of the contract with Conference & Event Services for the facilitation of the event.

6. Alcohol Service

- 6-1 Any alcohol requirements for an on-campus Catering or Conference event *must* be coordinated through Conference & Event Services.
- 6-2 Outside of Catering and Conference events, the Blind Duck is the only outlet at the UTM licensed to serve alcoholic beverages on campus under the provisions of The Liquor License Act applicable to the UTM campus.
- 6-3 The holder of the Liquor License (CAO) is responsible for ensuring that the execution of the Liquor License is in accordance with the Blind Duck Management Operating Agreement and House Policy, the University of Toronto's Alcohol Policies, and Provincial Regulations under the Alcohol and Gaming Commission of Ontario.
- 6-4 The UTM Student Union is responsible for providing and serving all alcoholic beverages within the Blind Duck during regular operating hours, during UTMSU pub events, and for any Catering or Conference event where alcohol will be served at the Blind Duck.
- 6-5 Alcohol service for all events outside of the Blind Duck will be provided by the Hospitality & Retail Services Department.

7. Food Trucks and other Third Party Food Vendors

- 7-1 All Food Trucks must be arranged through the UTM's Food Service Provider and must only operate in the designated Food Truck area – the space between the Student Centre and the CCT link entrance – which is under the management of the Hospitality & Retail Services Department.
- 7-2 All Food Trucks must be licensed with the City of Mississauga or must apply for a permit with the City of Mississauga (requiring a letter from Hospitality & Retail Services granting permission for the Food Truck to operate on campus) in order to be considered for operation at the UTM.
- 7-3 All Food Trucks must pay the UTM's Food Service Provider a fee allowing them to operate at the UTM, with any other financial arrangement between the Food Truck and the organizing party (if applicable) being negotiated separately and under the discretion of the Food Truck operator and the organizing party.
- 7-4 Food Trucks cannot discriminate by only serving products to students; all Food Trucks must be open for cash sales *and* accept the UTM meal plan as payment – the UTM's Food Service Provider will provide the Food Truck with the POS device to accept meal plans and provide the required training to operate the POS.
- 7-5 Any other Third Party Food Vendor must be licensed with the City of Mississauga or must apply for a permit with the City of Mississauga (requiring a letter from Hospitality & Retail Services granting permission for the Third Party Food Vendor to operate on campus) allowing them to sell or distribute food on campus. The UTM may also require documentation from the Region of Peel Health Department if Third Party Food is to be distributed on campus.