

**HOSPITALITY**

*at*



University of  
**Reading**

**Delivered Catering  
Allergen & Dietary Requirements  
Process Guide**

# Process Overview

HOSPITALITY

at



## Meeting/Event Requirements

Establish if the event requires a hospitality provision to be provided following the guidance found in the [Expenses Benefits Hospitality and Gifts Policy](#)

Please note it may be necessary to submit an event notification to gain approval by the University to proceed with your event.

Visit the [Event Notification Portal](#) to submit at least 28 days before your event.

Please contact [event.notification@reading.ac.uk](mailto:event.notification@reading.ac.uk) with any queries.

## Identify Allergen & Dietary Requirements

Guests need to be asked if they have any allergen or dietary requirements to ensure their needs are adequately catered for.

A Microsoft form template is available which asks for the necessary information. Organisers can adapt this template to meet their needs but the default questions cannot be altered.

[Attendee Information Form](#)

Share the [Hospitality Wellness Portal](#) link with guests at this stage.

## Place Initial Catering Order

To secure the desired delivery slot place your initial order via the [Online Booking Service](#). This can be updated later to include items for guests who have declared allergen or dietary requirements.

More information can be found on the [Internal Hospitality](#) page.

## Collate Responses & Update Catering Order

Once you have received the allergen and dietary information from guests use the [Online Booking Service](#) in conjunction with the [Hospitality Wellness Portal](#) to select suitable items from the Delivered To You menu. If there is the requirement to label selected items with the individuals name, this should be added in the catering notes section.

If you are unable to find something suitable or are seeking additional guidance, please contact [hospitality@venueReading.com](mailto:hospitality@venueReading.com)

## Booking Confirmation

Once the order is placed and each time it is updated, a booking confirmation will be received via email. Carefully review this and if anything is not correct amend this via the [Online Booking Service](#) or contact [hospitality@venueReading.com](mailto:hospitality@venueReading.com).

If the person arranging the catering order is not attending the meeting / event the booking confirmation should be shared with the lead representative so they are fully aware of what has been arranged and who to contact should they have any questions on the day.

## Meeting / Event Day

On the day of the meeting/event the delivery team will deliver all food with labels detailing the dietary suitability and allergen information. If items are served in their original packaging, additional labels will not be provided as this could cause confusion due to the ingredient and allergen information already being included on that packaging.

If there has been a request to label items for specific individuals, these will be labelled as per the information provided and displayed separately to the other items delivered.

# Meeting/Event Requirements

In order to align your activities with the University's policies, please visit the [events guide](#) page and follow these important steps:

1. Visit the [Event Notification Process](#) page, to qualify whether your activity will require approval
2. If your activity requires approval, ensure you submit an Event Notification at least 28 days in advance (longer is recommended)
3. Establish if the event requires a hospitality provision to be provided following the guidance found in the [Travel and Other Expenses, Benefits, Hospitality and Gifts Policy](#)
4. Visit the [Internal Hospitality](#) page to review the available menus and service styles and select the appropriate offer. If you are unable to find something suitable or are seeking additional guidance, please contact [hospitality@venuereading.com](mailto:hospitality@venuereading.com)

### Event Notification Portal

Welcome to the Event Notification Process. This is the University's event approval system which exists to ensure campus events are safe, provide high-quality guest experiences and enable holistic campus co-ordination. It applies to activities which gather people for a purpose outside of core curriculum teaching and learning.

Events are circulated to a group of senior University stakeholders representing areas such as Catering, Estates, Health & Safety and Security for comment and approval. In return, event organisers receive a collective response to verify the activity.

Here you can submit an event notification application and manage your activities. Submissions must be made at least 28 days in advance of the activity date. Please note that some event submissions may not be approved.

Before submitting a notification, please check the Events Calendar for potential clashes.

[User Guide for Event Organisers](#)

Create New Event NotificationView Events Calendar

#### My Existing Event Notifications

Event Name	Event Reference	Status	Event Start Date	Event End Date	Last Update D...	Actions
No Rows To Show						
0 to 0 of 0 < > Page 0 of 0 >						

### Expenses Policy

Expenses, Benefits, Hospitality and Gifts

With effect from 14.08.23

Approved by University Executive Board on 07.08.23

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### Internal Hospitality

#### Information for staff

If you are hosting a meeting or event, we have a range of catering options across our Reading campuses. Whatever option you choose, we are passionate about delivering fresh and tasty food to enhance your meeting or event and are committed to providing a high level of service across campus.

##### Delivered catering

Deliver To You Menu

You will find a selection of food & drink items on our delivered menu. Deliver To You is our standard drop and go delivery service across Reading campuses for informal meetings. The easiest way for you to place your order is on our online booking portal. This service allows you to manage your bookings by making new orders, editing and canceling them and means you do not have to wait for us to respond to you.

##### How to order

- Online Booking Service - Apart from bulk buy or pizzas, please use our online booking service to order anything from the Deliver To You Menu. This service allows you to manage your bookings by making new orders, editing and canceling orders. Please note we require 3 working days' notice for new orders, amendments, or cancellations.
- Bulk Buy Online Order Form
- Pizza Online Order Form

##### Event Catering

Our in-house hospitality team can provide a wide range of catering and refreshment options suitable for all events, from sandwiches to sweet and salty snacks, to hot buffet lunches or something more formal.

View our menus and speak to your Event Manager or the Venue Reading Hospitality team to discuss options.

- Served menu
- Internal Plated Menu

##### Additional menus

We have several venues located on our campuses that are perfect for conferences & functions, each with specialised menus. For more information, please visit our Venue Reading pages.

#### Hospitality links

- Hospitality website
- Hospitality wellness portal (allergies & nutritional information)
- Delivered catering T&Cs

# Identify Allergen & Dietary Requirements

Enter the Event Name Here

Attendee Information

1. Full name

Enter your answer

2. Email address

Enter your answer

3. Will you be attending this event? \*

Select your answer

4. Are you allergic or intolerant to any of the following \*

Please tick all that apply

☐ None

☐ Gluten



☐ Nuts/peanuts

☐ Dairy

To assist you in gathering dietary requirement information from your guests and to make it easier for event organisers we have created a [Microsoft form template](#) that can be downloaded, edited and shared with your attendees to complete.

This will improve the accuracy of the information received prior to you selecting your catering by separating questions for dietary and allergen needs.

Plated Desserts ▾

 **Blackberry & Vanilla Cheesecake**  Meal 1

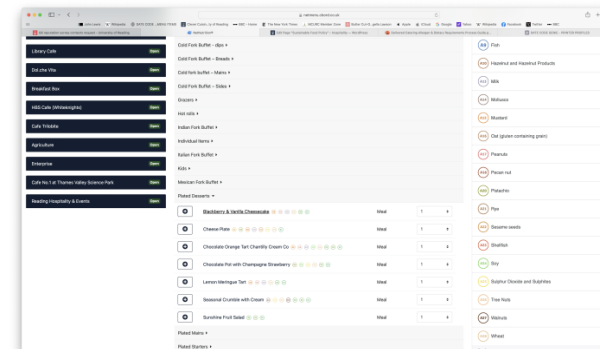
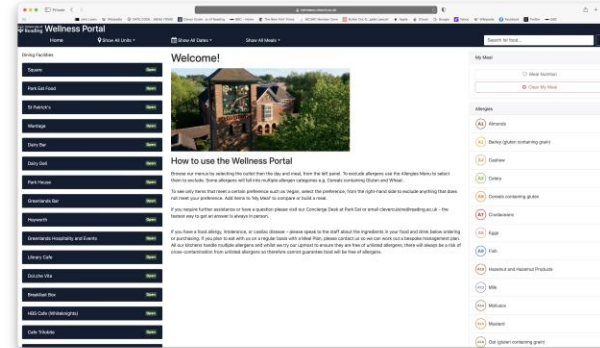
**Nutritional Information**

**Blackberry & Vanilla Cheesecake Nutrition**

Typical values	per 100g	per Meal
Energy kJ	575	1766
Energy kcal	137.38	421.75
Protein	1.73g	5.30g
Fat	9.71g	29.82g
of which saturates	6.05g	18.56g
Carbohydrate	12.69g	38.96g
of which sugars	9.46g	29.03g
Salt	0.24g	0.72g
of which sodium	0.09g	0.29g

**Ingredients:** Cheese : Cream Cheese (Full Fat Soft Cheese ("Milk", Stabiliser [Locust Bean Gum (E410), Acidity Regulator (E330)], Blueberries (Blueberries), Sugar : Caster (Cane Sugar), Digestive : Rounds ("Wheat" Flour (with Calcium, Iron, Niacin, Thiamin), Palm Oil, Wholemeal "Wheat" Flour, Sugar, Partially Inverted Refiners Syrup, Whey Powder ("Milk", Raising Agent(Sodium Hydrogen Carbonate, Ammonium Hydrogen Carbonate), Rapeseed Oil, Salt.), Lemon (Lemon : ), Eggs : Free Range : Medium, Cream : Double (Double Cream ("Milk"), Butter : Unsalted (Butter ("Milk") ("Milk"(Minimum Fat Content 82%)), Tap Water, Sugar : Icing (Sugar (97%), Maize Starch), Vanilla Pods (Vanilla Pods.), Cornflour : Gluten Free (corn starch" "organic produce)

**Contains:** Cereals containing gluten, Eggs, Milk, Wheat



The [Hospitality Wellness Portal](#) is accessible to University students, staff and guests. Dietary, allergen and ingredient information can be found here for all items in the Hospitality menus under 'Reading Hospitality and Events'.

This should be shared with guests in advance of the event and can be used to help identify suitable items to meet their requirements.

Select the allergens you wish to remove and/or select the dietary preferences you are seeking.

Please remember that whilst our kitchens work to avoid cross-contamination by undeclared allergens, it should be assumed that items 'may contain' undeclared allergens. Those with severe allergies should seek assistance prior to the event.

# Place Initial Catering Order

You will find a selection of food & drink items on our delivered menu. Deliver To You is our standard drop and go delivery service across Reading campuses for informal meetings.

The easiest way for you to place your order is on our online booking portal. This service allows you to manage your bookings by making new orders, editing and cancelling them and means you do not have to wait for us to respond to you.

To secure the desired delivery slot place your initial order via the [Online Booking Service](#). This can be updated later to include items for guests who have declared allergen or dietary requirements

More information can be found on the [Internal Hospitality website](#).



[Study & Life](#) [Research](#) [About Us](#)

[View Basket](#) [Sign In](#)

**Hello! Please register your details here to create an account**

Welcome to the Online Delivered Catering booking service, please login below with your University email address. If this is your first time using the service then you will need to Register.

UserName	<input type="text" value="j.smith@reading.ac.uk"/>
Password	<input type="password" value="....."/>
<a href="#">Register</a> <a href="#">Forgotten Password</a> <a href="#">Sign In</a>	

## Information for staff

If you are hosting a meeting or event, we have a range of catering options across our Reading campuses.

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- [Bulk Buy Online Order Form](#)
- [Pizza Online Order Form](#)

### Hospitality links

[Hospitality website](#)  
[Hospitality wellness portal \(allergen & nutritional information\)](#)  
[Delivered catering T&Cs](#)

# Collate Responses & Update Catering Order

The responses received via the [Microsoft form](#) can be exported to excel which make the process of reviewing this information easier.

The [Online Booking Service](#) should be used in conjunction with the [Hospitality Wellness Portal](#) to select suitable items from the [Delivered To You](#) menu. If there is the requirement to label selected items with the individuals name, this should be added in the catering notes section. Use the filters to help search for suitable items. For Events and Hospitality menus click 'Reading Hospitality & Events' from the left hand side of the page.

If you are unable to find something suitable or are seeking additional guidance, please contact [hospitality@venuereading.com](mailto:hospitality@venuereading.com).

ID	Start time	Completion time	Full name	Email address	Will you be attendin	Are you allergic or intolerant to any of the following	Do you have any dietary prefer	Any additional information you would like to make the event organiser aware of?
4	2/16/24 12:29:25	2/16/24 12:30:09	bob	bob@uni	Yes	Gluten;	Vegan	don't like mushrooms
5	2/16/24 12:29:39	2/16/24 12:30:30	John Smith	jon.smith@email.com	Yes	Molluscs;Fish;Allergic to grapes;	Preference for Meat	
6	2/16/24 12:30:21	2/16/24 12:31:06	Gertrude	g&T	Yes	Celery;	Vegetarian	cant eat raw onion
7	2/16/24 12:30:33	2/16/24 12:32:45	Fiona Pringle	fpringle@reading.com	Yes	Sulphur Dioxide;Celery;	Pescatarian	Allergic to celery but can tolerate it in trace amounts in cooked dishes (like soups or stocks).

Whole Fruit - Individual £1.00  
Lemon Drizzle Cake Platter (V) £20.00  
Flapjack Platter (V, VG) £18.00  
Cookie Platter (VG) £18.00  
Sliced Fruit Platter (V, VG) £20.00  
Sweet Treats Platter £18.00  
Doughnut

Visit our Wellness Portal for allergen information  
Venue Reading - Hospitality | Wellness Portal (hospitality@venuereading.com)

**Your catering order**

Select delivery fg Edit

**Delivery & Item Details**

**Notes**

Delivery notes  
e.g. Use the side entrance

Catering notes  
Houmous & Falafel Wrap - J Smith  
Mezze Salad - S Jones

Add / Update Booking Notes

## Nutritional Information

### Blackberry & Vanilla Cheesecake Nutrition

Typical values	per 100g	per Meal
Energy kJ	575	1766
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Fat	9.71g	29.82g
of which saturates	6.05g	18.58g
Carbohydrate	12.69g	38.96g
of which sugars	9.46g	29.03g
Salt	0.24g	0.72g
of which sodium	0.09g	0.29g

**Ingredients:** Cheese : Cream Cheese (Full Fat Soft Cheese ("Milk", Stabiliser [Locust Bean Gum (E410), Acidity Regulator (E330)]), Blueberries (Blueberries), Sugar : Caster (Cane Sugar), Digestive : Rounds ("Wheat" Flour (with Calcium, Iron, Niacin, Thiamin), Palm Oil, Wholemeal "Wheat" Flour, Sugar, Partially Inverted Refiners Syrup, Whey Powder ("Milk"), Raising Agent(Sodium Hydrogen Carbonate, Ammonium Hydrogen Carbonate), Rapeseed Oil, Salt.), Lemon (Lemon : ), Eggs : Free Range

: Medium, Cream : Double (Double Cream ("Milk"), Butter : Unsalted (Butter ("Milk") ("Milk") (Minimum Fat Content 82%)), Tap Water, Sugar : Icing (Sugar (97%)),

Maize Starch), Vanilla Pods (Van

Contains: Cereals containing gl



Blackberry & Vanilla Cheesecake

Meal

1

# Booking Confirmation

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Once the order is placed and each time it is updated a booking confirmation will be received via email. Carefully review this and if anything is not correct amend this via the [Online Booking Service](#) or contact [hospitality@venuereading.com](mailto:hospitality@venuereading.com).

If you contact [hospitality@venuereading.com](mailto:hospitality@venuereading.com) to amend your order you will receive a pdf booking confirmation via email instead of the standard booking confirmation email.

If the person arranging the catering order is not attending the meeting / event the booking confirmation should be shared with the lead representative so they are fully aware of what has been arranged and who to contact should they have any questions on the day.

VH

Venue Reading Hospitality <[hospitality@venuereading.com](mailto:hospitality@venuereading.com)>  
To: David Storrar

Dear David ,

Thank you for using the online booking service, please see a summary of your booking below:

Booking Ref 728143  
Delivery Date: Thursday, 01/08/2024

Booking Title: Workshop Event  
Delivery Time: 09:00

Area: Agriculture

Room: AGRIC 1L02

Attendees: 8

Order Items:

- 5 x Tea and Coffee With Paper Cups (£1.50) - £7.50
- 1 x Vegetarian Sandwich Platter (V) (£20.00) - £20.00
- 1 x British Cheddar Ploughmans Sandwich (V) (£3.20) - £3.20
- 1 x Tortilla Chips with Salsa Sptn (V,VG) (£3.50) - £3.50

Delivery Charge: £0.00

Total: £34.20

Contact Name: Harry Kane  
Contact Phone Number: 8429

Account Code: AC=1234;WN=;PC=L3243242

Catering Booking Sheet Tuesday 20 February 2024					
Reference Number		Charge To			
Requested By		Hosted By			
Name		Name			
Company		Company			
Telephone		Telephone			
		Fax			
Email		Email			
Dept		Dept			
12:00    Web Catering :		Hospitality			
Delivery To:    Edith Morley 226, Catering Delivery Rooms, Edith Morley, Reading					
		Item	Qty	Sale/Rtn	Unit    SubTotal
		Tea and Coffee With Paper Cups	20	1.50	30.00
		Lemon Drizzle Cake Platter (V)	1	18.00	18.00
		Hand Cooked Crisps Sptn (V,VG)	2	3.50	7.00
		Sliced Fruit Platter (V, VG)	1	20.00	20.00
		Halal Chicken Platter	1	20.00	20.00
		Vegetarian Sandwich Platter (V)	1	20.00	20.00
		Fish Platter	1	20.00	20.00
		Carrot & Houmous (V,VG)	1	11.00	11.00
		Yoghurt & Berry Compote (V)	1	11.00	11.00
		Houmous & Falafel Wrap(V,VG)	1	3.80	3.80
		TOTAL			160.80
Delivery Details		Catering Notes			
Times	12:00    - 13:00				
Numbers	15				
Booking Type	Delivered				
Service Type	Delivered				



# Meeting / Event Day

HOSPITALITY

at



On the day of the meeting/event the delivery team will deliver all food with labels detailing the allergen information and dietary suitability. If items are served in their original packaging, additional labels will not be provided as this could cause confusion due to the ingredient and allergen information already being included on that packaging.

We display three dietary suitability icons; Vegan (a carrot symbol), Vegetarian (a carrot with a milk carton) and the Halal symbol.

Guests should be advised to read this information carefully to ensure they eat and drink items that are safe for them. The labels also include the web address to our portal [foodmenus.info](http://foodmenus.info) where dietary suitability, ingredient and nutritional information can be found under 'Reading Hospitality and Events'

If there has been a request to label items for specific individuals, these will be labelled as per the information provided and displayed separately to the other items delivered.

## Sweet Treats Platter

### Dietary Suitability



**Allergens:** Tree Nuts, Eggs, Milk, Sulphur dioxide and sulphites, Wheat, Soy, Almonds, Walnuts, Oat (gluten containing grain), Cereals containing gluten, Pecan nut

Due to production and service methods, this item may contain traces of other allergens. For more information please speak to your Event Manager.

**Visit [foodmenus.info](http://foodmenus.info) for full ingredient listing**

**Use by: 20/10/24**

