

Catering Policies

DRAFT 12/24/2018

Mission:

Provide good food, professional services, and hospitality for patrons requiring catering services.

The following catering policies are intended to facilitate events at Centennial Hall and the JACC.

The goals are:

- Happy, well-served customers and patrons;
- Food that meets all food safety regulations;
- Hassle-free, economical event space for renters;
- Affordable opportunities for local restaurateurs and caterers to showcase their work in a well-equipped kitchen;
- Efficient and sustainable use of the Hall and the JACC.

Public Events where food is included in the ticket price:

Food served must be produced in a commercial, DEC-approved kitchen by professional caterers who have been approved by Centennial Hall, and whose service meets DEC requirements.

- Centennial Hall will maintain a list of caterers who are certified to provide food service for events.
 - The list will include tiers indicating the size of the event that the caterer is approved to serve.
 - Caterers may apply to be included on the list on a quarterly basis.
- Exceptions to this requirement (in these exceptions, the kitchen rental fees will apply at the appropriate level):
 - Events that require specialty/culturally appropriate food not available from any of the caterers on the list.
 - Unusual circumstances or emergencies that require the use of a caterer not on the list.
 - Clients choose to complete a Catering Waiver allowing food prepared in a DEC kitchen other than from an approved caterer to be brought in to the facility,
 - Clients choose the Centennial Hall Concessions service (for small meetings, primarily) for coffee and tea service.

Food trucks and food vendors must be compliant with all licensing, insurance, and other regulations to serve food. If they are being used as caterers for events, they must apply for and be approved for work at Centennial Hall.

- Food vendors generally participate indoors as part of a larger event, which will be responsible for renting the kitchen according to the needs of their vendor(s).
 - As a booth as part of a larger event, the catering fee does not apply.

- Vendors may not be brought in as an alternative to catering unless they are on the approved caterer list. In this case all requirements of normal catering apply.
- Food Trucks generally participate outdoors as part of a larger event. The larger event will be responsible for renting the Courtyard and other services required by the Truck. Catering fee will not apply.
- If a Truck is on site as an alternative to catering, the event bringing it in will rent the Courtyard, and the Truck will pay an event catering fee of 8% of the daily sales (if guests are ordering food individually) or of the amount charged by the truck to the event presenter. Note that food trucks must be invited or approved by the event presenter to participate in an event.

Public Events where food is offered as an incidental courtesy (meetings for example):

- Coffee/Tea/water service is available from Hall and JACC staff for small (up to 50 people) events at a per person charge.
- Tier 1: The renter/host may bring in refreshments to the meeting room, provided that they are compliant with the DEC guidelines for food safety, and as long as they sign the catering waiver. The renter is responsible for full clean up following the event, or alternatively, may pay a service fee to cover the cost of cleaning and garbage necessitated by the refreshment service. Any clean up or damage costs will be deducted from the rental deposit. Note that kitchen access is not included in this level.

Private Events with food:

- Depending on the size of the event (over 100 guests), we recommend that the event be catered, especially if the organizers wish to use the full kitchen.
- The renters can provide catering on their own, and must review the DEC requirements for safe food handling and service. They will sign a waiver, taking full responsibility for the food served. They will be required to leave the spaces as they found them, dispose of all trash, etc.
- The Catering Waiver or one of the tiers of kitchen rental will apply, depending on their needs.

Event set up/work party:

Presenters may need to bring in crews of staff or volunteers to set up large events, necessitating food and beverages to feed them. People may bring in their own bag lunches, pizzas, other food as needed, provided this food is not part of the event. Tier 1 catering waiver will apply and the presenter will be responsible for clean up related to this food, including trash and recycling.

Caterer Levels

Based on their experience and capacity. Includes the use of the kitchen as needed.

Caterer	Large Event (250+)	Small Event (100+)	Meetings (up to 100)	Food and full bar	Food and Beer & Wine	Food only
Breeze - In	X	X	X			X
Hangar on the Wharf	X	X	X	X		
Prospector	X	X	X	X		
V's Cellar Door		X	X		X	
Westmark Baranof	X	X	X	X		

Tiered Kitchen Access for events not using a pre-approved caterer.

Tier 1	Bringing in own refreshments, nothing requiring refrigeration or heat to remain food safe, as incidental hospitality for small events. No Alcohol, No kitchen use.	\$60
Tier 2	Use of fridge, ice machine, coffee makers and sinks for water. Dishes or flatware may be rented separately.	\$75 for events of up to 50 people \$100 for events over 50
Tier 3	Warming Kitchen: Tier 2 + use of prep surfaces, dishwasher, sinks, and warming ovens. Use of dishware included	\$150 for up to 250 people \$300 for 250 or more people Damage deposit of \$150, returned with no damage or loss of equipment.
Tier 4	Full Kitchen - Tier 2 + 3 and all appliances and surfaces. Use of all service ware.	\$225 for up to 250 people \$450 for over 250 people Damage deposit of \$225, returned with no damage or loss of equipment.

Alcohol Service

All alcohol served to the public at either Hall or JACC must be provided and served by approved caterers with the appropriate permits and insurance coverage by TAPS certified servers. The caterers will provide and post the approved permit as required by law, and will follow all laws about alcohol service.

The only exception is Non-profit groups with a special event permit. The group will then provide and post the approved permit as required by law, and will follow all laws about alcohol service including having TAPS certified servers. The servers/group is then responsible for all bar clean-up that would normally be done by a caterer.

Public events at which alcohol is to be served will be advertised as such in all event advertising.

Uniformed security may be required for events serving alcohol. Centennial Hall management shall work with the renter to determine the type and number of security persons required. Cost of security personnel shall be the responsibility of renter.

Special event/alcohol liability insurance will be required for all events at which alcohol is served.

Due to the problems often associated with events where alcohol is served, a deposit surcharge of **\$200** will be added to the bill, to be refunded if no damage or extra clean up is needed.

Fees, Insurance, and Permits

1. The Caterer will pay a \$500 annual fee + a \$500 damage deposit, refundable if no damage is incurred, to be included on the CH List of Approved Caterers. The damage deposit will roll over each year the Caterer continues with Centennial Hall, and will need to be topped off each year if it has gone below the \$500.
2. The Caterer will pay 8% fee to Centennial Hall/event, based on the total amount the Caterer charges to the Customer, not including sales tax or the gratuity, due no later than 30 days after the event.
3. These fees provide for the following:
 - a. Assistance in maintaining and improving the CH food service facilities;
 - b. Covering the reasonable costs of utilities and after-event cleanup and trash removal by CH;
 - c. Referral services and web site listing promoting the caterer's services to prospective clients.
4. Insurance: The caterer will provide Centennial Hall with:
 - a copy of their insurance certificates naming the City and Borough of Juneau and the Juneau Arts and Humanities Council as additionally insured.
 - Commercial General Liability Insurance minimums required are:
 - 1. \$1,000,000 for each occurrence (combined single limit for bodily injury and property damage);
 - \$1,000,000 for personal injury liability;
 - \$2,000,000 aggregate for products-completed operations;
 - \$2,000,000 general aggregate
 - coverage for spoilage, in the event that the caterer chooses to refrigerate food overnight.
 - Business vehicle insurance of \$1,000,000 per accident for owned, non-owned, and hired vehicles used by the caterer at the event.
 - Alcohol event insurance of up to \$1,000,000 if the caterer's alcohol permit is applicable.
 - proof of current workers compensation insurance;
 - a copy of the Caterers' current health permit.
 - Food permits.
 - Signed Hold Harmless Agreement
5. If alcohol is being served by the caterer, the caterer will provide a copy of the permit for the event and any special event insurance.

Caterers' Responsibilities

Set up, load-in, and load out

1. **Preparatory information** At least 2 weeks in advance, the caterer will email or meet with Hall Manager to provide the following information about the catering plans for the event.
 - Lead catering staff person and that person's contact information;
 - If alcohol is being served, the names of the bartenders and security people, and confirmation of their TAPs certification.
 - Time of expected load-in. Note that early load-in/set-up may necessitate a surcharge, which will be worked out in advance, and which is dependent upon the schedule of events in the Hall.
 - A map of the needed set up, and list of any special equipment needed, such as the portable bars, extra linens, etc.

Attached is the Catering Information form.

2. **Staff** Catering staff will be neatly dressed, preferably in uniforms, and abide by the drug and alcohol-free work environment policies, as well as the policies on fair and equitable treatment of everyone involved in the event.
3. **Quality Control** Caterers will maintain effective quality control measures to ensure compliance with all applicable local, state, and federal health standards, regulations and laws.
4. **Promotional & Other Material; Removal of Same:** Subject to the approval of Centennial Hall and the client hosting the event, the Caterer may post reasonable signage identifying the Caterer. The signage shall be in good taste, reasonable in size and appropriate to the event and age of expected event attendees.
5. **Clean up:** Caterers are expected to reasonably clean the areas they used after events. This includes sweeping, mopping, breaking down cardboard boxes and placing trash into the dumpster.
 - a. As needed, trashcans should be emptied and bags placed in dumpster outside kitchen doors. Additional bags will be located in the basket on the trashcart. (Please alert staff if the dumpsters need an extra pick up.)
 - b. Liquids (tea, coffee, water, etc.) should not be poured into trashcans – liquids have too much weight, make it difficult to lift & empty trashcans and can cause unnecessary messes.
 - c. Trash cans should not be overfilled – overfilling makes them difficult to lift and empty.
 - d. All tables must be bussed and trash, food waste, and dishes taken care of at the end of the event.

- e. As a rule of thumb: trash in the general Hall trash cans will be the responsibility of the CH staff, and trash in the kitchen, near buffets and food trash on tables is the caterer's or renter's responsibility.
 - f. Examples of unreasonable mess left by Caterers that would result in extra charges, include, but are not limited to: food left on tables, food left in drains, grease poured in drains, sinks or on floor, etc.
 - g. At the end of each event the areas of the kitchen used will be thoroughly cleaned. A CH staff member will do a walk thru with the catering staff and both parties will sign off on the kitchen check out list.
6. **Equipment:** All equipment/supplies located in kitchen/beverage cage area are available for caterers to use as needed, according to their kitchen use level, and returned clean. Inventory will be taken of these items post-event to ensure these items stay in the building. If any items are found to be missing, the caterer will be notified, so that the items can be returned or replaced.
7. **Fees:** Caterers will provide CH with a copy of the invoice to the patron for the food service, and pay the 8% fee required within 30 days.

Centennial Hall support responsibilities

Centennial Hall will maintain the kitchen and equipment in good working order so that caterers can offer the best possible product to their patrons. It will maintain service ware, tables, linens, and other usual items for plated meals up to 450.

Caterers can expect that the dining areas will be set up in advance according to the instructions provided by the patron and caterer, and that staff will be on hand to assist with last minute changes as needed.

During a catered event, one staff person will be designated as the key contact for the caterer and will work closely to answer questions, solve problems, and help with emergencies and to facilitate the food service aspect of the event. This person will go through the check out list at the end of the event to confirm that the Hall has been left in good condition.

Attached is the Kitchen Checkout list

Hold Harmless:

Contracted Caterer agrees to appear and defend, indemnify, and save Lessor, its employees, volunteers, consultants, and insurers, with respect to any action, claim, or lawsuit arising out of the use and occupancy of the Contracted Premises by Caterer. This agreement to defend, indemnify, and hold harmless is without limitation as to the amount of fees, and without limitation as to any damages resulting from settlement, judgment, or verdict, and includes the award of any attorney fees even if in excess of Alaska Civil Rule 82. The obligations of Caterer arise immediately upon notice to the JAHC of any action, claim, or lawsuit. The JAHC agrees to provide Caterer written notice of any action, claim, or lawsuit in a timely manner. This agreement applies, and is in full force and effect whenever and wherever any action, claim, or lawsuit is initiated, filed, or otherwise brought against the JAHC.

Agreed:

Name & Position

Date

Event

Application to Cater at Centennial Hall

Date: _____

Business Name: _____

Owner Name: _____

Mailing Address: _____

Physical Address: _____

Phone Number: _____

Email: _____

URL: _____

Business License: _____

Years in operation: _____

Catering experience. Previously on Centennial Hall approved list: (yes)_____ (no)_____

New applicants: Include significant events, size, and general evidence of capacity to handle different types of events. Please Include references. Attach additional pages as needed.

Applying as a food truck? (yes)_____ (no)_____

Current on CBJ Sales Tax? (yes)_____ (no)_____

(Must be in good standing during entire contract period.)

Please attach the following:

- | | |
|---|---|
| <input type="checkbox"/> A current and valid Business License issued by the City/Borough of Juneau; | <input type="checkbox"/> Workers' Compensation Insurance |
| <input type="checkbox"/> State Business license | <input type="checkbox"/> Commercial General Liability Insurance |
| <input type="checkbox"/> Alaska State Department of Environmental Conservation permit; | <input type="checkbox"/> Business Automobile Insurance |
| <input type="checkbox"/> Alaska State Alcohol Beverage Control liquor license (if applicable) | <input type="checkbox"/> Legal Liability (if applicable) |
| | <input type="checkbox"/> Annual fee: \$500 |
| | <input type="checkbox"/> Damage deposit: \$500, to be maintained for the duration of the agreement. |

We have read and agree to comply with the Centennial Hall catering policies.

Signature: _____ Date: _____

Title: _____ Business Name: _____

Return to: Centennial Hall Manager, 101 Egan Drive, Juneau, AK 99801

Application Approved: (yes)_____ good through: _____ (no)_____

Signature: _____ Date: _____

Title: _____

Post-Event Catering Report

Due no later than 30 days after the catered event. Late charges of \$50/month may be assessed.

Date: _____

Caterer: _____

Mailing Address: _____

Phone Number: _____

Email: _____

Catered Event: _____

Event Date(s): _____

Client: _____

Amount invoiced to the client, less gratuity and sales tax: \$ _____

Attach a copy of the invoice(s) to the client

Amount due to Centennial Hall (8%): \$ _____

Cash

Check enclosed

Credit card _____

Expiration date/cvc _____

Comments and suggestions about this event for Centennial Hall management and staff:

ATTACHMENT "B"

Entire Kitchen Cleaning Checklist Date Cleaned _____

Name of Catering Company _____ Caterers Signature _____

CH Employees Signature _____

Area	Description	Staff Initial
Floors	All including Walk-in Cooler	
	Back Hallway	
	Ballroom	
	Meeting Rooms	
Walls	Walls & Doors	
Walk-in Cooler	Shelves, Walls, Lights, Floor	
Large Cage	Water cleaned & stored Correctly	
	Coffee Pitchers (white) cleaned & stored Correctly	
	Beverage Servers stored Correctly	
	Cups and glasses sorted and stored in correct racks/ stored correctly	
Flatware Shelves	All flatware separated and stored correctly	
	Clean Flatware Storage Bins	
Coffee Station	Coffee makers cleaned inside and out Counter tops, shelving and wall	
	wiped down and clean, Drain in floor cleaned	
Dishwasher Station	Dishwasher cleaned inside and out	
	Counter tops wiped down and cleaned including legs	
	Sink and disposal cleaned, Trays Inside Dishwasher Cleaned	
	Dish Racks Cleaned & Stacked, Tank Drained, Valve Re-closed, Drain in floor cleaned, Rubber floor mats cleaned	
Cooking Station	All grease traps cleaned	
	Prep-tables wiped down and cleaned	
	2 Grills	
	2 Convection Ovens	
	Holding/Warming Ovens Cleaned	
	Floor under Ovens, Hoods, Hood Lights, Grease Screens & Traps	
Back Kitchen Prep Area	Sinks & Counter tops cleaned & Stored Correctly	
	Floor Drains Cleaned, Hand Washing Sink Cleaned	
Scissor Stands	Stands and Step Stool	
Steamer Aisle	Accutemp Steamers	
	Table & Shelves	
	Floor under Steamers	
	Counter and Sink Cleaned	
	Drains Cleaned	
Carts and Racks	All Serving Carts Wiped Down	
	Flat Pan Storage Carts cleaned	
Hand Washing Stations	Sinks cleaned	
	Soap and Towel Dispensers Filled and Cleaned	
Plate Room	All Plates Sorted and put in proper racks	
	All dishes not stacked over top edge of cart	
	Last Plate upside down	
	Clean floor	
	Clean door	
	Stack Plate Warming Covers Make sure they are clean	
Garbage Cans	Garbage Cans Cleaned & re-lined	
	All Catering Garbage bagged & in Dumpster	
Bars	Bars Cleaned,	
	Bar Matts cleaned	
Ice Machine	Ice Machine wiped down,	
	Scoop cleaned & hung properly	
Mop Closet Cleaned	Mop closet cleaned, mop bucket emptied & rinsed	



Centennial Hall & Convention Center

101 Egan Drive • Juneau, AK 99801 • 907 586-0484 • jahc.org/jacc/rentals/

AGREEMENT TO WAIVE EXCLUSIVE CATERING SERVICES

Name of Customer/Organization _____

Date(s) of event _____

Contact person _____

Room _____

Food and/or beverage will be prepared by, or purchased from, an Alaska State Department of Environmental Conservation approved business. Food and/or beverage must be presented and served by tenant, or subcontractor of the tenant.

Tenant recognizes personal responsibility for quality control in food and beverage service. Tenant recognizes legal liability for same, including possibility of litigation for damages resulting from improper actions.

Conditions:

Tenant shall comply with all applicable laws, rules, regulations, and orders of the Federal Government, State of Alaska, and City and Borough of Juneau, including but not limited to health and sanitation food service requirements and Labor Laws.

- A kitchen fee will be applied based on the Tier of use needed. (see attached fee schedule)
- All food brought in for Tier 1 use shall be shelf stable (food that requires no refrigeration or heat to maintain safe consumption by the receiver).
- Tenant shall clean up after event to the satisfaction of Centennial Hall staff or an additional cleaning fee may be imposed.

Subcontractor name & contact info if applicable: _____

Specific food and beverage items to be served:

The undersigned persons assume personal responsibility for adherence to the terms and conditions outlined in this agreement.

Tenant Signature Date

Tenant Name (Printed)

Centennial Hall, received by Date

CENTENNIAL HALL FOOD/KITCHEN FEES MENU:

Non-Catered tiered food & kitchen fees – At all levels catering waiver must be signed

Tier 1	Bringing in own refreshments, nothing requiring refrigeration or heat to remain food safe, as incidental hospitality for small events. No Alcohol, No kitchen use.	\$60
Tier 2	Use of fridge, ice machine, coffee makers and sinks for water. Dishes or flatware may rented separately.	\$75 for events of up to 50 people \$100 for events over 50
Tier 3	Warming Kitchen: Tier 2 + use of prep surfaces, dishwasher, sinks, and warming ovens. Use of dishware included	\$150 for up to 250 people \$300 for 250 or more people Damage deposit of \$150, returned with no damage or loss of equipment.
Tier 4	Full Kitchen - Tier 2 + 3 and all appliances and surfaces. Use of all service ware.	\$225 for up to 250 people \$450 for over 250 people Damage deposit of \$225, returned with no damage or loss of equipment.

CENTENNIAL HALL FOOD FEES MENU:

Non-Catered tiered food & kitchen fees – At all levels catering waiver must be signed

Tier 1	Bringing in own refreshments, nothing requiring refrigeration or heat to remain food safe, as incidental hospitality for small events. No Alcohol, No kitchen use.	\$60
Tier 2	Use of fridge, ice machine, coffee makers and sinks for water. Dishes or flatware may rented separately.	\$75 for events of up to 50 people \$100 for events over 50
Tier 3	Warming Kitchen: Tier 2 + use of prep surfaces, dishwasher, sinks, and warming ovens. Use of dishware included	\$150 for up to 250 people \$300 for 250 or more people Damage deposit of \$150, returned with no damage or loss of equipment.
Tier 4	Full Kitchen - Tier 2 + 3 and all appliances and surfaces. Use of all service ware.	\$225 for up to 250 people \$450 for over 250 people Damage deposit of \$225, returned with no damage or loss of equipment.

**Catering Fees – Applications accepted on the first month of each quarter
Applicable to Approved list caterers.**

Annual Catering fee	Paid at time of application and on anniversary of application then on.	\$500
Annual Damage/Cleaning Deposit	Paid with first application, kept topped off through year as needed. Rolls over year to year	\$500
Percent of Invoice	Paid 30 days after each event. Percent of amount invoiced to client, less gratuity and sales tax.	8%