



Hospitality Ordering System

User Guide

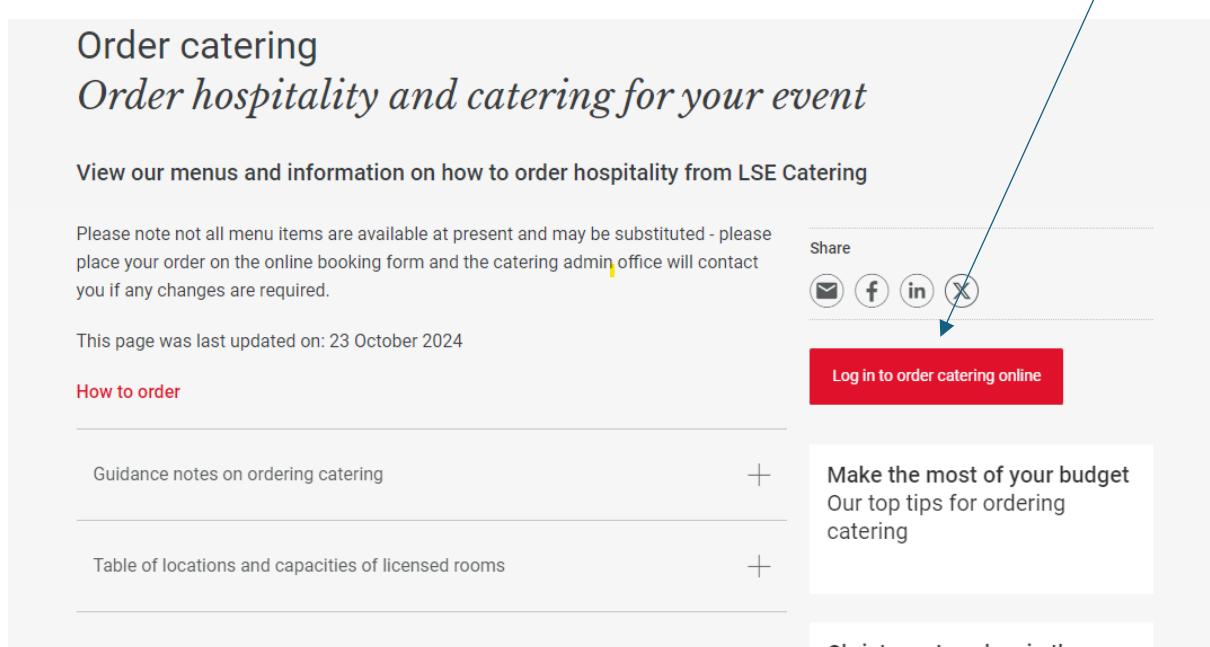
This user guide has been designed to assist you in using the Hospitality Ordering System.

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

Roberto del Monte
catering.hospitality@lse.ac.uk
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](#).



The screenshot shows a section of the LSE Catering website. At the top, there is a header with the text 'Order catering' and 'Order hospitality and catering for your event'. Below this, a button says 'View our menus and information on how to order hospitality from LSE Catering'. A note below the button 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.' To the right of this note is a 'Share' button with icons for email, Facebook, LinkedIn, and a crossed-out icon. A blue arrow points from the text 'To log into the hospitality ordering system please follow the link on the [catering website](#)' to the 'Log in to order catering online' button. At the bottom of the screenshot, there are two expandable sections: 'Guidance notes on ordering catering' and 'Table of locations and capacities of licensed rooms', each with a plus sign to its right. To the right of these sections is a box containing the text 'Make the most of your budget' and 'Our top tips for ordering catering'. At the very bottom right, there is a partially visible link 'Christmas Lunches in the'.

How to create a hospitality order

- Click on “Create 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"/>

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	 <small>The ContactName field is required.</small>
Contact Email	 <small>The EmailAddress field is required.</small>
Contact Phone Number	 <small>The Phone field is required.</small>
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

BASKET + ADD SPECIAL REQUEST

Items 0 Total 0.00

Show 25 entries Search:

Beverage soft drinks		
	13:45	Add
Fresh Orange Juice (1 litre jug)		
Apple juice (1 litre)	4.55	Add
Cranberry juice (1 litre)	4.55	Add
Orange juice (1 litre)	4.55	Add
Fresh juices & smoothies (250ml)	3.90	Add
Mineral water - SPARKLING (330ml GLASS bottle)	2.56	Add
Mineral water - STILL (330ml GLASS bottle)	2.56	Add
Elderflower Presse (1 litre jug)	8.90	Add
Bottled Coke (330ml)	3.42	Add
Mineral water - Sparkling (750 ml) Glass bottles	3.85	Add
Mineral water - Still (750 ml) Glass bottles	3.85	Add
Bottled Diet Coke (330ml)	3.24	Add
CONFERENCE PACKAGE - STILL Mineral Water (330ml GLASS bottles) 330ml x 24 bottles of STILL mineral water (£1.40 per bottle)	33.60	Add

- 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:

Serving Time:

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

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	<input type="button" value="Remove"/>
Filter Coffee (Fairtrade)	09:00	10	3.25	32.50	0.00	32.50	<input type="button" value="Remove"/>
<i>Our freshly brewed crema filter coffee is a classic, dark roast, full-bodied coffee with Fairtrade certification.</i>							
Mini Sweet Pastries (1.5)	09:00	5	3.10	15.50	0.00	15.50	<input type="button" value="Remove"/>
<i>Available as an extra item with working breakfast only</i>							
Tea (Fairtrade English and Herbal)	09:00	10	3.25	32.50	0.00	32.50	<input type="button" value="Remove"/>
Yoghurt Pot with Granola	09:00	5	4.00	20.00	0.00	20.00	<input type="button" value="Remove"/>
<i>Available as an extra item with working breakfast only</i>							
Filter Coffee (Fairtrade)	11:00	10	3.25	32.50	0.00	32.50	<input type="button" value="Remove"/>
<i>Our freshly brewed crema filter coffee is a classic, dark roast, full-bodied coffee with Fairtrade certification.</i>							
Tea (Fairtrade English and Herbal)	11:00	10	3.25	32.50	0.00	32.50	<input type="button" value="Remove"/>
Hot - C11	13:00	20	32.65	653.00	0.00	653.00	<input type="button" value="Remove"/>
<i>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</i>							
Mineral water - Still (750 ml)	13:00	4	3.21	12.84	2.56	15.40	<input type="button" value="Remove"/>
<i>Glass bottles</i>							

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 an

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.