

Catersource + The Special Event™

How to Achieve Less Chaos & More Profit with Change Orders & Improved Client Management!

February 27, 2025
Ft. Lauderdale, FL

Roy Porter
Activities Director
Engage Works

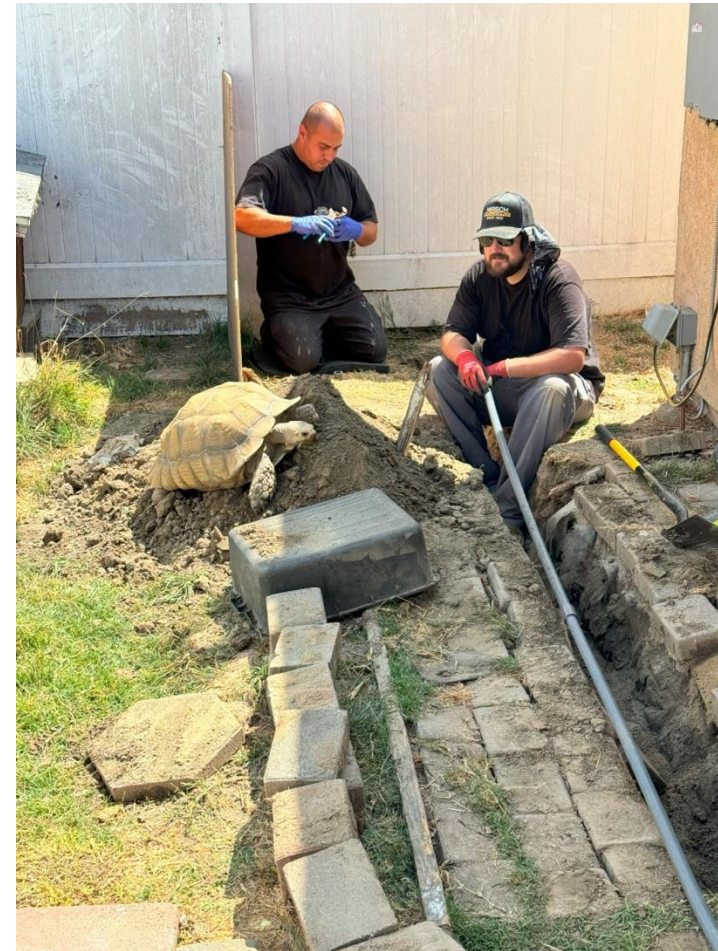




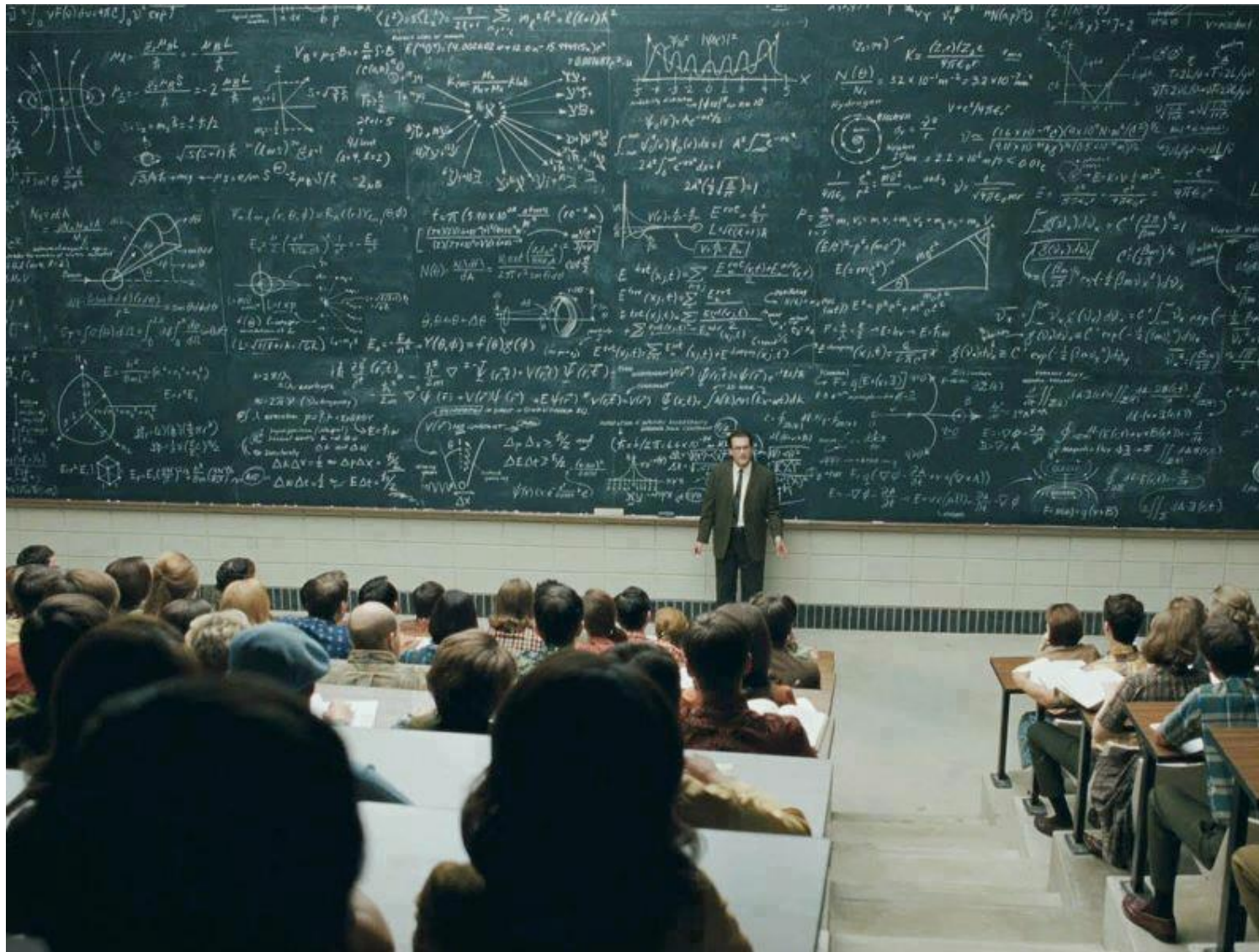
Nevada Recuperating!



Nevada Promoted to Base Mascot JFTB Los Alamitos



Amelia is Inspecting!



Relax Review Notes; Email: tablewizard1@gmail.com

Cell Phone 562-595-2801



Page from Greg Hicks Play Book

Disclaimer:

Not legal Advice

“Layperson”

A person without professional or specialized knowledge in a particular subject.

Reasonable Man (Person)

A reasonable person is a hypothetical person used in legal cases to determine if someone's actions were appropriate. The reasonable person is also known as the reasonable man.

Seek Local Professional Advice, Talk with your attorney.

Laws vary among the States IE UCC, State BPC's

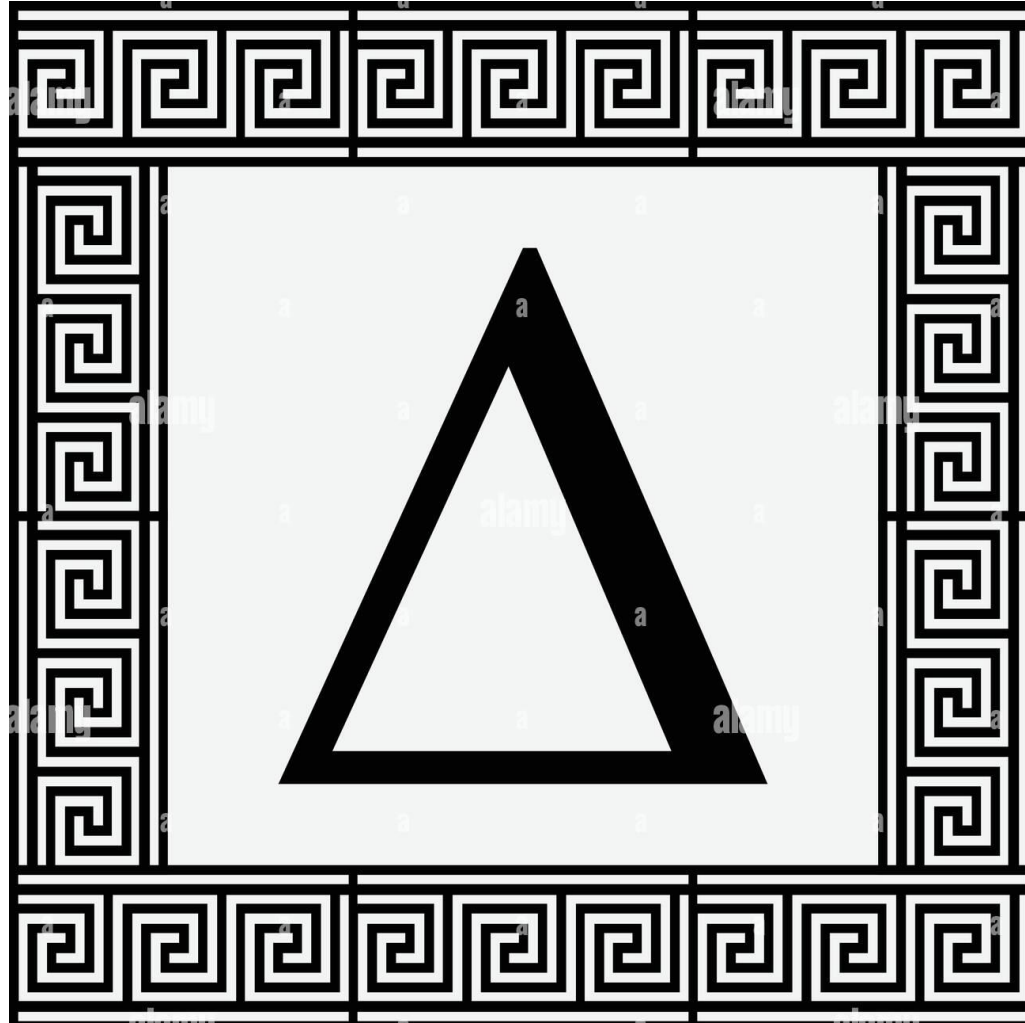
Objectives of this session...



- 1. Introduction, review and best practice on using Change Orders!**
- 2. Better Client Relationship Management!**



No one likes surprises...



Delta Symbol = Change

Get out of Jail Phrase...

Intro to all proposals...

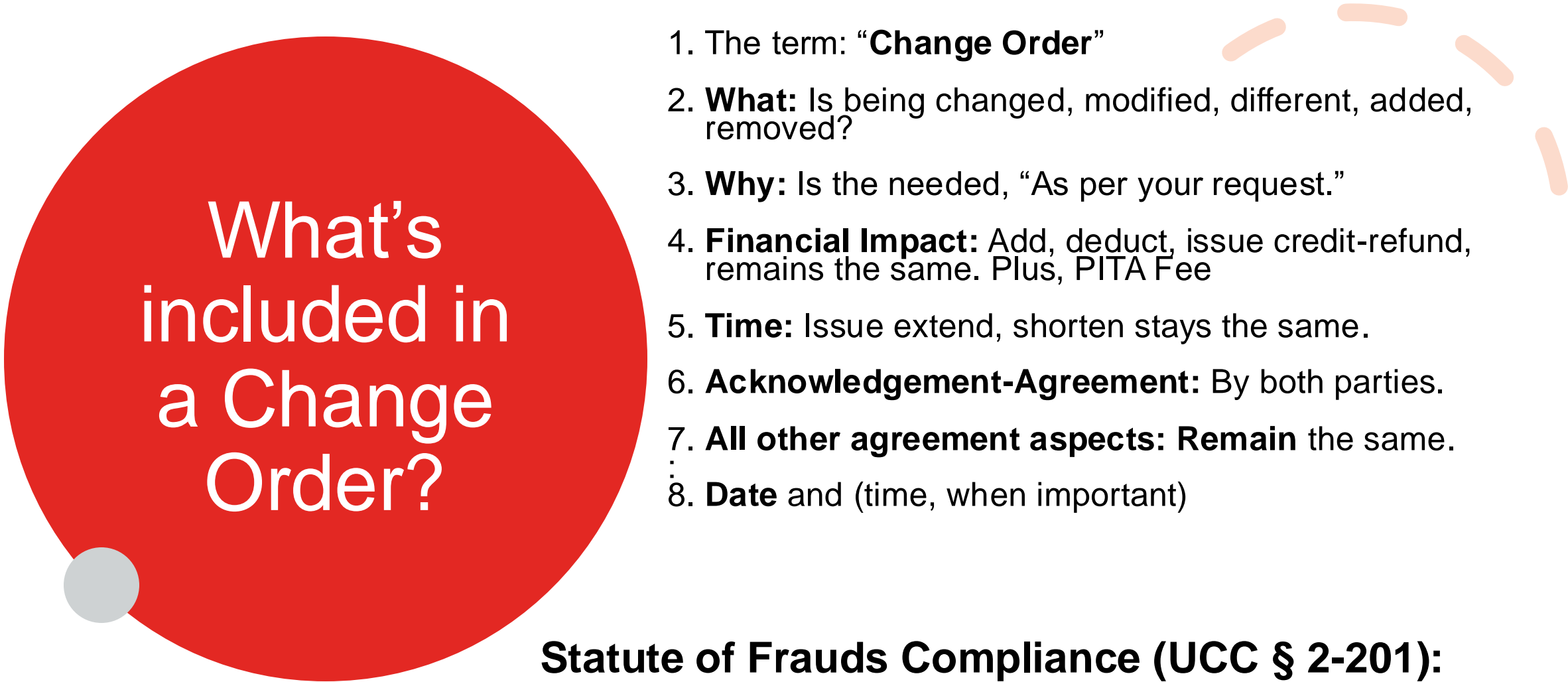
“Based on our interpretation of your request...”



[illegible]

What is a Change Order?

**A written agreement (Document)
modifying the original
Catering Services Agreement
(Contract).**



What's included in a Change Order?

1. The term: **"Change Order"**
2. **What:** Is being changed, modified, different, added, removed?
3. **Why:** Is the needed, "As per your request."
4. **Financial Impact:** Add, deduct, issue credit-refund, remains the same. Plus, PITA Fee
5. **Time:** Issue extend, shorten stays the same.
6. **Acknowledgement-Agreement:** By both parties.
7. **All other agreement aspects:** Remain the same.
8. **Date** and (time, when important)

Statute of Frauds Compliance (UCC § 2-201):
If modifications increase the contract value **beyond \$500**, they shall only be valid if documented in **writing**.

Tip: Explain to client, Be transparent.
Post Policy on website

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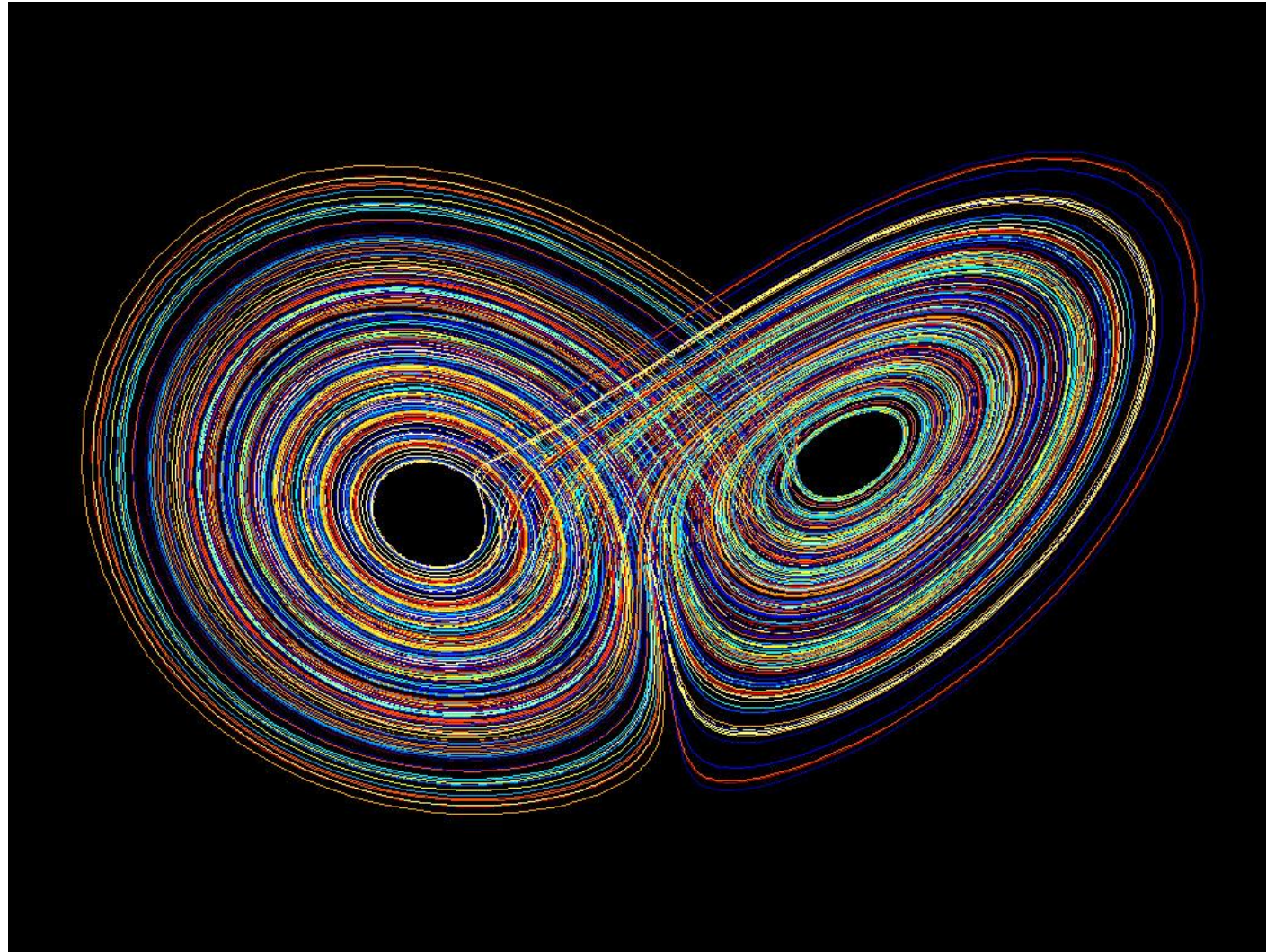
Why Need a Change Order?

**Stuff and Things
Happen...**

Expectations...

**Inexperienced
Buyers**



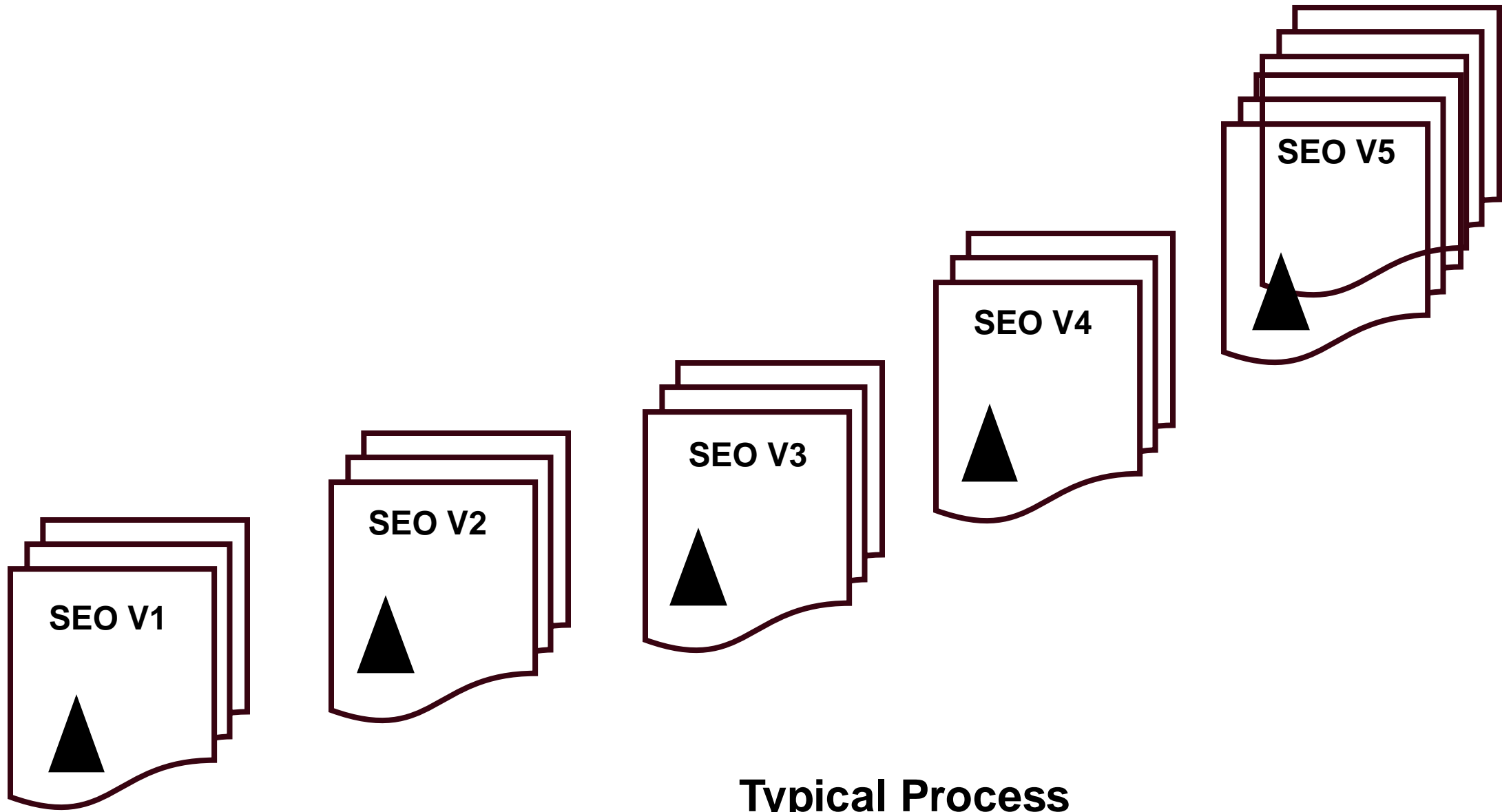


Chaos Theory and The Butterfly Effect

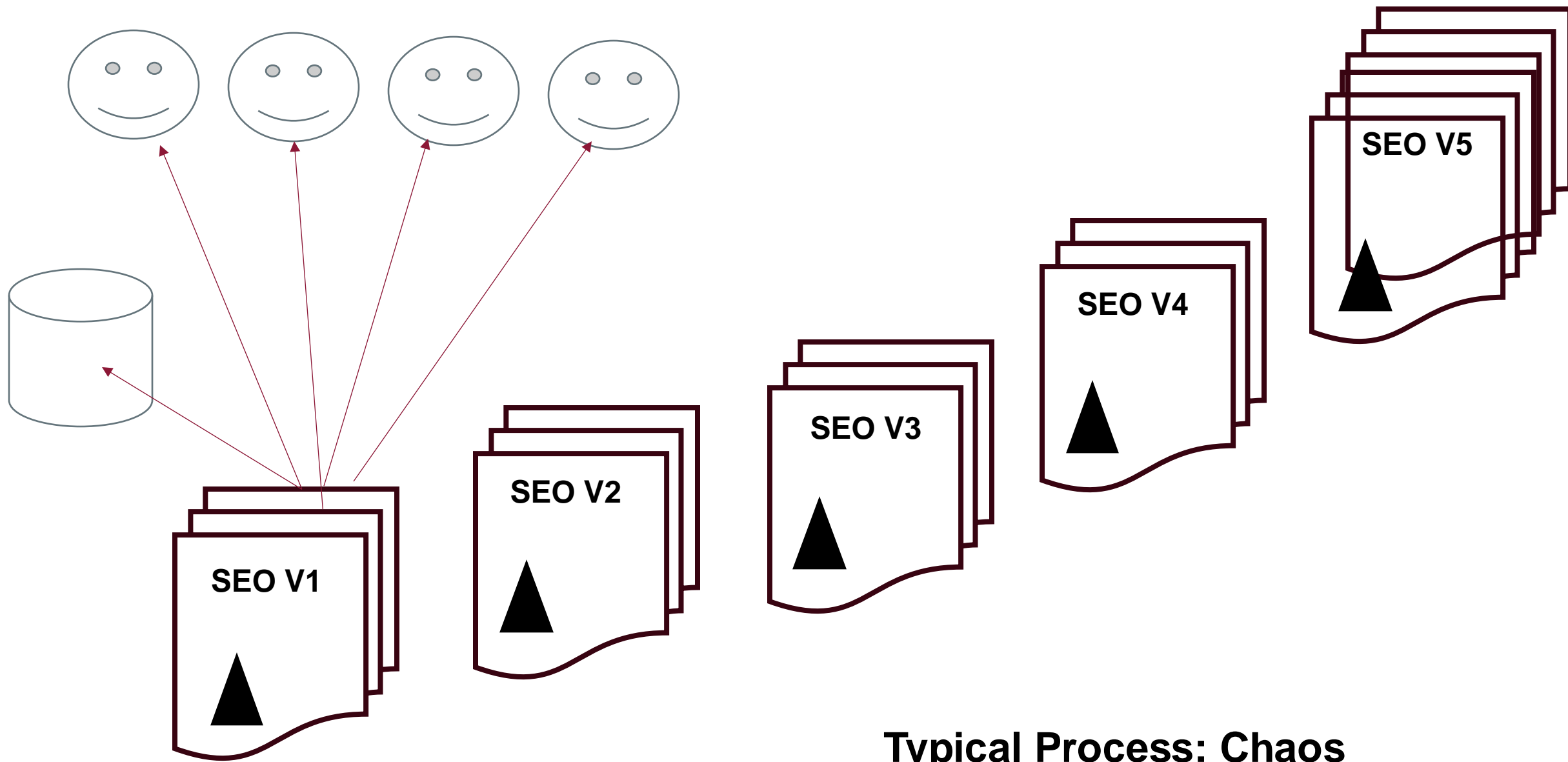
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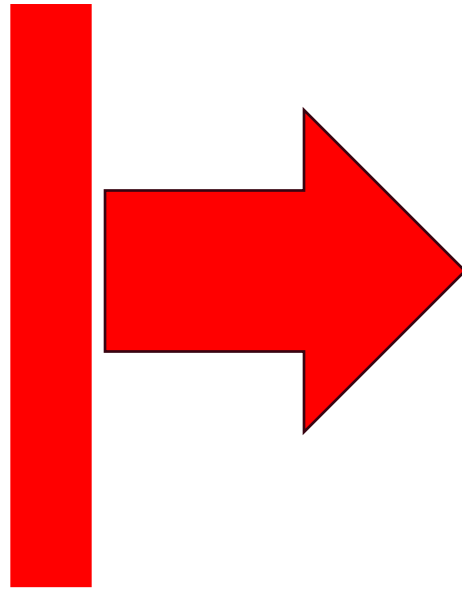
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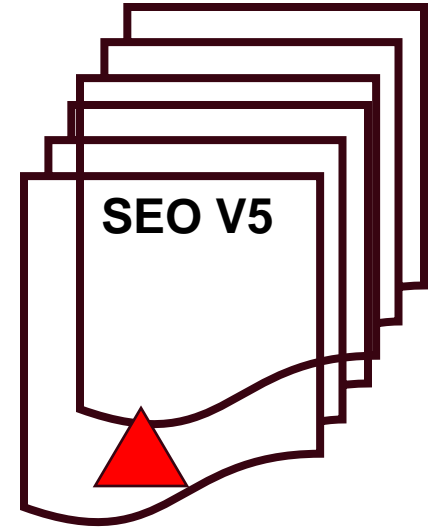
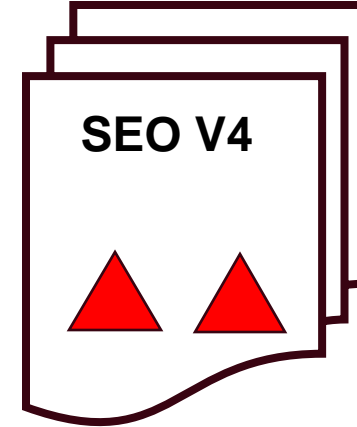
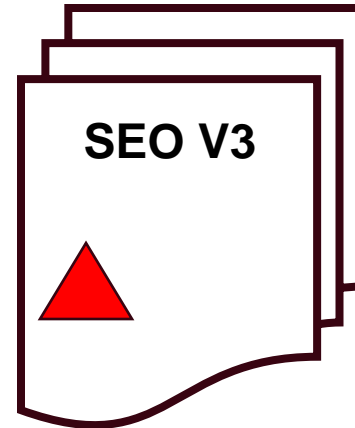
Typical Process

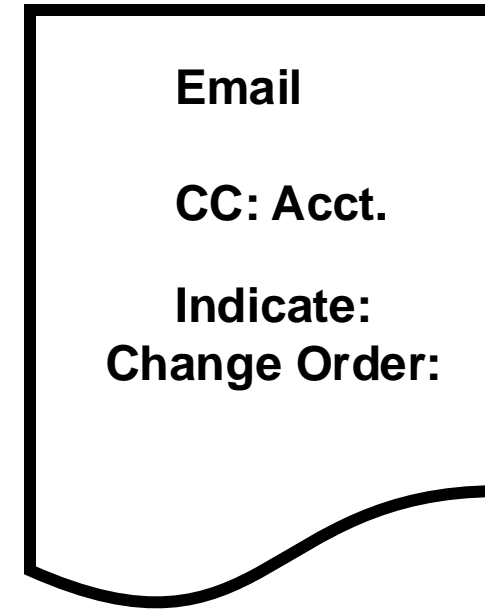
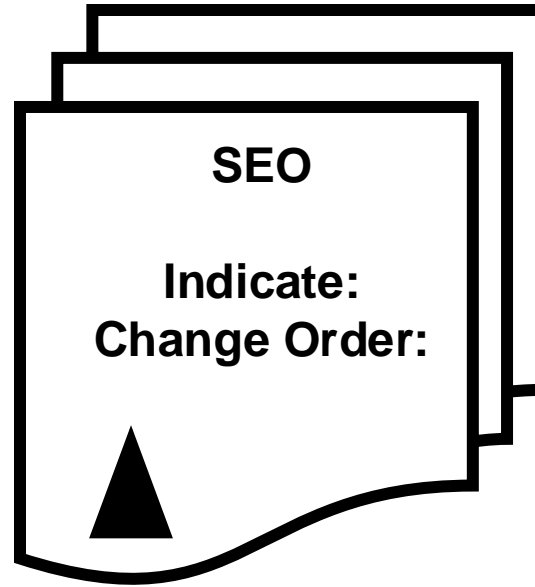


+ Agreement Signed
+ Payment Received



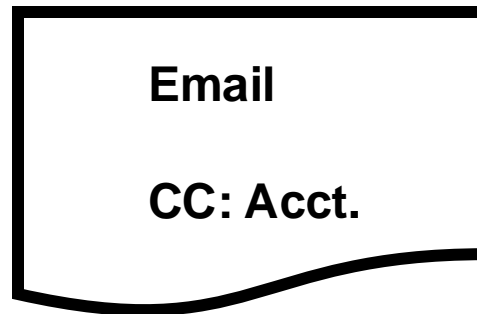
Change Order





Communicate and document all Change Orders, Last minute

CYB



Confirmation and closing!

“As per your request...”

“As discussed,”

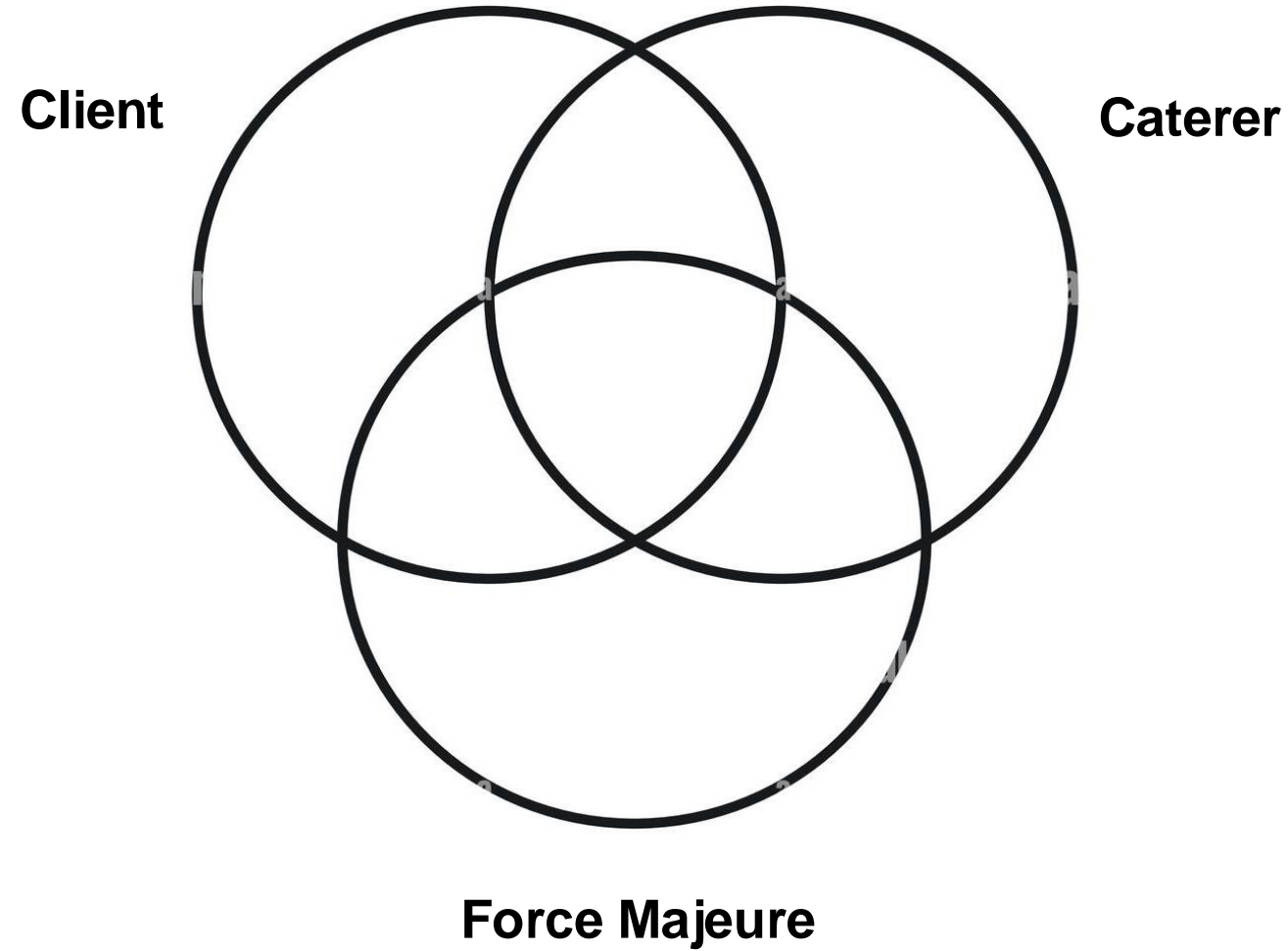
“Just confirming our chat,” “Txt exchange....”

“We agreed,”

“Anything else to do or be aware of?”

“Have I missed anything else, let me know.”

Reasons for Change Order?



Last updated: [2023-01-15](#)

Introduction

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Agreement to Terms and Conditions

[\[Your Website Name\]](#) hereby adds conditions these "Terms" to these "Terms and Conditions" contained in this Agreement that govern your use of the Website and all content exclusively referred to herein under "Website". These Terms contain the rules and regulations relating to the use of [\[Your Website Name\]](#) located at [\[Your Website URL\]](#). All material contained herein is the property of [\[Your Website Name\]](#) and all other content is hereby referred to as content. All content on the [\[Your Website Name\]](#) shall be administered subject to these Terms and Conditions. These Terms and Conditions apply to all times and shall be your use of the Website, and the use of the Website constitutes an implied agreement with all the terms and conditions contained herein in full. Do not continue to use the Website if you have objection to any of the Terms and Conditions stated on this page.

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The following definitions apply to these Terms and Conditions: Privacy Statement, Disclaimer Notice and All Agreements "User", "Visitor", "Client", "Customer", "User" and "Your" refers to the person who has the Website. [\[Your Website Name\]](#) "We", "Our" and "Us" refers to the Website/Company. "Third", "Parties", or "Us" refers to both you and us. All content on this website is the property of [\[Your Website Name\]](#) necessary to understand applied to the use of the product or service of the Website you visit which is subject to our services and subject to our policy of the use of the site in content in which [\[Your Website Name\]](#) operates. [\[Your Website Name\]](#) Any use of the Website or other products in the digital, print, reproduction and in person is the Website and all rights to the same.

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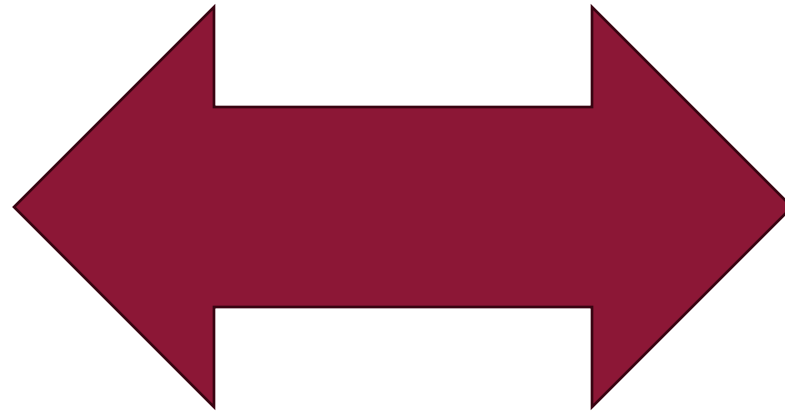
Modification & Change Order Clause: (By your Attorney)

Pursuant to **UCC § 2-209**, all modifications to this agreement, including guest count adjustments, menu changes, and additional services requested, **must be made in writing and signed** (Acknowledged) by both parties.

Client Based Requests...

“Clients can have anything they want, so long as they are willing to pay for it! - Roy Rule # 7

- ~ **Menu**
- ~ **Start Time**
- ~ **End Time**
- ~ **Linen Colors**
- ~ **Flatware Patterns**
- ~ **Glassware Style**
- ~ **Location**
- ~ **Guest Count; Increase, Decrease, More “Children,” NA Drinking Adults**



What About Planner Intervention?

What to do?

Who is your contract with?

The client, confirm permission-authority

The Planner, confirm permission-authority



Charge V. Not Charge

Margin



Client V. Planner

Judgement Calls and Balance

Caterer Wants-Needs to change...

- ~ Price**
- ~ Timing**
- ~ Staff**
- ~ Force Majeure**
- ~ Pricing**



Chef Boris

Include in your Catering Services Agreement Terms & Conditions

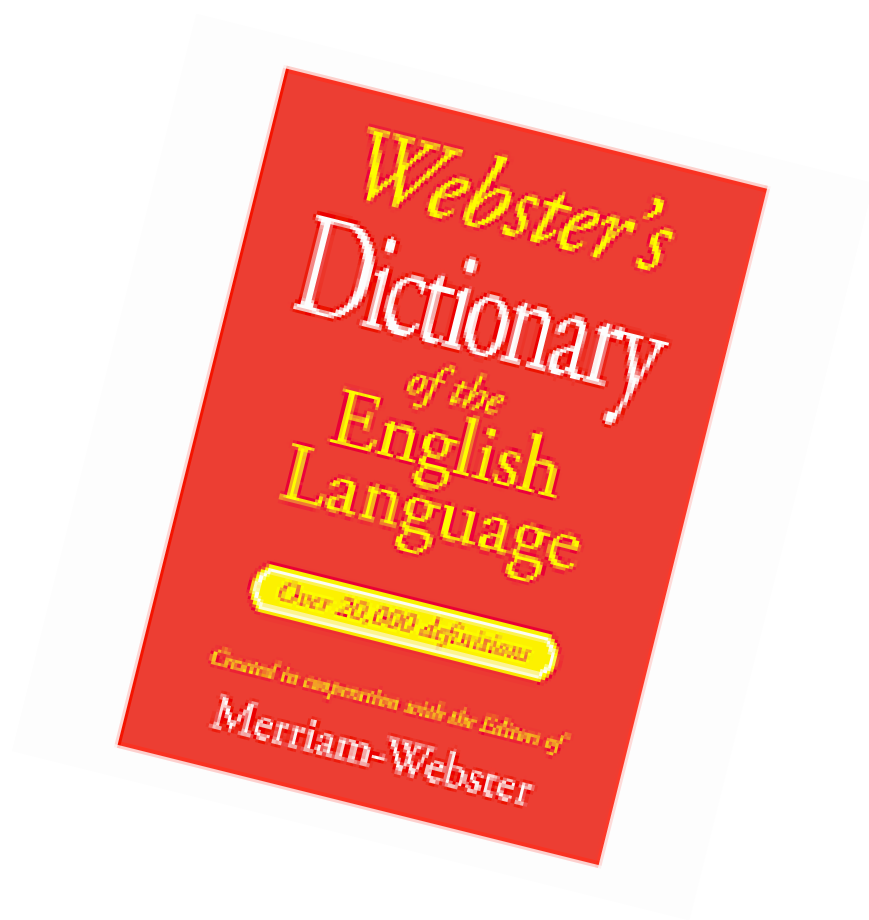
Force Majeure & Supply Chain Adjustments (UCC § 2-615):

If unforeseen circumstances prevent the fulfillment of specific menu items or services, the caterer reserves the right to propose suitable alternatives without breach of contract.

Pricing & Payment Adjustments:

Changes affecting pricing will be calculated based on current market conditions and must be **approved in writing** by the client before implementation.

Tip: Have your attorney prepare



What is the Most Powerful and Profitable Word in Catering?

“No...”

Twenty ways to say, “No.”

1. I'm afraid that won't be possible.
2. Let me offer an alternative solution.
3. I'm sorry, that's not something we can accommodate.
4. I would like to help, but that's beyond our current capabilities.
5. Let's consider a different approach.
6. I'm sorry, that's not within our scope of service.
7. Let's explore other options that may work for you.
8. I understand your request, but that's not something we can do.
9. I appreciate your suggestion, but it's not feasible at this time.
10. I understand your perspective; however, we can't proceed with that.
11. I regret to say that's not a possibility.
12. Let's discuss what we can do within our means.
13. It's not the direction we're able to go in.
14. I see what you're asking for, but I'm unable to fulfill that request.
15. That's a great idea, but it's not something we can execute.
16. I appreciate your interest, but we're unable to move forward with that.
17. I'm sorry, I can't commit to that.
18. I understand your needs, but that's outside of our service range.
19. Let's focus on what we can deliver.
20. I hear you. Yet, we can't proceed that way.

Change Order Notations Options for SEO (Special Event Order)

1. “**Δ**” To type the Delta Symbol (**Δ**) using a DOS command, hold down the "Alt" key and type "0394" on the numeric keypad, then release the keys.

Uppercase Delta (Δ): Alt + 0394

2. Mac Option “J.”

3. Write: “**Change Order: 1, 2, 3, 4,**” Etc.
Better: “Change Order: 1/5

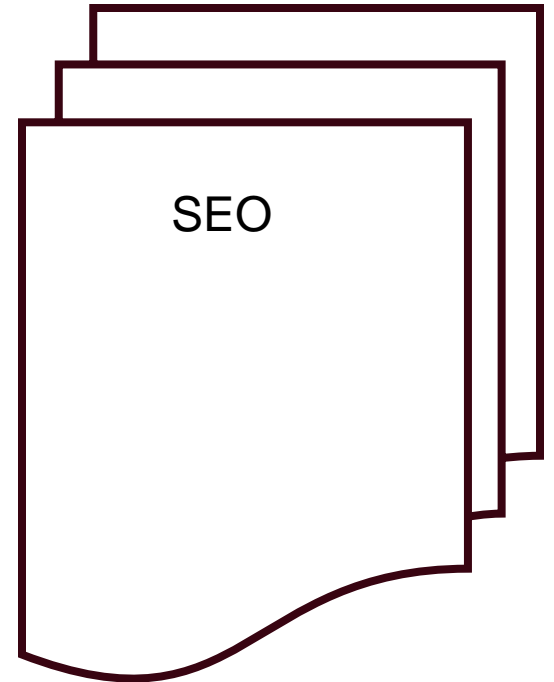
**** **Avoid** ****

Color coding fonts

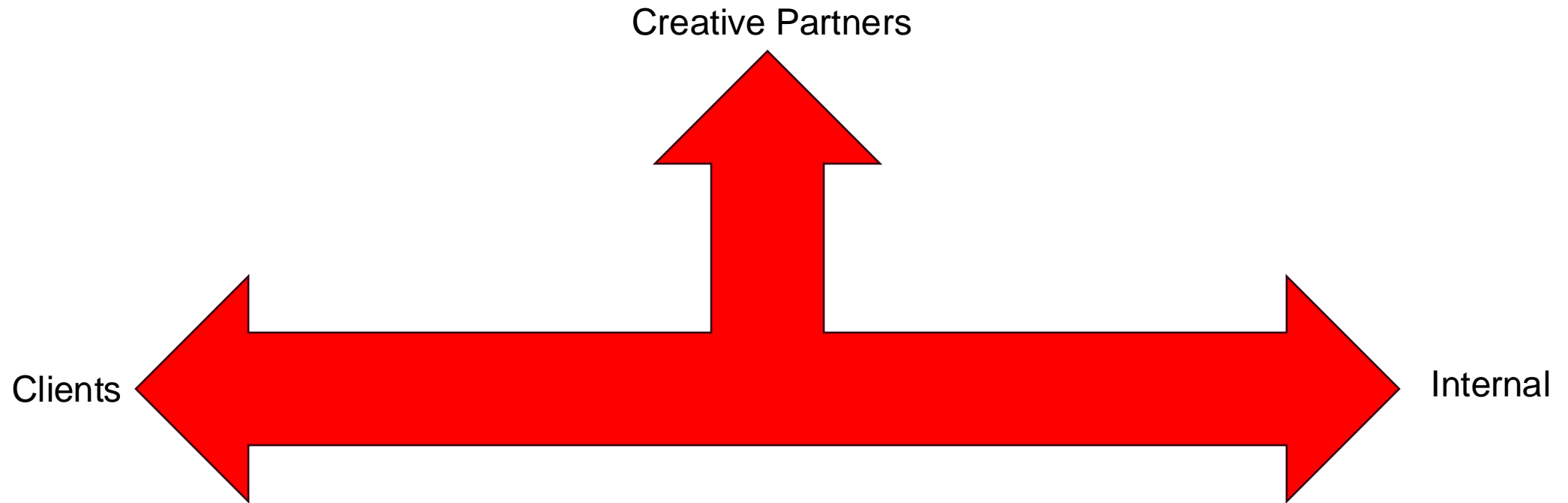
Reverse Type (White on Black)

Stylish Fonts

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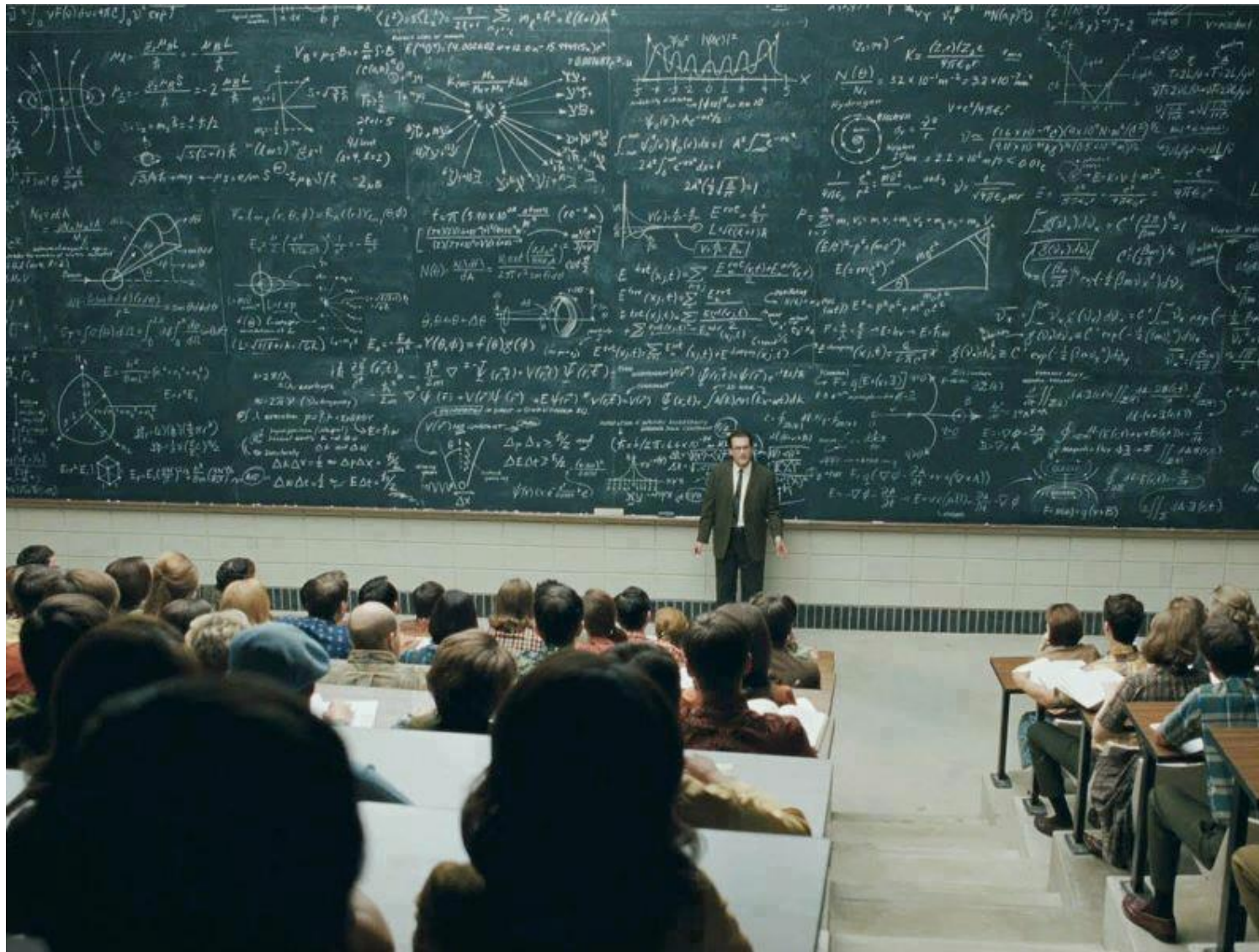






Avoid “NETMA” Badges & Communicate





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Thank you!

