

CATERING GUIDELINES

Updated November 2016



the fresh fork

SEASONAL CATERING. QUALITY SERVICE.



What's Included

Catering orders include all necessary plates, utensils, napkins and condiments in quantities consistent with your order. We also supply all food and beverage equipment needed to ensure food is served properly.

Linen service can be rented for your event for an additional charge. Our catering attendants will deliver and set-up your order at your requested location, as well as arrange to pick up any non-disposable items after the event. Dedicated servers can be available for your entire event at an additional charge.

Ordering Catering

All catering orders must be placed online no later than 3pm the day before your event. For assistance with our ordering site contact 832-625-0200, option 1 or exxonmobil-houston@compass-usa.com.

Thinking Outside the Box

Our team is happy to create customized menus to fit your event needs. If you don't see what you're looking for on our ordering website, contact one of our catering managers to develop a specialized menu. We ask for at least 2 weeks notice on specialty requests to give us adequate time to work with our chefs and order any specialty ingredients.

Order Minimums

To better serve all of our customers and operate in an efficient manner, select items have quantity minimums listed on our ordering website. Minimums may vary by item. If your event is unable to meet the quantity minimums for a particular item, our catering team can help you identify alternative options for your event.

Last Minute Orders

We understand that last minute catering needs do arise. To request an order after 3pm on the day before the event, contact our Catering Office at 832-625-0200, option 1 or email the catering team at exxonmobil-houston@compass-usa.com between 6:30am and 4pm Monday – Friday.

If your request is for a breakfast event and you are placing the request after 4pm, please email all of the Catering Managers listed on our team sheet so that one of them can address your request after-hours.

Please contact the team as early as possible on the day of your order to ensure that you have the most options available to you. Depending on the time remaining between your contact with the team and your event, certain options may not be available.

Potential Options by Event Type

Breakfast/Morning Beverages

- Options based on what is on hand at the time of contact – this may include a small selection of hot items if available i.e. breakfast tacos/sandwiches etc.
- Orders will be delivered approximately 60-90 minutes after order placed

Lunch

- Chef's Choice Box Lunches
- Orders must be picked up at the French Station in Shade Market after 11 am
- Hot Lunch Buffets can possibly be accommodated same day with at least 3 hours' notice, however an exact delivery time is not guaranteed.

Afternoon Break

- Options based on what is on hand at the time of contact, but generally able to accommodate most requests, especially if contacted prior to 11 am
- Orders will be delivered approximately 60-90 minutes after order placed or at specified time if later in day

Dinner

- All same day dinner orders will be delivered with disposable equipment and will be subject to after-hours event charges.
- Same day dinner orders will need be called into the catering line as early as 6:30am and no later than noon. Menu options on what is available will be discussed during this time and may include the following:
 - Chef's Choice Box Sandwiches
 - Chef's Choice Hot Dinner Buffet

Changes & Cancellations

Due to lead times for ordering products and planning cooking schedules, all changes to events including menu items, resident counts and cancellations must be made by 3 pm the day before your event. Changes or cancellations made after this time may be subject to service fees.

Delivery & Pickup Timing

Please keep event space scheduling in mind when planning your meals to account for back to back meetings. When possible, our team will set up all events 15-30 minutes prior to the listed delivery time. If we are not able to enter the room early, we will work as quickly as possible upon room turnover to set up your event.

After your meal, we recommend scheduling a pickup time no later than 2 hours after the start of the meal, even if the event is not yet over. This helps prevent food safety concerns from residents grazing off of the setups past the recommended times.

Due to food safety concerns, food should not be removed from the meeting areas for future consumption. Disposable items should be thrown away and our teams will return to pick up and non-disposable set ups.

Special Dietary Needs

Please let us know as early as possible if anyone in your group has food allergies or special dietary needs. We will do our best to accommodate all requests, but please be aware that we handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut and tree nut products and other potential allergens in the food production areas of our facility.

Event Décor & Add Ons

Our catering team is able to offer a wide range of event add-ons, including linens, floral arrangements, décor and specialty staffing. Please contact our catering team at least 2 weeks prior to your event to discuss options for add-on items.

After Hours Events

Events taking place after 3pm are considered after-hours events and will incur additional charges for staff members needed to execute the event. This may include managers, attendants, cooks or dishwashers. Additional staff are billed by the hour and charged in full-hour increments only.

Alcohol Policy

Alcohol is permitted at campus events only with special approval. Please see the [Alcohol Policy](#) on Inside Houston and ensure that you obtain the necessary approvals before requesting alcohol service from our catering team.

Any events serving alcohol will require a bartender. Each bartender is billed by the hour with a 4 hour minimum.

