



Revised July 2009

SOUTHWEST VIRGINIA HIGHER EDUCATION CENTER CATERING GUIDELINES

Catering Privileges at the SVHEC

Restaurants and catering firms that want to provide food and beverage service at the SW VA Higher Education Center (SVHEC) in Abingdon, VA are required to submit the following three documents *prior* to providing service:

- Company Business License
- Department of Health Certificate to Operate a Food Establishment
- One million dollar liability policy indicating that your company is insured

After these documents are received, the firm will be approved to provide meal service at the SWVHEC. Approved firms will be listed on the Center's website at www.swcenter.edu. Event planners will receive a copy of the approved catering list. We will encourage them to contact individual catering companies to compare menus, price, and service options. Please note that catering firms that do not comply with the Center's Catering Guidelines will be removed from the approved list.

Setting Up

- Any food and beverage services **must** be coordinated in advance with our scheduling department to assure timely and organized service. Contact Janet Williams at **276-619-4342** to confirm arrangements.
- All food and beverages must be delivered at the back of the SVHEC. There is a drop off and loading area at the rear entrances. NO deliveries are allowed in the front of the SVHEC. Parking is available **only** in the large lot in the front of the building.
- The rooms and furnishing will be in place when you arrive. If you feel you need to change the arrangement, please let us know. Do not rearrange furnishings without prior permission from Janet Williams.
- Buffet meals are encouraged whenever possible.
- The SWVHEC is a Commonwealth of Virginia certified Green Facility. As such, the use of china, glasses, and metal flatware is preferred.
- The SVHEC has a limited number of place settings available for your use at no cost provided they are washed, dried and placed in an area designated by SVHEC staff.
- Reservations for the use of these items will be required.
- Any breakage or missing pieces will be charged back to the caterer.
- Biodegradable disposable products, including containers for boxed lunches are preferred. Styrofoam products and aluminum cans are **NOT** allowed.
- Contents of box lunches should be clearly marked, either individually or with signs.
- The SVHEC requires all food service tables be skirted and covered. All round banquet tables must be covered as well.
- Linens, skirting and cloth napkins will be made available for a fee (see attached fee list).
- All serving equipment and utensils should be clean, in **good** condition and not shop worn or soiled.

Service

- Served meals must be pre-plated in the catering kitchen.
- When serving 20 or more boxed lunches, please keep staff at the food stations to service the event and answer any questions that may arise.
- All beverages (i.e., coffee, decaf) should be clearly identified with professional signage—no handwritten signs.
- Coolers, bus tubs, and large garbage cans are not allowed in the event area.
- Catering staff should regularly service the event, empty trash, clean serving area, etc. in the Grand Hall or lobby whether serving a meal or providing a buffet.
- Work done in any meeting area should be accomplished in a quiet fashion

Clean Up

- After the meal, catering staff should remove linens from all tables in Grand Hall or other designated areas, wipe off the tables and pick up any food or trash from the floor.
- The catering staff will be responsible for removing any left-over food and service items provided by their staff to the meeting rooms at the conclusion of the meeting.
- SVHEC staff will direct you on the proper location for disposal of ice, leftover food or other unwanted items.
- The catering staff is responsible for ensuring the kitchen floors are mopped and all dishes, pans, etc. are washed and placed in an area designated by SVHEC staff after each meal. Please refer to the guide posted on the door inside the kitchen for a complete list of responsibilities.
- After the event, the kitchen must be cleaned to the standards of the Higher Education Center. A member of the Higher Ed Center staff must inspect the kitchen prior to you leaving the building.

Preparation Kitchen and Catering Kitchen

- The large preparation kitchen is available for \$20.00 per hour, with a minimum event fee of \$50.00. Contact Janet Williams for a full description of equipment, refrigeration, freezer space, etc.
- The small catering kitchen can be used at no charge as long as cooking is kept to a minimum.
- Convection and warming ovens are available for your use in the small catering kitchen.
- Two speed racks and 35 sheet pans are available.
- Ice is available in the small catering kitchen at no charge.
- Two double wide refrigerators and three single upright freezers are available in the small catering kitchen.
- On premise dishwasher available.

Appropriate Attire

- Servers and staff should be appropriately attired in standard uniform – black pants, tuxedo shirt, bow tie, and black shoes for formal dinners. Casual services allow for more relaxed attire such as polo shirts and khakis slacks. T-shirts, ball caps, jeans, shorts, tube tops and mini-skirts are **not** allowed. If you have any questions about uniform dress acceptable at the SVHEC, please call us prior to the event.
- The SVHEC and its customers appreciate and expect a clean, well groomed appearance.

General

- We are a tobacco free facility. No tobacco products are allowed inside the building. Remember that this includes *all types of tobacco*.
- If your employees take a smoke break, please use the designated smoking area behind the building and put all cigarette butts in urns provided.
- Advertise your company! Please provide professional signage and business cards that tell the event attendees who you are!



**SOUTHWEST VIRGINIA
HIGHER EDUCATION CENTER
CATERING GUIDELINES**

Acknowledgement of Receipt and Acceptance of Catering Guidelines

Print Name _____

Signed _____

Organization _____

Phone # _____

Date _____

Please sign and return this document to:
Southwest Virginia Higher Education Center
Post Office Box 1987
Abingdon, VA 24212
Fax 276-619-4309

Linen Fees

85" Round Tablecloths - \$3.50 each

114" Long Tablecloths - \$4.00 each

Cloth Napkins - \$.15 each

Skirting - \$12.50 each

*Fees subject to change