

# IT'S OUR PRIVILEGE TO SERVE YOU...



## WELCOME

It is our privilege to serve you. Eurest provides full catering capabilities including different selections for breakfast, lunch, breaks, and special events. Our team will support you throughout the event planning and execution process to ensure a memorable experience.

## Ordering & Professional Support

Orders can be placed online using the CaterTrax website. If you are unfamiliar with CaterTrax, please reach out to your Kiewit Facility Manager and they will be happy to assist you.

## Event Service & Follow-Up

Trained staff deliver and set up the event on time, handle cleanup, and follow up post-event to gather feedback. Our team will reach out to you the day before your event to confirm your details and help with any last-minute adjustments.

## Billing & Account Management

Events are invoiced promptly after completion. Billing records are accessible via the CaterTrax website. Payment options include credit cards or invoicing (cost centers).

## Catering Policies & Ordering Timelines

Standard catering orders require 48-hour notice. Express orders with less notice are accommodated via our Express Menu and may include fees. Orders include disposable service items and necessary equipment, with specified delivery and pickup windows. Any standard catering requests with less than 48-hour notice are subject to a \$25 Rush Fee.

## Room Setup & Event Coordination

Clients must specify setup preferences and coordinate with the Facility Manager for room arrangements. This is especially important for back-to-back or after-hours events that may require additional services such as janitorial, security, or AV needs.

## Special Events & Custom Requests

We are skilled in incorporating your ideas or menu requests! Contact our team and we will develop a customized menu or concept that fits your needs. Customized menus and off-menu requests require advanced planning and approval. Additional costs apply for china, linen, alcohol, labor, and non-standard event times.

## Cancellations & Order Modifications

Modifications and cancellations to orders may be permitted up to 48 hours in advance. These must be approved by a Eurest Manager and are subject to factors such as menu and scale of the event. Final guest count for special events must be given at least one week prior to the event.

## Food Safety

The safety of our guests is our top priority. Leftovers are promptly disposed of at the event ending time the client selected in CaterTrax, and generally not released due to local regulatory health regulations.

## Feedback

If you have any issues, concerns, or praise for the Eurest Catering Team, we would love to hear from you. Scan the QR code below or visit the Eurest website to leave us feedback.

