

Catering Guidelines

Thank you for using Epicurean Group Catering at [Roku](#). We are available for all your catering and business meeting needs. Please contact us if you have any questions.

Our catering guidelines are provided below. Please follow these simple policy guidelines when placing your catering order. Doing so will insure a successfully catered event and/or business meeting.

YOUR CATERING CONTACTS:

Eric Pevar, Catering Contact

Eric@epicurean-group.com

Cell # 408.355.0576

HOURS OF SERVICE

Our catering department offers all levels of service to fit your needs. Catering business hours of operation are Monday-Friday 7:00 A.M. to 3:00 P.M, afterhours, weekends, and holidays will require additional staff. Our phone hours are 7:00 A.M. to 4:00 P.M., Monday through Friday, please call [Eric Pevar](#) at 408.355.0576. All CaterTrax and email orders received after 3:00 P.M. will be reviewed on the next business day. Please call [Eric Pevar](#) if you have a late order or need an immediate change at 408.355.0576. To ensure that your event is a success, we ask that orders be placed and approved with a guaranteed number of guests 3 business days before the start of your event. We are happy to customize your catering orders to meet the needs or special requests of guests attending. Please call us for dinners, large complex events, or all-day conference catering; we require 5 working days confirmation on guest attendance. We are happy to assist you with all your catering needs!

ROOM RESERVATIONS

Room Reservations for Catered Events: Whenever possible, please reserve your meeting room an additional 30 minutes prior to and following your meeting to allow catering staff sufficient time for set-up and clean-up. If the room is not booked 30 minutes prior, we cannot guarantee on-time delivery. For larger events, more setup time will be required.

ORDERING PROCEDURES, LEAD TIMES, AND LEVELS OF SERVICE

Ordering Procedures:

Please complete your online catering order by going to <http://roku.catertrax.com>.

A copy of the catering order will be emailed to the catering department and requester at time of submission and at time of approval. If you need assistance registering as a new user or placing an order, please refer to the online tutorial, or feel free to call [Eric Pevar](#) for assistance at 408.355.0576.

Lead Times:

While we will do our best to accommodate orders with less than minimum lead times, we cannot guarantee confirmation without verbal communication with the Catering Contact.

Monday – Friday

Beverage Services 2 Business Days Advance Notice

Simple Catered Event 3 Business Days Advance Notice

Special Events or Conferences 5 Business Days Advance Notice

All Events after 3:00 P.M. 5 Business Days Advance Notice

Dinners or Weekend Services Minimum of 7 Business Days Advance Notice

Note: Orders cancelled with less than 24 hours may be subject to a service charge.

Levels of Service

Several options are available for any catered event: Drop-off Compostable Cold Service Buffet, Compostable Hot Service Buffet, China Buffet Service or Sit-Down Plated Service. All these service levels are available for: Breakfast, Lunch, Dinner or Conference Continuous Service. A 10% delivery fee applies to orders that do not require service staff.

Drop-off Compostable Cold Service Packages

This service is designed for our staff to drop off Gourmet Box Lunches or Buffets, Gourmet Salads, Deli Platters, and House Made Cookies and Brownies. Add a fun Canned Beverage for \$1.50. Set on the buffet table with an in-house linen runner, and then picked up after your event is over.

Compostable Hot or Cold Service Buffet

This service is designed for basic hot or cold lunch buffet service. Chafing dish and buffet set up with an in-house linen runner, replenished as needed and picked up after your event is over. Events with 50 or more guests will require additional attendants to set up the event.

China Buffet Service

Service includes rental china plates, glasses, and utensils. Chafing dish and buffet set up with an in-house linen runner, replenished as needed and picked up after your event is over. Events with 35 or more guests will require additional attendants to set up the event and will be billed accordingly.

Sit-down Plated Service

Service includes sit-down rental china plates, glasses, utensils, and cloth napkins. Additional linens will be billed as outlined under the Linens section. Each multiple of 16 people will require an additional attendant, with a minimum of one attendant per event. Special VIP events will require additional service, to be determined when booking your event.

Standard Linens

Red, Black or White Tablecloth - 85x85 – available at \$6.50

Red, Black or White Tablecloth - 108' – available at \$6.50

Napkins - \$1.50

Custom Linens

Almost any color you can imagine can be procured from our rental service partners.

Round Tablecloths – 132" \$19.50

Banquet Tablecloths – 120" \$19.50

Long Banquet Tablecloths – 90"X156" \$19.50

Upscale Linen Tablecloths or Napkins: Ask for pricing

Service Staff or Bartenders

When events require service staff, party captains, and bartenders, we are happy to provide them. Our professional waiters are \$41.00 per hour, and captains and bartenders are \$49.00 per hour, with a five-hour minimum. Hot Food or China Buffet service with guest counts over 35 will require service staff.

Afterhours, 3:00pm and weekend service will require additional labor and therefore be subject to additional charges (upon your approval with required 5 business days lead time).

**We are always available for customized menus and events. We have fun with creative menus in addition to what is available on the CaterTrax site.
Please contact us to schedule a meeting.**

Additional Services: Our catering department is happy to provide you with any additional services you may need such as, but not limited to:

- Additional Wait Staff
- Balloons
- Floral Arrangements
- Décor
- Beer and Wine Service – A TIPS certified bartender is required for events serving beer & wine
- Purchase of beer and wine is not done through CaterTrax. Please contact the Catering Contact for assistance.

Payment/Billing: All catering events will be charged to your department's Cost Center. The catering invoices are generated at the end of each business week and are available for your review and file keeping by simply printing them from your CaterTrax account.

Please contact your [Eric Pevar](#) at [408.355.0576](#) with any questions regarding these policies or if you need assistance planning your event. Our goal is to collaborate and execute the best catered experience possible.

***NOTE: Menu and Prices are valid through June 30, 2021.**