

Booking

Orders may be placed through our online catering system at raymondjames-tampa.catertrax.com. When placing your order through Catertrax please provide us with the following information:

- Event and Contact Person
- Type of Event
- Number of Guests
- Department/Organization
- Date and Location of Event
- Start and End Time of Event
- Telephone Number
- Form of Payment: Department ID, GL Code, or Credit Card, Project Code if Applicable
- Any Special Menu Interests or Preferences
- Any Allergy or Dietary Requests

Our professional staff is available to assist in planning your special event Monday-Friday from 8:00am - 4:00pm. You are also welcome to contact our Catering Team at (?) or email us at the addresses listed at the end of this page, and we would be happy to assist in planning your event and answering any questions you may have.

Menu Creation

Cuisines prepared menus for you to use as a guideline in planning your event. Although we offer a unique and wide variety of foods, please keep in mind that all choices may not be suitable for the venue of your event. Please allow us to assist you in making your choices and arranging any special requests. Complete customer satisfaction is our goal. If you would like to request a special menu, please select "custom menu" when placing your order on Catertrax. Canteen reserves the right to substitute menu items with comparable items in extenuating circumstances

Minimums

Cuisines requires a minimum order of \$50.

Contract

A signed catering contract will be received by the Catering office, by email at least **five (5) business days** (Monday-Friday 8am-5pm) prior to an event. Your signed agreement is our confirmation that your event will take place, and our services will be rendered. You may e-sign by clicking the confirm button on your order through our Cater Trax system.

Events with Short Notice

Did you have a meeting or gathering pop up on your calendar unexpectedly? No worries, we can assist you! You or your event planner can contact us to place an order within 48 hours.

Cancellations & Adjustments

We understand things happen. Your event changes will be handled on a case-by-case situation. Please notify the catering staff as soon as possible as you may be charged for cancelled events. Please note that any cancellations within **2 Business Days** of an event or order could be charged **50%** of the total on the contract. Also, please note that **100%** of event cost could be charged if order is cancelled the day of the event. We apologize for any inconvenience that this may cause.

For adjustments to your guaranteed number of guests or any other details for your event we kindly ask that you finalize **2 Business Days** prior to your event. There is a possibility that guest counts may not be honored if received after the **2 Business Day** cut off period.

Invoicing & Billing

Departments will be invoiced during the week of the event. After we have successfully executed your event, you will receive an invoice through email with your final invoice. All events will be asked to provide their five-digit Department Code **3 business days** prior to their event. Invoices are closed out by Friday morning; you will receive an email stating it was processed with a survey attached.

A 7% sales tax will be added to all orders unless a tax certificate of exception is presented at the time of booking. Non departments will have the option to make payments via credit card and can be inputted through catertrax system. Please contact our office to set up your payment method.

Food Safety

All food will be served at proper temperatures as required by the Florida Department of Health. Any leftover food remains the property of Cuisines catering services to ensure that all food is handled

properly and transported in the manner required by law. Catering services will handle all food delivery and clean up for food safety purposes. Catering can provide to-go boxes upon request.

Event Planning Reminders

Cuisines does not supply tables or trash receptacles for your event. We ask that you reach out to the Director of Workplace Hospitality Jenna Grooms, or the facilities team to request your needs for your event.

- If there is lost or missing catering ware or rentals it will be the responsibility of the catering client to replace.
- Communication is key to a successful catered event. Client must provide with on-site sponsor signage and valid letters of donation for any donated products.

• Please coordinate your start and end times with Cuisines. This includes guest arrival, mealtime, and programs or speakers that may be occurring, and when our staff can begin cleaning up. Due to scheduling constraints, it may not be possible to extend your event. This includes cleaning up later. If you need to extend your time, and we are able, you may be charged by the hour for an additional catering attendant.

• Cuisines offers four types of catering services:

o Set and Attend - This option is for full-service events. Cuisines will set up your event, employ catering attendants to maintain your food and beverage throughout the event, and clean up when the event concludes. Most events with more than 30 guests will be "set and attend." A labor fee or service fee may be added for additional requested staff members above what is designated based on headcount

o Set and Return – Cuisines will set up your event, leave, and then return to clean up when your event concludes.

o Drop Off Only – Cuisines will deliver your order to you in all disposable service ware. We will provide all necessary paper/service products, but no linen is provided. The client is responsible for all clean up.

o Customer Pick Up - The customer will pick up their order within the confirmed time slot at the selected location.

Linen

Tablecloths will be provided for all food and beverage tables set up by the Catering Department. Linens for non-food tables are available for an additional charge of \$12 per cloth and requests must be made 2 weeks in advance. Linen napkins are available for \$1.99 each. Specialty linen is available upon request from our Sales Team, rental fees will vary based on selection. When requesting linen, please provide:

- The number of tables to cover
- The shape and size of table to cover
- Black, white, or specialty color

Specific Dietary Needs

We understand that some guests may have allergies and/or specific dietary preferences. Our chefs can accommodate specific diets upon request, we kindly request that your needs be submitted a minimum of 3 business days prior to your event.

Service Charges

Service ware and China:

We provide high quality, sustainable, disposable service ware as an accompaniment to all items purchased. Some exceptions apply to orders being picked up. We can also provide China, flatware etc. Any request that deviates from “house China” would require extra charges

Staffing Services:

Catering Attendants are available at \$30.00 per hour, per attendant. Please allow for a minimum of one additional hour for set up and one additional hour for cleanup.

For off campus events, events using China, or events requiring significant traveling, setting, or prep work, additional catering attendant hours may be added.

Please note that Cuisines does not provide staff only.

Additional Services:

For plated meals or formal buffets needing attendants please account for the following:

- For plated meals: add one server for every 10 guests.
- For buffet meals add one server for every 25-30 guests.
- For receptions plan on one server for every 50 guests.
- Chef attended stations are also available at \$250 per station.

Catering will make recommendations to the number of staff based on timeline, if China is used, and location of the event to provide the best guest experience.

You are welcome to contact our Catering Department. We would be happy to assist you in planning your event and answering any questions that you may have.

Office Phone: 727-244-1167

Email:

Christopher Fields (Director of Food Services): christopher.fields@raymondjames.com

John Capponi (Catering Director): john.capponi2@compass-usa.com

Brenda Gonzalez (Catering Manager): brenda.gonzalez@compass-usa.com