

procedures

Ordering by Phone

Speak directly to our Suite Services Representatives at (770) 813-7654. They are ready to assist you in coordinating every aspect of your suite catering needs. The suite hot line is available for advance ordering Monday-Friday 9:00 a.m.-5:00 p.m. For your convenience, voicemail is available on the suite hot line after hours. We will retrieve messages after 10:00 a.m. the next business day.

Online

Online ordering is available at www.proofarena.com. Proof of the Pudding complete Suite menu is available for your selection and ordering at www.proofarena.com. Simply go to the website and order your food and beverage and the order will be ready for you when you arrive for your event.

By Email

All orders should be e-mailed directly to: suitelife@gwinnettcenter.com


By Fax

Fax directly to Proof of the Pudding at (770) 813-7693.

All food and beverage orders must be received no later than seventy-two (72) hours prior to the event. This lead-time is essential in the planning, purchasing and preparation process necessary to ensure the highest food quality possible. Any orders received past this deadline will be restricted to a limited menu selection and will be subject to an additional event day service charge. Major modifications to an order after the deadline will also be subject to this service charge.

Specialty Ordering of Food and Beverage Items:

You may have the occasional dietary request or just a need for special food items we do not routinely offer. Just call your Suite Service Representative to discuss the possibilities.

For your convenience, we offer event day ordering. For food orders, items with  signifies those items available during the event. For beverage orders, selections in the suite menu will remain available on event days. Please contact your Suite Captain whenever you are ordering food or beverage during an event or call our Order Room at extension 7654.

As a reminder, the items listed as event day menu items are the only items available on event day.

Order Confirmation

We will process and confirm all orders as we receive them. Your confirmation will be faxed or e-mailed to you within 24 hours. This will include a copy of your advance order as processed.

If we have not received an order from you by the three-day deadline, we will call you to inquire if your suite will be used for the up-coming event. If you do not receive confirmation, your order has not been received or processed. Please call us immediately and we will do our best to fill your order.

Cancellations

If you need to cancel a suite food or beverage order, please contact our Suite Services Representative in our catering office at least 48 hours prior to the event. Charges will not be incurred if you follow this procedure.

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Beverage Service

Suite holders and their suite administrators should maintain a good working knowledge of the beverage inventory in your suite. We have found that most Suite holders prefer taking an inventory at the conclusion of each event, or have their private suite attendant take a closing inventory. This is most helpful in determining what you may want to order for the next event.

Beverage service is provided from a built-in bar and refrigerator, which can be fully stocked with your choice of products. A full range of beverages are listed for you in the beverage selection menu. It is recommended that Suite holders establish a desired level of liquor, beer, wine, and soft drinks for your suite. You can make arrangements for your beverage service by consulting with the Suite Service Department or by referring to the recommended bar inventory displayed in the beverage selection menu.

Once you have established what beverages you would like to have in your suite and the inventory amounts, our staff

will stock your bar before each event. After each event, our staff will replenish your beverage inventory back to the original amount.

As part of your replenishment, our Suite Service Department will verify the reorder with you and then the bill will be charged to your suite credit card. Keep in mind, if you have any changes to the beverage inventory or special drink requests, the Suite Service Department must be contacted at (770)813-7654 prior to the event.

We welcome your special requests for beverage items not found on our menu. We ask that you please provide us with a minimum five (5) days advance notice so that we can be sure to have your favorite selections stocked at the appropriate temperature for service on event day.

You may replenish your beverages during an event by contacting your Suite Captain or by calling us on the Suite Service line from your suite telephone (dial extension 7654).

Proof of the Pudding must adhere to stringent alcoholic beverage guidelines that include:

- Minors (under the age of 21) are not permitted to consume alcoholic beverages.
- It is the Suite holder's responsibility to monitor alcohol consumption within your suite. This is a very serious responsibility and it is recommended that you designate a specific individual to monitor consumption in your suite when minors are present.
- Alcoholic beverages cannot be brought into or taken from The Arena.
- It is against the law to serve alcohol to a person who is intoxicated.
- Suite attendees are not permitted to take bottles or cans outside of the designated suite area.

Proof of the Pudding and The Arena at Gwinnett Center are dedicated to providing quality events that promote enjoyment and safety for everyone. This is best achieved when moderation is practiced.

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Alcohol Polices

On behalf of Proof of the Pudding and The Arena at Gwinnett Center, we want to maintain a safe and fun environment for the Suite holder and their patrons. Georgia law requires that all consumers of alcoholic beverages must be of legal drinking age, which is twenty-one years of age. It is the Suite holder's responsibility to monitor alcohol consumption within your suite. All alcohol must be consumed in plastic containers.

Beverage Par Inventory System

We recommend that you establish a par system for your suite bar. We offer many brand names and will strive to fulfill your special request orders as well. All beverage items are sold by the specified amounts listed. An inventory will be taken after each event and your bar will be restocked to its original par.

We will restock liquor only if a bottle is less than half-full. Any new items added back to your original bar inventory will be charged to your suite credit card. We will stock any other items that you wish on a request only basis.

Recommended Minimum Bar Inventory

- 1 Bottle each Vodka, Rum, Gin, Bourbon, Scotch and Blended Whiskey (750 ml)
- 4 Bottles of Wine (750 ml)
- 6 Six packs Assorted Beer
- 3 Bottles of Mixers of your choice
- 2 Six packs each of Coke, Diet Coke, Sprite, Club Soda, Tonic Water, Ginger Ale, Spring Water and Sparkling Water
- 2 Bottles each of Orange, Grapefruit and Cranberry Juices
- 1 Box of stir straws (no charge)
- 1 Box of beverage napkins (no charge)
- 1 pack of 10oz cups (no charge)
- 1 pack of 14oz cups (no charge)

We recommend that you use the above amounts as a guide for planning your suite bar. Our Suite Service Department will be happy to answer your questions and guide you through the planning of your beverage service. If you do not wish to stock a par bar, all beverage items ordered will be billed per event.

Special Services

The suite levels are staffed with Suite Supervisors and Suite Captains. They are responsible for stocking your suite with the food and beverage items you have ordered and will also ensure that you receive your re-orders in a timely manner. For more personal attention, a suite attendant may be added to your suite at a cost of 125 per event to aid in greeting guests, bartending and overseeing your food and beverage service.

Food and Beverage Exclusivity

All food and beverage menu items are prepared and presented by the Proof of the Pudding culinary and service professionals. Outside food and beverage may not be brought into your suite. We will make every effort to provide you with any special items that you may require.

Special Amenities

There are many items that we can provide for your suite, such as personalized napkins, celebration décor and party favors. We are happy to assist you in planning and arranging all details of your special event. Please call (770) 813-7654 with your requests.

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Payment Methods

We want to ensure you that your event billings are always accurate and complete. Upon entering your suite, a Proof of the Pudding representative will verify with you the receipt of your food and beverage order and that it is to your satisfaction. Guests who are not authorized to charge for food and beverage on the Suite holder's credit card may pay with Cash, Visa, MasterCard, Discover Card or American Express. At the end of the event, you will be presented with a guest check which includes all pre-orders and event day orders through half-time. Our computerized ordering system will permit only one form of payment per suite order. Please make arrangements with your guests prior to the event to set up measures for splitting any food and beverage costs.

The charges reflected on the event billing will be automatically charged to your credit card on file for your suite. All event billings will include a 20% service charge, 6% Georgia State Tax and a 3% Georgia State Alcohol Tax. Proof of the Pudding reserves the right to withhold services at future events if the above outlined procedures are not met.

Other Information

Please remember that you, the Suite holder, are ultimately responsible for all charges made to the suite. Charges incurred by your guests, if authorized, may be charged to your suite credit card on file, cash or their personal major credit card. However, if any of your guests should default on their bill, the Suite holder's credit card on file will be charged.

Menu Advisory

Consuming raw or uncooked meats, poultry, seafood, shellfish, or eggs may increase your risk of food borne illness or death—especially if you have certain medical conditions.

Menu items may contain allergens such as peanuts. Please consult your sales executive if you need or desire further details.

Important Contacts

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