Guidelines for Event Service Requests / Work Orders

What types of events warrant a service request / work order?

1. If you are having food at your event:
   o **Why?** Even if you plan on cleaning it up yourself, Facilities should have one in case there is an accidental spill. A work order also lets Facilities know that they have to go back and check the room before the next person uses it. There may be cleaning and / or trash removal needed after your event. Some rooms only get cleaned 1 time per day, so it may not get checked after your event unless there is a work order.
   o If there ends up being minimal (under a half hour) clean up the work order will be canceled and you won’t be charged.
   o This also helps Facilities with scheduling. If Facilities is aware of an event, they will avoid routine maintenance in that space.

2. If you are rearranging the room and /or need extra tables / chairs or other items:
   o **Why?** If you rearrange the room and are not planning on putting it back how you found it, you should be putting in a work order. As with food events, a work order lets us know that we have to go back and check the room to make sure it is clean and reset it before the next group comes in.
   o As with food events, if the reset is minimal then we will cancel the work order and you will not have to pay anything.

When submitting a work order for an event please include the following information with the submission:

- Special event work orders require AT LEAST ONE WEEK ADVANCE NOTICE. It may require overtime to be scheduled. Work orders should be submitted via workorders.colgate.edu. Only faculty/staff can submit work orders, not students.
- In the title, please give your event a name and include the date: ie; “Facilities Appreciation Lunch 9/13/16)
- Submit a marked-up event set-up diagram to bg@colgate.edu. Room
templates can be found attached to this guide. DO NOT SEND DIAGRAMS DIRECTLY TO CUSTODIAL STAFF.

- A budget code
- The date and time of the event (starting and ending time)
- All locations that are being used
- Whether or not you would like custodial coverage during the event
- Who the contact should be for any questions about the event and a reachable phone number.
- Who the caterer is
  o If you are having a caterer for your event we also need to know when they will be removing their equipment from the room
  o If your caterer is unable to come back right after the event and remove their equipment you must coordinate a location where that can be stored until they arrive. Departments are responsible for ensuring that the catering equipment is moved to the coordinated location.
  o What time the caterer plans on setting up (this will affect the time we do the set up)
  o Knowing the caterer and the type of food being served will assist the team with developing a timeframe for clean-up.
  o Please note that Dining Services has exclusive rights to Frank Dining Hall, the Coop Dining Room, and Donovan's Pub, and they are responsible for cleaning those areas. Additionally, Dining Services is responsible for cleaning the kitchen and dining areas in Merrill House when they cater events in that space. (The event planner should still submit a work order to clean the bathrooms and lobby, though.)
- If you are having rentals delivered we need to know the date / time of drop off and pick up.
  o If the rental company is unable to come back right after the event and remove the items, it is your responsibility to coordinate with any other people who have reserved the space between the time your event ends and their event.
- If you are having a band or DJ, please send their Rider sheet to confirm we can provide the proper electrical support
- If you are requesting a podium be moved from another location, you must first check with ITS for availability. Be sure to include the logistics of where the podium can be picked up, delivered, and returned to.
Additional Event Planning Tips:

- Does your event require temperature, lighting, or HVAC adjustments. If so, be sure to include that on your work order.
- Facilities only has 8ft banquet tables, plastic folding chairs, carpet runners, and garbage/recycling receptacles available for use. We do not have cocktail tables, linens, lighting, soft seating, generators, barstools, or tarps.
- When reserving spaces, please consider setup and cleanup time. Your reservation should begin early enough for the first rental item to be dropped off or the first setup to begin, and it should end late enough for the last item to be picked up and the final cleanup to be complete. If your event is back to back with another event, consider coordinating and using the same set-up.
- Go visit the event space and become familiar with it. Make sure it is going to work for your event. Please note that the majority of the Facilities staff work 6am-2:30pm and don’t work over the weekend. We do have an after hours emergency contact, but they are responsible for maintenance emergencies, not event issues.
- Facilities has the following in storage. (This is all based on availability) You will need to order tables and chairs in advance.
  - 15 eight foot tables
  - 10 72-inch round tables (these are only reservable for Parker Commons and Merrill House)
  - 300 folding chairs
  - Carpet runners in either a 4-foot wide or 6-foot wide option which can be cut to desired length. (It is always a good idea to request this far in advance to ensure they have enough in stock)
  - If you need something different, you will need to contact a different vendor. You can contact Purchasing for assistance in requesting quotes from vendors.
ALANA Cultural Center – Multi-Purpose Room

Existing Items in Space:
- Chairs – plastic stacking (80)
- Podium
- Trash cans (4)
- Recycling Bins (4)

Notes/Answers to Commonly Asked Questions:
- Existing furniture cannot be removed from the space as there is no storage for it anywhere in the building.
- Maximum of (8) 8foot tables and 80 chairs or (4) round tables and 40 chairs can be put into the space for dining (10 people per table)
- Or room can be set up theatre style with the 80 chairs
- Please refer to EMS for additional photos of the room as well as specific information on capacity and special requirements.
Benton Hall – 200 (Seminar Room)

Benton Hall Room 200 has 4 pre-designed set ups that can be chosen from using furniture existing in the space. Please mark off which you will be using and also include any additional items needed.

Items Available For Use:
- Rectangular tables (16)
- Half-circle tables (4)
- Small trash can (1)
- Chairs – cloth style (8)
- Rolling chairs; (50)
- Mobile dry-erase boards (2)
- Mobile TV stands (2)

Notes/ Answers to Commonly Asked Questions:
- Set up of tables & chairs must be coordinated through Facilities with a work order
- Set up of podium and mobile TVs must be coordinated through ITS
- There are 8 soft-seating chairs and several tables in the room that will stay in the space (pushed to the side if not being used)
- Please refer to EMS for photos of the room as well as specific information on capacity and special requirements.

* Please note that the half-circle tables are shared between 213 & 200. This means that if two events are booked at the same time, only one will be able to use these tables.
Benton Hall – 213 (Career Commons)

Benton Hall Room 213 has 5 pre-designed set ups that can be chosen from using furniture existing in the space. Please mark off which you would like to use and include any additional items needed.

**Existing Items in Space:**
- Rectangular tables (24)
- Curved tables (4)
- Half-circle tables (4)*
- Trash brutes (1)
- Tall chairs (22)
- Chairs – cloth style (8)
- Rolling chairs; (66)

**Notes/Answers to Commonly Asked Questions:**
- Set up of tables & chairs must be coordinated through Facilities with a work order
- Set up of the podium and mobile TVs must be coordinated through ITS
- There are 8 soft-seating chairs and several tables in the room that will stay in the space (pushed to the side if not being used)
- Please refer to EMS for photos of the room as well as specific information on capacity and special requirements.

* Please note that the half-circle tables are shared between 213 & 200. This means that if two events are booked at the same time, only one will be able to use these tables.
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- Rectangular tables (24)
- Curved tables (4)
- Half-circle tables (4)*
- Trash brutes (1)
- Tall chairs (22)
- Chairs – cloth style (8)
- Rolling chairs; (66)

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- Please refer to EMS for photos of the room as well as specific information on capacity and special requirements.

*Please note that the half-circle tables are shared between 213 & 200. This means that if two events are booked at the same time, only one will be able to use these tables.*
**Existing Items in Space:**
- Wooden chairs: (10)
- Wooden couch (2)
- End tables (4)
- Coffee tables (2)

**Notes/Answers to Commonly Asked Questions:**
- The maximum occupancy for this space is 49, so this space should not be used for larger events.
- Please refer to EMS for additional photos of the room as well as specific information on capacity and special requirements.
**Existing Items in Space:**
- Chairs – lobby style (24)
- Tall chairs (8)
- Soft seating chairs (10)
- Tall round tables; 2.5’ (4)
- Round tables; 3.5’ (6)
- End tables (2)
- Recycle / trash stations (2)

**Notes/ Answers to Commonly Asked Questions:**
- Regular round tables can accommodate 4 people; tall round tables can accommodate 2 people.
- Existing furniture may not be removed from the Edge area
- Please refer to EMS for specific information on capacity and special requirements.
Case Library – Batza Room (560)

Existing Items in Space:
- Chairs – folding desk chair style (72)
- Tables for seating; 5’ x 30’’ (18)
- Tables for catering (4)
- Computer Station
- Garbage Cans (2 large, 2 small)
- Recycle Bins (2)

Notes/Answers to Commonly Asked Questions:
- The standard room set up is shown in the photo on the right.
- There are always 4 tables set up in the back of the room that can be used for catering needs
- Tables can accommodate 4 people (2 per side)
- Existing furniture may not be removed from the room
- Please refer to EMS for specific information on capacity and special requirements.
O’Connor (COOP) Conference Room

Existing Items in Space:
- Tables; 3’ x 3’ (12)
- Trash cans (2)
- Chairs – desk chair with casters (37)
- Recycle bins (1)

Notes/ Answers to Commonly Asked Questions:
- The normal setup of this space consists of the tables set up in a square with chairs around (25 max). The room can be reconfigured to accommodate additional seating. Each table can fit 4 chairs around it.
- Existing furniture cannot be removed from the space as there is no storage for it anywhere in the building.
- Please refer to EMS for additional photos of the room as well as specific information on capacity and special requirements.
O’Connor (COOP) TV Room

Existing Items in Space:
- Tables; 5’ (10)  
- Trash cans (4) 
- Chairs – wooden lobby style (60)  
- Recycle bins (2) 
- Soft seating chairs (8)

Notes/Answers to Commonly Asked Questions:
- Existing furniture can be removed from this space.
- When this room is emptied the maximum capacity we can fit includes: (10) 6ft round tables and 100 chairs or (11) 8ft banquet tables with 110 chairs (110 is the room occupancy limit).
- Please refer to EMS for additional photos of the room as well as specific information on capacity and special requirements.
Curtis Hall – Lobby

Existing Items in Space:
- Soft seating chairs (9)
- Bench seats; seating for 2 (2)
- Table; between bench seats (1)
- Garbage / recycle stations (2)

Notes/ Answers to Commonly Asked Questions:
- This space is to be used by Residential Life only for Ciccone Commons programming
- Any events taking place in this space need a work order
Existing Items in Space:
- Chairs – metal lobby style (40)
- Small square tables; 3’ x 3’ (10)
- Soft seating chairs (20)
- Small round coffee tables (7)
- Couches (2)
- Trash cans (2)
- Recycle bins (2)

Notes/Answers to Commonly Asked Questions:
- Each table existing in the space can accommodate 4 chairs.
- Existing furniture cannot be removed from the space as there is no storage for it anywhere in the building
- (4) 8ft tables and 40 chairs can be added to the space to make the seating 80 total (not including soft seating).
- Please refer to EMS for additional photos of the room as well as specific information on capacity and special requirements.
**J.C. Colgate – Clark Room**

**Existing Items in Space:**
- Rectangular banquet tables; 8’ (1)
- Rectangular banquet tables; 6’ (35 from HOP)
- Round tables; 6’ (30 from HOP)
- Chairs – cloth dining style (348 from HOP)
- Trash brutes (1)
- Recycle brutes (1)
- Coat rack (3)

**Notes/Answers to Commonly Asked Questions:**
- Set up of tables & chairs must be coordinated through Facilities with a work order
- A maximum of 10 chairs can be placed around a round table
- A maximum of 6 chairs can be placed around a rectangular banquet table
- Set up of podium must be coordinated through ITS
- Please refer to EMS for photos of the room as well as specific information on capacity and special requirements.
J.C. Colgate – Donovan’s Pub

Existing Items in Space:
- Soft seating chairs (8)
- Soft seating couches (2)
- Chairs – dining style (48)
- Tall chairs – bar style (27)
- Bar stools (28)
- Square tables (12)
- Tall square tables (14)
- Round table (1)
- Tall round tables (4)
- Pool table (1)

Notes/Answers to Commonly Asked Questions:
- This area cannot be used without coordination through Chartwells
- A wooden cover is available for pool table if needed to be used as a buffet for food
- Existing furniture cannot be removed from the space as there is no storage anywhere in the building
- If this space needs to be unlocked that should be coordinated through Chartwells. Facilities staff members are unable to unlock the space because it falls under the responsibility of our dining service.
Existing Items in Space:
- Round tables; 6’ (30)
- Rectangular banquet tables; 6’ (35)
- Trash brutes (4)
- Recycle brutes (2)
- Chairs – cloth dining style (348)
- Coat rack (3)
- Stage: 4’ x 6.5’ pieces (12)
- Stage skirting

Notes/Answers to Commonly Asked Questions:
- Any set up of tables, chairs & stage must be coordinated through Facilities with a work order
- A maximum of 10 chairs can be placed around the round tables
- A maximum of 6 chairs can be placed around the rectangular banquet tables
- Set up of podium must be coordinated through ITS
- We can fit no more than 4 round tables across the width of the space
- Please refer to EMS for additional photos of the room as well as specific information on capacity and special requirements.
Merrill House – Private Dining Room

Existing Items in Space:
- Chairs – dining style (10)
- Round / oval table with 3 leaves
- Bench seat (1)

Notes/ Answers to Commonly Asked Questions:
- This area cannot be used without coordination through Chartwells
- Table can accommodate 10 people max
- Existing furniture cannot be removed from the space as there is no storage anywhere in the building
- If the kitchen is needed that needs to be coordinated through Chartwells. Facilities staff members are unable to unlock that space because it falls under the responsibility of our dining service.
- Please refer to EMS for specific information on capacity and special requirements.
Existing Items in Space:
- Chairs – dining chairs (16)
- Large round / oval table with 10 leaves
- Bench seat (1)
- Couch (1)

Notes/Answers to Commonly Asked Questions:
- **This area cannot be used without coordination through Chartwells**
- Table can accommodate 20 people max
- Existing furniture cannot be removed from the space as there is no storage anywhere in the building
- The table in this space is antique and should be moved as little as possible to prevent damage. The table can only be moved by facilities. Leaves should not be put in or removed by anyone except facilities staff.
- If the kitchen is needed that needs to be coordinated through Chartwells. Facilities staff members are unable to unlock that space because it falls under the responsibility of our dining service.
- Please refer to EMS for specific information on capacity and special requirements.
Merrill House – Dining Rooms A&B

Existing Items in Space:
- Chairs (44)
- Large round tables (2)
- Small round tables (3)
- Square tables (6)
- Bench seat (1)
- Tables can accommodate seating up to: large round (8 at one, 6 at other); small round (2); square (4)

Notes/ Answers to Commonly Asked Questions:
- This area cannot be used without coordination through Chartwells
- Existing furniture cannot be removed from the space as there is no storage anywhere in the building
- If the kitchen is needed that needs to be coordinated through Chartwells. Facilities staff members are unable to unlock the space because it falls under the responsibility of our dining service.
- Please refer to EMS for specific information on capacity and special requirements.
Parker Apartment – Commons

Existing Items in Space:
- Chairs – metal frame lobby chairs (90)
- Round tables; 6’ (8)
- Rectangular tables; 8’ (4)
- Garbage cans (1)
- Recycle station (1)

Notes/Answers to Commonly Asked Questions:
- Space can accommodate an additional (7) 6’ round tables
- The existing round tables can seat up to 10, but 8 per table is the recommendation for this space
- Please refer to EMS for specific information on capacity and special requirements.