



# Welcome

Welcome to SAP Center at San Jose. Your suite offers one of the finest experiences in sports and entertainment in the country. As the caterer SAP Center, Aramark is committed to the highest standards of quality and service.

The menu for the 2019-2020 season offers a variety of food and beverage selections for your enjoyment during the event. The suite catering staff is dedicated to delivering all-star service for a memorable event. If you have requests for special arrangements for your guests or require a special item prepared by our Executive Chef, please contact the suite catering office within two days of your event.

We look forward to serving you!

### SERVING SIZES

Medium Platter Suitable for 6 people or less

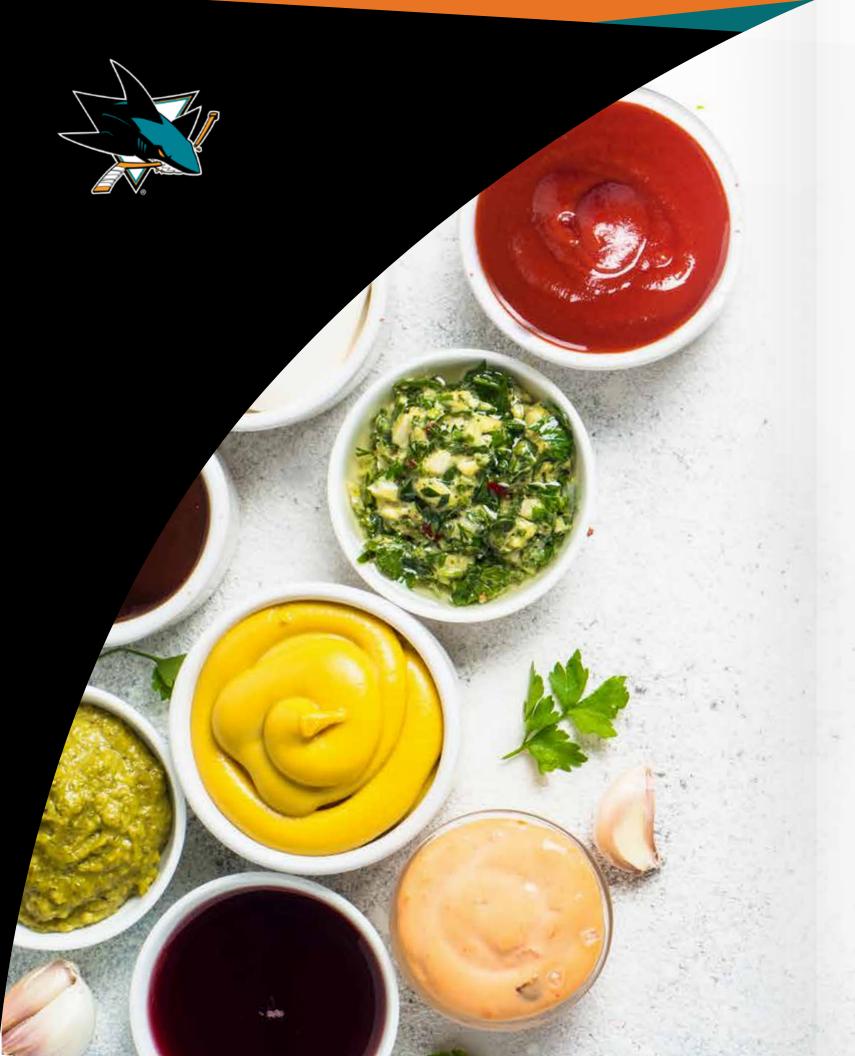
Large Platter Suitable for 12 people or less











The 101

6 Guests | \$450

12 Guests | **\$850** 

Freshly Popped Popcorn

Served in a Souvenir Bucket, Bottomless

House Chex Mix Chefs Inspired Munchable Chex Blend

Yukon Gold Potato Chips and Dip

French Onion Dip

Vegetables Tapas

House Pickled Heirloom Carrots, Mixed Olives, Cucumber and Artichokes

Mediterranean Trio

Classic Hummus, Baba Ghanoush and Tapenade, Fried Pita, Herbed Naan Bread

### All Beef Hotdog Sliders

Miniature Hotdogs, Ketchup, Mustard, Relish

# **Cheese Burger Sliders**

Onion Bacon Jam, Cheddar Cheese, Pickle, Ketchup Mayo

# T.L.C. Chicken

Boom Boom Sauce, Honey Mustard and Ketchup

Cookies in a Jar

Chocolate Chip Fudge Drop Cookies







V VEGETERIAN



Prices subject to additional fees and taxes.

\* Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness.



The 101 Package

Sushi Package

The Alameda Package 7 Rose Garden Package 9 Santa Clara Package 11

Santana Row Package 13



# The Alameda

6 Guests | **\$500** 

12 Guests | **\$900** 

Rose Garden Package 9 Santa Clara Package 11 Santana Row Package 13 Sushi Package

The 101 Package The Alameda Package

Freshly Popped Popcorn
Served in a Souvenir Bucket, Bottomless

House Chex Mix Chefs Inspired Munchable Chex Blend

Yukon Gold Potato Chips and Dip French Onion Dip

### California Market Crudité

Garden Vegetables, Heirloom Carrots, Tri Color Broccoli and Cherry Tomato with Ranch Dip

### Pepperoni Pizza

Freshly Baked 16" classic Pepperoni Pizza

### Twisted Taco

Build your own with Carne Asada and Vegetarian Corn Tortillas, Salsa Roja, Sour Cream, Guacamole and Cojita Cheese

### Wing Sampler

Buffalo, Jack Daniels BBQ, Salt and Pepper, Celery, Bleu Cheese Dressing

# Monterey Jack Chicken Taquitos and Jalapeno Poppers Salsa Roja, Salsa Verde, Guacamole, Sour Cream

Giant Cookie Whoopie Pies









V VEGETERIAN



VG VEGAN

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# Rose Garden

6 Guests | **\$580** 

12 Guests | **\$1100** 

The 101 Package The Alameda Package 7 Rose Garden Package 9 Santa Clara Package 11 Santana Row Package 13 Sushi Package

# Freshly Popped Popcorn Served in a Souvenir Bucket, Bottomless

Corn Tortilla Chips and Salsa
Fresh Tomato Salsa, Guacamole

Market Fresh Fruit

Cantaloupe, Honeydew, Watermelon, Pineapple, Grapes and Berries

Cucumbers, Kalamata Olives, Red Onion, Heirloom Tomato, Feta and Lemon Oregano Vinaigrette

## Cheese Steak Crispy Rolls

Chipotle Jalapeno Queso Sauce

### **Smoked Brisket**

Jack Daniels Chipotle BBQ Sauce, Waffle Fries

### Cornflake Crusted Chicken Sliders

Hawaiian rolls, Spiced Honey glazed, Pickled Jalapeno, Traditional Coleslaw

Baked Mac and Cheese Stuffed Potato Skins Twice baked Potato, Creamy Mac and Cheese, with Chive Sour Cream

Frost Cupcake Factory

Assorted Signature Cupcakes







GF GLUTEN FREE





# Santa Clara

6 Guests | **\$650** 

12 Guests | **\$1200** 

The Alameda Package 7 Rose Garden Package 9 Santa Clara Package 11 Santana Row Package 13 Sushi Package

The 101 Package

Freshly Popped Popcorn
Served in a Souvenir Bucket, Bottomless

Pork Shumai and Won Ton

Gluten free Soy Garlic Dipping Sauce

Chicken Satay

Tandoori Spiced, Tazatziki Sauce

Market Fresh Fruit

Cantaloupe, Honeydew, Watermelon, Pineapple, Grapes and Berries

® V Roasted Beets, Tomato and Burrata Salad
Heirloom Tomato, Candied Pecans, White Balsamic Vinaigrette

Shrimp Tempura

Sriracha Aioli, Soy Sesame Dipping Sauce, Kim Chi Fried Rice

Braised Kalbi Short Ribs Green Onion, Toasted Sesame Seeds, Spiced Cucumber

© Crispy Pork Adobo Roll
Rolled Crispy Pork Belly, Gremolata, Roasted Root Vegetables

Frost Cupcake Factory
Seasonal Rice Crispy Treat Sandwiches



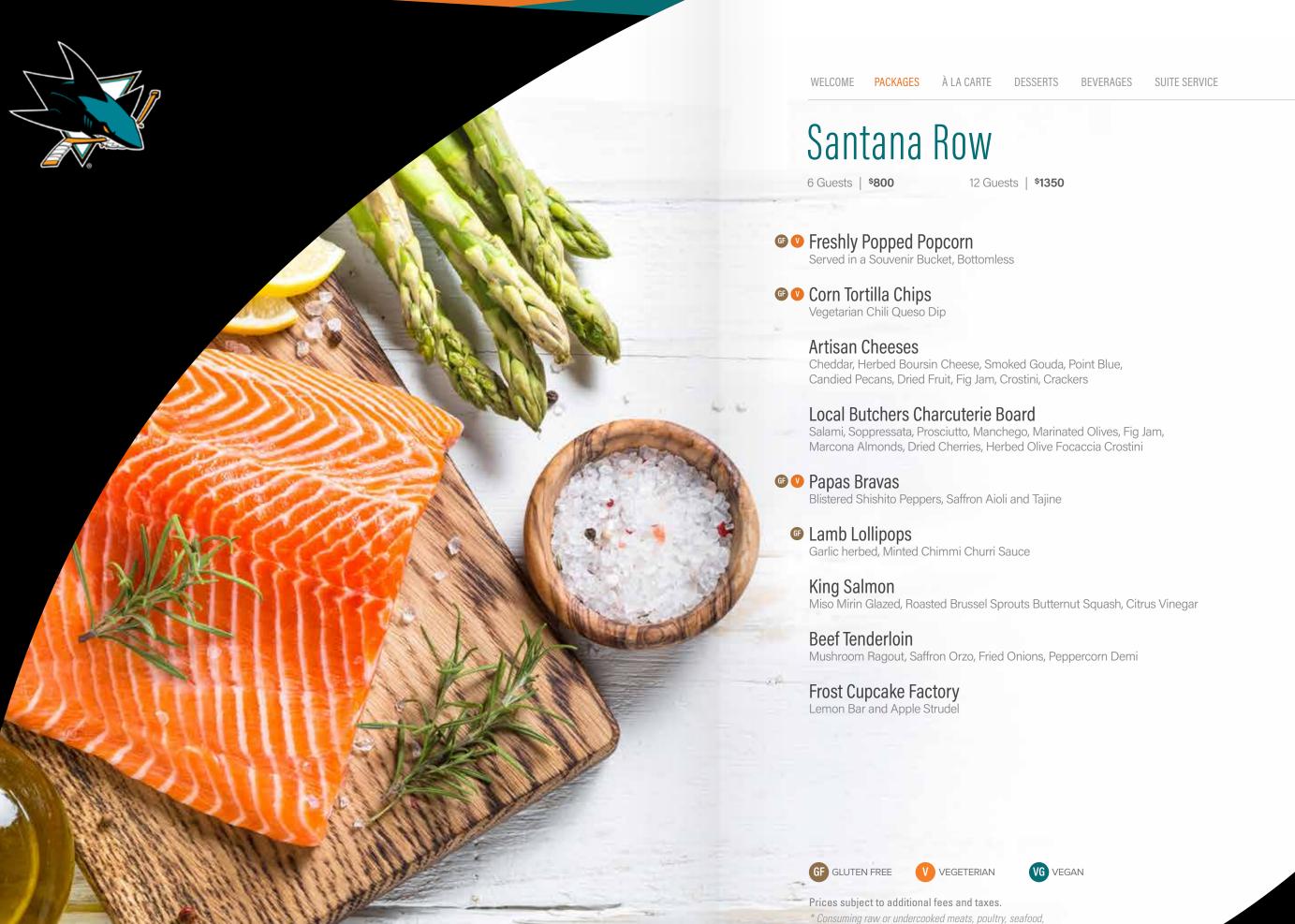


V VEGETERIAN

VG VEGAN

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shellfish or eggs may increase your risk of foodborne illness.



The 101 Package

Sushi Package

The Alameda Package 7

Rose Garden Package 9 Santa Clara Package 11

Santana Row Package 13



Sushi

6 Guests | \$400

12 Guests | **\$750** 

The 101 Package The Alameda Package 7 Rose Garden Package 9 Santa Clara Package 11 Santana Row Package 13 Sushi Package

### Selection are 8pc/Roll

### California Roll

Crab, Avocado, Sesame Seeds

Cabo Conspiracy Roll
Spicy Crab, Avocado, Topped with Sweet wnd Sour, Tempura Crunch,
Jalapeño, Habanero Tobiko

### Sharks Roll with Teal Rice

Spicy Tuna, Avocado, Topped with Salmon Poke, Meyer Lemon Olive Oil, Unagi Sauce, Habanero Tobiko, Tempura Crunch, Green Onion

Spicy Tuna Roll Spicy Tuna, Avocado, Green Onions

O G Avocado Roll

Avocado, Sesame Seeds







V VEGETERIAN

VG VEGAN

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# **Chilled Platters**

**Hot Appetizers** Entrees Salads Sandwiches Pizza Arena Favorites 23 Snacks

**Chilled Platters** 

V	California Market Crudités	\$45	\$90
	Carrots, Peppers, Cucumber, Broccoli, Tomato, Ranch Dressing		

**GUESTS** 

\$140

\$170

 Market Fresh Fruits \$90 Cantaloupe, Honeydew, Watermelon, Pineapple, Grapes, Berries

Artisan Cheeses \$170 Cheddar, Herb Boursin Cheese, Smoked Gouda, Point Reyes Blue, Candied Pecans, Dried Fruits, Fig Jam, Crostini, Crackers

Vegetable Tapas \$90 House Pickled Heirloom Carrots, Mixed Olives,

Cucumber and Artichockes

Seafood Bucket Shrimp, Crab, Tuna, Crab Cocktail, Remoulade Sauce, Cocktail Sauce, Lemon

Layered Dip Pinto Beans, Guacamole, Sour Cream, Cheddar Cheese,

Jalapenos, Tomato Salsa, Corn Tortilla Chips

Local Butcher Charcuterie Board

Salami, Soppressata, Prosciutto, Manchego, Smoked Gouda, Point Reyes Blue, Marinated Olives, Fig Jam, Marcona Almond, Dried Cherries, Ciabatta Crostini

GF GLUTEN FREE



V VEGETERIAN



Prices subject to additional fees and taxes.



# Hot Appetizers

GUES	STS	6		12
Chicken Tenders Boom Boom Sauce, Honey Mustard, Ketchup		\$60		\$120
Wings & Sauces Buffalo, Jack Daniel's BBQ, Salt & Pepper, Celery, Blue Cheese Dress	ing	\$60		\$120
Tempura Shrimp Sweet Thai Chili Sauce		<sup>\$</sup> 75		\$150
Cheese Steak Crispy Rolls Chipotle Jalapeno Queso Sauce		\$60		\$120
Baked Empanadas Black Bean Empanada, Tomato, Poblano, Chimmi Churri		\$60		\$120
4 Cheese Focaccia Sticks Marinara Dipping Sauce		\$45		\$90
Carne Asada Waffle Fries Caramelized Onion, Vegetarian Chili Queso Sauce, Shredded Cheddar Cheese, Sour Cream, Sliced Jalapeno, Pico De G	allo	\$60		\$120
Chicken Taquitos Queso Fresco, Pico de Gallo		\$60		\$120
Baked Mac & Cheese Stuffed Potatoes Skins Twice Baked Potato, Creamy Mac and Cheese, Chive, Sour Cream		\$45		\$90
TENDERS LOVE CHICKEN				







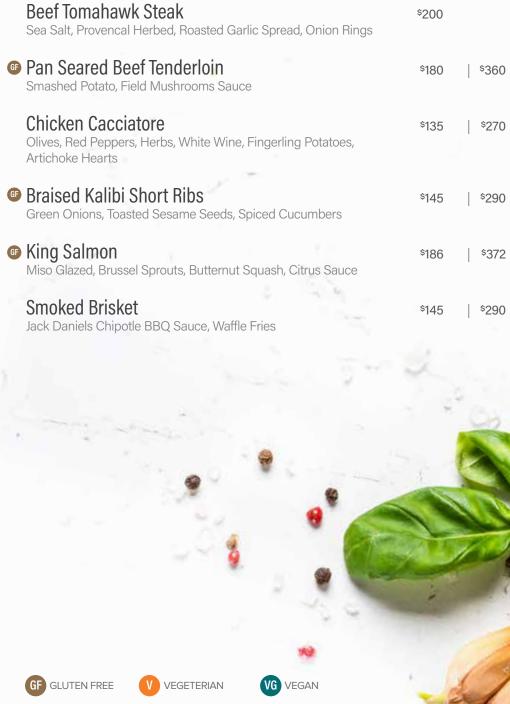
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WELCOME

# Enti

E PACKAGES À LA CARTE DESSERTS	BEVERAGES SUITE SERVICE	Entrees Salads	19 20
trees		Sandwiches Pizza Arena Favorites Snacks	21 21 20 23
	GUESTS 6   12		
Tomahawk Steak t, Provencal Herbed, Roasted Garlic Spread,	\$200 I, Onion Rings		

Chilled Platters **Hot Appetizers** 



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# Salads

	GUESTS	6		12
Caesar Salad Romaine, Herb Croutons, Shredded Parmesan, Caesar Dressin		\$40		\$80
Herbed Pee Wee Potato Salad Fresh Herbs, Whole Grain Mustard Vinaigrette, Roasted Red P Toasted Pepitas, Feta		\$40		\$80
	se Dressing	\$40 }		\$80
© Roasted Beets, Tomato and Burrata Salad Heirloom Tomato, Candied Pecans, White Balsamic Vinaigrette	9	\$50		\$100
© San Carlos Street Salad Cucumbers, Kalamata Olives, Red Onion, Heirloom Tomato, Fe Lemon Oregano Vinaigrette	eta,	\$40		\$80
© Southwest Quinoa Salad Cherry Tomato, Black Bean, Roasted Corn, Cilantro, Avocado, Chili Lime Vinaigrette, Crisp Corn Tortilla		\$40		\$80







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### Chilled Platters **Hot Appetizers** Entrees Salads Sandwiches 20 Arena Favorites 23 Snacks

# Sandwiches

	GUESTS	6	12
Italian Sandwich Salami, Ham, White Cheddar Cheese, Arugula, Roasted Tomato and Banana Pepper Relish		\$85	\$170
Vegetarian Caprese Sandwich Fresh Mozzarella, Nuts-free Pesto Marinated Heirloom Tomato Herbed Focaccia, Hummus Spread	),	\$85	\$170
Crispy Chicken Wrap Baby Arugula, Shredded Cheddar, Tomato, Chipotle Mayonnai Flour Tortilla	se,	\$85	\$170
Cubano Sandwich Ciabatta Bread, Swiss Cheese, Pulled Carnitas, Pickles, Mustar	rd Spread	\$85	\$170



Freshly Baked 16" Pizza

Vegetarian Pizza Classic Vegetarian	\$47	Pepperoni Pizza Classic Pepperoni	\$47
Hawaiian Pizza Classic Hawaiian	\$47	Combination Pizza Classic Combination	\$47

VG VEGAN



Cheese Pizza

Classic Cheese





\$47







# Arena Favorites

GUESTS	6		12
Grilled All Beef Hot Dog Sauerkraut, Diced Onions, Mustard, Ketchup, Relish, Rolls	\$50		\$100
Country Hot Dog BBQ Pulled Pork, Cole Slaw, Fried Onions	\$60		\$120
All Beef Hot Dog Slider Miniature Hotdogs, Ketchup, Mustard	\$33		\$66
Silva Sausages Organic Chicken with Garlic and Asiago, with Blistered Shisito Peppers Organic Zesty Italian Sautéed with Peppers and Onions	\$70		\$140
Twisted Taco Build your own with Carne Asada and Vegetarian Corn Tortillas, Salsa Roja, Sour Cream, Guacamole and Cojita Cheese	\$70		\$140
Impossible Burger Vegan Cheddar Cheese, Vegan Mayonnaise, Lettuce	<sup>\$</sup> 78		\$156
All American Cheeseburger Chipotle Mayonnaise, Cheddar Cheese, Brioche Bun	\$78		\$156
California Burger Chipotle Mayonnaise, Cheddar Cheese, Avocado Bacon Jam, Brioche Bun	\$87		\$174
Cheeseburger Sliders Chipotle Mayonnaise, Caramelized Onions, Pickle, Cheddar Cheese, Tomato	\$70		\$140











Prices subject to additional fees and taxes.

À LA CARTE DESSERTS BEVERAGES

# Snacks

Hot Appetizers 18 19 Entrees 20 Salads Sandwiches 21 Pizza 21 22 Arena Favorites 23 Snacks

Chilled Platters

Freshly Popped Popcorn
Served in a Souvenir Bucket, Bottomless

Tortilla Chips and Salsa Fresh Tomato Salsa

Add: Guacamole \$10 per Bowl

• House Chex Mix Chefs Inspired Munchable Chex Blend

Yukon Gold Potato Chips and Dip Caramelized Onion Dip

Bavarian Pretzel and Mustard Dijon Mustard, Gruyere Cheese Dip

Mediterranean Trio Classic Hummus, Baba Ghanoush, Tapenade, Fried Pita, Herbed Naan Bread

**GUESTS** 

\$27

\$30

\$30

\$30

\$40 \$80





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**GF** GLUTEN FREE

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Serve Approximately

	GUESTS	6		12
Cookies Chocolate Chip		\$35		\$70
<sup>©</sup> <sup>©</sup> Brownies, Lemon Bars, Apple Strudel		\$24		\$48
Artisan Macaroons Assorted Flavors		\$30		\$60
Rice Crispy Treat Sandwiches Salted Caramel Buttercream		\$42		\$84
Seasonal Cobbler Cinnamon Caramel Sauce		\$70		\$140
		\$42		\$84
Chocolate Shot Glass \$3				

# Dessert Cart Experience

Enhance your guests' experience by booking our fantastic dessert cart to stop by your suite. Your guests will get to enjoy a variety of mouthwatering desserts during Sharks games. Inquire to your suite attendant or dial 5999 from your suite to find out the dessert cart availability during event days.













Desserts

25







À LA CARTE DESSERTS BEVERAGES SUITE SERVICE

\$22

\$25

Thirst Quenchers 28 Beers Spirits 29 Wine 30

# Thirst Quenchers

Per six pack

### Soft Drinks and Mixers

Diet Pepsi Sierra Mist

Pepsi

Dr. Pepper

Mug Root Beer

Ginger Ale

Club Soda Tonic Water

### **Bottled Waters and** Sports Drinks

Aquafina Bottled Water Sparkling Mineral Water

Sobe Life Water Pomegranate Yumberry Gatorade Fruit Punch

Bottled Iced Tea Lemonade

#### \$24 **Bubly Water**

Mix your favorite flavors LimeBubly GrapefruitBubly LemonBubly CherryBubly

MangoBubly

### Fruit Juices

\$22 Mix your favorite flavors

Orange Grapefruit Cranberry Pineapple Apple

### Fresh Brewed Coffee

(1 keurig machine) Premium Regular Coffee \$30 Premium Decaf Coffee \$30 Herbal and Black Tea Service \$20

\$22

### **Bar Mixers** by the Bottle

Margarita Bloody Mary Sweet and Sour Mix

#### Champ Energy Drink \$24

Mix your favorite flavors Blueberry Acai **Tropical Passion Fruit** Lemon Lime





Prices subject to additional fees and taxes.





Beers

All beer are in six-pack cans unless otherwise noted

Ballast Point	Sculpin	16oz	\$60
Golden State	Brewing Bay Area Blonde	16oz	\$60
Stone Brewing	Enter Night Metallica Pilsner	16oz	\$60
Ace Cider	The Jocker (Apple)	12oz	\$55
Sierra Nevada	Pale Ale	12oz	\$55
Firestone Walker	Mind Haze	12oz	\$55
Saint Archer	Razzlebery Gose	12oz	\$55
East Brothers	Bo Pilsner	16oz	\$55
East Brothers	Oatmeal Stout	16oz	\$55
East Brothers	Red Lager	16oz	\$55
Lagunitas Brewing	Lagunitas IPA	12oz	\$55
21st Amendment	Hell or High Watermelon	12oz	\$55
MillerCoors	Blue Moon	16oz	\$50
MillerCoors	Coors Light	16oz	\$50
Michelob Brewing	Michelob Ultra	16oz	\$50
Truly	Berry (Hard Seltzer)	12oz	\$40
Truly	Lime (Hard Seltzer)	12oz	\$40
Anheuser-Busch	Estrella Jalisco	12oz	\$50









WELCOME PACKAGES À LA CARTE DESSERTS BEVERAGES SUITE SERVICE

Thirst Quenchers 27
Beers 28
Spirits 29
Wine 30

# Spirits

Each bottle will include a 6pk of soda and a mixer of your choice

Enthusiasts	750mL
Scotch Whiskey, Monkey Shoulder, Batch No. 27	\$85
Bourbon Whiskey, Basil Hayden, 10yrs	\$75
Whiskey, Jack Daniel's, Old No. 7	\$75
Gin, Aviation American Batch	\$70
Rum, Captain Morgan Spiced	\$70
Tequila, Milagro Silver	\$70
Vodka, New Amsterdam	\$70
Vodka, New Amsterdam Flavors: Peach, Berry, Lemon	\$55

Luxury	750mL
Whisky, Glenlivet Speyside, Single Malt, 12yrs	\$100
Tequila, DeLeon Anejo	\$100
Tequila, Fortaleza Reposado	\$100
Bourbon Whiskey, Bulleit, 10yrs	\$90
Bourbon Whiskey, Michter's, Small Batch	\$90
Vodka, KetelOne	\$90
Gin, Nolet's, Silver Dry	\$90

Executive Club	750mL
Scotch Whiskey, Johnnie Walker, Platinum Label, 18yrs	\$250
Tequila, Clase Azul Reposado	\$250
Cognac, Hennessy Privilege VSOP	\$130
Whiskey, Hibiki Japanese Harmony by Suntory	\$130
Tequila, Don Julio Anejo	\$120
Vodka, Belvedere Single Estate Rye, Lake Bartezek	\$120
Whiskey, Jack Daniel's, Single Barrel Collection	\$120
Bourbon Whiskey, Blade&Bow Kentucky Straight	\$110
Gin, Hendrick's Orbium	\$110
Rum, Ron Zacapa Centenario, 23yrs	\$110

Ready to Drink Cocktails The Cosmopolitan, Effen Vodka	200mL (per six-pack) \$90
Jalapeno Pineapple Margarita, TresGeneraciones Plata Tequila	\$90
The Mai Tai, Cruzan Rum	\$90
The Aviation, Larios London Dry Gin	\$90
The Margarita, Hornitos Plata Tequila	\$90
The Old Fashioned, Knob Creek Bourbon Whiskey	\$90





NEW **AMSTERDAM**. VODKA



Thirst Quenchers Spirits Wine 30

# WHITES AND ROSE

Wine

Wine vintages are subject to change without notice.

# Sparkling

1 3	
Dom Perignon, Epernay France, Brut, 2009	\$250
Veuve Clicquot, Reserve, Brut, 2008	\$150
Moet & Chandon, Ice Imperial, Demi-Sec, N.V.	\$90
Schramsberg, Mirabelle, Brut Rose, California, N.V.	\$80
Schramsberg, North Coast Blanc de Blancs, California, 2016	\$75
J Vineyards, Cuvee, California, N.V.	\$70
Benvolio, Prosecco, Italy, N.V.	\$50

# Chardonnay

Daou Vineyards, Paso Robles, 2018	\$100
Davis Bynum, Russian River River West, 2016	\$90
J. Lhor, Arryo Seco, 2017	\$70
Miner Family Vineyards, Napa Valley, 2017	\$65
La Crema, Sonoma Coast, 2017	\$65
Carmel Road, Unoaked, Monterey, 2017	\$65
Sonoma Cutrer, Russian River, 2017	\$60
Kendall Jackson, Vintner's Reserve, California, 2017	\$55
Schweiger, Spring Mountain, Napa Valley, 2014	\$50

# Schweiger, Spring Mountain, Napa Valley, Interesting Whites & Rose

Interesting Whites & Rose	
Kamen, Sauvignon Blanc, Moon Mountain, 2018	\$75
Cloudy Bay, Sauvignon Blanc, New Zeland, 2018	\$75
Emmolo, Sauvignon Blanc, Napa Valley, 2017	\$60
Opolo, Albarino, Paso Robles, 2018	\$55
Charles&Charles, Rose, Columbia Valley, 2018	\$55
Dry Creek, Chenin Blanc, Sonoma, 2017	\$50
Samas, Vermentino, Agricola Punica, Italy 2017	\$45
Masianco, Pinot Grigio, Italy, 2017	\$45
Louis Jadot, Rose, France, 2018	\$45





REDS AND BLENDS

Wine vintages are subject to change without notice.

# Cabernet Sauvignon

Silver Oak, Alexander	Valley, 2015	\$140
Caymus Vineyards, N	apa Valley, 2017(1L.)	\$125
Emily's, Miner Vineya	rds, Napa Valley, 2016	\$105
Freemark Abbey, Nap	pa Valley, 2015	\$95
Justin, Paso Robles, 20	017	\$90
Schweiger, Spring Mo	ountain, 2014	\$85
J. Lhor, Hill Top, Paso I	Robles, 2016	\$75
Clos La Chance, Shar	ks Reserve, 2017	\$70
Stonestreet, Alexande	er Valley, 2016	\$70
Austin Hope, Paso Ro	bles, 2017	\$65
Clos LaChance, White	estone, 2014	\$60
Avalon, Napa Valley, 2	2016	\$50

# Merlot

Hall, Napa Valley, 2016	\$85
Miner Family Vineyards, Stagecoach, Napa Valley, 2013	\$75
Alexander Valley Vineyards, 2016	\$55

# **Pinot Noir**

Ziata, Russian River, 2016	\$95
Meiomi, Santa Lucia Highlands, 2017	\$85
Bravium, Anderson Valley, 2016	\$75
La Crema, Sonoma Coast, 2017	\$65
Saintsbury, Carneros, 2016	\$60
Clos La Chance, Murphy's, 2016	\$55
Kali Hart, Napa Valley, 2017	\$50

## Intriguing Rade & Blands

intriguing neas & bienas	
Barolo, Michele Chiarlo, LaMorra, Italy, 2013	\$95
Mark Herold, Collide, Red Blend, California, 2015	\$80
SuperTuscan, Le Difese, Bolgheri, Italy, 2016	\$80
Opolo, Zinfandel, Paso Robles, 2017	\$75
Hess, Treo, Red Blend, California, 2014	\$65
St. Francis, Old Vines Zinfandel, Sonoma County, 2016	\$65
Chateau Lassegue, Grand Cru Bordeaux Blend, France, 2015	\$50
Artezin, Zinfandel, Mendocino County, 2016	\$50







# SAP Center at San Jose

As the exclusive caterer of SAP Center at San Jose, Aramark is committed to the highest standards of quality and service. Our menus offer a comprehensive selection of innovative culinary creations from which to choose. All food is prepared and delivered fresh to your suite from our kitchen. In addition to our suite menu, we will gladly customize a menu for any occasion. Please contact the suitecatering department and a sales representative will be happy to plan a menu. We will also assist with personalized dining requirements, such as dietary or religious restrictions.

# How to Order

### **Ordering**

All orders should be placed two (2) business days prior to an event to ensure item availability and the utmost in presentation, service and quality. Orders may be placed by Aramark's on-line ordering system, via email or by telephone. To facilitate this process, we will provide each suite administrator with order forms, which may be completed and returned to us prior to 3:00 PM on the day indicated below for each event.

# ONLINE ORDERING: www.suitecatering.com

#### **EMAIL:**

SuitesCatering@sapcenter.com

# TELEPHONE ORDERING AND QUESTIONS: 408.999.5999

Please specify suite number, suite owner's name, the date and time of the event, as well as, the name and phone number of the person placing the order. We advise you to appoint one person to place all food and beverage orders for your suite in order to develop effective communication and to avoid duplication of orders.

Unless a specific time is indicated, all food and beverages will be delivered to the suites on a schedule to be determined by the suite catering kitchen. Please contact our suite catering staff or your suite attendant for details.

### Ordering Deadlines

Orders Due By 3:00 pm	<b>Prior to Event Day</b>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Thursday	Sunday
Friday	Tuesday

WELCOME PACKAGES À LA CARTE DESSERTS BEVERAGES <mark>SUITE SERVIC</mark>

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# Prodedures and Services

#### Cancellations

No charges will be assessed to suite holders for orders cancelled at least 24 hours in advance. Suite orders not cancelled within the 24 hour minimum will be assessed 50% of the total food and beverage order and 100% of the private attendant fee (if applicable).

### Exclusivity

Aramark is the exclusive caterer for SAP Center at San Jose. It is not permissible for suite holders or guests to bring food and/or beverage from outside the building into the suites without proper authorization and incurring handling fees.

### Safe Food Practices

Please note: consuming raw or undercooked meats, poultry, pork, fish, shellfish or fresh eggs may increase your risk of foodborne illness, especially if you have certain medical conditions.

# Beverages

### Liquo

In accordance with the laws of the State of California, Aramark is the only licensee authorized to sell or serve liquor, beer and wine at SAP Center at San Jose. It is the responsibility of the suite holder or its representative to control the consumption of alcoholic beverages within the suite. People under the age of 21 years old may not consume alcoholic beverages. People who appear visibly intoxicated may not consume alcoholic beverages. Suite holders may incur liability if they fail to comply. By law, the bottles of alcohol may not be removed from the suite and SAP Center at San Jose.

Suite guests are not permitted to take cans or bottles outside of the suite. Disposable cups are provided for use outside of the suite.

For suites without a par-restocking agreement, Aramark reserves the right, in its sole discretion, to dispose of any unconsumed or unopened food and beverages at the end of each event and to restock certain items for subsequent events and credit will not be given for any such items.

Guests are allowed to bring in a maximum of 6 bottles of wine, a corkage fee of \$30 per bottle will be charged to the final bill. In any circumstances outside liquors and beers are not permitted.

### Beverage Restocking

Each suite has a private, locked liquor cabinet and a refrigerator. Upon request, Aramark catering staff will stock each cabinet and refrigerator with the quantity and selection of beverages chosen by the suite holder. Our staff will check the inventory of the cabinet and refrigerator at the conclusion of each event. If restocking is necessary, the suite holder will be charged for the items being replaced. If you prefer, you may order beverages on an individual basis. Please notify the suite catering office to make appropriate arrangements. Please provide Aramark with a list of individuals authorized to open the liquor cabinets. The suite administrator can make any additions or changes in advance of the event.





# Payments and Fees

### **Methods of Payment**

Listed below are the payment options for our suite holders. Please take the time to review your options and decide which payment arrangements will best suit the needs of you and your guests. Then, simply sign the payment agreement and return it to the Aramark suite catering office at your earliest convenience.

#### 1 CREDIT CARD ON FILE

As a suite holder, you may place a credit card on file with the Aramark suite catering office to be used for food and beverage charges. At the end of an event, you will just be required to sign the customer summary, eliminating the need to present a credit card. Copies of the customer summaries will be sent to you from the Aramark suite catering office to assist in the reconciliation of your credit card.

#### 2 PAYMENT AT THE CONCLUSION OF THE EVENT

Payment at the conclusion of an event is an option in which the guests of the suite are responsible for all food and beverage charges incurred during each individual session. If you choose this option, we ask that you advise your guests in advance that they will be responsible for payment. Just as if you were setting up a "tab" at a bar, our suite attendants will be required to ask for a credit card at the beginning of the event. All charges will be posted to this credit card during the course of the event and a signature will be required at the end of the event. Should the guests decide to pay cash; the credit card voucher will be discarded.

#### 3 ESCROW ACCOUNT

An escrow account is a convenient way to pay for your purchases in advance without using a credit card. Prior to the beginning of the season, you would send a check payable to the Aramark suite catering office for a specific amount to be deposited in an escrow account, from which food and beverage charges would be deducted. An escrow account may be initiated with a minimum balance of \$5,000. However, we recommend \$10,000 for the initial payment. When your balance drops below \$1,000, you will be asked to replenish your account. In the event that your balance reaches \$0, a credit card will be required for all charges until the account is funded.

#### 4 ADVANCE PAYMENT

Advance payment for food and beverage arrangements in the suite is always an option. The suite catering office will provide you, in advance, with a total of all charges for the order and arrangements can then be made for payment. All advance payments (whether cash, credit card or certified check) must be received at least 72 hours prior to the event day. We ask that you advise your guests that they will be responsible for any additional orders over and above the initial order. Any food or beverages purchases that occur during the event and that are over and above the initial order will be handled on an a la carte basis and our suite attendants will be required to ask for payment at the time the order is placed. For suites with shared ownership, each partner in the suite must establish a separate account with the Aramark suite catering office. In order to ensure the proper posting of charges, it will be necessary to provide the suite catering office with a calendar of days each partner will be using the suite. Visa, MasterCard, Discover and American Express are accepted by Aramark.

Please note that for all credit card and debit card transactions the bank puts a hold on your account. It usually takes 2-3 business days for the hold to be credited back to your account, but some cards may take as long as 7 business days

WELCOME PACKAGES À LA CARTE DESSERTS BEVERAGES SUITE SERVICE

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#### Taxes

Food, beverages and service charges are subject to current local and state sales tax.

#### Service Charge

A service charge of 19% will be added to all food and beverage orders. The service charge is not intended to be a tip or gratuity for the benefit of the employees; however, please note that 75% of the service charge is distributed to certain employees as additional wages.

#### **Private Suite Attendant**

Aramark suite catering can provide a private suite attendant at a charge of \$200 per event. Private attendants can be requested with 7 days notice through the suite catering office.

# FAC

#### Is the gratuity included?

Additional gratuities are at the discretion of the suite host/ guest. If you would like to give your suite attendant a tip, you may add it to your final invoice at the time it is presented or you may designate a tip when placing the order. Please note that 75% of the service charge is distributed to certain employees as additional wages.

#### Is the suite open when the guests arrive?

Suite guests are allowed to access the suite one and a half hours prior to the start of an ice hockey game and one hour prior to all other events. SAP Center Suite Concierge staff will check suite tickets and open suites for guests. Aramark food and beverage staff members are not authorized to unlock suites.

#### Can the food and beverage be ordered until the end of the game?

During a hockey game, all food orders cease at the end of the first period and all beverage orders cease at the end of the second period. For all other events, the suite attendant will inform the suite host of order cut-off times.

#### Do I need to wait until I am in the suite to place an order?

Follow the deadlines indicated in the ordering procedures. If the deadline is missed, an order from the event menu may be placed at any time from 2 days prior to the event until the kitchen is closed during the event. The event day menu selections are limited but represent a portion of the Executive Chef's finest selections.

#### What is a par bar?

The automatic restocking program is a service Aramark provides to suite holders. Suites may only have one par bar, presumed to be stocked unless a request is made for removal. At the beginning of the season, types and amounts of beverages are established by the suite administrators. The suites are then stocked with the beverages ordered. At the conclusion of each event, a suite attendant conducts an inventory of the remaining stock. The difference between the opening inventory and the closing inventory is noted and the amount is charged to the suite holder. The inventory is then restocked to the original inventory amount. Please note: soda, juices mixers and beer are sold by the six packs on the menu, but are restocked in single cans or bo ttles.

#### What is an order confirmation?

When an order is received in the suites catering office, whether via email, telephone or online, it must be entered into the Aramark system. This will produce a computer-generated copy. This copy is the order confirmation that you will receive within 24 hours via email. If you have not received confirmation within this time, please contact the suite catering office at 408.999.5999 to confirm that your order has been received.

