

Catered by  
*St. Joseph's*



**Dignity Health.**

St. Joseph's Hospital and  
Medical Center

[Placing a Catering Order - Public]

**Placing an Order:**

Customers may place an order via phone, email or fax. An account representative will be happy to assist you with any questions, menus or quotes.

**Minimum Orders**

Catered by St Josephs welcomes orders of any size. However, due to labor and handling costs, orders for less than 10 persons may be subject to a handling and delivery charge.

**Our Menus**

Catered by St Josephs is dedicated to providing you a fresh, beautifully presented and affordably priced menu for your catered event. From petit finger foods for 10 to a reception for 1,000 or more, we are happy to work with you to develop custom menus best suited to your budget and catering needs. The catering menu is available on the website at [www.cateredbystjosephs.com](http://www.cateredbystjosephs.com) NB. Pricing is subject to change and the menu(s) updated as required.

**Service Area**

Catered by St Josephs services the entire phoenix metropolitan area and St. Joseph's hospital and Medical Center exclusively.

**How does the delivery and pick up process work?**

All orders are delivered within 30 minutes prior to the scheduled start time. If a pick up is required your account representative will coordinate a suitable time at the time of booking and confirm at time of delivery. If an alternative time is required for either delivery or pick up please contact the office or speak to your account representative.

**What is the change policy?**

Changes to drop off orders, including additions and reductions, can be made any time up to 24 hours before the scheduled event date. Special Event orders can be modified upto 3 days prior. Inside of 3 days Special Event orders may only be increased.

### **What is the cancellation policy?**

Drop off Orders can be cancelled without charges up to 24 hours before the event date. Cancellations after that time will be charged at 100%  
Special Event orders cancelled inside of 4 weeks will forfeit deposits or 25% of the event quote.

### Key Points to Remember:

1. Requests for drop off catering should be placed **a minimum of one week in advance**.
2. Requests for special events (requiring linens, staffing, & décor) should be placed at the time of room booking or at **a minimum of 4 weeks ahead**. The Special Event Catering Coordinator may be contacted by phone at 602-406-4588. Special event costs will be fully itemized using BEO's (Banquet Event Orders).
3. Orders will be processed during regular business hours (Mon – Fri, 8:00am – 4:00pm). Orders received after 2:00 pm will be processed the next business day.
4. The order you place will be processed and confirmed by the catering department within 24hrs. If items requested in your order are not available the catering office will contact you to discuss alternatives. It is the customer's responsibility to ensure a confirmation email is received for each request submitted. Should an email response not be received please contact the catering office at [cateredbystjosephs@dignityhealth.org](mailto:cateredbystjosephs@dignityhealth.org).
5. Acceptable payment methods are Cash, Check, or Credit Card (MC/Visa/Amex).

If assistance is required, please call the catering office on 602-406-6615 or 602-406-7338