

# Sheraton Phoenix Downtown Hotel

## FAQ

### WHAT IS A MINIMUM REVENUE GUARANTEE?

The Minimum Revenue Guarantee (MRG) is the least amount required to spend for your event to secure the selected venue and is derived from your food and beverage and/or room rental. It does not include sales tax or gratuity. The MRG does not imply total cost of your event or a per person cost.

### ARE THERE ANY ADDITIONAL LABOR CHARGES I SHOULD BE AWARE OF?

All banquet staff, with the exception of bartenders, are included with your menu. One bartender will be provided for every one hundred guests at a rate of \$175 per bartender.

### DO YOU OFFER SPECIALLY PRICED CHILDRENS MENUS?

Yes, children's meals can be provided at reduced menu price of \$35 per child between the ages of 4 - 12. Your Catering Manager will provide you with menu options.

### HOW DOES THE PACKAGE PRICING WORK?

All hosted food and beverage are subject to a 24% taxable service charge and 9.3% sales tax, which is subject to change. Included in the service charge is a gratuity of 13%, which is distributed to banquet staff. The remainder of the service charge is retained by the Hotel.

As an *example* of pricing, if you have 100 people attending your event and you choose the \$72 wedding package and one hour hosted bar at \$22, your bill would be calculated as follows:

	<u># Ordered</u>	<u>Per Item Price</u>	<u>Sub Total</u>	
Wedding package	100	\$72.00	\$7,200.00	
Hosted bar	100	\$22.00	\$2,200.00	
Bartender	1	\$175.00*	\$175.00	
			Sub Total	\$9,575.00
			24% S.C.	\$2,256.00
			9.3% Tax	\$1,100.28
			Grand Total	\$12,931.28

\*Note that there is no service charge applied to bartender labor fees

### DO WE NEED TO PAY A DEPOSIT?

A non-refundable deposit equal to 25% of your MRG is due within two weeks of booking the event. Full pre-payment for the entire estimated final bill is due five business days prior to your event.

### WHAT IS YOUR GUARANTEE POLICY?

You will provide us with a guarantee of the exact number of persons who will attend your event. Guarantees must be submitted in writing to your Catering Manager by 11:00a.m. local time (3) full business days prior to your event. At the event, if the number of guests served is less than what you guaranteed, you are financially responsible for the number of guests you previously guaranteed. If the number of guests served is greater than your guarantee, you are responsible for the total number of guests served.

### WHAT ARE STARWOOD PREFERRED GUEST POINTS?

Starpoints are similar to frequent flyer points and can be redeemed at all Starwood properties towards

overnight stays, flights, merchandise and special life experiences. Starpoints are awarded for one point for every \$3 net dollars spent on food, beverage and room rental.

**MAY WE BRING SOME OF OUR OWN FOOD OR BEVERAGE?**

With the sole exception of wedding cakes, due to licensing requirements and quality control purposes, all food and beverage to be served on Hotel property must be supplied and prepared by Hotel and may not be removed from Hotel property.

**IS THERE A MINIMUM ATTENDANCE REQUIRED FOR THE WEDDING PACKAGES?**

We can accommodate weddings of any size and almost any budget; however, the wedding package prices are based on a minimum of 100 guests. If you have fewer than 100 guests, an additional \$15 per guest will be charged.

**WHAT IS THE DIFFERENCE BETWEEN A HOST BAR AND A CASH BAR?**

If you choose a hosted bar, you will be financially responsible for all of the beverages served. If you choose a cash bar, your guests pay the bartender for each drink they order. Currently we only accept cash for payment at bars.

**MAY WE BLOCK SOME GUEST ROOMS FOR OUR GUESTS?**

Specially negotiated room rates may be available for your guests.

**DO YOU HAVE PARKING?**

Self and valet parking is available at the hotel.

**DO WE NEED TO HIRE A WEDDING PLANNER?**

We do recommend hiring a wedding planner but it is not required.

**WHAT IS THE ROLE OF THE CATERING MANAGER AND CATERING ASSISTANT?**

Our catering team will assist you with menu consultation for all food and beverage selections, conduct menu tasting, detail the banquet event order that details the entire event, create an estimate of charges outlining your financial commitment, prepare floor plan of your event, make bride and groom's room reservation, set place cards and favors per your seat assignments, oversee the reception room set up, food preparation and other hotel operations, act as on-site liaison between your vendors and hotel operations staff, ensure a seamless transition to the hotel Banquet Captain once the grand entrance has occurred and review your banquet checks for accuracy, prior to completion of the final bill.