



## APPROVED CATERER GUIDELINES

Each November the City of Kannapolis will have a month long annual enrollment period for caterers and food related businesses. During this period any business or person who wishes to be on the approved caterer list for special events hosted at City facilities is welcome to apply. Any company or person who applies during that time frame and meets the criteria will be placed on the City's approved caterer list. This list will be used by the City of Kannapolis for sponsored special events, will be provided to potential city facility renters, and the list will be made public on the City's website.

### Application Criteria (required):

- 1) Completed Application
- 2) Health Department Permit
  - a. Minimum Grade A Sanitation Score
- 3) Four Letters of Professional Reference
- 4) Completed IRS W-9 Form
- 5) Certificate of Insurance naming the City of Kannapolis as an additionally insured
  - a. Minimum of one million dollars (\$1,000,000.00) each for liability, bodily injury, and property damage
- 6) Facility Training (*to be done initially in January 2016*)
- 7) Ten Menu Options with Prices (*as applicable to the services you provide*)
  - a. 2 – plated meal options
  - b. 2 – buffet meal options
  - c. 1 – boxed meal options
  - d. 2 – breakfast meal options
    - i. 1 – hot buffet meal
    - ii. 1 – continental meal
  - e. 2 – break/snack options
    - i. Morning
    - ii. Afternoon
  - f. 1 – hors d'Oeuvres
- 8) \$200 Non-Refundable Application Fee

### Application Criteria (optional):

- 1) Copy of a valid ABC Off-Premises Beer/Fortified Wine Permit
- 2) Copy of a valid Special Occasion and/or Mixed Beverage Catering Permit

Each year approved caterers can choose to reply. They will need to update all the documents listed above, and provide a \$100 non-refundable application fee.

At any time a misrepresents themselves or receives multiple complaints will be removed from the approved caterer list and no refund will be given.

As an approved caterer your responsibilities are:

- 1) Provide the renter and the City of Kannapolis with a menu. The menu should include prices. Prices shall include all services and charges and shall not include sales tax. The menu shall state the caterer's inclement weather and cancellation policy.
- 2) Receive final guarantee of numbers from clients no later the seven (7) days prior to the event date.
  - a. An adjustment of 10% of the final number guarantee will be allowed up to forty-eight (48) hours prior to the event.
- 3) Arrive at the facility a minimum of one (1) hour prior to providing food service for buffet, plated meals and receptions. Arrive at least 30-minutes prior to event start times for boxed meals and break sessions of 50 people or less. All catering events shall be ready for consumption 15 minutes prior to event start time.
- 4) The caterer is responsible for letting the City of Kannapolis know if additional staging area is requested. The City will make every effort to provided needed staging areas.
- 5) Contact by the caterer with the City of Kannapolis should be made no later than 24 hours prior to the event to confirm the number of attendees, event location, staging area, and set-up.
- 6) Ensure that all food handlers employed by the caterer will be attired in a neat and clean manner. Caterer employees shall not wear clothing with anything other than the caterer's logo.
- 7) May not cook any food inside. However, with prior approval from the City Manager or his designee, food may be cooked outside provided caterer uses a self-contained unit to avoid grease/ash spillage, and the caterer plans for inclement weather. Meals shall not serve meals outside without prior approval.
- 8) Furnish all support items to accomplish catered functions, including, but not limited to, napkins, utensils, dinnerware, glassware, condiments and stirrers.
- 9) Furnish copies of all agreements between the renter and the caterer to the City Manager or his designee no less than forty-eight (48) hours after signing initial agreement. All updates or revisions in the agreements shall also be furnished within 48 hours of the update or revision.
- 10) Display food in and serve food from standard food service equipment. The equipment shall be of a design that will maintain the food at the required holding and serving temperatures. All prepping of food/beverages shall be done in staging area. Conduct final prep on tables once setup.
- 11) Leave all facilities and equipment in the same state of cleanliness as they were before the event began. Cleaning shall include, but shall not be limited to:
  - a. Washing table surfaces with soap, and water, and all flatbeds and, carts, if used.
  - b. Removing all food and paper products and mop all floors in areas used.
  - c. The sink in the support area may be used for rinsing dishes immediately following functions. The sink is not for thorough cleaning of dishes. Caterer shall not store dirty dishes overnight in the facility.
- 12) Remove all liquids spilled on carpeted areas and report same to facility staff immediately. Staff will be responsible for any stain removal.
- 13) Report any equipment damage or equipment failure to staff immediately. Caterer may be financially responsible for damages to the equipment.

City of Kannapolis Responsibilities:

- 1) Tables, buffet tables, head tables, dessert table, other support items, and chairs for use by the caterer
- 2) A catering support area; may consist of but not limited to refrigerator for holding food, ice maker, tea and coffee makers and urns, work tables, sink, custodial closet with mop, bucket, broom, garbage cans, recycling containers, and limited utility carts
  - a. Support area and items vary by facility
  - b. If a caterer chooses to use any available tea and coffee makers they must purchase, from the City of Kannapolis, the manufactures approved tea and coffee products
- 3) For religious, cultural, ethnic, or for maintaining a proper balance of caterers, the City Manager or his designee may allow a renter to contract with a caterer not on the current approved caterer list.
  - a. Any caterer used due to these reasons shall meet all minimum requirements and fees
  - b. Exceptions will be made for 'self-catered' events. The renter will be notified they are not permitted to use any professional caterer not on the approved listing.

Evaluations:

- 1) Renters will have the opportunity to complete an evaluation form regarding the services provided by the City of Kannapolis and caterer. Evaluation reports will be retained by the City of Kannapolis for one year and will be available for review by each caterer upon request. The evaluation reports will also be available to prospective renters and caterers.
- 2) Caterers receiving a rating of below standard on more than three (3) percent of events for each fiscal year shall be removed from the approved caterer list. Re-application the following year could be conditional.