



## Welcome to Centerplate - Exclusive In-House provider of Food & Beverage for the Javits Convention Center!

We're pleased to welcome you to Centerplate at the Jacob K. Javits Convention Center!

As the Javits Convention Center's exclusive in-house caterer and provider of food & beverage for more than a decade, Centerplate is renowned for its impeccable service and superb selection of menus. As a direct result of Centerplate's dedication to excellence, The Javits Center recently awarded a 10 year Exclusive Food & Beverage contract to Centerplate.

We offer a full range of menus and items which cater to every taste and budget, from simple snacks to elegant main courses. Centerplate's commitment to superb cuisine and impeccable service has helped the Jacob K. Javits Center to emerge as one of America's foremost convention center complexes.

**Frequently Asked Questions:** to follow are some answers to questions that our clients frequently ask:

**When is the best time to place Catering orders?** It has been our experience, that beginning the process of entering orders at the earliest date possible and then adjusting as needed makes for a smooth and seamless process. The deadline for catering orders is (14) days prior to show.

**What services does Centerplate offer?** The Executive chef and his culinary team enjoy designing a wide variety of extraordinary menus inspired by culinary influences from around the world. As a result, they create sophisticated dishes that appeal to ethnic or regional tastes. Each day they prepare Breakfast & Luncheons for 25 -2,000, Breaks for as few as 10 and Elegant Banquets for as many as 5,000.

**How do I go about placing orders?**

- Please call us directly at 212-216-2400 and our catering Sales Staff will answer your questions, email menus and assist you in placing your catering order.

**Centerplate's catering menus and order forms are now available online to download at:**

<http://www.ezplanit.com/OrderForm.asp?VID=260>

**What are the food & beverage policies?**

- **Centerplate holds the exclusive contract for food & beverage at the Javits Convention Center.**  
NO OUTSIDE FOOD & BEVERAGE IS PERMITTED. This includes bottled water and displays of candy.
- **Deadlines for Ordering catering:** The deadline for placing catering orders is (14) days prior to show.
- **To confirm your order:** We must receive signed contract, BEO and full payment no later than (7) days prior to the first event. If these steps are not completed, your service cannot be confirmed.
- **Payment Policy:** Please remember that Centerplate requires full payment prior to the start of the first service. We accept major credit cards and corporate checks.
- **Please note: We can only accept Corporate checks as follows:**  
**Corporate checks** must be received (10) days prior and must be accompanied by a credit card. The credit card will be applied only if the charges exceed the check amount provided.
- **Uniformed Wait staff** will be assigned and charged as follows: **Wait staff rate** is \$145 per ((4) hour min)  
**Disposable service** will require the following: (1) wait staff per (40) guests  
**China Service** will require the following: (1) wait staff per (20) guests  
**Bartender** required to dispense alcoholic beverages (1) wait staff per (75) guests  
**Cancellation Policy:** Orders may be reduced or cancelled up to (7) days prior to show. After that point, which is your Guarantee Date, the order may not be reduced or cancelled.

**All of us at Centerplate have a true love of hospitality and are committed to making your event a complete success. Please do not hesitate to contact us with any questions. We truly appreciate the opportunity to provide catering for your event. Our goal is - to not only meet – but exceed your expectations!**



**FAQ Frequently Asked Questions:**

**Bartender/Liquor Policies:**

Due to provisions in the NY State Law which hold the holder of the Liquor license fully liable and responsible for any injuries fatalities sustained by guests served alcoholic beverages, All Alcoholic beverages must be dispensed by a Centerplate Bartender.

THERE WILL BE NO EXCEPTIONS

This charge will be as follows:

- Bartender at ratio of (1) for every (100) guests
- The rate charged will be \$145.00 per bartender (minimum of four hours)
- \$45.00 per bartender For each additional hour

Plus 20% Service Charge, 8.875% Sales Tax

**Coat check Services:**

Please inquire about coat check services. You can opt to host the coat check service.

If you should decide to do so - the charge would be as follows:

- Coat check attendants  
\$145 for the first (4) hours \$45 each additional hour
- \$3.00 per coat check. This will be tabulated and charged by consumption

**Confirmation of Orders:**

**Cancellation Policy:** Orders may be reduced or cancelled up to (14) days prior to show.

After that point, which is your Guarantee Date, catering may not be ordered, reduced or cancelled.

**Final Guarantee:** Centerplate must receive final increases by (2) Business days prior to first service day. After this point, we can only provide 5% above guarantee.

**Consumption:** Due to the aforementioned policies, we cannot provide F&B by consumption. This includes beverages such as Soft Drinks and Bottled Water. The exception to this policy is a bar where Centerplate permits consumption but has a (100) drink minimum.

**COUPON POLICY**

Coupons issued:

1. Must be paid for prior to issue
2. Once coupons are issued to clients they may not be returned for refund
3. Please treat coupons just like cash. If Lost, Stolen or misplaced, Centerplate cannot reissue or replace
4. Coupons may be purchased in increments of \$5, \$10, \$15 or \$20
5. Coupons presented will be charged for the full value of the coupon
6. Coupons are not valid at Starbucks
7. Coupons provided by clients:
  - a. Coupon Format must be approved by Centerplate prior to printing
  - b. Coupon Sample must be provided to Centerplate (3) weeks in advance
  - c. Coupons must be in numbered sequence
  - d. Clients will be charged by the number of coupons produced



**Discount**

Centerplate does not offer discounted pricing. If you have budgetary concerns, we would be pleased to recommend menu items of a lesser charge.

**Equipment**

Javits Center can supply the following equipment without charge to clients who place catering orders for meeting rooms. PLEASE NOTE: tables for the show floor must be ordered from the Decorator

(8) Ft Banquet Tables, (72") Rounds, Square Cocktail tables, Chairs  
Bars Rolling bars of the following dimensions: 48" height, 74" width, 26" depth

The Javits Center does not provide High Boys. If you require high boys or tables/chairs for show floor, you will need make arrangements with the decorator for your show.

**Equipment Dimensions**

Rolling bar: 48" height, 74" width, 26" depth  
Cookie Cart: 3' (h) x 3 1/2 ' (w) x 2 1/2' (l)  
Frozen Cappuccino Cart: 2' long and 3" deep  
Popcorn Cart: 5' (h) x 3' (w) x 2' (l) \*\*\*serves approx. 250 cups  
Cappuccino Cart: 5' (h) x 3' (w)

**Outside Food & Beverage**

**Centerplate Catering retains the exclusive right to provide, control and retain all Food & Beverage services throughout the Javits Convention Center.**

- **A Company/organization may not bring any food, beverages or alcoholic beverages for use anywhere within the convention center.**

**Exemptions: As there are many variables, we strongly recommend that show management refer exhibitors to the Centerplate Sales Office to seek personal guidance from a Centerplate Sales Manager.**

- The only exception to this policy is when the exhibitor is the manufacturer that produces or sells the food or beverage in its normal day-to-day operations and the intention is to give product samples to attendees from their Exhibit Booth. **This exemption does not apply to product donated.**
- The restrictions on individual amounts served are as follows:  
**PLEASE NOTE:** If the sample sizes are exceeded, you will be charged a 30% Buy Out Fee.

- Food Product..... 1oz**
- Beverage (Non Alcoholic) ... 2oz**
- Beer..... 6oz**
- Wine..... 2oz**
- Spirits..... 1/2 oz**

All exemptions are at the discretion of Centerplate and must be approved by a Centerplate Sales Manager. A written proposal/letter/email detailing both a description of product and amounts of each item must be submitted to a Centerplate Sales Manager at least (2) weeks in advance. After which you will be notified in writing as to whether you qualify for an exemption.



**Payment:** As per Centerplate company policy full payment is due in advance of service. Additional orders or replenishments may be placed on site, however payment for additional orders must be processed prior to delivery.

**Tax Exempt**

In order to qualify for exclusion of tax, your corporation or association must have a certificate specifically issued by the State of New York. In order for your contract to qualify for tax exempt status, we must receive a hard copy via fax or mail (7) days prior to the event or show.

**Special Orders:** The procedure for placing special orders is as follows:

1. At least (30) days in advance: Please provide a written request via fax or email detailing brand name, quantity, date of service
2. Centerplate will respond with a proposal/contract
3. Confirmation is required at least (7) Days in advance. If  
confirming, you will sign, and fax back with method of payment.
  - Credit Card Payment: at least 72 hours prior to the beginning of the event.
  - Corporate Check: (10) days or more in advance
4. Once confirmed, Special Ordered Items cannot be reduced and are Non-Cancelable.
  - We will order for exact quantity specified in contract.
  - We will not be able to provide for additional on the spot orders

**Labor Charges**

As Centerplate at Javits center is a unionized house, waitstaff is automatically added to all proposals and contracts as a required charge.

Uniformed Wait staff will be assigned and charged as follows:

- **Wait staff rate** \$145 per required waitstaff (4) hour min
- **Captain Rate** \$165 per required captain (4) hour min
- (1) Captain per (200) guests
- **Bartender rate** \$145 per required waitstaff (4) hour min
- **Bartender** is required to dispense alcoholic beverages

Evening Hour Rate after 6 PM

- **Waitstaff after 6PM** \$ 200 per required waitstaff (4) hour min
- **Captain after 6PM** \$ 220 per required captain (4) hour min

Waitstaff is assigned utilizing the following guidelines

- **Disposable service** (1) wait staff per (40) guests
- **China Service** (1) wait staff per (20) guests