

# CATERING guide

We are pleased to present to you our catering guide. For your convenience, we have put together a selection of frequently requested and popular menu items. Please realize that these menu items are just a sampling of what we offer. We will be more than happy to custom develop an event menu specifically designed to meet your needs.

Whether your plans call for a small reception or a gourmet dinner, our Sales staff, Catering Director and Executive Chef will work with you every step of the way from menu selection to floral arrangements. The following information should help answer most of your questions. However, if you have any additional questions or desire consultations please do not hesitate to call our office at 716.645.3496 or email us at [ub-catering@buffalo.edu](mailto:ub-catering@buffalo.edu).

## Room Reservations

We work regularly with event spaces on campus and in the community. We are equipped to handle events of any size. Three Pillars Catering is not responsible for room or table set-up. Please verify your table and chair needs with your facility coordinator. This will ensure adequate space for the catering package selected. It is the responsibility of the host/hostess to have a rain plan for all outdoor events. When planning an event at the Center for Tomorrow or the Jacob Executive Development Center at the Butler Mansion contact our sales office about your set up needs.

## Menu Planning & Booking

In order to ensure your event is perfect, we do encourage you to book your event at least (10) working days prior to the day of your event. This will allow us to make sure we are able to provide appropriate staffing, order linen, and provide the highest quality product. Events scheduled less than 72 hours will incur a late booking fee of 20% of the food & beverage bill or \$25.00, whichever is greater. A final guest count is required at least 72 hours prior to the event. If the final count is not received, the number indicated on the original order will be considered the guarantee. Within 72 hours of your event you may only increase your final count, not decrease. In the event your order requires changes or additions, these must be submitted to the sales office by 2pm the day before the event. There will not be any new orders accepted with less than 24 hours'

## Payment

If a client is paying by check, 100% of the payment must be collected no less than seven business days prior to the event. This gives us the opportunity to verify availability of funds. If a client is paying by credit card, the credit card will be swiped no less than two business days prior to the event. For example, if the catering event is on the weekend, the card will be swiped by 12 PM on Thursday.

## Late Arrivals or Cancellations

In the event your group will be arriving later than scheduled, please notify the catering office as soon as possible. An additional fee may be added to cover staffing needs. All cancellations of food service should be made no less than 72 hours prior to your event. Cancellations made less than 72 hours prior to the event will be charged for any incurred cost. Cancellations made within twenty-four hours will be charged in full.

## Delivery

Minimum order of \$75.00 dollars is required in food & beverage sales before the service charge. If you meet the food and beverage requirement you will receive complimentary delivery service, if you do not meet the required \$75.00, you will be charged an additional \$20.00 dollar delivery fee.

## Service

If service staff is required for your event you will be charged \$25.00 an hour with a four-hour minimum per attendant. Our Sales office will work with you on recommending how many service staff your event would require. As a standard, we provide tablecloths for food and beverage tables only. Linen for seating tables, specialty linen, registration, or any extra tables are an additional cost.

## Liability

Please note, due to New York health code regulations concerning proper storage temperatures of food, food and beverages may not be removed from the premises following a catering event.

“All of us at Three Pillars Catering value your business and look forward to serving you in the future. Please do not hesitate to get in touch with us regarding any questions that you may have.  
**WE LOOK FORWARD TO HEARING FROM YOU**”

