



January 3, 2024

Thank you for being a valued customer of The Department of Dining Services University Catering. Many of you know we have been assessing the catering industry, pricing structures and how other universities are serving the catering needs of their schools over this past semester and summer. We've learned a lot and are restructuring portions of our catering program to meet the needs of our community – as have many of our academic colleagues.

First, we are happy to announce that any events booked after the start on the new year will no longer incur the 15% surcharge that was added to defray the costs of the COVID 19 pandemic; we are excited to eliminate that charge for your event(s).

It is also no secret that prices have increased dramatically for both goods and labor. Overall, the price of goods has increased by as much as 20% on certain items since the year prior to the pandemic. The Department of Dining Services University Catering has experienced very similar increases across the board. As such, we will necessarily increase prices to maintain our goal as a financially solvent entity on campus. We appreciate your understanding of the reality we all face.

During our assessment, we spoke with nearly 60 of you across the UConn campuses. Again, thank you for your time. The number one request was to remove the surcharge, which will be implemented immediately. Additionally, numerous responses suggested that menu selection be simpler and the ordering process more streamlined. We continue to work on the ordering process and as we revamp our website, that process should dramatically improve.

As always, it's a pleasure to provide catering for your events. We are a proud Husky community, and we are happy to be a part of your events. If you find you have questions, don't hesitate to contact the office 860-486-5053, so we can make your event "dreams" come true.