



## Helpful Tips & Questions Plan Your Event with **UCen Catering**

1. Do you have the date, start and end time, and location of the event?

*Please contact us early in the planning process so you have the most options available to create a cost-effective successful event. If you need catering for a conference or multiple events make sure to communicate that to the Sales Manager so we can create multiple holds.*

2. Do you have a budget in mind? This will allow us to get you the best event possible.
3. Have you looked through our menus? Here's a link to our website:  
<http://www.ucen.ucsb.edu/catering/home.html>. We can create custom menus to make sure that your event is perfect for you.
4. Please make sure to order enough food for your guests. It's never a good idea to order two different entrees, each for half of your guests, since you run a serious risk of running out on one of them.
5. Will our setting up interrupt a meeting and will we have access to the space 45 minutes before the event begins? We can help you to arrange for a smooth event.
6. Are you familiar with the space in which your event is taking place? Should the setup be inside or outside of the room? A walk-through of the space is often helpful to guarantee the proper buffet location and proper amount of space for your guests.
7. Have you thought about serving people with dietary restrictions such as vegetarian, vegan, gluten free, etc?
8. What is the purpose of the event you are planning? While all events are executed professionally it is helpful to know if it is a retirement party, special event, etc.
9. Have you had an event with us in the past?

*In what ways is the event you are planning for similar to a past event? In what ways is it different? Where there highlights or challenges that we can address this time around?*

Your past experience can provide valuable insight while planning your next event.



## The Details

1. Have you thought about adding floral arrangements to your event?
2. Have you arranged for tables? We are more than happy to coordinate this for you for \$15 per table, plus any delivery and/or setup charges.
3. Have you thought about serving on china, or will disposables be your preference? We include compostable disposables as standard, but can provide premium disposables or china for a nicer looking event.
4. Will you need attendants? Events larger than 150 people usually require an attendant, as do events where we will be serving on china.
5. Will you be having a bar? Please ask us for details regarding this.
6. Will you need trash service?
7. Will you need a coffee refresh?
8. Have you considered having us pick up the breakfast when we set up the lunch as a way of minimizing disruption?
9. Have you thought about linens? UCen Catering includes standard linens for free, but they only drape about 10 inches. We offer an almost limitless range of options that drop all the way to the floor and look quite elegant at a very reasonable cost.
10. Do you think your event will be ending early? If so please let us know and we can provide a contact number of a catering associate so you aren't left waiting for your order to be picked up.
11. Have you contacted Transportation and Parking Services or provided parking information to your guests to make sure they can get to your event?



## The Process

1. Please contact us early in the planning process so you have the most options available to make your event a success. If you need catering for a conference or multiple events make sure to communicate that to the Sales Manager so we can create multiple holds.
2. If you would like to have a meeting in person we would be happy to sit down and talk about the details.
3. Once we have your information we will generate a proposal for your review. When the proposed contract is approved we are set to cater your event.
4. Off-Campus groups will need to provide a credit card to reserve our services.
5. We try to be as accommodating as possible, but changes and/or cancellations that occur less than 10 business days prior to the event will incur a charge of \$35 or 10% of the event.
6. Invoicing will be done post event.
7. Payment can be made in the form of a check made payable to the UC Regents. Please make sure to include the Contract No. in the check memo.
8. Please let us know how we did. A customer evaluation survey will be sent along with your invoice. Your comments are very important to us and allow us to improve in the future.