



Waipapa
Taumata Rau
**University
of Auckland**

Catering Guidelines

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Purpose

This document has been developed to provide guidance around the catering and hospitality services at Waipapa Taumata Rau, University of Auckland. It sets out the expectations, requirements, pricing and standards that apply when arranging or delivering catering on campus, helping ensure a consistent, high-quality experience that reflects the University's values of manaakitanga (hospitality), sustainability, and inclusivity.

The guide aims to:

- Support staff, students and clubs to plan and deliver catering that meets University standards.
- Promote safe, sustainable, and welcoming hospitality practices across all University campuses.

Application

This document applies to all University staff, students and clubs who arrange catering for meetings, events, or functions at any University site.

It should be read alongside relevant University policies and procedures, including procurement, health and safety, and sustainability guidelines.

[internal-gifts-hospitality-policy](#)

[Alcohol Guidelines](#)

[Safety & Service Guidelines for Bake Sale, Potluck, Food Stalls, Pizza & BBQ](#)

[Event Compliance & Safety](#)

[Events Management Policy](#)

[Goldie Estate](#)

[Health and Safety Policy](#)

[Ministry of Primary Industries Food Act 2014](#)

[Procurement Policy](#)

[Sustainability Policy](#)

Catering Overview

Introduction

Catering and hospitality play an important role in shaping the experience and fostering a sense of community at Waipapa Taumata Rau, University of Auckland. They provide an opportunity to demonstrate manaakitanga through thoughtful, inclusive, and sustainable practices.

By following this guide and engaging approved suppliers, staff, students, and clubs help ensure catering arrangements align with the University's values and maintain a consistent standard of service, safety, and quality.

Catering definition

For the purposes of this guide, catering refers to any food and beverage service provided for university activities, functions, or events. This includes, but is not limited to:

- Meetings, workshops, seminars, and training sessions
- Conferences and symposia
- Student, staff, and club events
- Official University ceremonies and receptions
- Hospitality provided for visiting guests, delegations, and partners

University principles

The University expects users to incorporate these [Taumata Teitei principles](#) into catering decisions:

Principle	Meaning	Requirements for application
Purpose	Making best use of public resources; deciding whether food is needed or reducing quantity.	• Investigate supplier value for money. • Choose cheaper, non-serviced options. • Consider coffee and biscuits instead of full catering. • If catering is necessary, it must comply with the required Policy and the applicable price guidance Morning or afternoon tea: (Light, two food items and tea and coffee - \$18/person more extensive option - \$25/person) Lunch: (One savoury, one salad, one sweet, + tea, coffee and juice – \$30/person) After work food and drinks: Three food items and bar service enough for one hour – \$40/person plus cost of drinks • Ensure one over one approval for catering events • Justifiable – direct relationship to the business activities • hospitality provided must be within budget
Manaakitanga	To be hospitable and respectful; show generosity and care for others when hosting External guests.	• Ensure food choices respect and welcome guests. • Use authentic kai Māori suppliers. • Include local produce and showcase talent.
Kaitiakitanga	Stewardship of the environment; reduce waste; sustainable sourcing.	• Choose food with wide appeal. • Plan portion sizes carefully. • Redistribute leftovers. • Select suppliers with sustainability credentials. • Use local suppliers and low-impact foods. • Reduce packaging or ensure recyclability/composability.

Necessity	Decide if food is required or reduce amounts.	• Offer beverages or biscuits instead of full meals to reduce waste and cost.
Safety	Ensure food and beverages are safe and meet hygiene standards.	• Choose approved suppliers. • Follow MPI guidelines.

Approved panel caterers

The University maintains a list of **approved panel caterers** who meet our operational, health and safety, and service standards and are your first point of contact for your catering needs.

These caterers have been through a formal approval process managed by the Retail & Catering Team and are authorised to provide catering across all University campuses.

Benefits include:

- **Delivery:** Knowledge of all University buildings for convenient service.
- **Service:** Trained staff set up, serve, and clean up efficiently.
- **Dietary requirements:** Extensive menus accommodating special diets.
- **Finance:** Direct ordering and journalled charges reduce purchase order needs.
- **Pricing:** Competitive rates reviewed annually.
- **Menus:** Standardised menu selections.
- **Sustainability:** Reusable packaging and waste minimisation.

Approved specialist caterers

These [approved specialist suppliers](#) have demonstrated their ability to meet the University's operational, service, sustainability requirements. They are another point of contact after the approved panel caterers for any catering requests on campus.

They are generally used when culturally specific events require a speciality food offering.

Using preferred suppliers ensures:

- Consistency and reliability in food quality, delivery, and presentation.
- Streamlined administrative processes for ordering and invoicing.

Placing an order

Approved panel caterers and approved specialist caterers provide extensive menus to support a wide range of event types, from small meetings to large-scale functions.

To ensure a seamless experience:

- **Notice:** Orders should be placed **at least seven days in advance**. For large events, allow as much lead time as possible. Short-notice requests may be accommodated but cannot be guaranteed, particularly if placed less than 48 hours before the event.
- **Menu planning:** Review menus with your caterer to refine options that meet dietary, cultural, and event-specific requirements.
- **Long-term relationships:** Consider establishing an ongoing relationship with a caterer for recurring events. This can provide flexibility with lead times, menu options, and pricing, and allows the caterer to understand your specific needs.

All catering arrangements must adhere to the University's **Health, Safety, and Sustainability Policies**.

Day-of event procedures

On the day of your event:

- **Delivery and setup:** Caterers are familiar with all University campuses and will deliver food and beverages directly to the event location. They will set up service areas, ensuring proper presentation and hygiene.
- **Collection and waste:** At the conclusion of your event, caterers will collect all containers, cutlery, and any leftover food. Waste will be managed responsibly - disposed of, recycled, or redistributed in accordance with university policies.
- **Assistance:** Event staff should remain available to liaise with caterers and address any last-minute requests or adjustments.

Following these steps ensures a smooth experience and allows the focus to remain on your guests and event activities.

Cancellations

Catering cancellation policies vary by supplier. Staff, students and clubs should:

- **Confirm details:** Always check your caterer's specific cancellation terms before placing an order.
- **Plan ahead:** Notify the caterer as soon as possible if a change or cancellation is required. Early notice may reduce or eliminate charges.
- **Financial responsibility:** Be aware that late cancellations may incur partial or full charges for food, preparation, and staff arrangements.

For any questions or guidance regarding cancellation policies, contact the caterer directly.

Tips for a successful catering experience

- Double-check guest numbers and dietary requirements before confirming the order.
- Provide accurate venue details to ensure timely and smooth delivery.
- Keep open communication with your caterer for any adjustments or special requests.

Service and supply of alcohol

The University of Auckland is **not a licensed premise**. Alcohol may only be served at university events in accordance with legal requirements and University policy.

All alcohol service must be managed by **approved panel caterers** or **approved specialist caterers** who hold a **valid liquor licence**, and only in conjunction with the provision of food. This ensures compliance with the **Sale and Supply of Alcohol Act 2012** and University guidelines.

Staff, students and clubs must obtain written approval from the **Registrar or a nominated representative** for any event where alcohol will be served. Consent is granted on a per-event basis.

Alcohol guidelines can be found in the [Events Management Policy](#).

Caterer responsibilities

Approved panel caterers or approved specialist caterers serving alcohol must:

- Provide **licensed bar staff** to manage service and monitor consumption responsibly.
- Serve alcohol only alongside substantial food to meet legal obligations.
- Ensure service aligns with the duration of the event and does not exceed approved quantities or times.
- Comply with University alcohol and event policies, including safety and risk management practices.

Caterers are legally responsible for the safe consumption of alcohol during your event and must follow all relevant regulations.

Staff, students and club responsibilities

Staff, students and clubs organising events with alcohol should:

- Confirm the caterer is licensed and can provide bar staff.
- Submit a request for alcohol service approval to the **Registrar or nominated representative**.
- Ensure that food service accompanies alcohol throughout the event.

Follow all University policies regarding alcohol consumption and event safety.

Alcohol may not be brought onto university premises by staff, students, clubs or guests without approval, and consumption outside approved areas is strictly prohibited.

Wine provision: Goldie Estate

The University's **preferred supplier for wine** is [Goldie Estate](#), the University's own vineyard.

- Goldie Estate wine is recommended for all University events where wine is served.
- Using the preferred supplier ensures consistent quality and alignment with university sustainability and sourcing standards.

Staff, students and clubs are encouraged to discuss event wine requirements with caterers and confirm quantities in advance.

Sustainability

The University encourages all staff, students and clubs to make **sustainable food and beverage choices**.

Consider:

- **Packaging:** Minimise single-use plastics or non-recyclable items.
- **Waste management:** Plan how leftover food and packaging will be disposed of, recycled, or composted.
- **Supplier choices:** Select caterers using local, seasonal, and low-impact ingredients.

Sustainable catering supports the University's broader environmental goals and ensures that events reflect our values of stewardship and care for the natural world.

- Refer to the [University Sustainability Policy](#) for detailed guidance on sourcing and waste management.

Feedback process

We welcome feedback from all staff, students and clubs to help ensure a high standard of catering service across the University.

- **Direct feedback:** Provide comments directly to the caterer after your event. This helps them understand what worked well and what could be improved.
- **Issue resolution:** If an issue arises during your event, address it with the caterer immediately so they have an opportunity to resolve it.
- **Escalation:** If you are not satisfied with the caterer's response, send your feedback along with any supporting documentation to catering@auckland.ac.nz. Commercial Services will review the matter and work to ensure the University's standards are maintained.

Providing timely feedback supports continuous improvement and helps maintain safe, high-quality, and enjoyable catering experiences for everyone.

Definitions

Catering: The planned provision of food and drink at meetings, formal events, conferences, social events, or other gatherings.

Retail: The sale of goods directly to customers in relatively small quantities over the counter or from a leased footprint.

Approved Panel Caterers and approved specialist caterers: Caterers with a managed contractual relationship with the University, committed to university standards.

PAX: Number of persons attending your event.

Procurement Group: Panel of managers, end users, and procurement representatives who advised on the selection of approved caterers.

Third Party: Any business, person, or entity that is not a university staff member, student, or entity.

University: Waipapa Taumata Rau, University of Auckland, including all subsidiaries.

University Members: Staff, students, Council committee members, contractors, sub-contractors, and invitees as defined in section 3(2) of The University of Auckland Act 1961.