

# Internal Catering and Bar Service Booking Policy

## Our Promise

Fitzers Catering Ltd is committed to delivering high quality food, service & style with an efficient and friendly trained staff at all times.

In order for us to fulfil our promise we need your help to achieve this:

### 1. **Always use the Premises (NFS) Booking System**

This is the only way we can be sure to capture all your requirements. When booking, you should provide sufficient description of the event to allow proper cost allocation (see below). All departments must use the (NFS) Booking System.

### 2. **Book on time**

While we will always try to service late bookings this makes it difficult for us to provide the quality and service levels we aspire to for your order. Late bookings also have a knock on impact on other orders. To provide a quality and fresh product, we carry **very little stock** and therefore rely on an efficient supply chain that requires 72 hours notice. The **organisation of staff** also requires advance notice. "Late" bookings may be subject to a **premium** charge.

## Different types of booking

**Meeting Room Service** - see available menu on the NFS booking system

You must book on the premises system at least **23 hours** in advance to guarantee service.

### a) **Lunch/Dinner** – menu available on request.

You must book on the premises system at least **72 hours** in advance and ideally longer, and then contact us to discuss menus. Final numbers must be confirmed no later than 72 hours prior to the lunch/dinner. The minimum charge will be for the original number of covers, if this is not done. If numbers increase within 72 hours of the lunch/dinner, we will try our utmost to cater for the increased numbers.

### b) **Larger Functions/Receptions** – menu available on request.

You must book on the premises system **as far in advance as possible** to enable us to guarantee quality and service. Once the booking is made, please contact us to discuss menus. Final numbers must be confirmed no later than 72 hours prior to the event. If this is not done, then the minimal charge will be for the original number of covers. If numbers increase within 72 hours of the event, we will try our utmost to cater for the increased numbers.

### c) **Late requests or changes**

If for some reason you require to book something after the above deadlines, then in the first place you should **phone the catering office** (ext 4922 – office hours 8am – 5pm, Monday – Friday). Once it is confirmed that your order can be provided, you should enter the requirement on the premises system - this can be done up to 23 hours in advance. Last minute changes in relation to numbers, requirements etc. should be advised by telephone (ext 4922) but the above rules still apply.

### d) **How do I pay for my service?**

Fitzers Catering Ltd will provide an invoice to you for signing within three working days of the service delivery. This should be **signed and returned** to Fitzers Catering Ltd within **five working days**. You should note on the invoice whether the service will be paid for by the Law Society or Law School (this is particularly important for bookings made by Law School personnel for service in the Main Building including Committees etc.).

## What do I do if I am not happy with the service?

If you have any issues or complaints with the service please send me an e-mail to [fitzerscatering@lawsociety.ie](mailto:fitzerscatering@lawsociety.ie) or phone us at ext 4922 and I will speak to you directly to resolve the issue or problem.

Barry Smyth  
General Manger - Fitzers Catering Ltd