

ENCORE RESTAURANT AND CONFERENCE CENTRE

INFORMATION

2019

Conveniently situated in the northern suburbs of Cape Town Encore Restaurant and Conference Centre provides an up market, trendy atmosphere with breathtaking views of Table Mountain and Table Bay.

Encore Restaurant and Conference Centre is under proud management of the Tygerberg Hotel School. We pride ourselves in the provision of good food and excellent service. Our staff is warm, friendly and always willing to attend to your every need.

Training is our Main Ingredient

A unique experience, Encore Restaurant and Conference Centre is operated by Students under the supervision of seasoned, professional industry staff. Student training and superior customer service is our primary focus. At all times we endeavour to exceed the expectations of both our students and our guests.

With ample parking and state-of-the-art audio-visual equipment, it is ideal to host a conference or function.

It is our pleasure to provide you with the following information with regards to all facilities and services Encore Restaurant and Conference Center have to offer. Please do not hesitate to contact any of our personnel members to assist you with your specific requirements:

Business Manager	:	Ursula van Willing uvanwilling@northlink.co.za
Banqueting Coordinator	:	Chuma Putta encore@northlink.co.za/ Chuma.Putta@northlink.co.za
Head Chef	:	Kathryn Line kline@northlink.co.za

CONTACT INFORMATION

Tel: +27 (0) 21 524 2236 / 2237 / 2239
Fax: +27 (0) 21 558 1056
E-mail: encore@northlink.co.za
Website: <http://www.encore.co.za>

Rothschild Boulevard
Welgelegen, Panorama
Private Bag X 1
Panorama
7506

RESTAURANT / BANQUETING INFORMATION

VENUE HIRING AND PACKAGES

The restaurant caters for a wide variety of function types, including breakfasts, lunches and dinners. These functions are subject to various packages on offer and time frames as below:

BREAKFAST EVENTS:	08H00 – 12H00
BRUNCH EVENTS:	09H00 – 14H00
LUNCHEONS:	12H00 – 16H00
DINNERS:	18H00 – 24H00

VENUE HIRE FEES

- BREAKFAST EVENTS (MAX 4 HOURS) R5 700.00
 - LUNCH EVENTS (MAX 5 HOURS) R6 800.00
 - EVENING / DINNER EVENTS R8 700.00
 - PER HOUR VENUE FEE R1 900.00
- (PER HOUR VENUE FEE WILL ONLY APPLY TO USAGE FOR A MINIMUM OF 3 HOURS)*

EXTRA VENUE FEE R1 100.00 PER HOUR
THIS RATE WILL ONLY APPLY IF THE VENUE IS NEEDED LONGR BEFORE OR AFTER THE ORIGINAL TIME FRAME BOOKED

MENUS AVAILABLE:

- BREAKFAST MENUS R80.00 – R180.00PP
- LUNCH MENUS
 - SET MENUS R230.00 – R250.00PP
 - BUFFET MENUS R240.00 – R270.00PP
 - SNACK MENUS R180.00 PER PERSON
- DINNER MENUS
 - SET MENUS R230.00 – R250.00PP
 - BUFFET MENUS R240.00 – R270.00PP
 - SNACK MENUS R180.00 PER PERSON

OPTIONAL EXTRA CHARGES AS PER CLIENT REQUESTS

- ARRIVAL DRINKS R45.00 PER PERSON
- ARRIVAL CANAPES / SNACKS R70.00 PER PERSON
- CORKAGE FEES FOR OWN WINES R25.00 – R35.00 PER BOTTLE
- JUICE PER JUG R40.00 PER JUG (1LITER)

The standard restaurant venue includes the following:

- Use of the venue for setup two (2) hours prior to the starting time of the function.
- The exclusive use of the venue till 24:00.
- Tables (round and rectangular available) and chairs
- All glassware, cutlery and crockery.

- Table linen: Please enquire about available selection
- A fully licensed bar facility
- Use of the standard restaurant equipment (as specified below)
- Full setup of the venue according to clients' requirements.
- All waiters, bar tenders and chefs

STANDARD RESTAURANT EQUIPMENT

The following standard equipment is included in the package of your choice

- PA System with cordless Shure microphone (microphone stand also available)
- Lectern / podium (subject to availability)
- Yamaha Traditional upright piano and chair
- 1 Disc CD-player with speakers in restaurant and dance floor area

Should you require any equipment over and above the equipment included in the venue hire, please advise in order that a detailed quotation may be forwarded from our preferred equipment supplier, for your approval.

RESTAURANT CAPACITY

The following amount of guests can be accommodated in the restaurant area:

- 80 - 84 guests for a sit down function, including a dance floor.
- 80 – 84 guests for a buffet function, including a dance floor.
- 150 guests for standing or cocktail functions.
- 86 - 90 guests can be accommodated for wedding functions (includes a bridal table of six on an elevated stage area), including a dance floor.

Please note that no chairs will be supplied for standing functions, only scattered tables.

Restaurant capacities can be negotiated at management's discretion.

MENUS SELECTION

The following menus are available as part of the package selected

- Breakfast Menus
- Set Menus
- Buffet Menus (Groups of 35 and more)

- **Snack Menus**

Please note that all menus and menu items are negotiable and can be re-quoted according to necessary changes. No food will be allowed to be removed from the premises on the client's requested menu should any be left over. Encore has a strict **NO "TAKE-AWAY"** policy.

DIETARY REQUIREMENTS

Please note that we do not cater strictly Halaal or Kosher, as we do not have the facilities. Our menus can be prepared Halaal friendly, which means that all pork and alcohol products will be eliminated from the menu. For strictly Halaal and Kosher meals, meals will be purchased from the restaurant's preferred supplier at the cost per person as indicated by the supplier or caterer. A 20% surcharge will be added to the quoted amount from the supplier. Special meal requirements i.e. Halaal, Vegetarian or Kosher are to be indicated five (5) days prior to the function.

FUNCTION CONTRACT

A detailed function contract for banqueting functions will be forwarded to the client on booking the restaurant. This document should be read attentively and a signed copy of the contract will be required in order to confirm any booking in writing. Once the signed contract has reached Encore Management, the deposit payment schedules will be discussed. All booking queries needs to be confirmed or cancelled within 5 days of the original booking query date. All contracts must be signed and send back within 5 days of the booking request.

BEVERAGE AND WINE LIST

As per the venue hire a fully licensed bar facility is available. The bar facility includes a wide range of local and imported products. These include soft drinks, beers, ciders, spirits, liqueurs etc. Our wine list has been expertly compiled and boasts a wide selection of sparkling, red and white wines. Guests are encouraged to seek assistance in their wine selection to ensure the wine compliments the food.

A corkage fee of **R 25.00** per bottle (750 ml only) will be charged for wines and sparkling wines brought on to the premises. Should the client supply the same wine available on our wine list a corkage fee of **R 35.00** will be charged. No other beverages may be brought on to the premises.

All selections of fruit juices and choices of Welcome drinks must be supplied by Encore. Clients are only allowed to provide their own wine and sparkling wine if not purchasing from the Encore Wine List.

Bar operational hours:

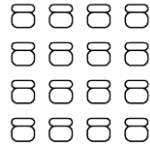
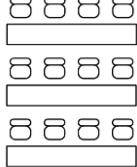
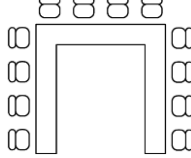
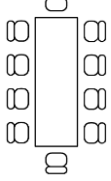
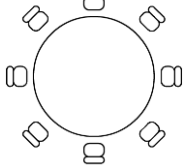
Due to our latest Liquor Law, the cash bar facility will only be open until **24:00pm**. Last rounds to be called at **23:30pm**.

CONFERENCE INFORMATION

ROOMS AND CAPACITY

The conference centre consists of three rooms: Bravo and Voila, both equipped with state of the art audio visual equipment, which can also be converted into one Multi-room. Indaba, the boardroom, complete with handcrafted table and panoramic view of Cape Town and the surrounding areas.

Conference rooms can accommodate the following amount of delegates as per the required setup styles.

					
Room	Cinema	Classroom	U-Shape	Boardroom	Banqueting
Bravo	60	55	23	-	40
Voila	60	55	23	-	40
Indaba	-	-	-	24	-
Multi-room	120	110	40	-	80

CONFERENCE PACKAGES

The following conference packages are available

LIGHT LUNCH AND REFRESHMENT BREAKS		
OPTION 1	PRICE	DESCRIPTION
Full Day	R 350.00pp	Arrival : Coffee, Tea, Juice and daily selection of freshly baked biscuits and rusks Mid-Morning : Coffee, Tea, Juice and daily selection of freshly baked muffins and scones Lunch : 1 Course Light Lunch (Menu Available)
Half Day	R 300.00pp	Mid-Afternoon : Coffee, Tea, Juice and selection of sweet snacks

CHEF'S CHOICE ONE COURSE LUNCH AND REFRESHMENT BREAKS		
OPTION 2	PRICE	DESCRIPTION
Full Day	R 405.00pp	Arrival : Coffee, Tea, Juice and daily selection of freshly baked biscuits and rusks Mid-Morning : Coffee, Tea, Juice and daily selection of freshly baked muffins and scones Lunch : Chef's Choice One Course Light Lunch

Half Day	R 345.00pp	Includes a selection of fresh fruit juice Mid-Afternoon : Coffee, Tea, Juice and selection of sweet snacks
----------	------------	---

FINGER LUNCH (SNACKS) AND REFRESHMENT BREAKS (MIN. OF 10 DELEGATES)		
OPTION 3	PRICE	DESCRIPTION
Full Day	R 435.00pp	Arrival : Coffee, Tea, Juice and daily selection of freshly baked biscuits and rusks Mid-Morning : Coffee, Tea, Juice and daily selection of freshly baked muffins and scones Lunch : Finger Lunch, selection of eight (8) snacks per delegate (Menu Available) Includes a selection of fresh fruit juice
Half Day	R 375.00pp	Mid-Afternoon : Coffee, Tea, Juice and selection of sweet snacks

TWO COURSE BUFFET LUNCH AND REFRESHMENT BREAKS (MIN. OF 30 DELEGATES)		
OPTION 4	PRICE	DESCRIPTION
Full Day	R 495.00.00pp	Arrival : Coffee, Tea, Juice and daily selection of freshly baked biscuits and rusks Mid-Morning : Coffee, Tea, Juice and daily selection of freshly baked muffins and scones Lunch : Chef's Choice Two Course Buffet Lunch, including the following: Main Buffet: 1 x red meat, 1 x white meat, 2 x starch, 2 x vegetables, 1 x salad Dessert: Served plated Includes a selection of fresh fruit juice
Half Day	R 435.00pp	Mid-Afternoon : Coffee, Tea, Juice and selection of sweet snacks

SIT-DOWN TWO COURSE LUNCH AND REFRESHMENT BREAKS		
OPTION 5	PRICE	DESCRIPTION
Full Day	R 495.00pp	Arrival : Coffee, Tea, Juice and daily selection of freshly baked biscuits and rusks Mid-Morning : Coffee, Tea, Juice and daily selection of Sandwiches/or Crostini Canapés (with 4 different toppings) Lunch : Two Course Sit-Down Lunch, including the following: Main Course: Choice of 2 Main meals, served plated (Menu Available) Dessert: Served plated Includes a selection of fresh fruit juice only
Half Day	R435.00pp	Mid-Afternoon : Coffee, Tea, Juice and selection of sweet snacks

EXECUTIVE SIT-DOWN TWO COURSE LUNCH AND REFRESHMENT BREAKS		
OPTION 6	PRICE	DESCRIPTION
Full Day	R 505.00pp	Arrival : Coffee, Tea, Juice and daily selection of Muffins and Scones Mid-Morning : Coffee, Tea, Juice and daily selection of Crostini Canapés with various toppings Lunch : Two Course Sit-Down Lunch (Main + Dessert) Main Course: Choice of 2 Main meals, served plated (Menu Available) Dessert: Served plated

Half Day	R 450.00pp	Includes a selection of fresh fruit juice only Mid-Afternoon : Coffee, Tea, Juice and selection of sweet snacks
-----------------	-------------------	--

CONFERENCE ROOM PER HOUR RATES (EXCLUDES CATERING)	PRICE / COST	
SINGLE ROOM (BRAVO / VOILA / INDABA) CONFERENCE HIRE PER HOUR	R	1800.00
MULTI-ROOM CONFERENCE HIRE PER HOUR	R	2200.00

Per hour rate only applicable to meetings and/or conferences of 3 hours and less.

STANDARD CONFERENCE EQUIPMENT

All conference packages include the following standards:

- Folder, pen and paper for all delegates
- Mints and Mineral water (Still and Sparkling)
- Flipchart, Whiteboard and Markers
- Air-conditioning

AUDIOVISUAL EQUIPMENT

The conference rooms Bravo and Voila offer the following state of the art audio visual equipment as part of the standard conference packages:

1. JBL Speakers for surround sound
2. Mixing decks and amplifiers to ensure direct audio feed
3. Mixer and Wireless Lapel Microphones
4. DELL data / video projectors that are ceiling mounted
5. Screens: Daylite motorized screens
6. Sony Video Cassette Recorder: VHS
7. DVD / VCD and CD Player: MP3 compatible

REFRESHMENT AND MENUS SELECTIONS

All refreshment breaks are included in the various conference packages. As per the relevant conference package a set selection of Chefs Choice refreshments are available at the scheduled break times. Alternative refreshment breaks snacks options entail:

- Selections of Sandwiches
- Open Canapes (open sandwiches)
- Fruit platters

Lunch menus are available to conference packages containing lunch options. It should however be noted that, regardless of the option chosen, all light lunches, buffets and set menu desserts are Chefs Choice for the specific day. **No food will be allowed to be removed from the premises from the client's requested menu should any be left over. Encore has a no "take-away" policy.**

DIETARY REQUIREMENTS

Please note that we do not cater strictly Halaal or Kosher, as we do not have the facilities. Our menus can be prepared Halaal friendly, which means that all pork and alcohol products will be eliminated from the menu. For strictly Halaal and Kosher meals, meals will be purchased from the restaurant's preferred supplier at the cost per person as indicated by the supplier or caterer. Special meal requirements i.e. Halaal, Vegetarian or Kosher are to be indicated Five (5) days prior to the function.

BOOKING AND CONFIRMATION

For a conference reservation at Encore Restaurant a minimum of 10 guests are required. Where the guest attendance of 10 is not met, the charge will be made for 10 guests. Confirmation of a conference is required within seven **(7) days** after the initial enquiry was made. Any booking enquiries that may be urgent or a late notice will only be considered if the enquiry date is a minimum of five **(5) days away** from the actual function date.

The final number of guests must be confirmed seven (7) days prior to the function as per the maximum room capacity mentioned above. Payment for the function will be according to the number of guests as per the seven (7) days confirmation. Bookings will only be confirmed once the 50 % deposit has been paid and a signed copy of the reservation form has been received.

DEPOSIT AND PAYMENT PROCEDURES

On confirming a conference reservation, a deposit of 50% of the total quoted amount is payable to Encore Restaurant and Conference Centre. The Banqueting Officer will confirm the amount. All deposits need to be paid on confirmation of the function. All conference functions and/or outstanding balances must be paid in FULL two (2) days prior to the event and/or function date. Payments can be made in cash, by cheque, credit / debit card or electronic bank transfer. All proof of payments must please be faxed or emailed to Encore Restaurant and Conference Center, marked for the Banqueting Officer's attention.

Any extra's that may occur on the day of the event will be invoiced separately and send to the client's account department after the function. Payment for these outstanding balances must be done in full within 3 days after the conference booking date. All proof of payment must again be forwarded to the Banqueting Officer.

Encore does not allow for Debtor/Creditor accounts and no functions will be catered for if payment is not received in full prior to the function date.

CANCELLATION CLAUSE

Encore Management reserves the right to cancel a reservation without liability on its part. Conditions beyond management's control (such as shortage of labour or food supplies, strikes, industrial unrest, lockouts, or if the event is anticipated to include inappropriate, undesirable or controversial activity) will lead to a cancellation. Encore Restaurant and Conference Centre will have the right to terminate the reservation upon refunding the patron's deposit in full

Encore Restaurant and Conference Centre will also reserve the right to cancel any catering requirements on functions booked should payment not be made in full prior to the function date without refunding the clients' deposit payment already made. This payment will serve as a cancellation fee.

NON REFUNDABLE DEPSOSIT AND CANCELLATIONS

Cancellation of a confirmed booking 2 weeks (14 days) or less days prior to the function date will result in billing 50% of the total invoice amount or quote. The Banqueting Officer will confirm this amount. Cancellation of a confirmed booking seven (7) days or less prior to the function date will result in billing 100% of the total invoice amount or quote. Deposits paid for functions are refundable should the function be cancelled within three (3) weeks prior to the function date.

OPERATING HOURS

Encore Restaurant and Conference Centre will be open from 07:30am until 16:30pm.

The venue will be available to the client from 07:30 only for any additional set up required for the specific conference. All conferences to end strictly by 16:30 as the conference centre and restaurant must be evacuated by 17:00.

Please note that an **additional venue hire fee of R 1100.00 per hour** or any part there of will be charged should the client request the **venue longer after the original operational**

hours stipulated. Clients must also please remove all extra equipment, décor, banners, products displays etc on the same day unless prior arrangements have been made with Management. Should property be left by clients without management's approval we will not be held liable for any missing items, losses or damages.

Full day conference operational hours:

Full day conferences from **07:30 – 16:30**

07:30 – 08:00	Setup
08:00 – 16:30	Catering / Conference / Workshop / Meeting
16:30 – 17:00	Ending

Half day conference operational hours:

Morning Half day conference from **08:00 – 12:00**

07:30 – 08:00	Setup
08:00 – 12:00	Catering / Conference / Workshop / Meeting
12:00 – 12:30	Ending / Lunch Service

Afternoon Half day conferences from **12:00 – 16:30**

12:30 – 13:00	Setup / Lunch Service
13:00 – 16:30	Catering / Conference / Workshop / Meeting
16:30 – 17:00	Ending

Catering Hours

Catering hours will **strictly start at 08:00am**, should the client request any food requirements up and above the catering included in the conference package.

Breakfast will be served from 08:00 – 11:00 and Lunch from 12:00 – 15:00.

MAP AND DIRECTIONS

DIRECTIONS FROM CAPE TOWN CITY CENTRE

- On the N1 from Cape Town take the Platteklouf Road / McIntyre Road turn-off (M14). This is Exit 18.
- On the off-ramp, turn left into Platteklouf Road.
- Cross over 1st set of traffic lights at Uys Krige Road
- At 2nd set of traffic lights turn left into Rothschild Boulevard (Panorama Medi-Clinic on corner as landmark).
- In Rothschild Boulevard, at the 1st set of traffic lights turn right into the Northlink College grounds.
- Encore Restaurant and Conference Centre will be clearly visible on your right.

DIRECTIONS FROM PARC DU CAP

- On the N1 from Bellville take the Platteklouf Road/McIntyre Road turn-off (M14). This is Exit 18.
- On the off-ramp, turn right into Platteklouf Road.
- Cross over 1st set of traffic lights at Uys Krige Road.
- At 2nd set of traffic lights turn left into Rothschild Boulevard (Panorama Medi Clinic on corner as landmark).
- In Rothschild Boulevard, at the 1st set of traffic lights turn right into the Northlink College grounds.
- Encore Restaurant and Conference Centre will be clearly visible on your right.