

# **Fictional Hotel**

## **Catering Services Knowledgebase**

**Reference Document for RFP Responses**

This document outlines the catering services and related hotel policies provided by Fictional Hotel. It is intended to serve as a reference for responding to Requests for Proposals (RFPs). The information below includes details on food and beverage options, service styles, venue spaces, pricing ranges, hotel amenities such as parking, policies, and additional services typically requested during RFP processes.

Service Category	Details
Breakfast Options	Continental, Full American, Healthy Start, Customizable buffets
Lunch Options	Plated service, buffet, boxed lunches, salad stations, sandwich bars
Dinner Options	Plated fine dining, buffet, carving stations, themed dinners (Italian, Asian, Mediterranean)
Beverage Service	Full bar, beer & wine packages, non-alcoholic options, coffee/tea stations
Snack & Breaks	Morning/afternoon coffee breaks, fruit & pastry trays, cookies & dessert tables
Special Menus	Vegetarian, vegan, gluten-free, kosher, halal options available upon request
Event Service Styles	Plated, buffet, family-style, food stations, cocktail reception hors d'oeuvres
Venues	Grand Ballroom (500 guests), Garden Terrace (200 guests), Rooftop Lounge (150 guests),
Staffing	Dedicated catering manager, servers, bartenders, event setup/cleanup team
Pricing	Breakfast: \$25–\$40 pp   Lunch: \$35–\$55 pp   Dinner: \$65–\$120 pp   Bar packages: \$25–\$100 pp
Additional Services	Table linens, china, flatware, glassware, floral arrangements, audio/visual support
Parking	On-site self-parking (300 spaces) \$15 per vehicle, valet parking available at \$25 per vehicle

## **Hotel Policies Relevant to Catering Events**

- Final menu selections must be submitted four weeks prior to the function.
- A guaranteed attendance figure is required 5 business days before the event.
- All food and beverage must be supplied by the hotel (no outside catering allowed).
- Function rooms are assigned based on guest count, with the hotel reserving the right to adjust rooms if necessary.
- Cancellation charges apply depending on the timing of cancellation (25% to 100% of total estimated revenue).
- All charges are subject to service charges and taxes. Deposits and pre-payment may be required.
- Hotel reserves the right to exercise final authority over outside vendors and entertainment.
- Labor charges may apply for room changes, banner hanging, or handling large shipments.
- The customer is responsible for any damage or loss caused during the event.
- The hotel assumes no responsibility for loss of personal property, though security can be arranged.

## **Technology & A/V Capabilities**

- Projectors, screens, microphones, podiums, and sound systems available.
- High-speed Wi-Fi throughout all meeting and banquet spaces.
- Technical staff available for setup and support.

## **Accessibility**

- ADA-compliant meeting spaces and restrooms.
- Wheelchair ramps and elevators for all event areas.
- Designated accessible parking spaces.

## **Guest Rooms & Accommodations**

- 250 guest rooms including standard rooms, suites, and executive levels.
- Group block rates available for events.
- Check-in: 3:00 PM | Check-out: 12:00 PM.

## **Transportation**

- Shuttle service available to/from nearby airport (15 minutes away).
- Public transportation stop adjacent to hotel.
- Partnerships with rideshare companies and local taxi services.

## **Sustainability Practices**

- Locally sourced and sustainable menu options available.
- Recycling and composting programs in place.
- Energy-efficient lighting and water conservation initiatives.

## **Insurance & Liability**

- Hotel carries general liability insurance.
- Clients may be required to provide proof of event insurance for large functions.

## **Closing Notes**

For RFP responses, Fictional Hotel provides customized catering proposals tailored to the specific needs of each client, including detailed menu selections, staffing plans, venue layouts, and compliance with hotel policies. Please contact our Catering Sales Manager for further details.