

NUTRITION AND FOOD SERVICES CATERING / SCHEDULING POLICY AND PROCEDURES

2007

Policy:

The primary purpose of the catering facilities is to provide service to the staff of BAPTIST HEALTH. As space and services are available, other non-profit groups may schedule the facility.

Procedure:

- I. BAPTIST HEALTH Groups
 - A. BAPTIST HEALTH requests have first priority in scheduling services. A priority scheduling list has been established by Administration.
 - B. All requests for the upcoming year must be received by October 31 of the current year to be considered in the priority list. Confirmations will be sent out mid-December.
 - C. If an event is sponsored by BAPTIST HEALTH, and it is scheduled after hours or on the weekend, please notify Strategic Development if A/V equipment/personnel will be required. This is very important in order to schedule the Communication Associate's hours without causing hardship to either the employee or the event participant.
- II. Non-BAPTIST HEALTH Groups
 - A. Any non-BAPTIST HEALTH groups scheduled must have an overall purpose and philosophy consistent with those of BAPTIST HEALTH. Churches, civic clubs, medical organizations, and non-profit organizations are given priority after BAPTIST HEALTH. Only non-profit groups are considered. Solicitation or potential solicitation is not permitted.
 - B. Non-BAPTIST HEALTH requests are granted on a first come, first served basis after BAPTIST HEALTH requests have been filled.
 - C. For outside groups, the Gilbreath Conference Center and catering services are available Monday-Thursday, 6:30 a.m. - 7:00 p.m. and Friday 6:30 a.m. - 5:00 p.m. Participants scheduling events after hours (after 5:00 p.m.) will be required supply their own A/V equipment/personnel.

III. Scheduling

- A. Room requests must be submitted on the Catering and Room Request form. Forms are available by calling 202-2167. Completed forms may be faxed to 202-1231. All room and/or food requests must be in writing.
- B. **Reservation requests for December will not be accepted for any Friday evening or weekends for any groups, no exceptions.**
- C. **All requests must be planned and confirmed ten (10) working days before the function to facilitate planning, preparation and confirmation mailing. This includes Special Room Set-Ups, Menu and Audio/Visual Requests. Refer to Catering Menu or call 202-2167 for assistance in menu planning.**
- D. Departments who have meetings that are sponsored by outside companies (like Pharmaceuticals) are responsible for the collection of any payment due from the company.
- E. Based on availability, late requests for a “room only” with no food or no equipment may be granted. A request form must be filled out.
- F. If staffing and inventory are available, late call-in food orders will be accepted. These orders, however, will not receive a discount and must be picked up.

IV. Confirmations

- A. A letter is mailed or faxed to confirm all requests for room scheduling or food orders. **Review confirmation letter for accuracy and correct account number.** Call 202-2167 for corrections or questions. Bring confirmation letter to the function. If confirmation letter is not received, call 202-2167.
- B. Non-BAPTIST HEALTH confirmations are made conditionally as BAPTIST HEALTH requests have priority whether pre-scheduled or not. TV monitors will inform attendees of room assignments, as they may vary. BAPTIST HEALTH catering reserves the right to make room changes as needed.
- C. A final attendance figure is due to the Catering Customer Service Liaison by 9:00 a.m., three (3) working days before the function. If additional guests attend, they may use the cafeteria and then join the group.

V. Changes and Cancellations

- A. Catering will strive to accommodate changes. Changes must be requested 72 hours before the event. Catering will make adjustments if possible. For example, a larger room may be needed, but may not be available, or non-stocked foods may not be available. An early notification of change improves the chances of our meeting other customers' needs.

- B. Cancellations must be received 72 hours in advance. When notification of cancellations are received or no shows occur, the scheduling group will be charged for the expenses already incurred. In consideration of our customer waiting list, cancellations should be made even if charges are not incurred. If room cancellations are not made 72 hours prior to reservation time, there will be a \$30 charge.

VI. Charges

Non-BAPTIST HEALTH groups are required to pay the following rental fees. Payment by check or cash is expected at the beginning of the function to the catering personnel on duty. Please have one designated person to be spokesperson for the function and introduce that person to the head catering person on duty.

A. Room Rentals:

Room	Seating Capacity (Dining Room Set-up)	Charges
Entire Conference Center	300	\$120 – 4 hrs; \$240 - 8 hrs
Room 12, 20, 22	250	\$90 – 4 hrs; \$180 – 8 hrs
Room 22	125	\$50 – 4 hrs; \$100 – 8 hrs
Room 10 & 12	96	\$40 – 4 hrs; \$80 – 8 hrs
Room 10	40	\$30 – 4 hrs; \$60 – 8 hrs
Room 12	40	\$30 – 4 hrs; \$60 – 8 hrs
Room 20	40	\$30 – 4 hrs; \$60 – 8 hrs
Room 8	20	\$20 – 4 hrs; \$40 – 8 hrs

- B. Piano use - no charge

C. Audio / visual equipment

Data Video Projector	\$30 - 4 hrs., \$60 - 8 hrs.
Overhead Projector	\$10 - 4 hrs., \$20 - 8 hrs
Portable Slide Projector	\$20 - 4 hrs., \$40 - 8 hrs
Large Screen Rear Slide Projector	\$25 - 4 hrs., \$50 - 8 hrs
Large Screen Rear Video Projector	\$30 - 4 hrs., \$60 - 8 hrs
Portable Screen	\$ 5 - 4 hrs., \$10 - 8 hrs
Portable Video Projector	\$30 - 4 hrs., \$60 - 8 hrs
Individual VCR / Monitor	\$25 - 4 hrs., \$50 - 8 hrs
Portable VCR / Monitor	\$20 - 4 hrs., \$30 - 8 hrs
Sound System / Lectern	\$20 - 4 hrs., \$30 - 8 hrs
Sound System & Extra Microphones \$5 Each additional Microphone; \$10 - Wireless	\$20 - 4 hrs., \$30 - 8 hrs
Table Top Lecturnette	\$10 – 4 hrs., \$15 – 8 hrs
Laser Pointer	\$10 – 4 hrs., \$20 – 8 hrs
Flip Chart	\$10 – 4 hrs., \$15 – 8 hrs
CD Player/Audio Cassette/Sound System	\$10 – 4 hrs., \$20 – 8 hrs
Sharp LCD Projector	\$30 – 4 hrs., \$60 – 8 hrs

- D. Linen can be rented for non-conference center functions from Catering at the following charges:

Napkin 17"x17"	\$0.25
Square Cloth 63" x 63"	\$1.50
Six foot Cloth	\$3.50
Eight foot Cloth	\$3.50

VII. Rules of Conduct

- A. Solicitation of funds or its potential is not permitted.
- B. Excessive noise should be avoided. Prior approval for music is required.
- C. Groups are expected to arrive and depart at the time they are assigned because of other scheduled reservations.
- D. As a courtesy to BAPTIST HEALTH staff and others, please **do not** occupy the room before the scheduled time and end promptly at the scheduled time.
- E. No alcoholic beverages are allowed.
- F. Decorations are the responsibility of the scheduling group and should be coordinated and approved by the Catering Customer Service Liaison. Confetti and glitter are not allowed.
- G. Although lighted candles are not permitted in the facility, decorative **unlit or battery operated candles** are permitted with advance approval.
- H. Food purchased from a location other than BAPTIST HEALTH Catering is not allowed.
- I. In full compliance with Arkansas Act 134, smoking of tobacco is prohibited, as is the use of all tobacco products at Baptist Health owned facilities and their grounds effective October 1, 2005.

As clarification, use of cigarettes, cigars, pipes and other smoking devices, snuff and chewing tobacco is prohibited on all grounds including buildings, parking lots, parking decks, sidewalks, ambulances, cars and all other properties that are contiguous to the building on which Baptist Health facilities are located.

VIII. "Pick-Up" Reservations

- A. Scheduled times for "pick-up" food are determined with the Catering Customer Service Liaison.
 Locations for pickups:
 8 a.m.-4:30 p.m. - Catering Reservation Office
 After 5 p.m. & weekends - Cafeteria Cashier

- B. Payment is made to the Catering Supervisor or the Catering Customer Service Liaison.
- C. Make checks payable to Nutrition and Food Services.

IX. Types of Service

- A. **Buffet** - Buffet table is set up for self-serve foods, plates, silverware, condiments, and beverages. Tables are set with linens. Catering staff is not assigned to serve or remove plates. Buffet service has a minimum of ten people (for non-BAPTIST HEALTH groups).
- B. **Buffet/Serve** - Buffet table is set up for self-serve with plates and food. The tables are set with linen, condiments, salads, desserts and place settings. Catering staff is available to serve entrees, replenish beverages and remove plates. Buffet/Serve meals are for a minimum of 15 people (for non-BAPTIST HEALTH groups). For this level of service there will be an additional charge of \$1.25 per person. **Note: Buffet and Buffet/Serve meals are styles of service. This does not indicate unlimited portions of food.**
- C. **Plated** - Food is served at the table by the catering staff. The tables are set with linen, condiments, place settings, salads and desserts. Catering staff is available to serve beverages and remove plates. Plated meals are for a minimum of 15 people (for non-BAPTIST HEALTH groups) and a maximum of 150 people. For this level of service there will be an additional charge of \$2.25 per person.
- D. **Cafeteria** - Customers use the cafeteria service and take their trays to the meeting rooms. Customers are requested to take their trays to the tray return area. A cart may be requested for storage of dirty trays while meeting. There will be an additional \$30 charge for dirty dishes left in the room.
- E. **Refreshment** - Refreshments are set up in the room. Tables are not set with linen. No attendant is available.
- F. **Reception** - Reception food is set up in the room. Tables are set with linen. An attendant is available for serving. For this level of service there will be an additional charge of \$.50 per person.
- G. **Floral Arrangements** - Custom designs are available upon request for fresh and silk flowers. **Charge to be determined by size, design and current market price. Orders must be placed two weeks in advance.**
- H. Substitutions will be based on availability and may effect the meal cost.

CATERING - BAPTIST HEALTH USERS ONLY

- I. Carry-up Orders
 - A. Carry-up orders inside BHMC-LR and BHRI are available between the hours of 6:30 a.m. - 7:00 p.m.
 - B. Delivery carts will be picked up at the scheduled end of the meeting by a catering employee. For earlier pick-ups, page the Catering Supervisor at #297-6155 or call #1292 during business hours.
- II. When rooms are reserved with no food ordered, the group is responsible for returning the room to its original condition. If the room is not left clean and orderly, the group will be charged a fee of \$30.00 per room.
- III. BAPTIST HEALTH logo china is not to be taken outside of the J A. Gilbreath Conference Center and is used for special BAPTIST HEALTH functions only. Glassware, cafeteria or paper products will be used outside the conference center.
- IV. Tables and chairs may not be removed from any conference room for any reason.

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