

Catering Support Terms

What this document is about

Client helps our program participants with access to markets for their products. One way we do this is to help participants build catering businesses by identifying them on our website and facilitating contact between them and potential customers. This document describes how we do that and what is required of you.

What you need to do to be listed on Client's website

If you are identified on Client's website as providing catering services, [we expect you to/ you must] perform all catering jobs, whether or not the customer contacts you directly or through us, as follows:

1. Have updated, preferably seasonal, menus with pricing.
2. Have an [_____] Catering Permit.
3. Answer any individual requests made by the customer within one (1) business day.
4. Prepare ahead of time your menu, load-in, execution on site and staff plan, and load-out.
5. Do not say or imply that you work for us, or that we are responsible for you.
6. Prepare all food in accordance with the arrangements made with the customer.
7. Show up for the job on time and prepared.
8. Arrive with all required equipment, signage, and tools to execute a successful event.
9. Be sure that all of your staff is professional in appearance and manner.
10. Display food in a professional manner and serve at the appropriate temperature.
11. Be sure that if you agree to provide compostables to the client, that you only use legitimate compostables.
12. Execute the event professionally.
13. Leave catering venue spotless.
14. Pay all taxes and employees' wages in accordance with applicable laws and regulations.
15. Send a follow-up **[thank you]** email or letter to all clients within twenty-four (24) hours after you complete the job.

What happens if you get a catering job through Client

Customers may contact participants directly, or they may contact us. For each customer who contacts us, we complete a form with information about the customer and requested services. We then distribute this form to suitable participants for bids, or we may refer the customer directly to a specific participant particularly suited for the job. If we contact you and you wish to submit a bid, you must submit your bid on time.

If you are hired, Client:

1. Helps you answer the customer's questions about food, delivery, set-up, taxes, or other fees, if necessary.
2. Prepares a proposed contract between the customer and you for your review.
3. Helps you make adjustments to the bid or job details as necessary.
4. Helps you prepare an invoice for the customer if necessary.
5. Note: We do not collect payment from the customer.

If you are hired, you must:

1. Read the contract closely and make sure it is accurate and that you are happy with it.
2. Provide Client with a copy of the signed contract.
3. Pay Client 10% of the total charges within [_____] business days after receiving final payment from the customer. If customer cancels, you do not have to pay Client the 10% fee.

What else you need to know

You understand that we have discretion in identifying businesses on our website. You understand that if you don't comply with any of these requirements or your Kitchen Facilities Use Agreement, including not paying on time all fees or other amounts due to us, we may not include you when we publicize our participants, make referrals, or distribute requests for bids for catering services. You understand that we make no guarantees of any kind about your catering business, including those regarding sales, profits, or public awareness, or about customer payment or cooperation. You understand that nothing in this agreement limits or changes your Kitchen Facilities Use Agreement or any other contract with us.

Confirmed, understood, and agreed:

[Name of Business]

Signature: _____

Name: _____

Title: _____

Date: _____