



## Food & Beverage Reference Guide Booklet Updated Version 7.5.2022

- Please discard any previous versions
- Keep this booklet handy in an accessible place for reference as it contains pertinent information for Dining Operations.
- The information in this booklet may not appear in the weekly version of the Foodie

### **Reference Guide Table of Contents:**

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# Food & Beverage's Who to Call List

FOR URGENT OR UNRESOLVED ISSUES PLEASE CALL:

## F&B DIRECTOR

Joshua Ferraro: [joshua ferraro@hsl.harvard.edu](mailto:joshua ferraro@hsl.harvard.edu)  
781-234-9121

## DIRECTOR OF RESTAURANTS

Joel Jones: [joeljones@hsl.harvard.edu](mailto:joeljones@hsl.harvard.edu)  
781-234-9120

## EXECUTIVE CHEF

Eileen O'Donoghue: [eileenodonoghue@hsl.harvard.edu](mailto:eileenodonoghue@hsl.harvard.edu)  
781-234-9122

## EXECUTIVE ASSISTANT

Naomi Fisher: [naomifisher@hsl.harvard.edu](mailto:naomifisher@hsl.harvard.edu)  
781-234-9012

FOR QUESTIONS , GENERAL INFORMATION & SERVICE:

### Centro Restaurant

Main Line/Host Desk  
781-234-9100  
(for all reservations and  
for Centro to go orders)

Adriana Vasquez:  
Asst. Manager 4-9140  
Patrick Goyau: Sous Chef: 4-9129

### Nosh Restaurant & General Store

Main Line/Deli Counter  
781-234-9101  
(For Nosh To-Go  
Orders)

June Sparks: Manager: 4-9131  
Marie-France Julien:  
Supervisor: 4-9128  
Cliff Datilus: Sous Chef : 4-9146

### Catering Requests and Special Events

Chelsea Hodgson: Catering Supervisor  
[ChelseaHodgson@hsl.harvard.edu](mailto:ChelseaHodgson@hsl.harvard.edu)  
781-234-9118

## **RESERVATION REMINDERS, TIPS AND TACTICS!**

### **Online Reservation Links**

CENTRO: <https://book.easytablebooking.com/book/?id=2ed05&lang=us>

NOSH: <https://book.easytablebooking.com/book/?id=346e4&lang=en>

Reservations for both Centro & Nosh can be made either online 24/7, over the phone (between 10:30 am and 3:00 pm @ X-49100) or in person (not during dinner service). Each option works as well as the others, it's just finding the right fit for you. To help you make that determination, here are some protocols to follow with each option.

#### **Centro Tips:**

When reserving online, try your best to determine who will be dining with you prior to your reservation day. While our Centro Host team does their very best to seat you, we cannot seat you unless your full party is accounted for and present.

We ask that residents limit themselves to three future reservation requests in a 24 hour period. Standing reservations are not accepted. No-shows and excessive cancellations will be flagged and reviewed by management.

#### **Nosh Tips:**

Currently, Nosh is reservations preferred and walk-ins are welcome based on availability. Take advantage of using the reservation system for Nosh to snag the best seat in the house! Walk-ins will be placed with others if needed in order to fill the room.

#### **General Reservations Tactics:**

Reservations may be booked up to 1 week in advance.

We will hold your reservation for 5 minutes past your reserved table time. Once we have passed the 5 minute mark, your reservation is moved to being the next available table.

Dining is currently limited to a maximum of 8 persons per table. Your party will not be seated in Centro until all members of your party arrive.

Phone messages for reservations will be returned as call backs and are subject to availability before confirming.

# **Ordering Meals To Go**

## **ON-LINE ORDERING**

**You may order up to 2 meals at a time on-line up to 2:00 pm the day of to place your Centro or Nosh dinner order. (advance orders can be placed using the online method up to 6 days in advance)**

**Centro Online Dinner Order Link:**

<https://forms.gle/prmUx3ZqthxgxNheA>

**Nosh Online Dinner Order Link:**

<https://forms.gle/VGYWD9ETKihcaPv27>

**(These links are available at a click of the button in the electronic version of the Foodie in the weekly newsletter)**

## **ORDERING BY PHONE**

**The call in ordering times are between 10:30am and 2:00pm daily.**

**To call in your order: Centro @ x4-9100 and Nosh @ x4-9101**

# Hours of Operation

## ***Nosh***

## ***Centro***

## ***General Store***

	Lunch	Dinner	Lunch	Dinner	
Monday	11:30-4:00	5:30-7:30	11:30-1:30	5:30-7:30	10:00-4:00
Tuesday	11:30-4:00	5:30-7:30	Closed	5:30-7:30	10:00-4:00
Wednesday	11:30-4:00	5:30-7:30	11:30-1:30	5:30-7:30	10:00-4:00
Thursday	11:30-4:00	5:30-7:30	Closed	5:30-7:30	10:00-4:00
Friday	11:30-4:00	6:00 Shabbat	11:30-1:30	5:30-7:30	10:00-4:00
Saturday	11:30-4:00	Closed	Closed	5:30-7:30	10:00-4:00
Sunday	11:30-4:00	5:30-7:30	Closed	Closed	10:00-4:00