

SWISSTECH CONVENTION CENTER

POINTS OF INTEREST BEFORE APPROVING A CATERER

Choosing to organize an event with a caterer is not a trivial matter. Before approving the services of a caterer, the SwissTech Convention Center (STCC) and Eldora Catering draw your attention to several points so that your decision is made while fully understanding all aspects:

- **Prior to signing with the intended caterer, a mandatory visit** to the STCC in the presence of the client of Eldora, and if applicable, the prospective caterer **is required**.
- **No guarantee of availability of Eldora's finishing kitchen** at the Garden STCC level: -> priority for Eldora up to 120 business days before the event. If available = invoicing through Eldora (see below). If unavailable = preparation area to be arranged (additional rental).
- **Protection** of the preparation area is the responsibility of the caterer (possible rental via Eldora).
- Primary **cleaning** of the preparation area is the responsibility of the chosen caterer (STCC invoices and manages the final cleaning).
- Billing for **electrical needs**.
- **Waste management** during the event and post-event disposal are the responsibility of the caterer.
- Furniture and tableware rental possible through Eldora.
- A **fee** added to the STCC contract at 15% of the caterer's final bill.
- **Quality standards** to be adhered to (see below).



CATERING QUALITY STANDARDS

The following procedure must be followed by the caterer when using the finishing kitchen at the STCC. The caterer will need to pay Eldora the minimum package below, based on the announced number of people.

Included in the package:

- An Eldora head waiter responsible for proper facility use.
- An Eldora stewarding chef to initiate and ensure the proper functioning of the wash tunnel with necessary products.
- A versatile Eldora employee who will only wash equipment rented from Eldora.
- A head chef to start the ovens, who will not be present during the event.
- Use of hygiene products (soap, hand towels, disinfectant).
- Provision of the ice machine.

Package rates:

- Package for 1 to 200 people (maximum 6 hours): CHF 900.- excluding taxes
- Package for 201 to 500 people (maximum 8 hours): CHF 1,300.- excluding taxes
- Package for 501 to 3000 people (maximum 10 hours): CHF 2,200.- excluding taxes

Operating conditions:

- If the activity for another event or the preparation of an event taking place in the STCC justifies it, the finishing kitchen will be reserved for Eldora. The caterer and the STCC will, wherever possible, organize this service in other spaces.
- Equipment ordered from Eldora is to be picked up at the central laundry and must be returned there.
- The STCC finishing kitchen is provided with 10 stainless steel service tables and 3 ovens with 20 levels. Any other equipment such as hot cabinets, Holdomat ovens, and hot tables will be subject to rental.
- A space in the main cold room may be made available. The cold room, storeroom, and kitchen office will remain for Eldora's use.
- The kitchen, pantry, access corridors, and main cold room will be provided clean and must be returned in the same condition by the caterer. The ovens will be provided clean, without food residues, but the cleaning cycle will be conducted by Eldora.
- All types of waste as well as empty bottles must be taken away by the caterer.
- No use of disposable tableware or PET.
- An inventory and assessment of the equipment will be conducted at the start and end of the event by an STCC project manager, the responsible Eldora head waiter, and the caterer.

CATERING PROCEDURE

Any caterer providing services at the STCC must adhere to the standard quality rules listed below and strictly comply with the current HACCP standards in Switzerland.

Familiarization with the premises and connection with the site manager or Eldora's operational manager to determine the needs and organization of the caterer.

Mandatory pre-event visit in the presence of the client and the STCC Event Manager in charge of the project.

1) Determination of service locations

- Identification of usable areas.
- Identification of any additional space rentals required for service execution.
- Explanation of specific location variables (evacuation routes and safety standards)

2) Determination of caterer's production service

If the finishing kitchen is unavailable, analysis of the compatibility of the envisaged production service with the rented spaces at STCC / with the available outdoor space.

Safety analysis of the concept: certain processes may be prohibited or require billable compensatory measures.

3) Determination of specific and mandatory STCC requirements

- Infrastructure protection (carpets for carpets and tarps for walls).
- Management of waste, washings, and oil disposal by the caterer.
- Estimation of billable electrical needs.

4) Determination of the delivery and temperature restoration process in compliance with HACCP standards

- Determination of food arrival (hot or cold).
- Determination of delivery zones and schedules, as well as the removal of food and equipment.
- Temperature restoration (on-site or off-site).
- Determination of temperature restoration equipment.
- Mandatory use of positive cold storage.

5) Specification of aesthetic elements related to the service; STCC standards

- Solid color fabric tablecloths (must be changed daily).
- Solid waste bins must be installed in a public discreet location, and waste management handled by the caterer.
- Uniform attire for all members of the catering company.
- Caterer's name and logo prominently displayed at the buffets (minimum A3 size).