

**HOSPITALITY**

*at*



University of  
**Reading**

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

# Process Overview

## Meeting/Event Requirements

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](#)

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

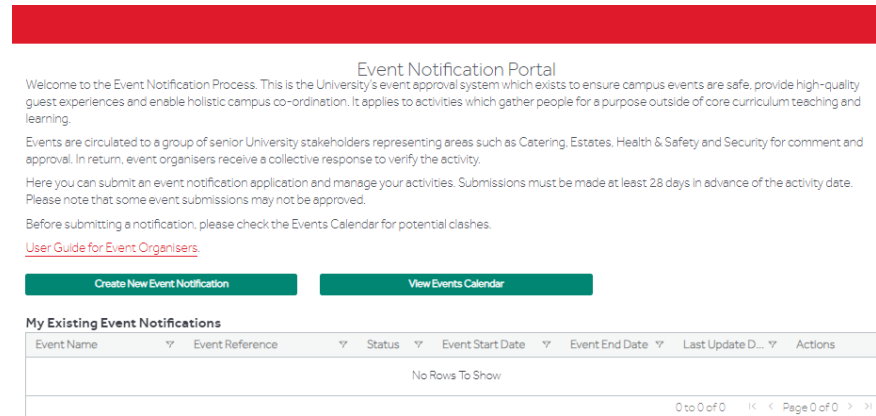
On the day of the meeting/event the delivery team will deliver all food with labels detailing the dietary suitability and allergen information. If items are served in their original packaging, additional labels will not be provided as this could cause confusion due to the ingredient and allergen information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

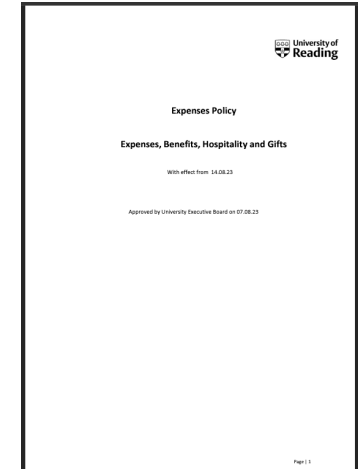
# Meeting/Event Requirements

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

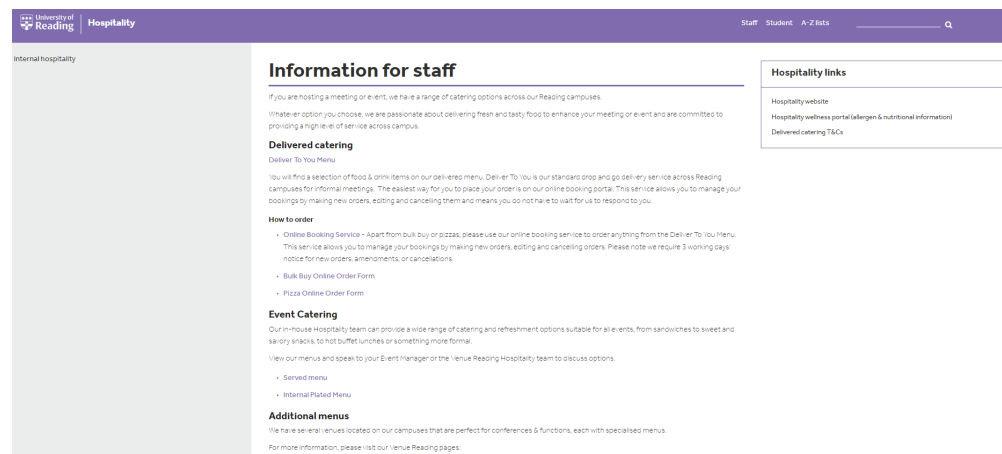
1. Visit the [Event Notification Process](#) page, to qualify whether your activity will require approval
2. If your activity requires approval, ensure you submit an Event Notification at least 28 days in advance (longer is recommended)
3. Establish if the event requires a hospitality provision to be 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)



The screenshot shows the 'Event Notification Portal' interface. It includes a red header bar, a title 'Event Notification Portal', and a welcome message. Below the text are two green buttons: 'Create New Event Notification' and 'View Events Calendar'. A section titled 'My Existing Event Notifications' contains a table with columns for Event Name, Event Reference, Status, Event Start Date, Event End Date, Last Update Date, and Actions. The table currently shows 'No Rows To Show' and a pagination control at the bottom right indicating '0 to 0 of 0' items.

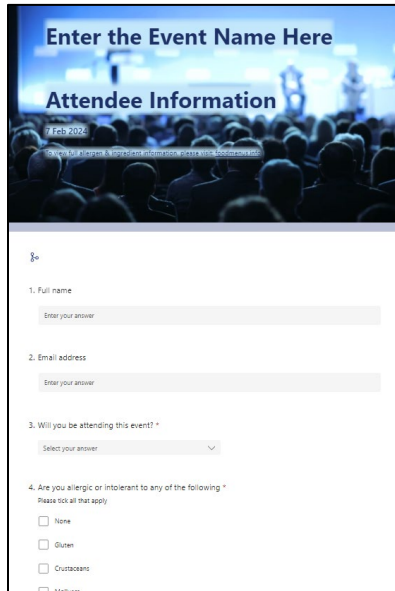


The screenshot shows a document titled 'Expenses Policy' with the subtitle 'Expenses, Benefits, Hospitality and Gifts'. It includes a small University of Reading logo in the top right corner and a page number 'Page 1' at the bottom right.



The screenshot shows the 'Internal Hospitality' page on the University of Reading website. The page has a purple header with the University of Reading logo and navigation links for 'Staff', 'Student', and 'A-Z lists'. The main content area is titled 'Information for staff' and contains several sections: 'Delivered catering' (with a 'Deliver To You Menu' link), 'How to order' (with links for 'Online Booking Service', 'Bulk Buy Online Order Form', and 'Pizza Online Order Form'), 'Event Catering', and 'Additional menus'. A 'Hospitality links' box on the right contains links for 'Hospitality website', 'Hospitality wellness portal (allergen & nutritional information)', and 'Delivered catering T&Cs'.

# Identify Allergen & Dietary Requirements



Enter the Event Name Here

### Attendee Information

7 Feb 2022

1. Full name  
Enter your answer

2. Email address  
Enter your answer

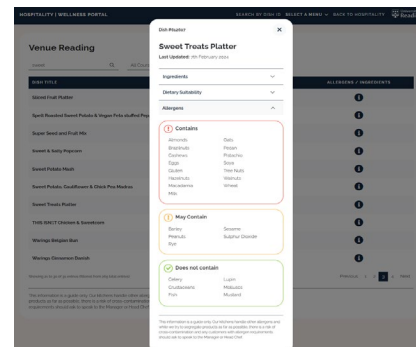
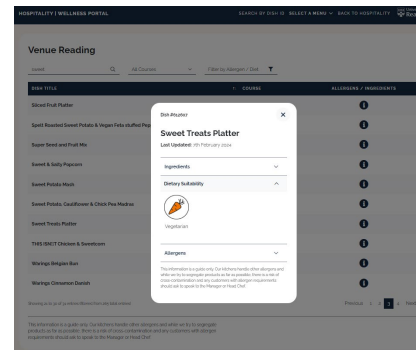
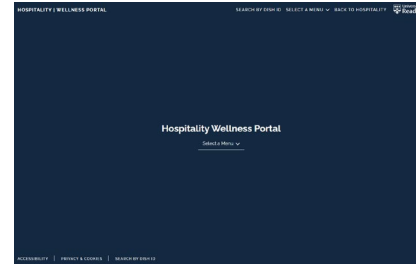
3. Will you be attending this event? \*  
Select your answer

4. Are you allergic or intolerant to any of the following \*  
Please tick all that apply

- None
- Gluten
- Crustaceans
- Milk

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.



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.

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

# 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](#).



## 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="....."/>

[Register](#) [Forgotten Password](#) [Sign In](#)

## 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 cancelling 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 cancelling orders. Please note we require 3 working days' notice for new orders, amendments, or cancellations.
- [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.

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 attending	Are you allergic or intolerant to any of the following	Do you have any dietary preferences	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).

# 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 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>  
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 5ptn (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	Fax
Email	Email	Dept	Dept

12:00	Web Catering :	Hospitality		
Item	Qty	Sale/Rtn	Unit	SubTotal
Tea and Coffee With Paper Cups	20		1.50	30.00
Lemon Ditzzle Cake Platter (V)	1		18.00	18.00
Hand Cooked Crisps 5ptn (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
<b>TOTAL</b>				<b>160.80</b>

Delivery Details	Times	Catering Notes
Numbers	12:00 - 13:00	
Booking Type	15	
Service Type	Delivered	

# 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.

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 a QR code which can be scanned to give access to the full ingredient information.

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

### Vegetarians

**Allergens: Gluten, Wheat, Oats, Tree Nuts, Almonds, Brazil Nuts, Cashew Nuts, Hazelnuts, Macadamia Nuts, Pecan Nuts, Pistachio Nuts, Walnuts, Soya, Eggs, Milk**

May Contain: Rye, Barley, Peanuts, Sesame, Sulphur Dioxide

Scan QR code to access the Wellness Portal for full ingredient information



Must Use By: 10/02/24 EOD 612607

