

Catering Online Visitor Voucher Orders Briefing Paper - August 2015

Introduction

The process for ordering catering vouchers for visitors has recently been reviewed and a number of service improvements have been identified. The changes to the process will be implemented from 1 September 2015 and involve the following:

- 1 Online ordering process via the Facilities Directorate intranet (orders were previously made by telephone through the Helpdesk).
- 2 As part of the ordering process, you will be asked for additional information about your event to enable Catering Services to provide a service which meets your requirements. This includes:
 - brief details about your visitors and purpose of visit
 - the time(s) the vouchers will be used eg morning refreshments, lunch, afternoon refreshments, Open Days
 - the location(s) in which the vouchers will be used
- 3 Vouchers must be ordered by 3pm on the previous day at the very latest

Benefits to the Customer

- Immediate, secure online voucher booking system via the staff intranet
- You will receive automated email communications when your order has been received and when your vouchers are ready for collection.
- Vouchers are available for collection from more reception points -
 - Aspect Court
 - City Campus main reception
 - Heart of the Campus
 - Charles Street (due to open January 2016)
- Vouchers will contain more information with regard to usage which will help your guest
- Helps you to budget more effectively when planning your event by enabling you to order the appropriate number of vouchers and calculating the total cost of your order
- Online personal account via the FD Intranet where you will be able to view your order history

What you need to do next

Any vouchers you currently hold must be used in catering outlets by the 31 August 2015. If you want to find out more, a drop in session will be held from 9.30-11.00 am in Hallam View, City Campus on Thursday 20 August 2015.

Or alternatively, contact Helen McGloin, Catering Operations Manager on h.mcglain@shu.ac.uk or extension 3881

Voucher Terms and Conditions

- Vouchers must be ordered online by no later than 3.00pm the day before required – any orders received after that time cannot be submitted.

- Vouchers should be used on the date and time required specified at the time of ordering.
- Vouchers should be used in the outlets specified at the time of ordering.
- Vouchers expire one week after the date required specified at the time of ordering.
- Amendments can only be made to the outlets specified at the time of ordering. Amendments should be made by telephone to the Help Desk on 4444 quoting the booking reference and voucher ID number. The original vouchers may still be used in the new outlet. Any additional amendments would require the vouchers to be cancelled and re-ordered via the online form.
- Cancellations must be made at least one full working day before the date and time required specified at the time of ordering to receive a refund. Cancellations should be made by telephone to the Help Desk on 4444 quoting the booking reference and voucher ID number. All cancelled vouchers must be returned within one week of the date of cancellation to the Commercial Development Team at the address below. Cancellation refunds will not be processed until vouchers have been received.
- Refunds for unused vouchers will only be given for vouchers with a total value of £10 or more. Unused vouchers must be returned within one week of the voucher expiry date and be sent to the Commercial Development Team at the address below. Refunds will not be processed until vouchers have been received.

Commercial Development Team
Facilities Directorate
1 Furnival Square
City Campus