

**Mandatory Scored Questions**

**Failure to answer these questions will result in disqualification of the proposal.**

**Proposers must indicate whether their proposal meets the individual requirement and provide a supporting narrative in the space provided. The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award. ONLY upload documents if there is a Yes in the "Upload Attachs with Additional Information?" column, to provide additional information about specific questions.**

**DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.**

Question #	Questions per Proposal Factors/Categories	Response by Offeror	Upload Attachments with Additional Information?	Attachment File Name (Must Reference Page Number of Answer to Corresponding Question)
<b>Organizational Capability</b>				
1	Provide an overview of your experience in the food service industry and a brief company history.	The Huszar family has been working together in the food and beverage industry for over 30 years. The first venture was in Toms River, New Jersey where the family operated a breakfast and lunch café in the downtown area. After 5 successful years, the family relocated to Florida to build and grow the West End Grille in Port Saint Lucie. Next, the family expanded into the catering sector and opened Creative Catering at The SpringHill Suites Marriott in St. Lucie West. Creative Catering remained at this location for 12 years and offered both on-site and off-site catering services. Most recently, Creative Catering moved its home-base to St. Lucie Trail Golf Club to capitalize on the opportunity to purchase a 25,000 square foot clubhouse which includes both a catering hall and a restaurant. Creative Catering provides both on-site and off-site catering for events such as weddings, corporate events, sports team events, birthday parties and more. Creative Catering is experienced in providing food & beverage service for events ranging from 10-1000 guests and has built a stellar reputation in the local and regional area.		
2	Provide management reporting structure through the organization for this overall account.	The management reporting structure is defined on our company organizational chart. See Supplemental document.	YES	Supplemental Documents: Answer to Question 2 on Mandatory Scored Questions Document
3	What percentage of your employees are City of Port St. Lucie or St. Lucie County residents?	95%		
5	What percentage of your vendors that supply your goods and services are City of Port St. Lucie or St. Lucie County businesses	95%		
6	What is the company's philosophy toward employing individuals under the age of 21? Please go into detail on this process.	Currently, we don't have any employees under the age of 21. However, when we do have employees under the age of 21 we are deliberate about assigning them responsibilities that fall outside of the handling of beer and liquor such as food preparation, dish washing and greeting guests. For those employees who are over the age of 21, we consider additional responsibilities that may include the handling of beer and alcohol such as serving and bartending. In the end, we consider each and every candidate that applies for a position at Creative Catering, regardless of age. We hire our staff based on qualifications and experience then map that person to the appropriate task.		

8	Which levels of personnel receive training and how (medium) is it delivered? Please provide copies of your training manuals. Please note the type and frequency of training programs and mandated procedures that support safety, and sanitation. Include a description of your company's HACCP program. Include your company policy regarding ServSafe certification for employees.	Servers, bartenders, cooks and dishwashers all receive proper training when they join the Creative Catering team. Servers and bartenders receive a minimum of 3 hands-on training shifts. In addition, there is a training manual with questions and a separate alcohol test that must be passed before their first shift. Cooks and dishwashers also have a minimum of 3 hands-on training shifts. All cooks, dishwashers and food prep staff must review the "Food Safety Handbook: A Practical Guide for Building a Robust Food Safety Management System." There is a question & answer sheet for them to review. All training programs are implemented when the employee is hired. Servsafe Certification is completed for all staff as required.	YES	Supplemental Documents, Answer to Question 8 on Mandatory Scored Questions Document
<b>Catering/Concessions Operations</b>				
9	What is your philosophy toward menu development for both catering and concessions?	Our philosophy towards menu development for catering & concessions is based on what a client prefers or what an event calls for. It is extremely important to listen to your client and fulfill their requests. Another aspect that we highly consider are the culinary trends, business trends and overall customer feedback. Menu development also relies heavily on testing our recipes to ensure a perfect product each and every time.		
10	Describe the range of catering you provide to your current clients.	The range of catering that we provide for our clients varies greatly from low-cost, simple catering solutions to extravagant, high-end solutions. For example, we prepare boxed lunches, buffet style lunch & dinners, appetizers, plated dinners, station style dinners and individual custom meals. Our current catering menu consists of mostly American and Italian dishes and occasionally some Hispanic cuisine. Creative Catering is proud to use only the top grade quality of meats, poultry and fish. For fruits & produce, when available, we source from locally supplied farms & vendors.		
11	Describe the range of concessions you provide to your current clients.	The concessions that we currently provide are on a daily basis for the golf club, pool & tennis guests. Soft drinks, snacks, ice cream, freshly grilled burgers, sandwiches, and salads are all available to purchase at our concession counter		
12	Please provide a copy of your most recent catering menu <b>DO NOT INCLUDE COST ON MENUS.</b>	See supplemental documents	YES	Supplemental Documents: Answer to Question 12 on Mandatory Scored Questions Document
13	Please provide a copy of your most recent catering policy for your clients.	See supplemental documents	YES	Supplemental documents: Answer to Question 13 your mandatory Scored Questions document
14	What do you consider the most important elements of a successful catering event?	One of the most important elements of a successful catering event is pleasing your host and their guests. Customer service is our #1 priority. Listening to your client's needs and fulfilling those needs is most important. Another important element is working together as a team. When working along with different vendors, (i.e. florists, cake vendors, disk jockeys, etc.) it's important to have flawless communication so together we can make the client's day as PERFECT as possible! It is also very important to consider the catering/food aspect. For example, having enough staff to serve the numbers of guests and eliminating long wait times for the buffet or bar is essential.		
15	Please provide the number of catered events you serviced in your last fiscal year of operation.	In 2019, we catered 356 events.		
18	Please provide the number of concession events you serviced in your last fiscal year of operation.	In 2019, our concession events were a total of 2 off-site. However, we operate a concession stand for the golf club, pool and tennis members on a daily basis		
<b>Equipment</b>				

19	Supplier shall be responsible for performing the proper use and care for the kitchen and food service areas it is assigned and/or uses in the performance of its daily duties as specified. Kitchens, offices, storage areas, and serveries that are solely assigned to the Supplier shall be cleaned and maintained solely by the Supplier on a regular basis. Supplier must explain how they plan to maintain the solicited space.	The kitchen is cleaned thoroughly after each and every event. Once a week, all refrigeration units are cleaned and sanitized. Office space, closets and kitchen hallways are organized after each event so the venue can stay clean and managed.		
20	Supplier must provide normal and customary maintenance for existing and new equipment and must provide a plan for regular maintenance. Please explain your periodic maintenance schedule that you currently implement for your current operations.	<p>Our periodic maintenance schedule that we current abide to include the following:</p> <ul style="list-style-type: none"> <li>• Hood suppression systems checked quarterly</li> <li>• Fire extinguisher checked and refilled quarterly</li> <li>• Air condition units are maintained quarterly</li> <li>• Knives are sharpened on a weekly basis</li> <li>• Pest control is on-site on a monthly basis</li> <li>• Beer lines are cleaned on a bi-weekly basis.</li> <li>• Refrigeration pressures and temps are checked weekly</li> <li>• Coils, condensers, and evaporators are all cleaned on a quarterly basis</li> <li>• Ice Machine: Checked for proper freeze cycles and harvest times</li> <li>• Evaporator coils and fans are checked for proper operation and cleanliness</li> <li>• Condensers and fans are checked for proper operation on a daily basis</li> <li>• Clean and delime as needed (every 2-3 months)</li> </ul>		