



# Hospitality Ordering System

## User Guide

This user guide has been designed to assist you in using the Hospitality Ordering System.

If you have any queries about using the system, then please contact:

Roberto del Monte  
[catering.hospitality@lse.ac.uk](mailto:catering.hospitality@lse.ac.uk)  
or extension 3732

## How to log in to the hospitality ordering system

- To log into the hospitality ordering system please follow the link on the [catering website](#).

A screenshot of the LSE Catering website. The header includes the text 'Order catering' and 'Order hospitality and catering for your event'. Below this is a section titled 'View our menus and information on how to order hospitality from LSE Catering'. A note states: 'Please note not all menu items are available at present and may be substituted - please place your order on the online booking form and the catering admin office will contact you if any changes are required.' The page was last updated on 23 October 2024. A red button labeled 'Log in to order catering online' is visible. A blue arrow points from the text in the list above to this button. On the right, there are social media share icons (email, Facebook, LinkedIn, Twitter) and a section titled 'Make the most of your budget' with the text 'Our top tips for ordering catering'. At the bottom, a partial view of a section titled 'Christmas Lunches in the' is visible.

Order catering  
*Order hospitality and catering for your event*

View our menus and information on how to order hospitality from LSE Catering

Please note not all menu items are available at present and may be substituted - please place your order on the online booking form and the catering admin office will contact you if any changes are required.

This page was last updated on: 23 October 2024

**How to order**

Guidance notes on ordering catering	+
Table of locations and capacities of licensed rooms	+

Log in to order catering online

Make the most of your budget  
Our top tips for ordering catering

Christmas Lunches in the

## How to create a hospitality order

- Click on “Create Order”.

The screenshot shows the 'Create Order' interface. On the left is a dark sidebar with a menu containing: Hospitality, View Orders, Create Order (highlighted), Room Setup, Kitchen Manager, Menu Builder, Approvals Dashboard, Reports, Reporting, and a user profile icon. The main area is titled 'Create Order' and has a sub-header 'Create Order for Collection'. Below this is the 'Order Details' section. It contains several form fields: Building Name (dropdown), Room (dropdown), Delivery Date (calendar icon), Meeting Start Time (dropdown), Anticipated End Time (dropdown), Event/Booking Name (text input), Number of People (text input with '0'), Invoice Type (dropdown), Budget Holder (dropdown), Cost Centre (dropdown), and a Budget Holder Approval checkbox. A note states: 'These times are to help us know when we can set up and remove used dishes. You will be able to specify delivery times on the next page.' At the bottom, a blue banner reads: 'Please ensure you have made a room booking, before proceeding to place an order.'

- Please enter the details requested in order. You must enter a building location first in order to access all other information.
- Budget holders' names must be in full, not shortened, e.g., Rebecca, not Becky. The system uses the LSE registered account name.
- Please click on the “Budget holder approval” box, or you will not be able to move to the next page.
- **Please note: Meeting/Event Start Time means the time you want the catering delivered.**
- The Event/Booking Name should include a full description of the event, such as, Annual Conference – Day One – Registration Breakfast. This helps us and the user to review queries after the event.

## How to enter a payment method in the hospitality ordering system

Users can pay by the following two ways:

- Internal Cost Transfer (IDN)
- Invoice for third party organisation

### Internal Cost Transfer (IDN)

- To pay by Internal Cost Transfer (IDN), enter the budget code to be debited and then select the authorising budget holder.
- Tick the confirmation box **ONLY** if you have the approval of the budget holder. Users must have budget holder approval before placing an order.

Invoice Type	Internal Cost Transfer
Budget Holder	Stanislawa Babisz
Cost Centre	10.0.1000.1446.39100
Budget Holder Approval	<input checked="" type="checkbox"/>

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## Invoice for third party organisation

- To pay by Invoice for third party organisation, select this option and then complete the details as shown below.
- Invoices can only be sent to approved debtor accounts which have already been setup in One Finance. Debtor accounts should have a full address.

Invoice Type	Invoice for third party organisation
Company/Organisation Name	LSE Students' Union
Contact Name	<input type="text"/>
	The ContactName field is required.
Contact Email	<input type="text"/>
	The EmailAddress field is required.
Contact Phone Number	<input type="text"/>
	The Phone field is required.
Contact Address	3rd Floor, Saw Swee Hock Student Centre 1 Sheffield Street London WC2A 2AP

- Click on Continue to move to the next step.

## How to select your food and drink in the hospitality ordering system

- From the list of menus, please select the correct category and a list of items with their prices will show.

Our Menus

Event/Booking Name

test

Delivery Date

13/12/2024

Meeting Start Time

09:00

Meeting End Time

19:00

Cost Centre

Building Name

Marshall Building

Room Name Number

1.04 Harvard Classroom (outside area)

Order Number

4758-57036

Number of People

40

Delivery Method

Delivery

Lunches - Fork Buffets

Beverages (hot & cold) & Snacks - all buildings

Suppers - Fork Buffets

Pizza

Breakfasts & Afternoon Teas

Sandwich & Finger Foods

Receptions

Alcoholic & Functions Beverages

BASKET

+ ADD SPECIAL REQUEST

Items

0

Total


0.00

Show

25

entries

Search

Beverage soft drinks			
	Fresh Orange Juice (1 litre jug)	ADD	13.45
	Apple juice (1 litre)	ADD	4.55
	Cranberry juice (1 litre)	ADD	4.55
	Orange juice (1 litre)	ADD	4.55
	Fresh juices & smoothies (250ml)	ADD	3.90
	Mineral water - SPARKLING (330ml GLASS bottle)	ADD	2.56
	Mineral water - STILL (330ml GLASS bottle)	ADD	2.56
	Elderflower Presse (1 litre jug)	ADD	8.90
	Bottled Coke (330ml)	ADD	3.42
	Mineral water - Sparkling (750 ml) Glass bottles	ADD	3.85
	Mineral water - Still (750 ml) Glass bottles	ADD	3.85
	Bottled Diet Coke (330ml)	ADD	3.24
	CONFERENCE PACKAGE - STILL Mineral Water (330ml GLASS bottles)	ADD	33.60

CANCEL

CONFIRM ORDER

- When you click on the ADD tab you will be prompted with this box:

1.04 Harvard Classroom (outside area)

Order Number

4758-57036

Number of People

40

Delivery Method

Delivery

Lunches - Fork Buffets

Beverages (hot & cold) & Snacks - all buildings

Suppers - Fork Buffets

Pizza

Breakfasts & Afternoon Teas

Sandwich & Finger Foods

Receptions

Alcoholic & Functions Beverages

Add Item

×

Quantity

1

Serving Time

09:00

Close

Save changes

Bottled Coke (330ml)

Mineral water - Sparkling (750 ml) Glass bottles

Mineral water - Still (750 ml) Glass bottles

Bottled Diet Coke (330ml)

CONFERENCE PACKAGE - STILL Mineral Water (330ml GLASS bottles) 330ml x 24 bottles of STILL mineral water (£1.40 per bottle)

- Please select the quantity required and the serving time.
- When you have completed your selection, please click on CONFIRM ORDER and move to the final page, where you can review the order, total spend and add any relevant Instructions, dietary requirements we need to be aware of. This is important as the team always read these comments and will deliver accordingly.

Our Menus

BASKET

+ ADD SPECIAL REQUEST

CANCEL

CONFIRM ORDER

Event/Booking Name

test

Delivery Date

13/12/2024

Meeting Start Time

09:00

Meeting End Time

17:30

Cost Centre

10.0.1000.1414.39100

Building Name

Marshall Building

Room Name Number

1.04 Harvard Classroom (outside area)

Order Number

4758-57037

Number of People

40

Delivery Method

Delivery

Lunches - Fork Buffets

Beverages (hot & cold) & Snacks - all buildings

Suppers - Fork Buffets

Pizza

Breakfasts & Afternoon Teas

Sandwich & Finger Foods

Item	Delivery Time	Qty	Per Unit	Price	VAT	Total	
Biscuit selection (2 per person)	09:00	10	1.10	11.00	0.00	11.00	+
Filter Coffee (Fairtrade)	09:00	10	3.25	32.50	0.00	32.50	+
Our freshly brewed crema filter coffee is a classic, dark roast, full-bodied coffee with Fairtrade certification.							
Mini Sweet Pastries (1.5)	09:00	5	3.10	15.50	0.00	15.50	+
Available as an extra item with working breakfast only							
Tea (Fairtrade English and Herbal)	09:00	10	3.25	32.50	0.00	32.50	+
Yoghurt Pot with Granola	09:00	5	4.00	20.00	0.00	20.00	+
Available as an extra item with working breakfast only							
Filter Coffee (Fairtrade)	11:00	10	3.25	32.50	0.00	32.50	+
Our freshly brewed crema filter coffee is a classic, dark roast, full-bodied coffee with Fairtrade certification.							
Tea (Fairtrade English and Herbal)	11:00	10	3.25	32.50	0.00	32.50	+
Hot - C11	13:00	20	32.65	653.00	0.00	653.00	+
Italian grilled chicken with rosemary and garlic on an aubergine and sweet pepper caponata Gnocchi with chestnut, stem broccoli, chestnut mushroom, basil and roquette pesto (v) Minted new potatoes (v) Mixed leaf salad Speciality breads Dessert and fresh fruits Coffee and tea							
Mineral water - Still (750 ml)	13:00	4	3.21	12.84	2.56	15.40	+
Glass bottles							

Mineral water - Still (750 ml)

13:00

A35

Glass bottles

4

3.21

12.84

2.56

15.40

Total Items Price

842.34

2.56

844.90

Grand Total

842.34

2.56

844.90

Modify Items

Complete Order

Once you have selected all your order and extra service items, please complete the boxes below with your delivery requirements and any special delivery instructions or order comments, and any dietary requirements.

Budget Holder

Jacqueline Beazley

Cost Centre

10.0.1000.1414.39100

Date

13/12/2024

Meeting Start Time

09:00

Meeting End Time

17:30

Event/Booking Name

test

Number of People

40

Delivery Instructions

Comments

Dietary Requirements

Change Order Details

CANCEL ORDER

PLACE ORDER

## How to copy an order in the hospitality ordering system

- If you need to copy your order, open the order you wish to duplicate and go to the bottom of the form where you will see a blue tag and click on the blue tab:

### Amend Order

To amend your order, please select whether you wish to re-place the order with a

☒ Amend Order ☐ Cancel Order

COPY ORDER

The order will be replicated, and you can amend the date and/or the location, title, and the selection of food and drinks.

- Please note that the info written in the Instruction, Dietary requirements, and Comments will not be copied.

### Order confirmation

You will receive an automatic message by email confirming your order. Orders will be held in “To be approved” status for review, then assigned to the relevant kitchen team. Orders can be amended and cancelled up to 48 hours or 72 hrs depending on the items added.