

# STANDARDIZED GUIDELINES & PROCEDURES

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*As the exclusive food and beverage provider at the Greater Tacoma Convention Center, Aramark is committed to bringing you and your guests the highest standards of quality in food, beverage and service. We've developed the following guidelines to assist you in planning your event. Please review this information and contact your Aramark sales professional directly. They will help you create an extraordinary event. We thank you for your business.*

## Event Planning

### Food and Beverage Order Specifications

To ensure the proper planning of your event, we request that all Food and Beverage specifications be received by our office in writing no less than 45 days prior to the date of your first scheduled service.

### Confirmation of Orders

Upon receipt of all written Food and Beverage specifications, your ARAMARK Sales Professional will review them and, in turn, provide you with written confirmation of the services you have ordered. The confirmation will be in the form of separate event orders for each individual service. Signed event orders must be received by ARAMARK no less than 30 days prior to the start of the first scheduled event. New customers booking short-term events (within 30 days of the event's start date) must review, sign and return event orders upon their receipt.

ARAMARK's Services Agreement (contract) outlines specific agreements between the customer and the caterer. The signed Service Agreement, along with the required deposits, must be received by ARAMARK no less than 30 days in advance of the first scheduled event. A 75% deposit is required. If the signed service agreement is not received at least 30 days prior to the first scheduled event, menu prices are subject to change. The event orders, when completed, will form part of your contract.

### Special Events

There are a number of "Special Events" that require attention to complex details. These include, but are not limited to, events for more than 1,000 people, weddings and VIP functions. These functions typically require customized menus due to the customer's desire for a unique event. In addition to logistical planning, specialty equipment and service/labor may be needed to successfully orchestrate such events. Due to these requirements, special events may be subject to earlier guarantee dates and deposits. Events requiring extraordinary use of equipment/china may incur rental charges. Please discuss this with your sales professional. Specifications for these events are to be received no less than 45 days prior to the event unless otherwise negotiated between the customer and ARAMARK.

### Menu Proposals

In addition to designing menus for "Special Events," our sales professionals are often asked to design menu proposals to meet additional customer requirements. Included in the menu planning and pricing evaluation, which accompany these proposals, are considerations given to the expected attendance at these events. Should an event's attendance fall significantly below the original number expected, the proposed menu price may be subject to change.

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Prices are per person unless otherwise noted and subject to all applicable fees and taxes.

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## Floor Plans for Catering Functions

Your sales professional, in consultation with the Greater Tacoma Convention Center event manager, will review both the guest seating arrangements (floor plan) and the “behind the scenes” logistics to ensure ample space has been considered. Together, they may make appropriate recommendations for both areas to create the best possible guest experience. Often, large events require catering (dishing, serving, clearing) to take place in areas that are not commonly dedicated to that purpose. In these instances, the customer and the ARAMARK sales professional will discuss effective solutions (such as pipe and drape) to mask food service staging areas from the guests’ view. The costs for additional equipment such as this, which may be provided by the customer’s decorating company or through the Convention Center, will be the responsibility of the customer.

Additionally, as safety is always important, ARAMARK reserves the right to specify floor plans and layouts of all set-ups, seating tables, serving stations and like items to ensure the safe and efficient service of your event. This includes reserving necessary space dedicated to both back-of-house and front-of-house areas. This also includes service areas, breakdown areas and front-of-house service aisle ways. These details will be reviewed with our facility and customers prior to developing final floor plans.

## Payment and Credit Card

### Acceptable Forms of Payment

ARAMARK accepts company checks, American Express, MasterCard, Visa and wire fund transfers as payment for products and services. If payment is received within less than five (5) business days prior to the event, certified funds or credit card payment will be required (non-certified checks are not acceptable forms of payment). If the customer prefers to pay by company check or wire transfer, a credit card authorization form is required to facilitate on-site orders.

### Payment Policy

ARAMARK policy requires full payment in advance of all events.

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## Taxes and Administrative Charge

### Administrative Charge and Tax

All food and beverage items are subject to an 18% administrative charge and applicable sales tax, currently at 10.1%. Administrative charge is subject to applicable sales tax.

\*Administrative Charge: The 18% Administrative Charge referenced above is not intended to be a tip, gratuity, or service charge for the benefit of service employees; however, please note that 13.5% of this Administrative Charge is distributed to certain employees as additional wages.

Labor fees are subject to applicable sales tax, currently at 10.1%.

(++) Indicates the services are subject to administrative charge and sales tax.

(+) Indicates the services are subject to sales tax only.

\*The administrative charge and sales tax are subject to change without notice.

### Day of Orders

ARAMARK will make every effort to accommodate day of orders. A 20% price increase will apply.

## Catering Guidelines

### Guarantees

To ensure the success of your event(s) it is necessary that we receive your "final guarantee" (confirmed attendance) for each meal function by the following schedule:

- Events up to 500 people require the final guarantee **three (3) business days** prior to the first event.
- Events between 501 – 2,500 people require the final guarantee **five (5) business days** prior to the first event.
- Events over 2,501 people require the final guarantee **seven (7) business days** prior to the first event.

Please note the above schedule excludes weekends and holidays.

Once the final guarantee is due, the confirmed attendance may not be decreased. For every event, ARAMARK shall be prepared to serve 5% over the final guarantee, up to 50 meals. The customer will be billed based on the final guarantee or the actual number of meals served, whichever is greater. ARAMARK will make every attempt to accommodate increases in your count after the final guarantee is due. However, any increase exceeding 5% of the final guarantee will be subject to a 20% surcharge. If the count increases within the final guarantee timeline, the 5% overage will no longer apply. All guarantee increases must not exceed the established room capacity.

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## Cancellation Policy

Cancellation of any convention or individual event must be sent in writing to your ARAMARK sales professional. Any cancellation received less than **60 days** of the first scheduled event will result in a fee to ARAMARK equal to 25% of the estimated food and beverage charges. Any cancellation received less than **30 days** in advance of the first scheduled event will result in a fee of 50% of the estimated food and beverage charges. Any cancellation received after the final guarantee has been provided will result in a fee equal to 100% of the charges on the affected event order(s).

## Minimum Requirement for Meal Functions

There is a minimum guarantee of 25 people for all meal functions (seated or buffet). If the guarantee is less than 25 people, a \$150 small group fee plus tax will apply.

## Exhibitor Food & Beverage Policy

ARAMARK is the exclusive provider of all food and beverages at the Greater Tacoma Convention Center. As such, any requests to bring in outside food and beverages will be at ARAMARK's discretion and will be considered on a case-by-case basis. This includes requests for exhibitor amenities such as logo-bottled water, hard candies and sample products. Please inquire with your ARAMARK sales professional if you would like to bring in outside food and/or beverages.

## Amenities, Menu of Service and Timetable

### Table Standards

The ARAMARK banquet standard for a plated/seated meal is for service at tables of ten (10) guests with one (1) server per 30 guests. For buffet meals, the ARAMARK minimum standard is one (1) server per 100 guests for a disposable event and one (1) server per 40 guests for a china event. An additional labor fee will be applied when staffing is increased at customer's request. The fee will be assessed at \$28 per hour plus applicable sales tax with a four (4) hour minimum. Events whose total time extends past the combined required set-up and standard event time, or events with less than the required set up time, will be assessed additional labor charges accordingly. Adherence to our service guidelines will ensure the smooth and successful execution of your food and beverage event.

### China Service

All seated meal functions (breakfast, lunch and dinner) in meeting rooms and the ballroom are served with china and glassware, unless otherwise specified by the customer. Continental breakfast, coffee services, buffets and exhibitor hospitality catering are routinely accompanied by high-grade disposable service ware.

### Corkage Fee

A corkage fee of \$15 per bottle will be assessed per each 750 ml bottle of wine brought into the Convention Center by the customer. Corkage is based upon and limited to 750 ml bottles of wine.

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## Bar Service

A non-refundable \$125 bar set up fee will be assessed per bar. Sales must meet a minimum of \$600 in total cash sales per four (4) hour period. Each additional hour is billable at \$150 per bar, per hour. If sales total less than \$600 per bar, the difference between actual and minimum sales will be charged back to the customer.

## Butler Service

Butler service is available during reception functions at \$28 per hour, per server. Sales tax and a four (4) hour minimum apply.

## Water Service

Water bubblers with 5-gallon jugs of water are available through ARAMARK. Machine rental is \$75 per machine and includes the first 5-gallon jug. Five-gallon refills are available at \$25 each.

## Tablecloths and Skirting

All tables for meal functions are dressed with standard house linen and napkins. Events that require tablecloths for non-food functions may be clothed for \$7.50++. Events that require tablecloths and skirting for non-food functions may be clothed and skirted for \$15++. Specialty linens will be priced at the fair market value.

## Timetable for Successful Events

30 Days	45 Days	30 Days	7/5/3 Days
Deposits and agreement due	F&B specifications due	Sign and return event orders	Guarantees due

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# CONVENTION CAFES & RESTAURANTS

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*Great culinary concepts extend beyond the boundaries of imaginative banquet fare. Your ARAMARK sales professional will discuss how best to use our convention café to serve event exhibitors and attendees. Please review all exhibit floor plans with your ARAMARK sales professional to ensure adequate food service areas.*

## Convention Café

### *Permanent Food and Beverage Locations*

ARAMARK reserves the right to open and close cafés based on show demand and in consultation with show management. A nonrefundable set-up fee of \$150 will be assessed per stand per day. Sales must meet a minimum of \$175 in total cash sales per hour for a four (4) hour period. Each additional hour is billable at \$175 per hour. If sales total less than \$175 per hour, the difference is charged back to the customer.

## Temporary Dining Units

### *Portable Food and Beverage Locations*

In some cases, a Temporary Dining Unit (portable food and beverage outlet) rather than our permanent café locations will be requested or deemed necessary. If the customer chooses portable locations, a nonrefundable set up charge of \$150 per day will apply.

As with our permanent locations, ARAMARK reserves the right to open and close based on show demand and in consultation with show management. A nonrefundable set-up fee of \$150 will be assessed per stand per day. Sales must meet a minimum of \$175 in total cash sales per hour for a four (4) hour period. Each additional hour is billable at \$175 per hour. If sales total less than \$175 per hour, the difference is charged back to the customer.

Latte carts with full coffee and snack service are available with a nonrefundable \$150 set-up fee. Sales must meet a minimum of \$175 per hour for a four (4) hour period. Each additional hour is billable at \$175 per hour. If sales total less than \$175 per hour, the difference is charged back to the customer.

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