



# ***General Information & Catering Policies***

## ***Company Overview***

An Affair to Remember Catering was started in 1994 by Marlon & Elizabeth Olsen. In 2000 Stephen Gillette joined our management team, bringing sales and service experience. We have steadily grown to become one of the largest independent caterers in the City of Calgary.

Our ability to change keeps us competitive. We have the capability to create and customize any menu for all clients and always stay on top of the current menu and design trends. We also feel we have the absolute best service staff in the city. They always go above and beyond for every client, realizing that what they do is very important no matter what the event!

An Affair to Remember has a 6500 square foot kitchen facility located minutes from downtown in N.E. Calgary. All event preparations are made from this location and transferred to the event location in one of our nine company vehicles.

In the past fifteen years we have had the privilege of catering over 50,000 events to various businesses and individuals. These events include Weddings, Stampede breakfasts, Corporate Lunches, Trade Shows, Christmas parties, Birthday celebrations, Dinner parties, A.G.Ms, Grand Openings and Seminars.

We have also been fortunate to have been the caterer of 2002 G8 Summit for the Calgary Police Service which consisted of 6000 meals per day for four days straight. In addition we are the official caterer of Calgary famous Globalfest International Festival VIP area until 2012.

We truly feel privileged to have won the Consumers Choice award for business excellence the past five years in the Calgary area.

## ***Office Hours of Operation***

The office is open Monday to Friday from 7:30 AM to 4:30 PM. Voicemail & email are available and checked afterhours and responded to the following business day.

## ***Event Planning***

We are a full service off premise caterer caring for all your needs including consulting, organizing, and orchestration of your event. We offer professional advice on menus, decor and presentation. We can provide staffing and rental equipment, arrange for flowers and entertainment and offer venue suggestions.

## ***Rentals***

We will make all the necessary rental arrangements for you, including consultation, ordering and organizing. If we do not have your required items, we will find someone who does. Some of the basics are: china, glassware, cutlery, and linens.



# **General Information & Catering Policies**

## ***Daily corporate catering ordering***

We ask that all breakfast and hot lunch orders be placed by 10:00 AM the day prior to your catering requirements. All cold lunch orders must be placed by 4:30 PM the day prior to your catering requirements. Same day orders may be available if placed by 9:30 AM although some items may not be available.

Minimums – For hot breakfast and lunches is 12 per item. For cold breakfasts and lunches is 5 per item.

## ***Cancellations / Changes for daily corporate caterings***

*Cancellations* - We can accept cancellations up until 12:00 PM on hot orders & 3:00 PM on cold orders the business day before your order date. Unfortunately same day cancellations are not accepted.

*Changes* – If an increase is required we will do our best to accommodate, decreases are not on permitted after 2:00 PM the day prior to your catering order.

## ***Corporate catering delivery rates & times***

### *Delivery rates*

Downtown / Beltline (over \$100) - No delivery charge

Downtown / Beltline (under \$100) - \$5 delivery charge

Within Calgary city limits - \$10 delivery charge

Outside Calgary city limits – Call for rate

Last minute deliveries may be subject to up to an additional \$20 delivery charge

Weekend & Holidays - \$15 delivery charge on all orders

After hours (4:30 PM) - \$50 per hour waiting time charge on top of delivery charge

A fuel surcharge of \$5.00 is charged to every order.

### *Pick up rates*

Anywhere within Calgary city limits - \$15 pickup charge per attempt

### *Standard Delivery Times*

Early Morning: 7:30 a.m. – 9:00 a.m.

Lunch: 10:30 a.m. – 12:30 p.m.

Afternoon: 2:00 p.m. – 4:30 p.m.

All deliveries require a minimum 1 hour window

### *Weekend & Holiday delivery times*

Deliveries from 10:00 AM - 3:00 PM

All deliveries require a minimum 2 hour window

Sundays – Minimum order \$500.00



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## *Methods of Payment*

We accept Cash, Cheque, VISA, MasterCard & American Express. For our corporate clients using our daily services 14 day NET terms available upon credit approval. Overdue accounts will be charged a late payment charge of 2% compounded monthly (26.82% per annum). Items returned for insufficient funds will be subject to a \$25.00 administration fee.

## *Large event/reception service types*

### *Cocktail (hors d'oeuvres)*

*Drop off* – All items prepared at our commercial kitchen then delivered with a basic set up

*Staffed* - All items prepared at our commercial kitchen then prepped and set up by our professional staff

*Buffet* – One or more stations will be set up for your guests to peruse and help themselves

*Action Station* – Add one or more signature items to your menu that are fully prepared at your event

*Passed/Butler service* – Our professional service staff pass menu items throughout your event

### *Dinner*

*Buffet* – Each guest goes through the buffet line to choose their own meal

*Family Service* – Each guest is served each course buffet style at their seat

*Plated* – Each guest is served each pre determined course at their seat

## *Staffing Rates*

Supervisors and/or Chefs are charged out at \$30.00 per hour, all other staff are charged out at \$22.50 per hour per staff person. Please note as a company policy a minimum of 2 staff are required per event which would include one supervisor. Staff persons are billed from the time they leave our location until the time they get back. Our professional staff is dressed in all black attire: black dress pants, black button up shirt.

In regards to staffing ratios we generally provide the following. Dinner events – one staff member for each 20 guests. Cocktail events without cooking or prep on site – one staff member for every 50 guests.

Cocktail events with cooking – Add one staff member for each station based on 50 plus guests.

## *Overtime*

If the function has gone over the contracted time, overtime on banquet servers and catering staff will be charged at the regular rate invoiced unless the actual event time is over 8 hours long in which time and a half will apply.

## *Bar Service*

An Affair to Remember Catering has the most cost effective bar service in the City. We offer everything from a simple **Beer & Wine Service** to a **Full Bar** service including cocktails to a **Specialty Bar** that can make any drink that you desire. See our Bar service information sheet for pricing.

telephone 403 245-5774  
fax 403 541-0615  
email sales@anaffair.com  
www.anaffair.com



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## **Service of Liquor**

In accordance with Alberta liquor laws, An Affair to Remember Catering shall not serve liquor to persons under 18 years of age. Patron(s) agrees to abide with this law and acknowledges that Patron(s) will be held liable and shall indemnify and defend the Caterer in any enforcement action of claim due to persons under 18 years of age consuming liquor.

## **Children's Discount**

Depending on the event, children under 10 years of age will receive a 50% discount on the menu portion applied on the invoice. Children numbers must be given with your final number prior to 14 days before your event.

## **Event Logistics**

Any last minute menu and logistic changes are required at least 14 days prior to the event date. Any changes or modifications that come in after this cutoff date may not be able to be accommodated.

## **Final Count**

For every event the client will agree to notify An Affair to Remember Catering at least two weeks before the function with the final number of persons that will attend. If the caterer is not notified, the number of persons noted on the original event budget will be considered the final number. If the actual number of guests exceeds this number, every effort will be made to serve these guests; however, a menu substitution may be necessary and meal service may be delayed. If more food is required this will be invoiced after the event.

## **Service Charge**

A standard industry service charge is applied to all events. This fee encompasses all event & menu consultations, event preparation & orchestration, all liabilities and vehicle maintenance. A 15% service charge is applied to the full invoice on all events.

## **Gratuities**

If you feel that you would like to reward your server(s) for exceptional service we encourage you to do so. However, while it is greatly appreciated, a gratuity is certainly not mandatory. This may be paid directly to the server(s) or may be added to your invoice.



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## ***Taxes***

All applicable Federal and Provincial taxes are in addition to the prices agreed upon, and will be charged accordingly.

## ***Off Site Food***

For the protection of our clients and their guests, An Affair to Remember Catering will be the only source of food on site at the event. Allowances may be made for wedding cakes and ethnic requirements with prior notice.

## ***Booking and payment requirements***

**Deposit** - A non-refundable deposit amount of 35% of the total budget amount is required upon booking to confirm the date of the event.

**Balance** - The full balance is due on or before the function date. Any variances that result in either a credit or a balance owing following the event must be resolved during the first seven days after the final event date.

## ***Large Event Cancellation Policy***

In the result that a cancellation is required the client will forfeit the original deposit amount requested and received by An Affair to Remember. If a cancellation occurs less than 14 days prior to the event date 100% of the quoted total amount will be charged.

## ***Photographs***

An Affair to Remember Catering may photograph events and guests in attendance at your event. All pictures may be used on our website or in our printed material. Upon request pictures can be provided through email to our liaison for that event.

## ***Client Responsibilities***

The client assumes full responsibility for all replacement costs on breakage of dinnerware and glassware, damaged linens, loss of equipment or props incurred by An Affair to Remember Catering because of malice on the client's or guests behalf.



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### ***Key Personnel***

#### ***Marlon Olsen Executive Chef / Owner***

Marlon is now in his 36<sup>th</sup> year in the Hospitality industry. Receiving his Red Seal in 1976, Marlon became a true head chef in 1983. After long stays with the Inn on Lake Bonnavista, The Glenmore Inn and Sorrenti's restaurant Marlon co-created An Affair to Remember Catering in 1994. The rest as they say is History.

#### ***Stephen Gillette General Manager & C.E.O. - Chief Event Organizer / Owner***

Stephen started his catering career in 1993 as event worker. Moving in a different direction he decided to move into a sales career. In 2000 Stephen offered his services to An Affair to Remember to expand company sales. Over the past nine years he has helped An Affair to Remember grow and expand from a company of 6 to now having 17 full time employees and 70 plus casual catering staff. Stephen is now a part owner and runs all aspects of the company with the exception of food production.

#### ***Elizabeth Olsen Office Manager / Owner***

After years of marketing experience in different industries Elizabeth found her true love in catering. After co-creating An Affair to Remember in 1994, Elizabeth was a one woman sales team that knew what Calgarian's were wanting, Magnificent Service and Great Food! She made this happen with the catering team she created for the first six years before handing over the reins to Stephen. Still now being the true heart of our company, Elizabeth now only handles overflow sales but runs all of our accounting which is more than enough to keep her running off her feet.

#### ***Pierre Berard Head Chef***

Pierre found his love for food early in life and has been in the hospitality industry for the last 20 years. He received his Red Seal in 1991 and has been working in the Head Chef capacity since 1996. Prior to joining An Affair to Remember in 2005, Pierre was the Executive Chef at the Lynx Ridge Golf Course. Pierre is responsible for our hot food production and everyday kitchen requirements. He has helped keep An Affair to Remember current and is a true pleasure in the kitchen.

#### ***Troy Walker Kitchen Lead***

Troy is a true staple in our kitchen having been with us since 1996. Troy is in charge of our bakery department and general cold food preparation. After many years with us Troy has full knowledge of all company operations and is able to take the control in the Kitchen when required. He truly is an asset and a genuine part of our success.



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### ***Matthew Pierson***

#### ***Catering Coordinator / Event Lead***

After finishing high school with Stephen in 1995, Matt decided to try out Catering as a way to make some extra money. He continued on for years being part time along with his other career at the time. His original career direction brought him to his family business in Funeral Services. In 2007 Matt made a decision the he wanted to be around a little more life and became the newest member of our management team. Matt handles event calls, event preparation and is also a fantastic event lead. He has full knowledge of events from start to finish and is a wonderful liaison for our clients to have.

### ***Teresa Cugnet***

#### ***Event Lead / Event Manager***

Teresa has now been in the hospitality industry for over 25 years. After years with the Calgary Tower and Jubilee Auditorium, Teresa joined us in a part time capacity in 1998 and full time in 2005. She handles off site event preparation and is our true Event lead. She has run events of all types and sizes from weddings to Stampede events to a personal dinner for 8 to corporate cocktail party for 1500. We truly believe that she offers services to clients which are second to none.