

Spoonfed User Guide

Fall 2021

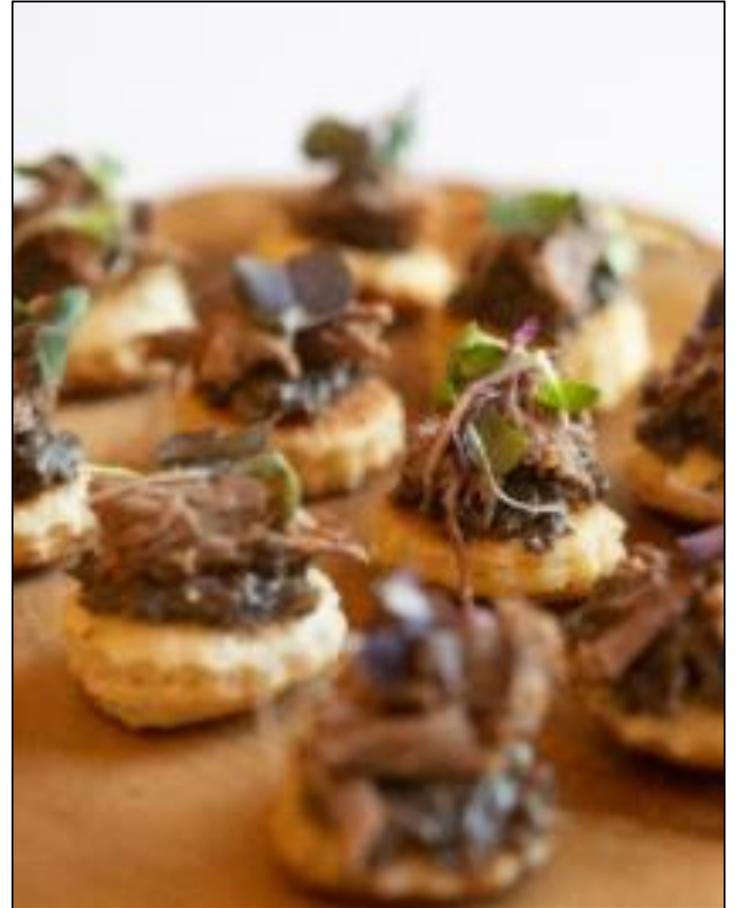
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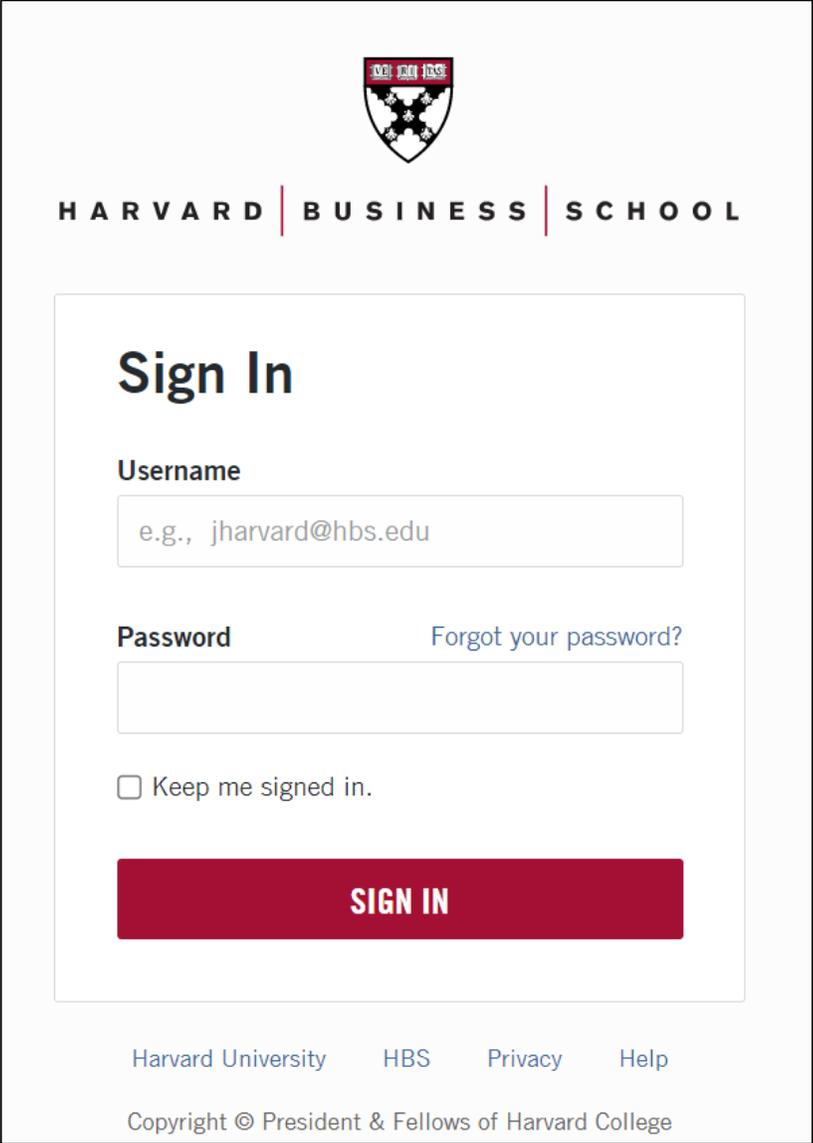
Benefits of Spoonfed

- User-friendly! Clean & modern look, easy to navigate
- Photos next to menu items throughout website
- Save orders as a draft if not ready to complete order process
- Information icons with dietary data
- Combine all day events into one event order and invoice
- Easy to read cart sidebar of selected items visible throughout entire ordering process
- Ability to duplicate previous event orders
- Indicate your own flowers, beer & wine, and kosher meals
- Ability to edit your own orders up to 5 days leading up to your order
- Easy access Approver Dashboard
- Copy someone else on order



Getting to Spoonfed

1. Log into myhbs.edu
2. Click the “Operations” link
3. Click “Services”
4. Select “Dining & Catering”



The screenshot shows the Harvard Business School (HBS) Sign In page. At the top center is the HBS crest, with the text "HARVARD | BUSINESS | SCHOOL" below it. The main content area is titled "Sign In" and contains a "Username" field with the placeholder text "e.g., jharvard@hbs.edu", a "Password" field, and a "Forgot your password?" link. Below the password field is a checkbox labeled "Keep me signed in." A large red "SIGN IN" button is positioned below the form. At the bottom of the page, there are links for "Harvard University", "HBS", "Privacy", and "Help", followed by the copyright notice "Copyright © President & Fellows of Harvard College".


HARVARD | BUSINESS | SCHOOL

Sign In

Username
e.g., jharvard@hbs.edu

Password [Forgot your password?](#)

Keep me signed in.

SIGN IN

[Harvard University](#) [HBS](#) [Privacy](#) [Help](#)

Copyright © President & Fellows of Harvard College

Getting to Spoonfed (cont'd)

IT **Harvard Phone & Jabber Softphone Maintenance on July 13** x
5 days ago HBS IT

Op **Building Voice Paging System Tests Begin July 13** x
7 days ago Operations

IT **New Look for HarvardKey and HU Duo Coming on July 7** x
8 days ago HBS IT

HC **Harvard Farmers Market** x
7 Jun HBS Connects

→ All Announcements

CUSTOM LINKS

MY LINKS OPERATIONS

You currently don't have any My Links.

→ [Customize My Links](#)

INTRANET LINKS

HBS COVID-19 Testing Dashboard
Keep HBS Healthy
Division of Research and Faculty Development (DRFD)
Finance
Fitness (Shad)
HBS Connects
Human Resources
Information Technology
Knowledge & Library Services
Marketing & Communications
Operations
Policies
Security

→ [More Links](#)

Click on Operations

Click on Services

SERVICES

HBS Operations manages a number of services across campus from security to events to dining to fitness. Explore all our services and learn more about how we can help support and enhance your HBS experience.

LEARN MORE

ONLINE REQUESTS

HBS Operations offers a number of online request forms to allow self-service access to request assistance from our teams. View or search for online request forms within.

LEARN MORE

QUICKLINKS CONTACT INFO

Spangler Menus & Hours
Shad Fitness Center
Service Request Forms
Reserve a Room
Residence Halls
HBS Campus Map

NEWS & UPDATES

08 JUL 2021
Operations Summer Enhancement Projects Back in Full Swing for Summer 2021
Overview of Operations summer enhancement projects.

02 JUL 2021
New Critters in the Neighborhood – Understanding Coyotes
Details on what to do and who to contact if you encounter a coyote around HBS campus.

OUR CAMPUS

HBS provides a thriving, dynamic campus to its faculty, staff, students and participants. Learn more about recent campus developments, sustainability efforts, campus planning and the efforts underway to maintain and enhance the beauty and richness of the HBS campus.

LEARN MORE

FAQS

Please visit our centralized frequently asked questions section for a searchable list of common questions across our main service areas.

LEARN MORE

Getting to Spoonfed (cont'd)

OUR SERVICES

CAMPUS & EVENT SERVICES
The Campus and Event Services team provides assistance to the greater HBS Community with various academic, conference, and room reservation needs. Services include Reservation of Campus Space, Event Logistics Guidance and Coordination and venue exploration.
[LEARN MORE](#)

DINING & CATERING
Restaurant Associates (RA) is proud to be the food service provider for all catering and dining on the HBS campus. Learn more within about menus, locations and ordering details.
[LEARN MORE](#)

SHAD FITNESS CENTER
Shad Hall is the fitness and recreation facility at Harvard Business School. The facility is available to HBS full-time employees, students, alumni, and their domestic partners. We are dedicated to enhancing the HBS experience through our programs and services.
[LEARN MORE](#)

SERVICE COUNTER
The Service Counter provides customer service to the HBS Community in many different support areas, including issuing Harvard IDs, Campus Access Keys and HBS Parking Permits. The Service Counter is also the main contact for Custodial Services, Post Office, Student Commuter Lockers, Bike Registrations and Campus Vending Machines.
[LEARN MORE](#)

QUICKLINKS [CONTACT INFO](#)

- Spangler Menus & Hours
- Shad Fitness Center
- Service Request Forms
- Residence Halls
- HBS Campus Map

DID YOU KNOW?
215
spaces which can be reserved on the HBS Campus

Click on Dept. Catering & Event

Click on Dining & Catering

Catering

- Menus & Ordering
- Student Clubs Catering Info
- Department Catering and Event Orders
- Contact Catering

Dining Services

- Menus & Hours
- Campus Food Outlets
- To-Go Ordering in Spangler/Chao (THRIVE)
- Self-Isolation/Quarantine Meal Ordering
- Contact Dining Services

About

- Give us your Feedback
- Nutritional Facts (pdf)
- Green Restaurant ⇄
- Monthly Specialty Programs (pdf)

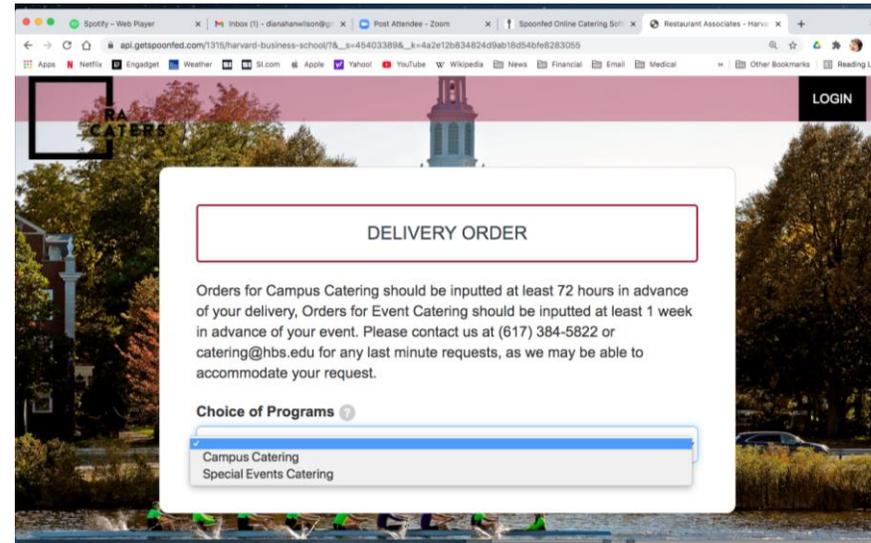
You will be directed to the HBS Spoonfed page and automatically logged in. We recommend bookmarking the Spoonfed site for easy access.

Starting Your Order

On the Delivery Order screen:

1. Select “Campus Deliveries” or “Special Events Catering”
2. Choose the desired date of your delivery
3. Choose the time you’d like your delivery to arrive by (these will be in 15 minute increments)

1



Orders for Campus Catering should be inputted at least 72 hours in advance of your delivery, Orders for Event Catering should be inputted at least 1 week in advance of your event. Please contact us at (617) 384-5822 or catering@hbs.edu for any last minute requests, as we may be able to accommodate your request.

Choice of Programs
Special Events Catering

Date: 08/12/2021 By: Loading...

August 2021

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

2



Orders for Campus Catering should be inputted at least 72 hours in advance of your delivery, Orders for Event Catering should be inputted at least 1 week in advance of your event. Please contact us at (617) 384-5822 or catering@hbs.edu for any last minute requests, as we may be able to accommodate your request.

Choice of Programs
Special Events Catering

Date: 08/12/2021 By: Loading...

Select time
7:00 am
7:15 am
7:30 am
7:45 am
8:00 am
8:15 am
8:30 am
8:45 am
9:00 am
9:15 am

3

Types of Catering



Campus Delivery

Room temperature deliveries with fewer than 100 guests dropped off by a steward.

Examples: continental breakfast, bag lunch for 75, sandwich buffet for 45, room temperature buffet for less than 25.

Campus Deliveries can be entered into Spoonfed 5 business days out. For events less than 5 days out, please call the catering office.

Special Events

Any order over 100 guests or an event that includes alcohol or labor.

Examples of Special Event Catering: hot buffets, set ups outside classrooms, receptions or section lunches

Special Events Catering should be ordered 3 weeks out. For events less than 3 weeks out, please call the catering office.

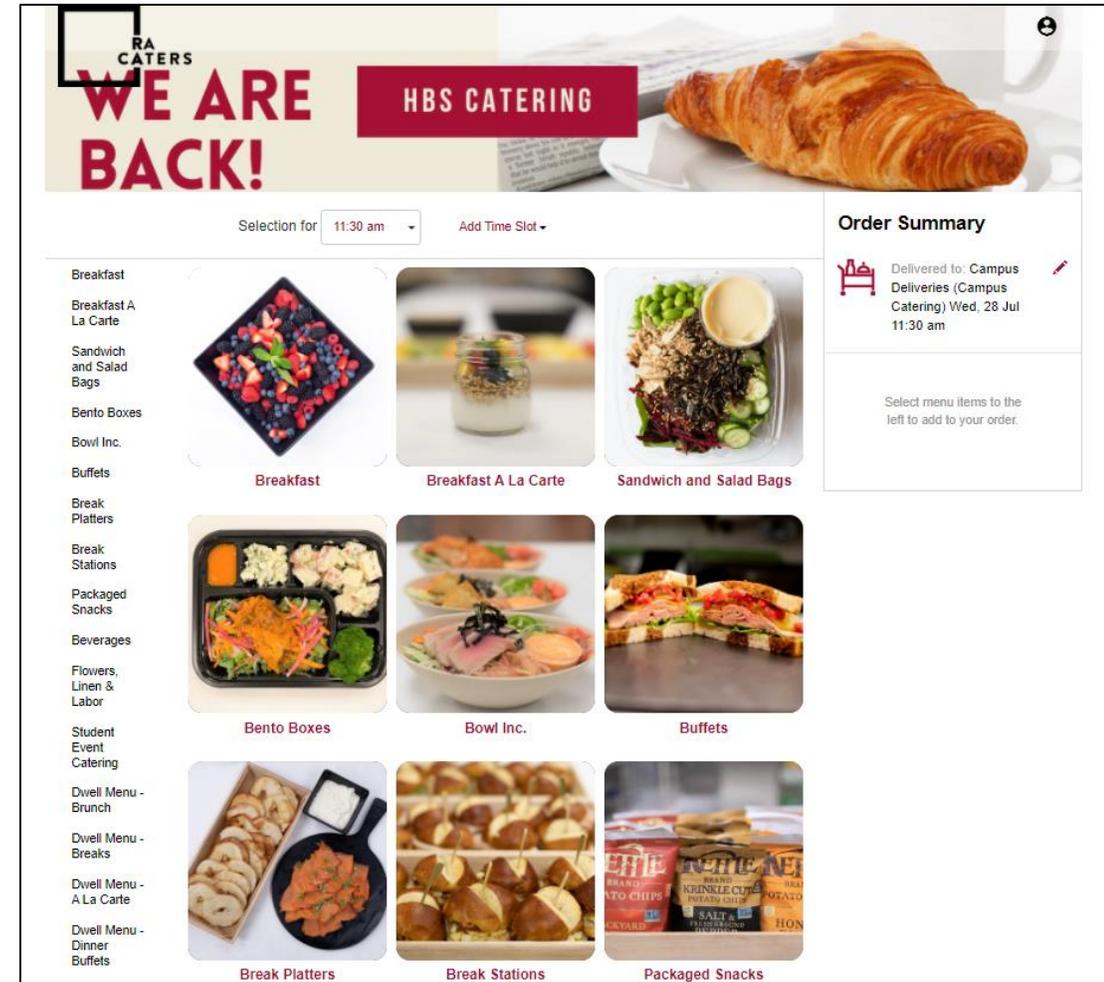
To place or change an order 4 business days or fewer out, please call the catering office at 617-384-5822.

Choosing Your Items

Upon choosing the time and date for your order, you will enter the site and begin choosing your menu items.

Items are categorized by meal period, type of food/item:

- Bowls, Bentos, Bags, & Buffets
- Sweet & Savory Breaks, Packaged Snacks
- Beverages, Florals





Choosing Your Items – Campus Deliveries

- Breakfast – continental, conference, better for you • breakfast buffets
- Breakfast A La Carte – whole fruit & fruit cups, yogurt & parfaits, cereal & milk, coffee cake, hard boiled eggs, mini stuffed bagels, frittatas & quiche, breakfast pastry platters, breakfast salads
- Sandwich and Salad Bags
- Bento Boxes – portable take on traditional meals
- Bowl Inc. – contemporary combos in a bowl
- Buffets – sandwich, salad, pizza, room temp buffets
- Break Platters – sliced fruit, morning pastries, granola & bars, cookies, cheese, crudité, hummus, tortilla, mini quiche, sushi, pretzel, charcuterie, mini sliders
- Break Stations – kettle chips, New England break, Mediterranean board, green monster snacks
- Packaged Snacks – individual snack boxes, mason jars, packaged snacks a la carte
- Beverages – coffee & tea, hot chocolate, soda, water, sparkling water, juice, water pitchers, lemonade & iced tea, apple cider, smoothies, aqua fresca
- Flowers

Choosing Your Items – Special Events

The following items are specific to Special Event Catering. These events require labor to attend to and service the events.

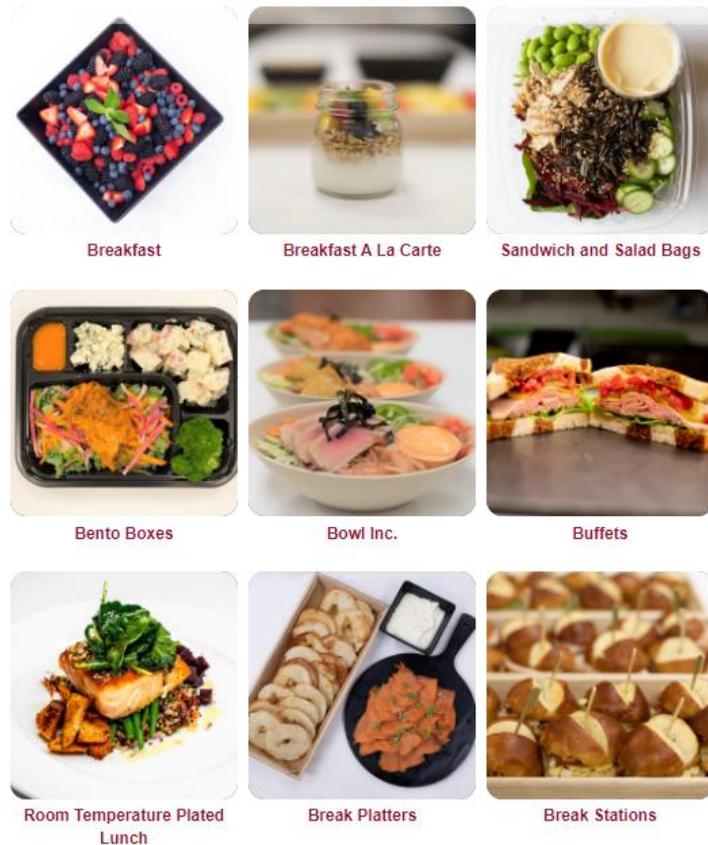
- Lounge Service
- Reception Stations
- Passed Hors d'Oeuvres
- Buffet Dinners
- Plated Dinners

Additionally, any drop off or room temperature event with a guest count of 100 or greater is categorized as a Special Event.

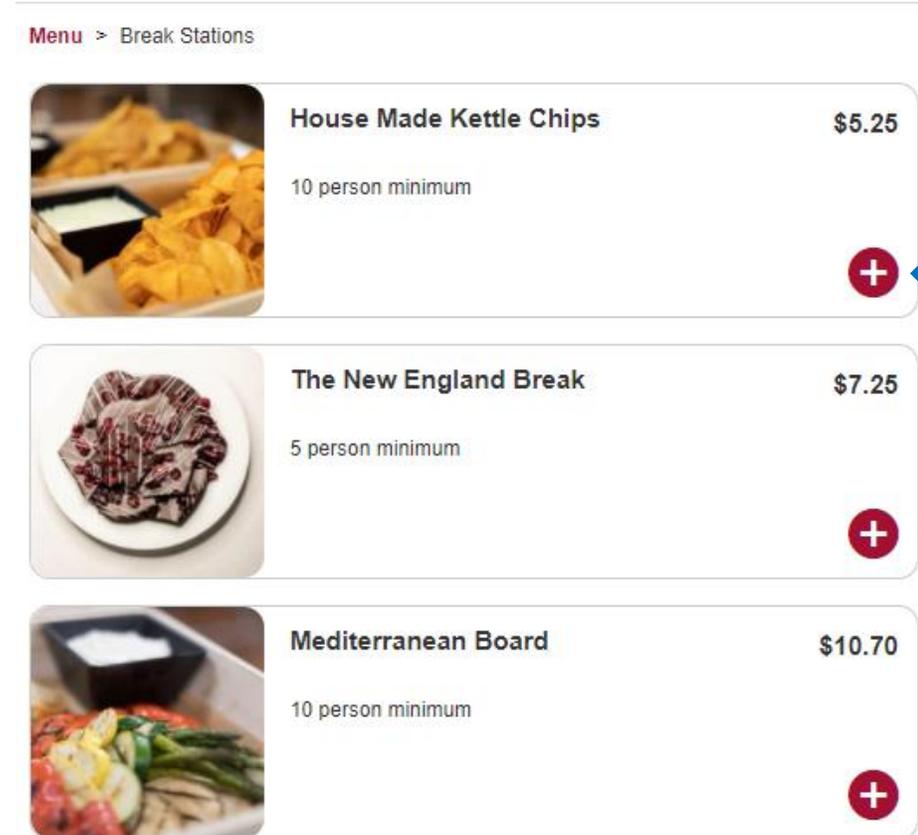


Building Your Order

- Select a menu category for your upcoming event



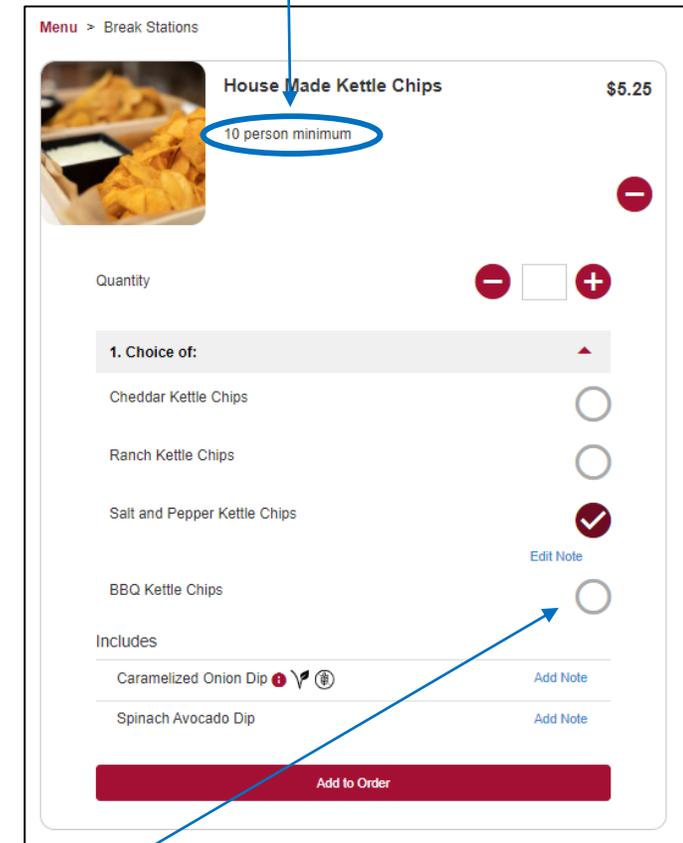
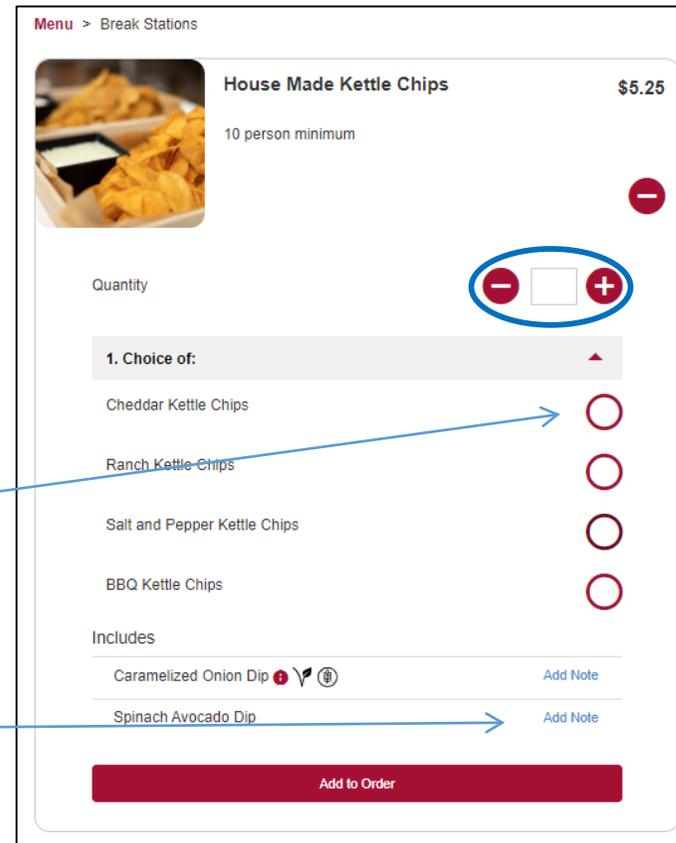
- Select a menu item within that category by clicking the red plus sign 



Building Your Order (cont'd)

- Choose the quantity for the item you are ordering by typing a number in the box or by using the red plus and minus signs   (minimums apply for some items)
- Select any options (flavors, dips, etc.) and
- add any necessary notes by clicking on “Add Note”

Note any minimums for the item, they will be listed below the item name



Once you pick your choices, the other options will become greyed out.

Building Your Order (cont'd)

Once you pick a quantity for an item, you will have the choice to add a note.

Notes can include such information as:

- No bagels on breakfast platters
- No hot water and tea bags with coffee service
- No onions in vegetable quiche
 - This is a food preference not an allergy
- No mustard on charcuterie board

(Notes should not include allergy information)

Allergies will be added later during check out process

HBS Upscale Breakfast Buffet \$18.50

20 person minimum -

Quantity - 25 +

Includes

- Mini Muffins, Plain or Sesame Bagels and Breakfast Pastries Add Note
- Sweet Butter, Cream Cheese and Preserves Add Note
- Sliced Fruit Add Note
- Apple Cinnamon Baked Oats, Maple Syrup, Berries Add Note
- Roast Tomato, Onion and Spinach Frittata Add Note
- Applewood Smoked Bacon Add Note
- Breakfast Chicken Sausage Add Note
- Hash Browns Add Note
- Spinach & Mushroom Stuffed Crepes Add Note
- Chilled Orange, Grapefruit and Cranberry Juice Add Note
- Coffee, Decaffeinated Coffee, & Assorted Tea, Sliced Lemons Add Note
- Water Pitchers Add Note

[Add to Order](#)

Building Your Order (cont'd)

Some items will have pop up windows for choosing your options and adding notes

Add Crudité (Medium)

Quantity: - 1 +

Choice of Dip: Choose 1

Avocado Ranch | Lemon Tahini | Blue Cheese Dip

Notes: [Text Area]

Update

Savory Break Platters
Small serves 5 / Medium serves 10 / Large serves 20
Breaks over 50 guests may require additional labor.
Breaks over 100 guests are considered a Special Event and may require additional labor

Small / Medium / Large

Domestic Cheese & Fruit, Assorted Breads & Crackers (Small)	\$19.50	-		+
Domestic Cheese & Fruit, Assorted Breads & Crackers (Medium)	\$39.00	-	1	+
No grapes Add Note				
Domestic Cheese & Fruit, Assorted Breads & Crackers (Large)	\$78.00	-		+
Crudité (Small)	\$19.00			ADD
Crudité (Medium)	\$37.60			ADD
Choice of Dip: Lemon Tahini	\$37.60	-	1	+
Crudité (Large)	\$77.50			ADD
Pita Chips & Hummus (Small)	\$22.50	-		+
Pita Chips & Hummus (Medium)	\$45.00	-	1	+
Add Note				
Pita Chips & Hummus (Large)	\$88.50	-		+
Tortilla Chips & Salsa (Small)	\$21.50	-		+

Add to Order

You can add multiple menu items within one category and click “Add to Order” to add all the items at once

For example: a Cheese & Fruit Platter, Crudités Platter, and Pita Chips & Hummus Platter together then click “Add to Order”

Building Your Order (cont'd)

Dietary Restriction

Icons 

Vegetarian 

Vegan 

Gluten Free 

Dairy Free 



Menu items that fall within a certain dietary restriction will have a red icon button next to it, as well as the icons.

Tamari & Maple Roasted Almonds    

By clicking on the red  you can find more information regarding what the icons stand for and what dietary needs this item meets.

Tamari & Maple Roasted Almonds    

Vegan  Gluten Free  Dairy Free 

Adding a Bar (Special Events)

We offer different tiers of wine service:

- House
- Select
- Premium
- Platinum

You can select the option that best suits your event's needs.

Click 1 next to the bar options you would like served at your event.

A catering manager will detail your order to ensure your bar is well stocked for your event.

Menu > Bar Service

Bar Service

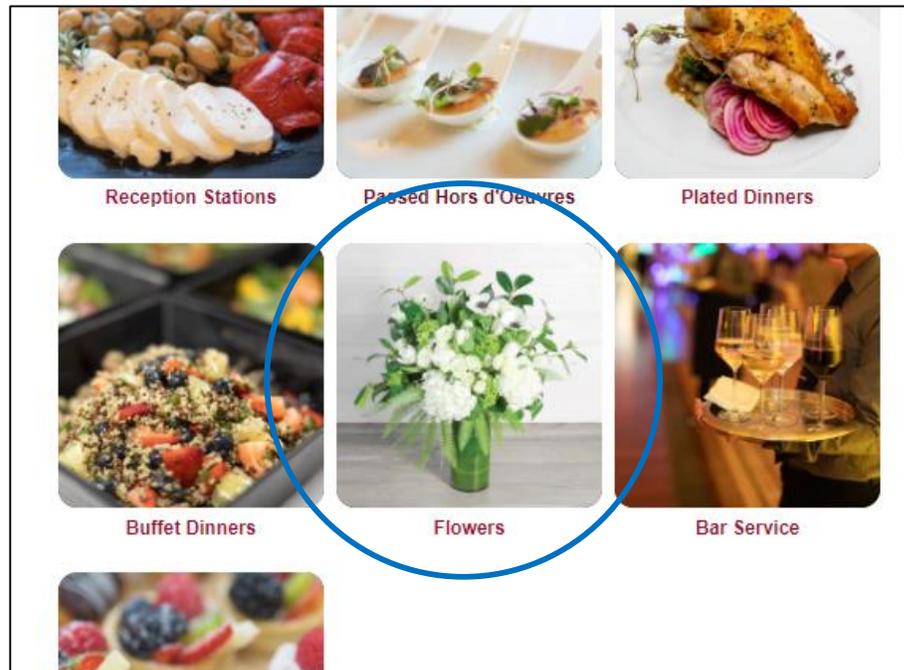
White Wine – Per Bottle				
House White Wine	\$38.00	–	<input type="text"/>	+
Select White Wine	\$45.00	–	<input type="text" value="1"/>	+
			<small>Add Note</small>	
Premium White Wine	\$55.00	–	<input type="text"/>	+
Platinum White Wine	\$75.00	–	<input type="text"/>	+
Red Wine – Per Bottle				
House Red Wine	\$38.00	–	<input type="text"/>	+
Select Red Wine	\$45.00	–	<input type="text" value="1"/>	+
			<small>Add Note</small>	
Premium Red Wine	\$55.00	–	<input type="text"/>	+
Platinum Red Wine	\$75.00	–	<input type="text"/>	+
Imported and Domestic Beer - Per Bottle				
Imported and Domestic Beer	\$5.25	–	<input type="text" value="1"/>	+
			<small>Add Note</small>	
Domestic Beer Keg				
Keg - Bud Light	\$175.00	–	<input type="text"/>	+
Keg - Budweiser	\$175.00	–	<input type="text"/>	+
Keg - Sam Adams	\$175.00	–	<input type="text"/>	+
Keg - Craft Beer *Market Price*	\$0.00	–	<input type="text"/>	+
Alcohol Consumption				
Alcohol Consumption	\$0.00	–	<input type="text"/>	+

Add to Order

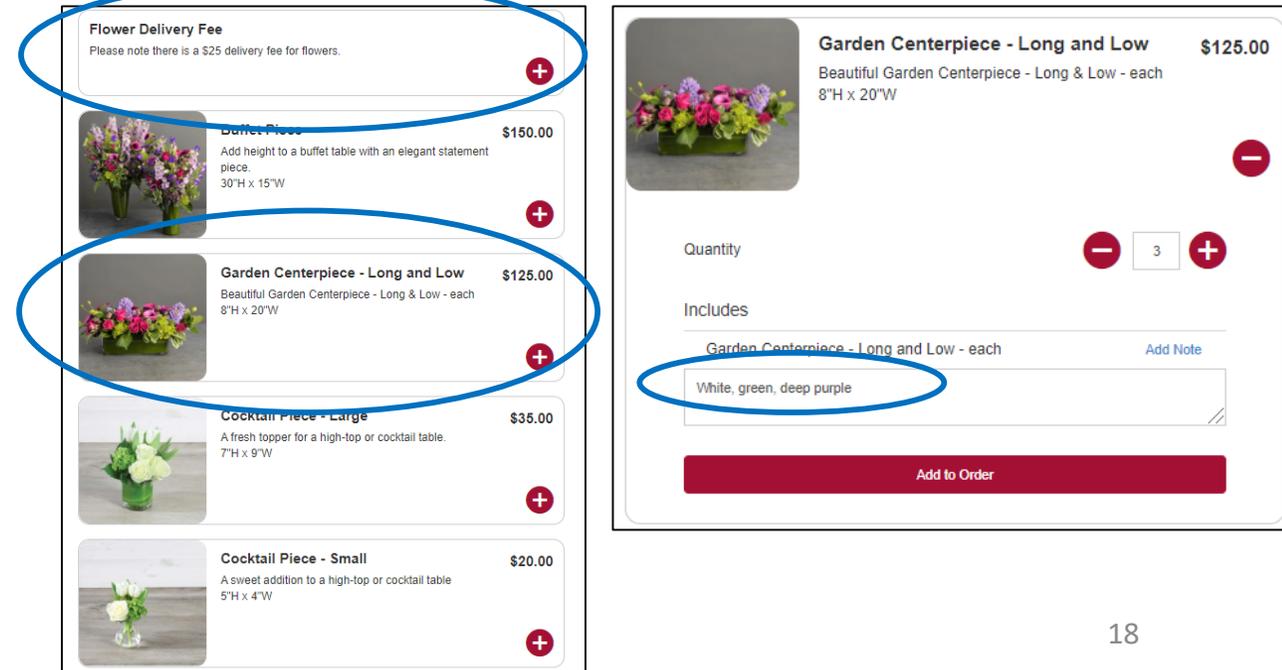
Adding Florals - Special Events

Spoonfed allows you to choose the style of florals you'd like at your event in the menu selection process.

- Select Flowers in the Menu Page



- Chose a floral option. These prices do not include a \$25 delivery fee.
- Use the note section to discuss color schemes you may be incorporating.



Reviewing Your Menu

You can review your Order Summary on the right sidebar of the screen (circled in blue).

Items to Review:

- Delivery Date & Time
- Menu Items & Serving Sizes
- Menu Notes

If you'd like to add more menu items you can click on the categories listed on the left sidebar (circled in green).

Once your order is complete, you can "Place your order."

The screenshot displays a catering website interface. On the left, a sidebar lists menu categories such as Breakfast, Sandwich and Salad Bags, Bento Boxes, and Beverages. The main area shows the 'Beverages' menu with items like Coffee & Tea Service, Hot Chocolate, Assorted Soda, Sparkling & Still Water, Bottled Juice, Bottled Still and Sparkling Water, Water (serves 8), Water (serves 50), Lemonade, Iced Tea, Apple Cider, Fresh Squeezed Juice, and Chef's Choice Smoothie. Each item has a price and quantity controls. On the right, an 'Order Summary' sidebar shows a list of items with their prices and a total of \$249.20. A 'Place your order' button is visible at the bottom right.

Selection for 11:30 am Add Time Slot

Menu > Beverages

Breakfast
Breakfast A La Carte
Sandwich and Salad Bags
Bento Boxes
Bowl Inc.
Buffets
Break Platters
Break Stations
Packaged Snacks
Beverages
Flowers, Linen & Labor
Student Event Catering
Dwell Menu - Brunch
Dwell Menu - Breaks
Dwell Menu - A La Carte
Dwell Menu - Dinner Buffets

Beverages

priced per guest, unless otherwise noted

Coffee & Tea Service	\$2.25	-	+
Hot Chocolate	\$2.25	-	+
Assorted Soda, Sparkling & Still Water	\$2.05	-	+
Bottled Juice	\$2.05	-	+
Bottled Still and Sparkling Water	\$2.05	-	+
Water (serves 8)	\$3.25	-	+
Water (serves 50)	\$16.50	-	+
Lemonade (serves 8)	\$15.00	-	+
Iced Tea (serves 8)	\$15.00	-	+
Apple Cider (Seasonal) (serves 8)	\$20.00	-	+
Fresh Squeezed Juice (serves 8)	\$31.60	-	+
Chef's Choice Smoothie (serves 8)	\$35.60	-	+

Order Summary

Delivered to: Campus Deliveries (Campus Catering) Wed, 28 Jul 11:30 am

- 12 Assorted Soda, Sparkling & Still Water \$24.60 (\$2.05 each)
- 1 Lemon Rosemary Aqua Fresca (serves 8) \$17.50 (\$17.50 each)
- 10 House Made Kettle Chips \$52.50 (\$5.25 each)
10 x Salt and Pepper Kettle Chips (\$0.00)
10 x Caramelized Onion Dip (\$0.00)
10 x Spinach Avocado Dip (\$0.00)
- 1 Domestic Cheese & Fruit, Assorted Breads & Crackers (Medium) \$39.00 (\$39.00 each)
Note: No grapes
- 1 Crudité (Medium) \$37.60 (\$37.60 each)
- 1 Pita Chips & Hummus (Medium) \$45.00 (\$45.00 each)

Stewarding Charge: Mon-Fri, \$33.00 7:00am-8:00pm *outside the window will incur additional charges*

Sub Total \$216.20
Charge Total \$33.00
Tax \$0.00
Total \$249.20

Add to Order Place your order

Save as Draft Order

Checking Out

Enter Order Details:

1. Guests
2. Choose Yes/No for beer & wine and flowers
3. Choose Yes/No for morale event
4. What is Morale Event? This is explained in the drop down menu when you click on 3.
5. Type in any allergies for your guests in this box
6. Event Name (100 character max)
Event names should be descriptive but should not include the type or date of event, for example “HBS Operations, Summer Morale Party” not “HBS Ops Bag Lunch”
7. Start Time
8. End Time

Delivery Details

Order details

Number of Guests

1

Do you need wine and beer service for your event?

2

Do you need flowers for your event?

2

Is this a morale event?

3

Allergies

Enter Special Requests for your event, and/or Specify any known Allergies your Guests may have

4

Event details

Event Name

5

Slot Start Time

6

Slot End Time

7

Checking Out (cont'd)

Enter Order Details:

8. Type your Building
9. Type your Floor
10. Type your Delivery Contact, their telephone and delivery mobile. This will automatically fill in with the information from your profile, but you can edit it per order
11. Delivery Instructions – write in information that RA needs to know.
For example: Set up food in back of classroom or set up food in front of black board

Contact details

Building

8

Floor/Room

9

Delivery Contact

10

Delivery Telephone

10

Delivery Mobile

10

Delivery Instructions

11

Billing

You will input Billing Details – usually your 33 digit code.

You will then choose your Approver from a drop down menu. Then click “Submit for Approval.”

The first time you use the system, you will accept the Terms & Conditions and choose whether to receive emails from us with updates.

The screenshot shows a web interface for a catering service. At the top left, the logo for 'RA CATERS' is displayed. The main content area is divided into sections: 'Payment method' with radio buttons for 'On Account' (selected) and 'Stored Card'; 'Billing Details' with a '33 Digit Code' input field containing '430-00000-0000-000000-000000-0000-00000'; and 'Order Authorizer' with a dropdown menu showing 'Select an Authorizer', 'Alistair Coats', 'Spoonfed Test' (highlighted), 'Jack Faux', and 'Willie Biggart'. A date '07/22/2020' is visible next to the authorizer dropdown. On the right side, a list of items is shown: '24 Bottled Water' (\$1.70 each, \$40.80 total), '12 Chocolate Chip Cookie' (\$2.50 each, \$30.00 total), '12 Oatmeal Raisin Cookie' (\$2.50 each, \$30.00 total), '12 Peanut Butter Cookie' (\$2.50 each, \$30.00 total), and '3 Sandwich Combo Platter (small)' (\$40.00 each, \$120.00 total). Below the items, a summary table shows: 'Sub Total' \$250.80, 'Charge Total' \$0.00, 'Tax' \$25.08, and 'Total' \$275.88. A red button 'Add More Items' is located below the total. At the bottom, there are 'Back' and 'Submit for Approval' buttons. The footer contains links for 'Terms & Conditions', 'Privacy', 'Questions?' (with email 'catering@hbs.edu'), and 'Copyright © 2021'. The 'Spoonfed' logo is in the bottom right corner. Blue arrows point to the 'On Account' radio button, the 'Order Authorizer' dropdown, the 'Submit for Approval' button, and the footer area.

Billing (cont'd)

After you've submitted your order for Approval, you can find it under Previous Orders on your account.

Here you can check the Approval status of your order to see if it is still pending, or whether it is approved or rejected.

You will also get a confirmation email once the Approver has confirmed or rejected order.

Approval Status: Pending

Aug 5 2021 10:00 am \$357.65
Order 4475

Authorizer: Lauren Williams

Delivered to
Lounge, 117 Western Avenue, Campus Deliveries, Boston, 02163

[View order item details](#) [Reorder](#)

Approval Status: Rejected

Aug 5 2021 10:00 am \$272.00
Order 4472

Authorizer: Lauren Williams

Restaurant Associates at Harvard Business School customer.mail@getspoonfed.com via smailtechnolo.com Thu, Jul 29, 4:00 PM
to me ▾

This message has been deleted. [Restore message](#)

Restaurant Associates - Harvard Business School


ORDER REJECTED

Dear Diana ,

Your order (#4472) has been rejected.

The order has been rejected for the following reason: **"because I said so"**

You can review, amend and resubmit your order by clicking [here](#)

Thank you.

Order Confirmation

After you have placed your order, you will see your order confirmation with details and your order number.

Please reference your order number in any correspondence regarding your order.

Thank you for your order

Order Number: 4353
Ordered by: Dana Lauzben (Dana Lauzben)
Cost Code: 555-5555-5555-5555-5555-5555-5555

Delivery Info
 Delivered to: 117 Western Avenue,
Campus Deliveries, Boston, 02183
Wed, 28 Jul 11:30 am

[Place new order](#)

Delivery \$0.00
Stewarding Charge: Mon-Fri, \$33.00
7:00am-8:00pm *outside the window
will incur additional charges*

Order Items

Delivery 1: 11:30 am	
Delivery Contact	Dana
Delivery Telephone	5555555555
Delivery Mobile	5555555555
Room No	Catering Office

Beverages	\$42.10
12 Assorted Soda, Sparkling & Still Water (\$2.00)	
1 Lemon Rosemary Agua Fresca (serves 5) (\$17.50)	
10 House Made Kettle Chips	\$52.50
\$5.25	
10 Salt and Pepper Kettle Chips	
10 Generalized Onion Dip	
10 Spinach Avocado Dip	
Linens	\$23.00
2 90x156 Inch (8 foot table) (\$11.50)	
Savory Break Platters	\$121.60
1 Domestic Cheese & Fruit, Assorted Breads & Crackers (Medium) (\$39.00)	
1 Crudité (Medium) (\$37.60)	
1 Pita Chips & Hummus (Medium) (\$45.00)	

Event Name Spoonfed Training Test
Order DL
Event Start Time 11:30 am
Event End Time 2:30 am

Order Notes

Number of Guests 10

Additional Details

Do you need wine and beer service for your event? No

Do you need flowers for your event? No

Is this a morale event? No

Sub Total	\$239.20
Charge Total	\$33.00
Tax	\$0.00
Total	\$272.20

Order Confirmation (cont'd)

You will also receive an email with your order confirmation.

This email will come from customer.mail@spoonfed.com and the subject will be “Your Order from Restaurant Associates”.

ORDER CONFIRMATION						
Dear Dana,						
Thank you for your recent order for Wednesday, 07 28 2021, which we have now scheduled for production and look forward to delivering to:						
117 Western Avenue, Campus Deliveries, Boston, 02163 by 11:30 am on Wednesday, 07 28 2021 (Room/Floor Catering Office)						
Our Order Number: 4353			Your 33 Digit Code : 555-55555-5555-555555-5555-55555			
	QTY	DESCRIPTION	UNIT PRICE	NET	TAX	TOTAL
Beverages						
	12	Assorted Soda, Sparkling & Still Water	\$2.05	\$24.60	\$0.00	\$24.60
	1	Lemon Rosemary Aqua Fresca (serves 8)	\$17.50	\$17.50	\$0.00	\$17.50
House Made Kettle Chips (x 10)						
	10	Salt and Pepper Kettle Chips	\$5.25	\$52.50	\$0.00	\$52.50
	10	Caramelized Onion Dip				
	10	Spinach Avocado Dip				
Linens						
	2	90x156 Inch (8 foot table)	\$11.50	\$23.00	\$0.00	\$23.00
Savory Break Platters						
	1	Domestic Cheese & Fruit, Assorted Breads & Crackers (Medium) No grapes	\$39.00	\$39.00	\$0.00	\$39.00
	1	Crudit� (Medium) Choice of Dip: Lemon Tahini	\$37.60	\$37.60	\$0.00	\$37.60
	1	Pita Chips & Hummus (Medium)	\$45.00	\$45.00	\$0.00	\$45.00
Stewarding Charge: Mon-Fri, 7:00am-8:00pm *outside the window will incur additional charges*				\$33.00	\$0.00	\$33.00
MENUS NET						\$239.20

Catering Department Event Detailing

A Catering Manager will detail your event to ensure proper staffing levels, correct linen, appropriate bar set up.

Please feel free to contact us if you have any questions regarding your event, we are here to help you.

Your final event total may not reflect the actual event estimate, as labor, linen, and alcohol or equipment may be added.

We will be in contact with you regarding any changes to your event.



Additional Spoonfed Features

1. Editing date & time while ordering
2. Time Slots:
Multiple Orders, Same Group & Day
3. Saving a draft
4. Editing & finalizing a draft
5. Special Requests
6. Group Orders
7. What is in my dashboard
8. Event order timeline

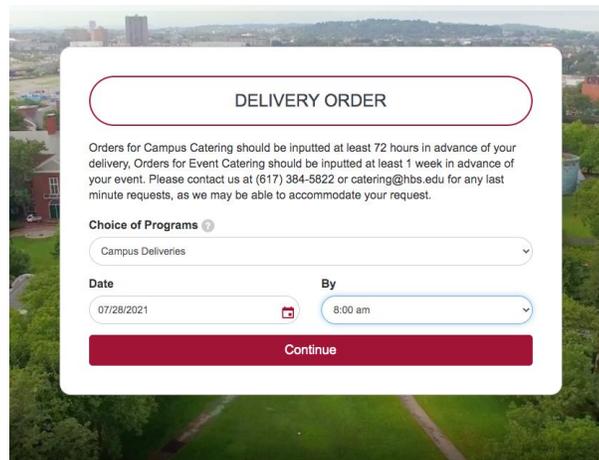


Changing Time/Date Once You Start an Order

If you select a time/date and realize you would like to change this information, you can click on the pencil icon  on the right side bar under “Order Summary.”

For example: You start an order for 8am, but need to change the time to 11:30am.

This will take you back to the main delivery order details page.



DELIVERY ORDER

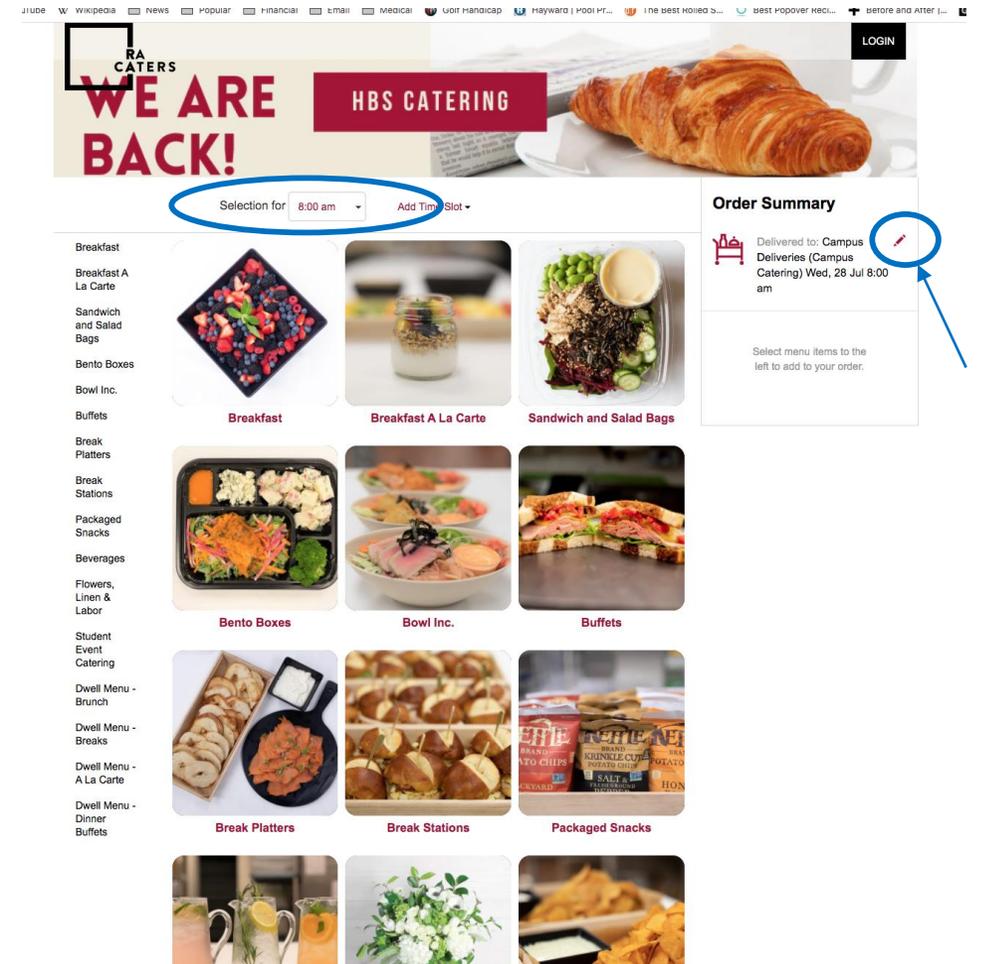
Orders for Campus Catering should be inputted at least 72 hours in advance of your delivery, Orders for Event Catering should be inputted at least 1 week in advance of your event. Please contact us at (617) 384-5822 or catering@hbs.edu for any last minute requests, as we may be able to accommodate your request.

Choice of Programs 

Campus Deliveries

Date  07/28/2021 By 8:00 am 

Continue



WE ARE BACK! HBS CATERING

Selection for 8:00 am Add Time Slot

Order Summary

Delivered to: Campus Deliveries (Campus Catering) Wed, 28 Jul 8:00 am

Select menu items to the left to add to your order.

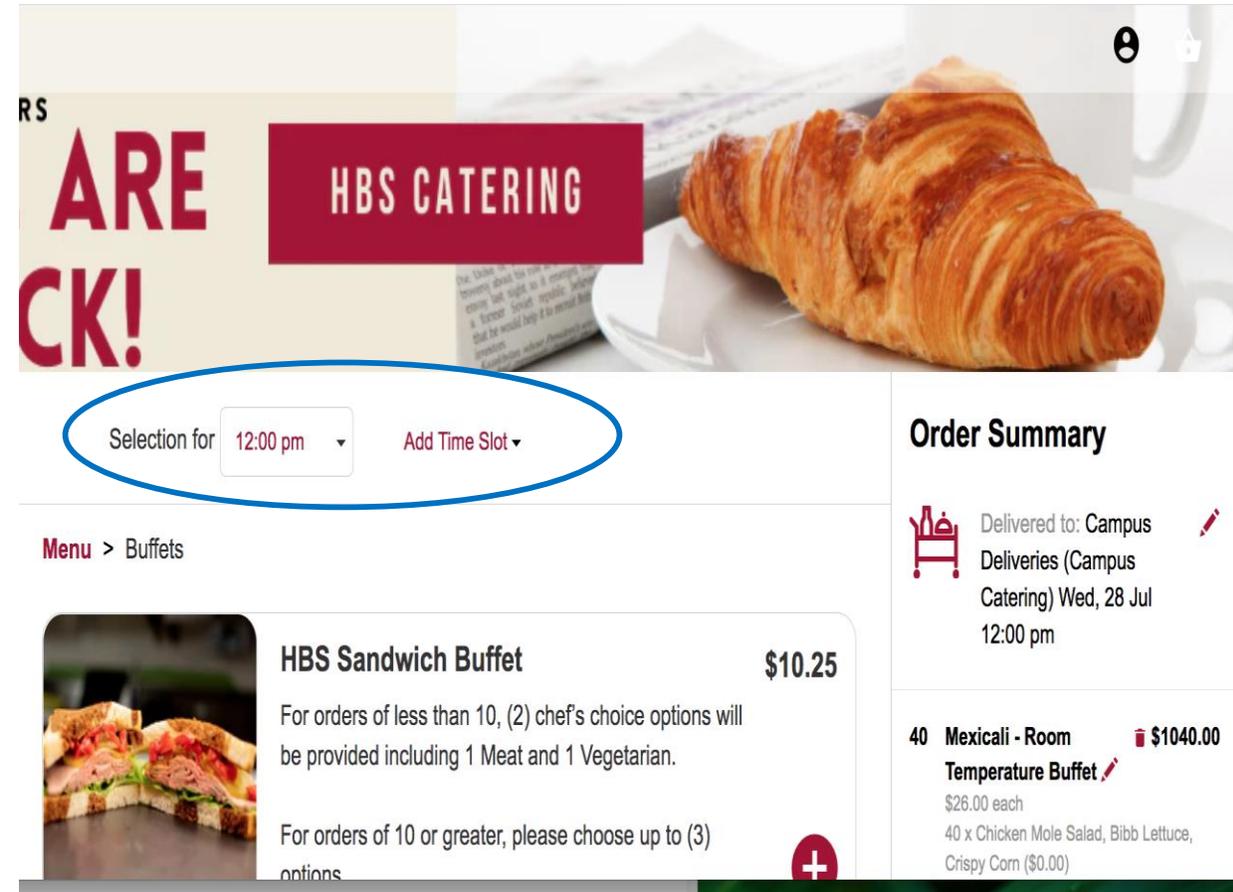
Time Slots – Multiple Orders, Same Group & Day

Time Slots are a NEW FEATURE on Spoonfed.

You can add multiple orders to 1 master event for the same group on the same day, even if they are in at different times & in different locations

You are able to add as many time slots to an order for the same day as you like/need

All time slots should be ordered under Special Events Catering to ensure the entire menu is available to you.



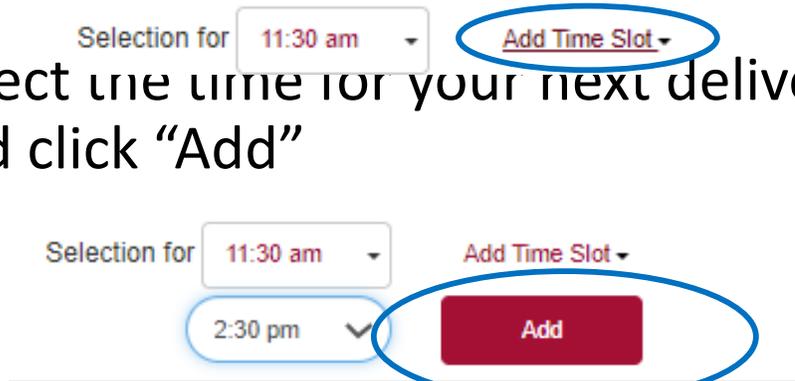
The screenshot displays the HBS Catering mobile application interface. At the top, there is a banner with a croissant and the text "ARE CK!" and "HBS CATERING". Below the banner, a dropdown menu is open, showing "Selection for 12:00 pm" and an "Add Time Slot" button. The main content area is titled "Menu > Buffets" and features a "HBS Sandwich Buffet" for \$10.25. The buffet description states: "For orders of less than 10, (2) chef's choice options will be provided including 1 Meat and 1 Vegetarian." and "For orders of 10 or greater, please choose up to (3) options." To the right, the "Order Summary" section shows "Delivered to: Campus Deliveries (Campus Catering) Wed, 28 Jul 12:00 pm" and "40 Mexicali - Room Temperature Buffet" for a total of \$1040.00. The buffet details include "\$26.00 each" and "40 x Chicken Mole Salad, Bibb Lettuce, Crispy Corn (\$0.00)".

Adding a Time Slot (cont'd)

1. Click the crimson text that says “Add Time Slot”

2. Select the time for your next delivery and click “Add”

3. Add order items as you usually would, you’ll see the new delivery time listed on the top.
4. During check out, you can fill out separate room and end time info



The screenshot displays a catering website interface. At the top, a banner says 'BACK!' with 'RA CATERERS' below it. A selection dropdown is set to '8:00 am' with 'Add Time Slot' and an 'Add' button circled in blue. The main menu is titled 'Menu > Breakfast' and lists various categories. The 'Continental Breakfast' item is highlighted, showing a price of \$5.80 and a '5 person minimum'. It includes 'Mini Muffins, Bagels and Breakfast Pastries', 'Sweet Butter, Cream Cheese and Preserves', and 'Coffee, Decaffeinated Coffee, & Assorted Tea, Sliced Lemons'. A red 'Add to Order' button is at the bottom. The right sidebar shows an 'Order Summary' with a shopping cart icon, delivery details for 'Campus Deliveries (Campus Catering) Wed, 28 Jul 8:00 am', and a list of items including 'Continental Breakfast' for \$29.00. The total is \$61.00, and a red 'Place your order' button is at the bottom.

Saving A Draft

If you are not ready to place your final order, you can click on “Save as Draft Order.” Spoonfed will email you to remind you that you have a draft saved.

These will show up on your profile under “Draft Orders,” which you can locate by clicking on your User icon and clicking “Draft Orders”

- To edit your draft, click the pencil
- To delete your draft, click the trash bin

You can see your menu items by clicking on “View order item details”

The image shows two screenshots of the HBS Catering user interface. The top screenshot shows the user's profile page with a 'User Icon' circled in blue. Below the profile name 'Dana Laustsen', there are navigation tabs: 'PREVIOUS ORDERS', 'GROUP ORDERS', 'DRAFT ORDERS' (circled in blue), and 'PROFILE'. A 'Back to order' button is visible in the top right. Below the tabs, there is a section for 'Draft Orders' with a total of '1 draft order'. A single draft order is shown with details: 'Created on Jul 13 2021 2:24 pm' for \$280.95 and 'Delivery Jul 28 2021 11:30 am'. A 'View order item details' link is circled in blue, and a pencil and trash bin icon are also circled in blue. An arrow points to these icons with the text 'Edit or Delete your draft'. The bottom screenshot shows the 'Draft Orders' section with '2 draft orders'. The first draft order is expanded to show a list of items for the delivery time '11:30 am'. The items include 'House Made Kettle Chips' (\$52.50), 'Beverages' (\$24.60), and 'Savory Break Platters' (\$37.60).

User Icon

WE ARE BACK! HBS CATERING

Dana Laustsen

PREVIOUS ORDERS GROUP ORDERS **DRAFT ORDERS** PROFILE

Back to order

1 draft order

Draft Orders

Created on Jul 13 2021 2:24 pm \$280.95

Delivery Jul 28 2021 11:30 am

View order item details

Edit or Delete your draft

PREVIOUS ORDERS GROUP ORDERS **DRAFT ORDERS** PROFILE

2 draft orders

Draft Orders

Created on Jul 13 2021 2:32 pm \$280.95

Delivery Jul 28 2021 11:30 am

Hide order item details

Selection for: 11:30 am

10	House Made Kettle Chips \$5.25	\$52.50
10	Salt and Pepper Kettle Chips	
10	Caramelized Onion Dip	
10	Spinach Avocado Dip	
Beverages		
12	Assorted Soda, Sparkling & Still Water \$2.05	\$24.60
1	Lemon Rosemary Aqua Fresca (serves 8) \$17.50	\$17.50
Savory Break Platters		
1	Domestic Cheese & Fruit, Assorted Breads & Crackers (Medium) \$39.00 No grapes	\$39.00
1	Crudit� (Medium)	\$37.60
	Choice of Dip: Lemon Tahini \$37.60	
1	Pita Chips & Hummus (Medium) \$45.00	\$45.00

Reopening & Finalizing a Draft

When you are ready to reopen and finalize your draft, Spoonfed will take you back to the main ordering page.

You can add new items to your order (check the Time Slot you are on).

Once you are ready to place your order, scroll to bottom of the page and click "Place your order"

The screenshot displays the Spoonfed catering website interface. At the top, a navigation bar includes the logo and a 'Menu' dropdown. A blue circle highlights the 'Selection for 11:30 am' dropdown menu. A blue arrow points from the text 'check the Time Slot you are on' to this dropdown. The main content area is titled 'Linens' and features a list of items with their prices and quantity controls (minus, plus, and a central input field). The items are categorized into 'Standard Linens', 'Napkins and Roll Ups', and 'Specialty Linen'. A red 'Add to Order' button is located at the bottom of the list. On the right side, an 'Order Summary' panel shows a list of items with their prices and a total of \$303.95. A red circle highlights the 'Place your order' button at the bottom of the summary panel, with a 'Save as Draft Order' link below it.

Item	Price
120 Inch Round (60 inch round table)	\$12.50
120 Inch Round (60 inch round table) - on Hangers	\$15.00
132 Inch Round (72 inch round table)	\$15.00
132 Inch Round (72 inch round table) - on Hangers	\$17.50
108 Inch Round	\$11.35
90x90 Inch (60 Inch or Credenza)	\$5.55
90x132 Inch (6 foot table)	\$10.75
90x156 Inch (8 foot table)	\$11.50
90x156 Inch (8 foot table) - on Hangers	\$14.00
Napkins	\$0.40
Roll Ups	\$0.40
Specialty Linen	\$0.00

Item	Price
12 Assorted Soda, Sparkling & Still Water	\$24.80
1 Lemon Rosemary Aqua Fresca (serves 2)	\$17.60
10 House Made Kettle Chips	\$62.80
2 80x168 Inch (8 foot table)	\$23.00
1 Domestic Cheese & Fruit	\$59.00
1 Domestic Breads & Crostini (Medium)	\$37.80
1 Cruditte (Medium)	\$37.80
1 Pita Chips & Hummus (Medium)	\$45.00
16 Assorted Soda, Sparkling & Still Water	\$30.76
1 Classic Snack Box (Medium)	\$34.00

Sub Total: \$303.95
Charge Total: \$68.00
Tax: \$0.00
Total: \$368.00

Place your order
Save as Draft Order

Special Requests



We have added a menu item called “Special Requests” for when you want something that is just not listed on our menu.

You provide the initial information of your event: guest count, price range, and a quick description.

Someone from our team will reach out to work with you to set up your event and work out the details.

Menu > Special Requests



Special Requests

\$0.00

This menu can be selected if you would like a bespoke event.

Our team can help you to set this up with just a few details to begin and then a member of our team will contact you to work out the rest.

We ask that you provide us with information on the number of guests , a quick description of what you are looking for and a price range.



Quantity



Includes

Special Requests

[Add Note](#)

Add to Order

Approval For Events



Approvers will have an Authorizations tab under their profile

This tab will show any orders that are pending approval in a vertical list.

Approvers can see at a glance: who submitted the order, the total value and the Event name.

A screenshot of a user profile page. At the top left is a profile icon and the name 'Spoonfed Test'. To the right is a 'Create new order' button. Below the name are navigation tabs: 'PREVIOUS ORDERS', 'GROUP ORDERS', 'PROFILE', 'PAYMENT METHODS', and 'AUTHORIZATIONS'. A blue arrow points to the 'AUTHORIZATIONS' tab. Below the tabs is an 'Adv. Search' link and a search bar with buttons for 'Add 33 Digit Code to se', 'Update 33 Digit Code', 'Approve', and 'Reject'. A table of pending orders is shown below, with a blue arrow pointing to it. The table has columns for 'Order Details', 'Assignee', and 'Event'.

Order Details	Assignee	Event
<input type="checkbox"/> Stephen Test 08/11/2021	Spoonfed Test	Event: Team Building

Buttons: Add 33 Digit Code to se, Update 33 Digit Code, Approve, Reject

View Order Summary ▾

Approval For Events (cont'd)

RA CATERERS
Order Details

Assignee

Stephen Test \$250.80 #451 Spoonfed Test 430-00000-0000-0000000-0000000-0000-00000

08/11/2021 Event: Team Building Deadline: 08/17 12:00 PM

[Hide Order Summary](#)

Cold Beverages

24	Bottled Water \$1.70	\$40.80
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Cookies

12	Chocolate Chip Cookie \$2.50	\$30.00
12	Oatmeal Raisin Cookie \$2.50	\$30.00
12	Peanut Butter Cookie \$2.50	\$30.00

Sandwich Platters

3	Sandwich Combo Platter (small) \$40.00	\$120.00
---	----------------------------------------	----------

Number of Guests
Delivery Details
Delivery Contact **Stephen Test**
Floor/Room
Phone **0000000000**
Delivery Mobile **571-289-5082**

Sub Total	\$250.80
Charges Total	\$0.00
Grand Total	\$250.80

Approvers are able to see the full details of the order by click on the View Order Summary

They can expand the details and see everything on their screen

This includes the building/room details, items ordered, guest count, staffing details, pricing, etc.

Approval For Events (cont'd)

Spoonfed Test

PREVIOUS ORDERS GROUP ORDERS PROFILE PAYMENT METHODS **AUTHORIZATIONS**

[Adv. Search](#)

Add 33 Digit Code to se **Update 33 Digit Code** **Approve** Reject

<input checked="" type="checkbox"/>	Order Details	Assignee
<input checked="" type="checkbox"/>	Stephen Test 08/11/2021 \$250.80 #451	Spoonfed Test Deadline: 08/17 12:00 PM 430-00000-0000-000000-000000-0000-00000 View Order Summary
<input checked="" type="checkbox"/>	Stephen Test 08/11/2021 \$250.80 #452 Event: Ops Group Meeting	Spoonfed Test Deadline: 08/16 12:30 PM 430-00000-0000-000000-0000-00000

Simplifying Approvals:

Click on Order Details box to check all orders that need approval

Click on Approve button

Approvers can mark all their orders approved in two simple click

Rejecting Orders:

Rejecting orders can be done by click on Reject and proving a reason for the rejection.

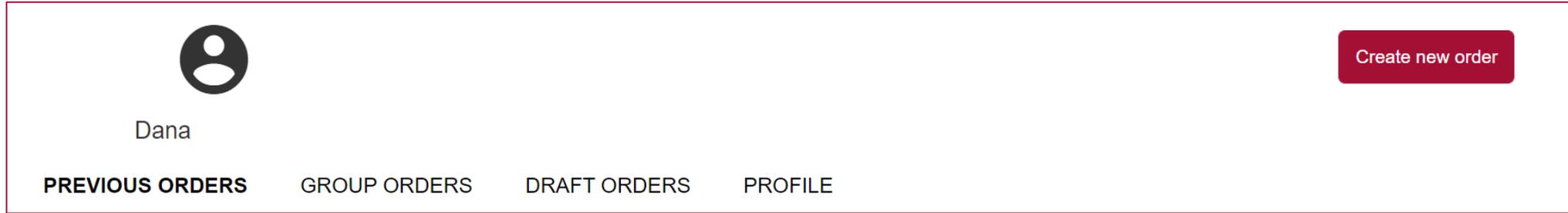
This rejection and note is immediately communicated back to the order originator via email and order screen under their profile. The order originator can edit their order under their profile

Reject Order(s)

#	Total	Reason
451	\$250.80	No alcohol before 2PM. Please amend to a la

Reject Cancel

My Dashboard



Your dashboard allows you to navigate your:

- Previous orders – completed orders, can be edited & cancelled up to 5 days prior to order date or reordered anytime (duplicated)
- Group orders – orders of less than 10 with different meals per person
- Draft orders – incomplete orders to be edited or finalized
- Profile – check & edit your contact information and account details and change your Spoonfed password

FAQs

- What should I do if I need to change a catering order?

Spoonfed allows you to make changes to your own order within the system up to 5 business days before your event. For changes less than 5 business days before your event, please email at catering@hbs.edu or call the catering office at 617-384-5822 .

- When should I contact Catering about a change I've made to my order?

Please contact Catering 5 days prior to your event for both Special Event and Campus Deliveries for: menu changes, room changes, guest count changes greater than 20 guests, or if you'd like to add/remove specialty items (bar, linen, staff).

- Why does the event name need to be descriptive?

This allows the customer, RA, and Finance to quickly understand the nature of the event and reference it at a later time. This also allows us to efficiently see who is in attendance and understand any unique needs. RA averages about 90 events per day, so a descriptive name allows us to keep track of each event easily. Example: HBS Operations, Summer Morale Party

- Where can I find a final invoice that includes all charges after the event occurs?

Customers and approvers can view the invoice on their Spoonfed account. Within 48 business hours of an event occurring, RA will make any necessary updates on event orders based on labor and food/beverages changes. RA will only resend an invoice if updated charges exceed pre-determined charge thresholds. No action is required upon receipt of this email, it is for record purposes.

- How do I split costs on a single order across more than one billing code?

Unfortunately, we are no longer able to split orders between multiple billing codes.

FAQs

- What should I do if I need to dispute a charge?
Please contact Restaurant Associates at catering@hbs.edu before 12pm on the Friday following your event.
- How does the process for flowers, wine, and beer service work?
Flowers, wine, and beer are all part of our regular menu. If you choose these items, RA will then make a separate order with these items on them so they can be charged to the separated 33 digit billing code, as explained in the next question below.
- Why are flowers, alcohol, and bartenders on a separate order?
Flowers, alcohol, and bartenders are billed on a separate 33 digit code. This is in compliance with proper accounting rules for Harvard University for the payment of these items and services.
- Can I have multiple approvers or a backup approver on an order?
When placing an order you may only set one approver. If you have chosen the wrong approver, please contact the catering office and they can make the change.
- What happens if my approvers does not approve my order?
Your approver can write in a note regarding the reason they did not approve your order. You can then go in and edit your order and re-submit for approval.
- How has the billing process improved?
The pre-approval process has become even more seamless within Spoonfed. Communication regarding approval occurs within the system and edits can be made quickly so events are planned and finalized as easily as possible.

FAQs

- What if I don't know my 33 digit financial code?

33 Digit Codes are required when placing an order. Please [click here](#) to review coding guidelines or contact your approver.

- How do I save my 33 digit code to my account?

We are looking to add this option but currently it is not an option.

- Is there still special coding or approval considerations for morale events?

Yes, morale events are billed to a separate 33 digit code (budget) and must be approved by your business manager.

- How is a morale event defined?

The purpose of the morale fund is to support team building & spirit within the administrative departments. These funds should encourage groups to spend time together celebrating achievements & important events.

- What if my approver loses the approval request email?

Please reach out to RA and the approval request email will be resent.

- What is the re-approval process?

If changes are made to an existing order and they surpass the set threshold, you will see an additional approval request for that order. The re-approval email looks exactly the same as the initial approval request and you will follow the same steps. The thresholds are set to \$500 for Campus Deliveries, \$1000 for Special Event Catering, and \$250 for Catering to Go.

FAQs

- What is the process for rejected orders?

When an order is rejected, the approver can write a reason in the text box. This response will be sent to the user to make adjustments and send back for re approval.

The approver can also make changes to the 33 digit code if the wrong code was sent to approver.

- What if I have a preference or a budget for enhancements including flowers and alcohol?

If you are working with a budget or specific preferences, please include that in the “Notes” section under the menu item.

- Why is it important to add the “Business Purpose” for events?

The Business Purpose defines the who and the why for an event. It allows the HBS Financial Office to ensure the order falls within the HBS Guidelines and is billed to the correct financial accounting code.