



## Frequently Asked Questions

**What will the service staff be wearing?** Black pants, white long-sleeve collared shirt, black neck tie, long black bistro style apron (from waist to ankle).

**Do you charge for cutting wedding cake or pouring the champagne toast?** No, cake cutting and champagne corkage are complimentary.

**Do you offer sit down or plated meal service?** Yes, we can accommodate any service style you prefer from buffets to plated meal service to food stations.

**Will you provide a banquet manager to coordinate the meal service or an on-site coordinator who will run the entire event?** We always have an event manager on site for each event to handle our end of the activities. Many times, the client has a coordinator, DJ, etc. that also has a copy of the event timeline and we coordinate closely with that person. That said, if you would like us to manage the event and timeline for you we can. That service is an additional charge separate from catering services.

**Can you provide and serve alcohol?** We can serve alcohol that is provided by the client.

**Do we have to select from a pre-set menu or can you create a customized menu just for us?** No, you do not have to select from pre-set menus. 99.9% of our events are customized menus created to satisfy certain tastes, budgets, or themes.

**Can you provide references?** Yes

**Can you accommodate dietary restrictions, such as food allergies, kosher, vegan, etc.?** Yes, just let us know your requirements and we can accommodate you.

**Do you offer event packages or is everything à la carte? What exactly do your packages include?** Our services include fabulous food, china, flatware, decor and linen for the food service



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area, cake cutting and champagne corkage. Additional items such as glassware, table linens, cakes, centerpieces, etc. can be provided as add-ons to the base contract.

**Do you provide food tastings?** Yes, we offer tastings if the client would like one. These tastings are scheduled after we have agreed on a menu and pricing, and include samples of some selected menu items, but not the entire menu.

**Do you handle rental equipment such as linens, tables, chairs, etc.?** Yes, we can take care of arrangements for any rental items you may need.

**What date do I owe you a final guest count?** Fourteen (14) days prior to the event.

**What is your payment policy? Do you accept credit cards?** We accept cash, checks and credit cards (MC, VISA, AMEX).

**How much of a deposit is required to hold my date? When is the final payment due?** A \$500.00 non-refundable deposit is required to reserve our services for the date of your event. The remaining balance and final headcount are due fourteen (14) days prior to your event.

**What is your cancellation policy?** A cancellation fee equal to 15% of the total invoice is due if cancellation occurs within 60 days of the service date, and 25% if said cancellation occurs within 30 days of service date.