

RESIDENT DINING CATERING FAQ's

How do I place an order?

It's easy. Simply go online at <http://dining.ucdavis.edu/packout.html> to get started, select your menu items and portions required for your event and follow the instructions at check out. Please make sure that you include all relevant information. Resident Advisers should review the Resident Dining Catering General Information document and be familiar with the AggieWare program.

Who will be fulfilling my order?

This will depend on the resident area you select when ordering. It will be handled by the dining room available in the area you have selected; however, if based on your building/floor selection is located in another residential area the dining room director(s) may select to move it to the appropriate location.

What if I want to make a credit card or cash purchase?

Payment with credit card or cash is an option. Please contact the dining room director to set up a credit card or cash purchase at the number noted below.

Who do I call if I need assistance placing an order on-line?

For each resident area, call the respective director to help guide you through your purchase.

Segundo – Dottie Ray	530.754.9224
Tercero – Michael LaShure	530.752.4271
Cuarto – Gokhan “G” Aksoy	530.752.6658

What if I want to order something that I don't see on the menu?

There are a variety of menu options available. Customers requesting specialized options should contact the dining room director for assistance and pricing. Please be sensitive to the possibility that this may add time to complete the processing of the order and not all requests may be fulfilled.

What if I have special dietary needs?

For any special dietary concerns, you should note those concerns and requests in the 'special notes section' of the ordering system section and we will make every effort to accommodate the request. Should dietary concerns and/or requests not be available, you will receive communication advising of alternative options.

How will I know that my order was received?

Once you submit your order, you will receive a confirmation e-mail identifying the menu options selected and anticipated costs. You will receive a second e-mail once your order has been accepted by the dining room director.



What if I need to make changes to an existing order?

You may contact the dining room director up to 48 hours in advance to your event date to make any necessary changes. However, if you are changing the guarantee number of guests you may be charged 90% of guarantee or 100% of final guest count which ever is greater.

What if I need cancel an order?

Please contact your dining room director as soon as possible. If it is within 48 hours of the event there may be cancellation fees.

What if I have a problem during my event, who do I contact?

Please contact the dining room director or manager on duty at your respective dining room where the order was fulfilled.