

Fresh Fork Catering at International Paper Policies and Services

Introduction

Fresh Fork Catering is designed to create a lasting impression for International Paper client visits, employee celebrations and meetings. Whether planning a simple breakfast or an upscale executive luncheon, you will find all of our most popular menu selections on line. Our staff uses the freshest ingredients; each and every event is created with pride starting with our menu planning through the service of our event.

Ordering

To help ease your event planning, we have two convenient ways in which you may order catering. You may request services by using our online CaterTrax system, <https://iptowers.catertrax.com>, or by calling our Special Events Manager at 901.419.4997 to arrange a face-to-face meeting for events requiring multiple levels of service.

Once an order is placed and we have had time to review our previously scheduled events, you will receive a confirmation. In order to adequately serve you, a 24 hour notice is recommended. We realize there are times when meetings arise at the last minute, so we will do our best to accommodate your needs at that time. Orders received after 3:00 p.m. for the next day service, will need to be verbally confirmed by a member of Fresh Fork Management team to ensure delivery.

We want to ensure that we are providing you with the very best options for you to select from, so please let us know if there is something you do not see in our order guide. We will be happy to assist you at any time with placing your food and beverage orders and can walk you through the on-line process. Choose from the featured menus or contact us to customize your event. Specialty menus can be created upon request for any event.

Additional Services

To help make your event memorable the following are a few of the services we provide:

- Personal Chef and Service Staff
- Menu Planning
- Table Arrangements
- Floral Arrangements
- Tent, Table, Chair and China Rental
- Theme Events
- Music

Policies

In order to adequately serve you, a 24 hour notice is recommended. If this is not possible, we will do our best to accommodate your request. We reserve the right to recommend the food we are able to prepare for you upon short notice.

Fees

Express (less than 24 hours/same day orders)	\$25
Cancellations	
Same day:	100% of bill
≤24hr notice:	25% of bill
External Vendor Set Up	\$50 (per 12 people)
Multiple Recovery Locations	\$25 (per additional location)
*Beverage orders will be charged on a consumption rate plus 50% of restock (this policy does not apply to non-International Paper customers).	

Off-Site Delivery:

We are more than happy to provide service to area businesses and deliver to the off-site location within normal business hours. Evening and weekend off-site events will be reviewed on a case-by-case basis.

All off-site deliveries will additionally use the following guidelines:

- \$75 minimum order
- \$50 delivery fee (roundtrip)
- 7:00 a.m. – 4:00 p.m. service times

(Additional charges may be incurred depending on the final destination of your event.)