

Synopsys Catering Policy

Introduction

When you arrange for catering with Eurest Corporate Services, the success of your function is assured by our friendly and courteous staff. Should your plan include items or selections not found, we would be happy to customize menus for you. If you have any questions, please feel free to contact us at x44130. www.compasscatering.com/synopsys

Catering Office Hours

The catering office is available from 7:00 A.M. to 4:00 P.M. Monday through Friday. If you would like to contact us please call 650-314-8102 or email catering@synopsys.com

Guarantee Policy

To professionally prepare for each guest, we request that you guarantee the number of guests attending by 12:00 PM the day before. If no other changes are confirmed, service will be provided and billed for the original number of guests, or the number in attendance, whichever is larger.

Notice

We request that you provide 48 hours advance notice for all catered services for over 20 persons. **PLEASE NOTE! The ordering system is time sensitive! It will NOT let you submit an order less than 24 hours before your event.** Please keep this in mind, so you don't waste time inputting an order that won't send. As always, we will work with you to find solutions for your last minute needs.

For last minute or Pop-Up orders, the service convenience fees are as follows:

\$50 for orders up to 10 persons
\$100 for orders between 11-99 persons
\$150 for orders above 100 persons

After - hours events

All events that begin after 4pm are considered "after hours". All after-hours

events require at least one attendant (5 hour minimum charge at \$35/hr).

Cancellations

We know that at times you may need to cancel an event with short notice. Please notify us by phone or email 24 hours in advance to avoid any cancellation fees due to our advance preparation.

Service Charge/Minimums

Events that require staff to set up, service during the event and to clean up after the event are considered to be full service. Service personnel are billed at the rates listed below. Bartenders and Servers time will be calculated from the time that they arrive for pre-event preparation and will end after loading is completed.

For full service: *Drop-off during regular hours of operation are 7am-4pm, with pick-up available until 5pm.

*Full Service Fee: 15% of food and beverage total.

*Bartender/Server Fee: \$35.00 per server per hour with 5 hour minimum.

*Minimum service charge: \$25.00 for any catered event.

Rental Items and Special Decorations

The catering department is able to place rental orders for tables, chairs, china, linens or tents as well as floral and special decorations to assist you in your event planning. The client is responsible for damage or theft of rental items. A 72 hour notice is required for these services.

Equipment

In order to operate our service properly, it is our policy not to loan catering equipment. Any equipment or supplies missing at the time of pick up will be billed to the sponsoring cost center at replacement value.

Missing Equipment

Eurest must recover all catering equipment, so if you move any equipment or items from the delivery location, please notify the catering department ext. 44127 or 44130 of the new location. Any equipment or supplies missing at the time of pick up will be billed to the sponsoring cost center at replacement value.

Disposables/China Service

All deliveries will include disposable utensils, paper ware, and all necessary condiments. There is an additional charge for the use of china, linen, glassware and stainless ware. For specific charges, please inquire when placing your order.

Un-consumed Food and Beverages

To ensure that we meet all local, state and federal guidelines for food and safety and to protect you, our valued customer, it is our policy that no outside food or beverage will be permitted at a Eurest catered event, or that leftover food or beverage may leave the event. Catering services will do everything possible within our organizational abilities to exceed your customer expectations. Compliance with the above policies will allow us to accomplish this. If you have any questions or concerns, please call us 44130.

Extras: Cakes, Flowers, Rentals, Balloons

Specialty Cakes

All types of cakes, frosting and fillings with the design of your choice. Please allow a **minimum of 72 hours notice** to order. Prices vary according to Bakery and size. (Different cakes may cost more) Minimum order is for 10.

Flowers and Arrangements

Please allow a **minimum of 72 hours notice** for your order. Prices vary according to selection.

Rentals

We can rent just about anything for you, from AV equipment to fine china. Please allow a **minimum of 72 hours notice** for your order. Please call us at (650) 584-4130 to place your detailed order.

Balloons

From small bouquets to complete event decorations we can procure it for you. Prices vary with selection.

CATERING SERVICE STYLES:

Full Service Includes:

*1 staff person to set-up and clean-up event order (additional labor required for bars & high volume / special events)

*Basic white & Synopsys purple tables linens (cafe style, not floor length)

***Paper plates, disposable cups, forks, spoons, knives etc,**

*Chafers for all hot items, non-disposable platters, bowls, pitchers, serving utensils and beverage dispensers

*Assorted faux floral/plant arrangements

***15% Full Service Fee applied to order total**

Please remember to enter an accurate pickup time for all full service events - we will no longer leave items overnight to pick up the next day.

China Service Includes:

*1 staff person to set-up and clean-up event order (additional labor required for bars & high volume / special events)

*Basic white & Synopsys purple tables linens (cafe style, not floor length)

***China plates, glassware and flatware @ \$3.73pp**

*Chafers for all hot items, non-disposable platters, bowls, pitchers, serving utensils and beverage dispensers

*Assorted faux floral/plant arrangements

***15% Full Service Fee applied to order total**

Disposable Drop Off Service:

*1 staff person to deliver and set-up event order - **no replenish or clean-up/pick-up**

*Paper plates, disposable cups, forks, spoons, knives etc,

*Disposable pans with sterno, bowls, trays and beverage dispensers for hot & cold food and beverage

*No linens

*No faux floral/plant arrangements

*No 15% Charge

recommended for casual luncheons, smaller groups and less formal functions. As there is no pick-up for disposable delivery, when ordering disposable delivery please enter 12:00am.

Closings

We appreciate your interest in our catering services and look forward to an opportunity to demonstrate Eurest quality, if you have questions or need help planning an upcoming event, please don't hesitate to contact us at 650-314-8102 or catering@synopsys.com.

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