



Planning Your Special Event

We pride ourselves in being able to meet everyone's catering needs. The following steps will help you through the process of organizing your special function.



Arranging and Reserving a Date

Even if the date of the event is only tentative, please make arrangements with the catering department so that we can at least get you on our records. All other information such as location, number of guests, time of the function, and menu selection, need to be decided at least 7 business day before the function. You may contact the catering department at 956-292-7486 or contact us on our or email us at Belinda.Villarreal-Lara@sodexo.com.



Reserving a Location


Whether the event is to take place on campus or off, the location reservation needs to be confirmed before we will deliver. Tables, chairs, and other equipment will need to be arranged by you. When making the reservation, please include tables and trash cans needed that Sodexo Catering Service will be using. To reserve a room for an event, please contact your building supervisor.






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Contact the Catering Office



At least 7 business days before the event, contact the catering office at 956-292-7486 or email us at Belinda.Villarreal-Lara@sodexo.com. We do require an appointment with our Catering Coordinator. This is the time for a thorough discussion of all specifics and details. We can help you make all the necessary decisions to determine which of the services that we offer would best fit your needs. The office hours are Monday through Friday, 8 a.m. to 5:00 p.m., closed on some Holidays and weekends. After we have finalized all the details of your special event, you will receive a Catering contract to be signed and sent back to us with an Oracle Project number. All cancellations and final changes, including the customer guarantee count and payment, **MUST** take place at least 3 business days prior to your function. Charges of 50% will be incurred if you make any cancellations after this time frame. If you do not contact us with a final count within the business days allowed, we will prepare for the estimated number and charge accordingly. Please note, Departments obtaining services from Sodexo Services requires a written contract between the department and Sodexo. Departments who obtain catering services from an outside vendor, will be responsible for making payment directly to the vendor (abiding by the proper Accounts Payable procedures). In addition to the fees due to the vendor, the party will also incur a 10% surcharge due to the University through Auxillary Services.



Event Confirmation and Guarantees



A guarantee is required 3 business days before your catered event. This confirmation and guarantee will include the exact times, location, attendance, menu choices and room setup. If your event is cancelled, you are responsible for contacting the catering department and canceling the event. You will be liable for of your food bill for any event that is not cancelled within 3 business days, and confirmed in writing by the customer. If The University of Texas Pan American is closed due to inclement weather, all catering events will be automatically canceled.



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Payment

All catered functions must have a secured payment before they occur. Cash, Cashier Check or Credit cards are all valid payment methods. University Departments may charge on departmental charge accounts with authorization from Account manager. No personal checks will be accepted. Non-University related groups are required to make a deposit of 75% one week prior with the balance due 72 hours before the event. Tax exempt organizations are required to submit a copy of their exemption certificate prior to their date



Delivery Fees

There is no delivery fee for catering services held within the campus to include the Annex. Deliveries outside the the campus will be subject to a \$25.00 in the City and \$50.00 out of the City delivery fee.



Alcohol Policy

All alcoholic beverages must be served by our personnel, and consumed in designated areas. Proof of age will be required. For on Campus events, prior approval must be obtained by the University as per HOP 4.9.1. Sodexo reserves the right to refuse service of alcoholic beverages to any person. All personnel have completed the TIPS Training Program for Service.



Alcohol Service/Policy

A full bar setup (if beer wine or liquor is served) at a dinner or reception is \$250.00 . All necessary bar items except the alcohol, are provided with this charge, including nonalcoholic beverages, ice mixers, napkins and plastic cups. An additional charge for glasses will apply. We recommend at least one bartender for every 75 -100 guests for beer and wine service. Additional charges of \$18.00 for each additional hour after the first 3 hour minimum.



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Attendants

To ensure that your event is a success, catering staff will be provided for all served meals and buffets (not to include receptions) during the first two hours of service. If additional time is needed, a fee of \$15.00 per hour per attendant for each additional hour, will be applied. We recommend that you have an attendant for all receptions and meals for every 75 guests.



Catering Equipment

As the host of the catered event, you are responsible for the equipment we have provided for the service of your catered event. Any missing or damaged catering equipment or supplies will be charged to your account, at replacement costs. In the occurrence of a very large event, specialty equipment may need to be rented. We can provide this for you at an additional charge.



China Charges

Our catering department provides high-quality plastic products as our standard, unless otherwise requested. We also offer china service for any event at an additional charge.

Full Meal Service and Silverware	\$3.50
Coffee or Beverage China Service	\$2.50
Full Bar Glass Service	\$1.25
Reception China and Silverware	\$2.75

All of the above are charged per person.




Floral Charges

We will be happy to order, receive and handle specific floral arrangements for you. For decorative requests, an additional fee will be determined in accordance with your specific needs.




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Linens and Skirting



We will provide linens and skirting for food and beverage tables at no charge. If you would like linen to be placed on guests tables for receptions, breaks, meeting tables and boxed lunches there will be a \$7.00 fee for each tablecloth. Other tables may be skirted and covered at \$7.00 per tablecloth and \$18.00 per skirt. The same applies to registration tables, name tag, head tables, and any additional table that will not be directly used for setup. Skirting can be done on any table not exceeding one inch in thickness. We can also provide napkins to meet your color scheme for \$1.00 each for your reception otherwise we will use paper napkins. Specialty linens are available upon request for an additional charge.


Late and Minimum Charges



A late charge of 5% will be assessed for any event booked with less than 24 hours notice. Any changes made once the event has been confirmed, under 24 hours will be charged another 5%.

There will be a minimum charge of \$50.00 for beverage orders and \$25.00 for food orders, not including the delivery fees. Arrangements for orders less than the minimum amount can be made if they are picked up during office hours.

Sustainable and Organic Menu



Our culinary staff is happy to produce a sustainable and/or organic menu for your event. We can create fresh and healthy meals using local products that are free of pesticides, hormones and antibiotics. Some items may be limited based on availability. Please plan on paying an additional per person fee.

Food Removal Policy

Due to health regulations, it is the policy of Sodexo Catering Service that excess food items from events cannot be removed from the event site. Items purchased for pick up should be properly stored prior to the event and removed and disposed of by the host of the event.