



PRIVATE & BUSINESS CATERING

PROFILE

Food by Julie is a small family business located in rural West Berkshire and established in 1985 by Julie. The business provides a quality bespoke catering service for both private and corporate clients across the Thames Valley and neighbouring counties of Oxfordshire, Buckinghamshire and Hampshire.

Julie has followed a life-long passion for good food and the pleasure brought about by it, and whilst fundamentally self taught, is a trained and fully qualified City and Guilds Professional Cook proficient in culinary techniques and practices with many years experience of organising and managing all types of events. As well as an extensive range of contemporary dishes suitable for any occasion, Food by Julie offers a comprehensive event management and party planning service which complements the business.

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With the culinary knowledge and experience amassed, Food by Julie has the ability to organise private and business events in a successful and effective way. As caterers we offer a friendly and personal individual service liaising closely with clients from the moment an enquiry is received and throughout the planning process leading up to and beyond the event itself, all personally supervised by Julie which ensures that we provide exactly what is required in terms of food and level of service within a desired budget. We will also advise how choice of venue or location may influence the choice of food which is guaranteed to reflect and enhance the occasion to be catered for.

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We specialise in providing superb classic and contemporary cuisine stylishly presented and our bespoke menus can be designed to suit each client's individual needs. Menus are inspired mainly by seasonal and local produce and food representing modern cooking, blended with traditional and classic British and French recipes. We also aspire to gastronomic delights accenting food from Europe, Asia and the Middle East, Africa and the Americas, which feature in some of our menus; we are also open to suggestions! We may also be invited to design a menu based on a desired theme or food originating from a particular part of the world.

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All our dishes are handcrafted by us for each event using only the finest ingredients in optimum condition. We source our food from highly reputable suppliers with full traceability. We select sustainable fish and obtain our fresh meat, poultry and game, artisan sausages, cold meats cooked on the premises as well as continental and local English cheeses, fruit and vegetables from Vicars Game Ltd. We use fresh market vegetables and fruit, and free-range and barn eggs which are supplied by a local farm in Hampstead Norreys, who also supplies our wholesale and market business. Wherever possible, we will use organic produce and ingredients, for example French trimmed racks of Welsh Lamb bred on the Rhug Estate Farm situated in the Berwyn Mountains of North Wales.

We aim to achieve the ultimate experience by combining flavours and textures which complement each other and are visually appealing. We prefer to avoid any foods with artificial colourings, additives or preservatives wherever possible, allowing the natural flavour of the food to prevail by using spices and fresh herbs. We are keen to avoid genetically modified foods (GM foods) and foods high in saturated fats, sugar and salt, promoting healthier eating and living.

For those with special dietary requirements or specific food allergies or intolerances, we will recommend suitable alternative dishes which avoid compromising the health of any individual. For instance, we cannot guarantee that any of the food we prepare is totally nut free, even if a dish does not specifically contain them. Should there be any concerns about what our food contains, we invite customers to notify us at the time of booking, so that we can provide any necessary information.

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Since our food is handcrafted by us, it is naturally more labour intensive. Our prices may reflect this, but we hope that our clients will choose not to compromise the quality of the food for the sake of the price! We do offer a range of dishes and options to suit most budgets.

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We will be happy to advise on marquee and furniture hire, and arrange for the supply of all the relevant tableware, glassware, linen and disposables required to service an event, as well as any heavy kitchen and ancillary equipment such as ovens and hot cupboards or bar accessories etc.

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Whilst Julie will supervise every event, our friendly team of trained service staff will ensure that every event runs smoothly and efficiently.

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FBJ is fully conversant with the Food Hygiene and Safety Regulations SFBB for Caterers introduced by the Food Standards Agency in January 2006 and continues to demonstrate the principles of HACCP (hazard analysis critical control point) as part of our fully documented food safety management system. It is a process which identifies the risks involved in food production, determining the critical control points and establishing, monitoring and maintaining

controls to eliminate or minimise the risks which could cause food to be unsafe to eat. FBJ holds a current valid certificate of the Level 2 Award in Food Safety in Catering.

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Should you wish to receive additional information or advice about our services, or if you would like to arrange an appointment for Julie to visit you to discuss your event in further detail, please do not hesitate to contact us. We are always delighted to help in any way that we can and hope that we may be of assistance to you on this, or any future occasion.

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Food by Julie holds full Public and Products Liability and Employers Liability Insurance prepared by the National Farmers' Union and fully complies with the principles of HACCP as set out in the SFBB for Caterers initiated by the Food Standards Agency in January 2006, and implemented by the Environmental Division of West Berkshire Council. Rated 5-Stars by West Berks. Council Food Hygiene Rating Scheme (March 2012).

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food by julie

Julie D Broun, Proprietor

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West Berks. Council Food Hygiene Registration No: FD000632.

Food Hygiene Rating: 5 Stars HACCP Compliant



TERMS AND CONDITIONS 2012

- ❖ **Provisional bookings** ...held for 7 days without a booking fee.
- ❖ **Confirmation**...We will require written confirmation of your booking together with a non-refundable booking fee of 20% of the estimated cost of event if booking is placed more than 8 weeks in advance of event date **plus** a further 30% **8 weeks prior** to your event. If booking an event **8 weeks or less** prior to event date 50% of the estimated cost will be required at time of booking.
- ❖ **Deposit** ... For corporate and business catering bookings made with **less than 4 weeks** notice, **the full amount is required in advance of event**, unless a prior arrangement has been agreed at the time of booking.
- ❖ **Balance** ...Final balance of account is required on the day of the function, unless an alternative payment option has been agreed at the time of booking, with final settlement to be made **within 10 days of EVENT DATE**. Additional services or equipment booked after the original quote has been accepted will be invoiced separately following an event. Similarly any losses, breakages or damage to equipment or facilities which can only be assessed following an event, will be invoiced separately. 30 day payment terms exist *by strict prior agreement only*.
- ❖ **Late Payment Charges** ...Whilst allowing for unfortunate and unavoidable reasons for late payment, a late payment fee will be charged when accounts become overdue. 2% of the outstanding balance will be applied to overdue accounts and will be charged monthly on the outstanding balance.
- ❖ **Cancellation** ...In the event of cancellation, **all booking fees and deposits will be retained**. Cancellations notified 8 weeks prior to an event will incur 25% of the total account. Bookings cancelled 1 week prior to event will incur 50% of the full amount to be charged, and less than 1 week the full amount will be charged.
- ❖ **Confirmation** of our final quotation will be in writing with the proviso that we reserve the right to amend any of the figures in that quotation after it has been delivered and accepted, but only if deemed necessary, and not without prior consultation with a client. This may be due to significant fluctuations in food market prices and general costs that cannot be anticipated at the outset; essential additions or alterations to a menu required by the customer or recommended by us in the interest of the client; increased fuel/transportation costs; additional service staff, meals and equipment required to enhance the occasion required by a client or recommended by us, without which would seriously affect the smooth running of an event.
- ❖ **Minimum Numbers**... Minimum numbers **do** apply to all our menus. Generally price guides are based on a **minimum of 40 covers** exclusive of service staff and hire. Small numbers will gladly be quoted for individually.
- ❖ **Budget Menus** ... We will always endeavour to provide a menu and service based on a specific budget providing the quality of our food and service is not compromised. If a quotation we have supplied is not acceptable, we will adjust it wherever possible to lower the cost, **but only if we can successfully achieve this**.
- ❖ **Additional Charges** ...In the event that staff may be required to remain at a function longer than originally expected, for whatever reason, additional charges may apply. This may be due to schedules running for longer or extra services required which have been requested by our client. For any event where any of our staff remain after midnight, time plus a half will be charged per hour per individual staff member. Any part of any hour worked will be charged as one whole hour.

- ❖ **Post Function** ... Should it be necessary for the caterer to return to the venue the day after an event to complete final clearing and collection of equipment not possible on the day for whatever reason, ie schedules running longer than expected, hired equipment still in use, loss of light etc. a small charge may be levied. If the caterers have opted to collect equipment the following day or have arranged for hired equipment to be collected after the event, this will have been taken into account within the final quotation.
- ❖ **Staff Charges** ...Waiting staff are calculated on the length of time required. A minimum of 5 hours is chargeable or £50.00, depending on the level of staff required. Travelling time may be charged for each member of staff depending on the location of the event.
- ❖ The hourly rate chargeable for each member of service staff ranges **from £10.00 per hour** per staff (waiting staff). An additional flat rate charge is made for each member of staff after midnight. Chefs, Cooks, Management and Event Supervisors, are charged at a rate of from £15.00 per hour per staff. These prices are a guideline and will depend on the style of event, distance involved and level of staff required. Staff required for events booked to take place on Bank Holidays, Christmas, New Year, Easter, etc. will command a higher rate.
- ❖ **Event Organisation**
If we are to manage certain areas of an event as instructed by you, our client, a separate fee will apply and is dependent on specific elements and time scale gauged by us. Service providers that we secure for you will have payment terms and in most instances will require deposits in advance with final balances to be paid by a specific date. You will be required to pay the appropriate amounts due either to us or directly to a service provider with our consent. This remains at our discretion and in your interest only as the client. Similarly, cancellation charges may apply for all service providers that have been booked but cancelled for whatever reason and in accordance with their own individual terms and conditions. If a service provider we have recommended and booked on your behalf fails to deliver what you have been promised, we will do all that we can to provide an alternative or demand what is deemed to be appropriate in terms of a refund from that service provider.
- ❖ **Travel Charges** ...Travelling costs will generally be built into a final quotation where the venue is locally sited in terms of our base. Free delivery applies to any venue within a 10 mile radius of our base with the proviso that the order exceeds £250.00 (excluding service and equipment). Venues outside a 10 mile radius from our base will be subject to a delivery charge one way based on mileage. Travel charges will apply for service staff travelling one way only from our base to an event and will be assessed on distance travelled.
- ❖ **Final Numbers** ...Confirmation of final numbers is required 14 days prior to an event (28 days for Weddings). Business Working Lunches and Sandwich Buffets will be invoiced for the total number of covers, confirmation of which is required 5 clear working days prior to function date. Once final numbers are established, we will not accept a decrease, but we can accept an increase up to 2 days beforehand.
- ❖ **Drinks** ...Clients preferring to supply their own wine may do so but we will charge for staff to service drinks, and all glassware and related equipment such as chilling bins, chilling ice, and bar equipment. We will also charge for the removal of bottles if required. For informal buffets, we will provide the glassware, chill, cork and serve drinks at a charge of £3.50 per head approximately excluding the removal of bottles. These charges may be built into a final quotation depending on the nature of the event. For weddings and formal buffets or receptions taking place at a venue, there will be a corkage charge of £5.00 per person to cover glassware, barman, ice and removal of bottles.
- ❖ **Breakages, loss or damage** ...Any breakages, loss or damage to any equipment we have provided which may be the property of Food by Julie or equipment that has been hired specifically for the event we have been instructed to cater for, will be charged for. This includes damage to linen due to cigarette or candle burns and melted candle wax or by way of any other cause. Charges can only be assessed after the event and invoiced separately to a client. Substitute equipment is not acceptable.
- ❖ **Disclaimer**
Whilst every care is taken by our staff at all times, we advise that our clients provide their own protective table covers to prevent heat damage or spillage caused by food and/or drink as we will not be liable for any such accidental damage. If required to do so, we can provide the necessary protective covering which will be charged for accordingly.
- ❖ **Weather Disclaimer**
We advise that adequate cover is provided at any event to protect guests and catering staff from the elements. We are not liable in the event that we cannot serve food in a service tent

of a marquee if gale force winds make it dangerous to do so. As a precaution we would advise that if a customer wishing to do so should take out additional insurance. We cannot be held responsible for any damage to any property or any of the facilities we are expected to use on behalf of a customer that may arise due to adverse weather conditions. We cannot accept any liability for the non-service of food should access to a location of venue be prevented, or we experience a loss or lack of power caused directly or indirectly by adverse weather conditions at the time of an event. In the event of snow preventing Food by Julie catering staff gaining access to a venue or location, any deposits paid will be retained and a customer will only be expected to pay 50% of the outstanding balance.

❖ **Site Visit**

It is an essential requirement that we make a site visit initially to inspect the premises where an event will take place so that we can perform a risk assessment. This acts as a safeguard and ensures that the venue is suitable for the level of catering we have been instructed to undertake by the client as well as taking into consideration health and safety issues which affect both guest and catering staff during the event. This may include the cleanliness of the kitchen/preparation areas where our food will be prepared and stored, well maintained equipment in good working order, no loose or frayed cables, broken power sockets, slippery or broken floors indoors and outdoors, unlevel paths and restricted thoroughfares/fire exits, water supply, drinking water, ventilation, toilet facilities etc. We also advise that sufficient power is provided for any electrical items in marquees ie chillers, fridges, freezers, water boilers, hot cupboards, hog roasts if power is also required for music equipment and lighting.

❖ **Risk Assessment**

We comply with HACCP (hazard analysis and critical control point is a systematic approach to food safety which identifies hazards within the food production process and establishes controls in order to eliminate or minimise the hazard to an acceptable level). In addition it is also necessary to assess other safety aspects and we undertake to evaluate all risks at an outside venue, taking appropriate measures to make safe.

Facilities and serving/dining areas must be clean and functional with safe access for both customers and staff. If the rules and recommendations for any venue impose a maximum number of people it will hold, we will not intentionally contravene those rules. Similarly with marquees, we advise that a client selects a reputable marquee hire company that will provide expert advice on the size required in terms of numbers and style of event intended to take place within it. An adjoining kitchen tent may be required, and we will be happy to liaise with the marquee hire company in terms of what we will require to undertake the style of catering required by our client.

❖ **Refrigeration** and suitable safe storage for food to keep it safe from spoilage is essential. Refrigeration units will be hired where necessary and charged for accordingly. These may be in the form of mobile refrigeration trailers, refrigerators and chest freezers.

❖ **Washroom** facilities must be available to staff, away from food service and preparation areas. For events where these facilities are not in-situ, suitable facilities must be hired.

❖ **Access:** adequate and safe access for members of staff who will be using the kitchen, preparation and service areas.

❖ **Essential amenities** include fresh regulated water supply, heating where appropriate, lighting and electric power points as required. For marquee events, we recommend that an expert is on hand for the duration of the event to deal with any problems that might occur. We will submit a list of any electrical equipment we require, to allow the marquee company or electricians expert to calculate how much power will be required as whole so that a suitable generator may be hired, unless adequate power can be sourced from an in-situ power supply.

❖ **Adequate ventilation** if employing gas equipment in the form of ovens, hot cupboards, etc. Any gas equipment hired will be sourced from a reputable hire company that regularly maintains its equipment to ensure that it functions correctly. All gas fuelled equipment should have proper adequate ventilation.

❖ Sufficient parking for FBJ and members of staff requiring transport.

❖ **Delivery of Equipment** ... An additional charge **may** be levied for equipment that needs to be delivered to upper levels or areas with difficult access.

❖ **Furniture** ...Tables and chairs need to be arranged and set up prior to the arrival of the caterers. An arrangement fee will be charged for setting up of any furniture and dismantling afterwards. It is the responsibility of the hire company to remove any furniture from the venue. Dismantling or clearing of any furniture and equipment supplied by a hire company is the responsibility of the hire company. We will provide a price for setting up if necessary.

❖ **Place Names** ... Place names and gifts will be set out only with a plan. A charge of 25p per head will be made for this service and any other additions which may need setting up.

- ❖ **Refuse** ... We will provide rubbish bags and receptacles, but provision should be made on site for the disposal or removal of this refuse. Alternatively, a separate charge will be made for the disposal of such. The cost will depend on precise requirements and we may recommend a Grundon skip or similar (events waste).
- ❖ **Venue Clearing** ... We are responsible for the final clearing and cleaning of the kitchen facilities that we have used, restoring them only to the condition found on our arrival. Clients are advised to book venue cleaners where appropriate to restore the facilities to their original order, ie toilets, floors, etc. A small charge may be made if the condition of the kitchen does not meet our criteria before we use it. It is the responsibility of the client to dismantle and dispose of party decorations, melee, banners or related trimmings and cigarette sand bins.
- ❖ **Insurances** Food by Julie is registered with the Environmental Health Division of West Berkshire Council and possesses full Public and Products Liability and Employers Liability Insurances supplied by the National Farmers' Union. We are fully compliant with HACCP and SFBB (Safer Food Better Business for Caterers). Holder of current Level 2 Award in Food Safety in Catering and 4 Stars Scores on Doors.
- ❖ **Food Safety**
 In terms of food safety, we will not be held liable for any food which we have not sourced, prepared, or cooked ourselves. Customers wishing to prepare and cook their own food or any part of any dish should be aware that there are elements of risk involved with the safety of food being prepared, cooked and served for any number of guests. Very strict legal regulations are in place to ensure that the food we eat is safe. It involves processes of food production including quality and traceability of food being cooked, temperatures at time of purchase/delivery, correct storage temperatures and times before and after cooking including how quickly cooked food is chilled if it is to be reheated at a later stage. Food which will be frozen must be chilled down as quickly as possible and frozen in small batches to facilitate the defrosting period and should be defrosted thoroughly prior to reheating, when it must be reheated to the correct degree for the required minimum length of time before being served. As a professional food service company it is our legal obligation to follow these strict procedures to ensure that the food we serve is safe.

We are effectively insured only for the food we have supplied and cannot be held responsible in the event that any food which is not our own is found to have caused a food-borne illness or on a more serious note food poisoning. To ensure maximum safety if a client wishes to prepare their own food, we strongly recommend that they read thoroughly the brochure "Food Safety – First Principles" by the Chartered Institute of Environmental Health.

- ❖ **VAT** : We are not a VAT registered company.

Please read our Terms and Conditions before signing and return one copy to Food by Julie and retain one copy for reference.

I/We (name of client)

agree to accept these Terms and Conditions

Signed (client)

Date: 2012

food by Julie

Proprietor: Julie D Broun

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West Berkshire Council Food Registration Number: FD000632. HACCP Compliant. Food Hygiene Rating 5 Stars

Insured with the National Farmers' Union