

Catered by
St. Joseph's



PLACING A CATERING ORDER – Within SJHMC or Dignity Health

Per policy, all orders being billed to a cost center require VP approval before they can be accepted and processed.

To place an order, please follow these steps:

For Department Schedulers (Recurring/Regular Catering):

1. Use Meeting Room Manager (MRM) On Demand system

Users are assigned a URL, personal login and password by the catering department. Requests for access/logins are to be by email to the catering department – cateredbystjosephs@dignityhealth.org

For all other Requestors:

2. Requests for catering must be booked using the “Catering and Conference Room Request Form” located under “Forms” on the SJHMC intranet site (<http://employee.dignityhealth.org/>). Should the intranet be down at anytime, requests should be e-mailed to the catering office at cateredbystjosephs@dignityhealth.org.

An email address for “booked by”, contact name, phone number and department for who to contact in the event clarification is to be placed in the appropriate boxes on the Catering and Conference Room Request Form.

The correct department charge number (Lawson 6 digit accounting unit) must be placed in the Cost Center box on the Form or the catering request cannot be accepted (For example: 500-# # # # #). For cash catering requests please put “Private Pay” in the box. Non-catered room booking only requests should type “Room Booking Only” in the box.

Upon Completion of the Form click the “Send Request” button

Key Points to Remember:

1. Requests should be placed **a minimum of one week in advance** and may only be for the current fiscal year (July 1st – June 30th). Regularly scheduled hospital meetings are booked in advance for an entire fiscal year and have first priority for space. Regularly scheduled meetings for the next fiscal year may be entered beginning June 1st and must be completed by July 31st. Available space on August 1st may then be scheduled by other users. (See “Use of St Joseph’s Meeting and Conference Rooms” Policy 5555.5.1)
2. 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. Pricing is subject to change and the menu(s) updated as required.
3. The catering menu is available on the SJHMC intranet site ([http://employee.dignityhealth.org/ St Joseph’s Hospital and Medical Center / Departments / Food Services / Policy](http://employee.dignityhealth.org/St%20Joseph's%20Hospital%20and%20Medical%20Center/Departments/Food%20Services/Policy)) or via email request to the catering department at cateredbystjosephs@dignityhealth.org.
4. Per Dignity Health’s Healthy and Sustainable initiatives, no bottled waters or soda cans are used at any internally charged catering. Pitchers of water and or ice tea are the alternative offerings.
5. 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 ext # 64588. Special event costs will be fully itemized using BEO’s (Banquet Event Orders) and provided to the organizer for VP approval.

On premise rooms, tables, chairs and AV requirements can be booked at the same time as catering using the Meeting Room Manager (MRM) system. Help notes are available on the SJHMC intranet site ([http://employee.dignityhealth.org/ St Joseph’s Hospital and Medical Center / Facility Resources / Guest Services \(home page\)](http://employee.dignityhealth.org/St%20Joseph's%20Hospital%20and%20Medical%20Center/Facility%20Resources/Guest%20Services)). See 3.8 and 3.9 for order procedures.

6. The order you place will be processed and confirmed by the catering department via Netsimplicity’s Meeting Room Manager (MRM) email system. 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 from MRM please contact the catering office at cateredbystjosephs@dignityhealth.org

7. Notification of changes or cancellation must be emailed or called in to the catering office Ext. 6-6615 or 6-7338. Cancellations inside of 24 hours will still be charged for.
8. Individuals, groups and meetings paying privately for their catering may use Cash, Check, or Credit Card (MC/Visa/Amex).
9. Catering 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 service charge.

If assistance is required, please call the catering office on 6-6615 or 6-7338