

Ted Rogers School of Management Catering Policy

Updated: March 1, 2026

Effective Date

This policy goes into effect on March 1, 2026.

Purpose

The provision of quality services is paramount to ensuring a positive and enriching experience for all members of the Ted Rogers School of Management (TRSM). This policy is crafted with a commitment to enhancing the overall quality of TRSM food services. Recognizing the evolving preferences and dietary needs of our diverse community, we aim to create a policy framework that not only upholds the excellence of our internal catering services but also the integration of reputable external caterers who share our dedication to culinary excellence.

This document outlines the principles, procedures, and responsibilities associated with catering on TRSM premises, emphasizing our commitment to delivering a superlative catering and dining experience for our students, faculty, staff, and guests.

Definitions

“TRSM” – Ted Rogers School of Management, Office of the Dean

“Culinary & Catering Department (TRS.Catering)” – the dedicated, internal catering group in use for all planned events in the Ted Rogers School of Management

“TRSS” – the Ted Rogers Student Society, an umbrella organization in which all Ted Rogers School affiliated student groups are organized

“CaterTrax” – the online ordering system in use by TRS Catering

“Internal” – refers to groups looking to reserve space for an event or meeting, with an affiliation to staff, faculty or students of the Ted Rogers School of Management and with Toronto Metropolitan University.

“External” – refers to groups looking to reserve space for an event or meeting who have no affiliation to the Ted Rogers School of Management or to Toronto Metropolitan University

General Principles

All groups, both internal and external, can enjoy a multitude of catering options, all of which are run and organized by the TRS.Catering Team. The TRS.Catering Team is comprised of

professional culinary staff, as well as students engaged in an experiential learning opportunity associated with the School of Hospitality and Tourism Management.

The Ted Rogers School of Management offers a variety of spaces for event and meeting planning, including dedicated event spaces, classrooms, and breakout rooms. These spaces are insured under the University's insurance offerings. The availability of these spaces is dependent upon a variety of factors, including but not limited to academic offerings, classroom scheduling, and availability of personnel.

All parties involved in the execution of this policy are expected to engage in a manner of mutual respect, consistent with the University's policies regarding civility, and other related policies.

Policy

1. TRS.Catering is the exclusive provider of food services in the Ted Rogers School of Management. This includes conferences/events utilizing multiple spaces in the building. TRSM reserves the right to restrict external catering in all spaces.
2. TRS.Catering is the exclusive provider of food services for the following spaces in the Ted Rogers School of Management.
 - a. Commons (TRS 1-148 and/or TRS 1-150)
 - b. CPA Lounge (TRS 1-003)
3. Requests for catering must be entered into the CaterTrax system.
 - a. IMPORTANT DEADLINES
 - i. All catering orders must be submitted at least 15 business days in advance.
 - ii. The "final" number for catering should be submitted 4 business days prior to the event, and confirmed 48 hours prior to the event.
 - b. If an order is being requested less than 15 business days in advance, please reach out directly to TRS.Catering to confirm if they can accommodate your request.
 - c. For student group orders placed 15 business days in advance or earlier utilizing a verified student group TMU email, a 10% discount will be provided . The discount will be added to the final bill.
 - d. TRS.Catering cancellations must take place a minimum of 3 business days before an event in order to receive a full refund.
 - e. If the food you wish to offer is not listed in CaterTrax, contact TRS.Catering (trs.catering@torontomu.ca) a minimum of 15 business days in advance of your event, to discuss a custom menu for your event. Please have the following information available before the initial meeting:
 - i. Date of event
 - ii. Start/End Time (be specific, start of food service, end of food service)
 - iii. Number of attendees
 - iv. Room/Space (provide EMS booking number)
 - v. Catering Services Required (Food, drinks, linen, etc.)
 - vi. Budget

4. External requests for catering by TRS students will be considered only under the following circumstances.
 - a. Scenario 1 - religious accommodation
 - i. The request is being presented in writing to TRS.Catering a minimum of 15 business days in advance of the event, AND
 - ii. The request involves food that is not able to be prepared by TRS.Catering, due to religious restrictions (e.g., kosher preparation).
 - b. Scenario 2 - full sponsorship
 - i. The request is being presented in writing to TRS.Catering a minimum of 15 business days in advance of the event, AND
 - ii. The request is 100% sponsored. Proof of 100% sponsorship (e.g., letter on company letterhead indicating the value of sponsorship) must be included with the written request, AND
 - iii. The event is being presented free of charge to attendees, AND
 - iv. Event attendees must be made aware of the sponsorship and a notice must be placed at the event indicating that the food is sponsored and fully provided by the sponsor.
 - c. Scenario 3
 - i. The meeting/event takes place in a location not outlined under number 2, AND
 - ii. The number of attendees is less than 25, AND
 - iii. The value of the food is less than \$300.
5. No donated alcohol is allowed at student events. All alcohol for a cash bar must be purchased via TRS.Catering, served via TRS Catering, and served in our licensed area(s).
6. The Ted Rogers School of Management has a no-cash policy, including for events that include a "cash" bar.
7. Feedback Process
 - a. A survey will be sent to the student group TMU email used by the organizers after each event, via the CaterTrax system.
 - b. Any additional feedback may be presented either in person or in writing to the Executive Director, Strategic Planning and Administration, located in the Office of the Dean in the Ted Rogers School of Management. Feedback must be sent using a TMU email address, in order to facilitate an appropriate response.