

## Frequently Asked Questions (FAQ)

### 1. Do you do ...Corporate Catering? ...Event Catering? ...Wedding Catering?

The Caterer Inc. has an extensive Corporate Catering service. Corporate Catering refers to small parties of 4 to 40 guests, or events involving delivery only. Our Corporate Breakfast and Lunch offerings are all based on smaller events that do not require service staff.

We also do catering for events such as weddings, company BBQ's, cocktail parties, and memorials. Our exclusive event menus feature popular food items with taste twists from all over the world.

### 2. When do I need to book a caterer?

Depending on the event, it is best to book the caterer anywhere from two weeks to one year in advance. Larger parties, such as weddings, are best to be booked about six months in advance, as the bride and groom typically need time to plan the timeline and menu with their event coordinator. Small private or corporate parties can be booked as little as a week in advance. Short advance bookings may limit menu choices and availability during peak times.

### 3. Is it best to book the caterer, or the venue first?

It is best to book the venue first for a few reasons:

- a. Not all venues allow outside caterers, so you may have to use their in-house catering services.
- b. Each venue is unique, and we base our proposals on the location you have chosen. The venue will affect the estimate of the costs (delivery, service, etc.).
- c. A venue site may be appropriate to view the space and discuss your vision further.

### 4. What are your terms of payment? Is a deposit required?

We require a fifty percent deposit to confirm your event booking. Full payment is required four working days prior to your event. Any additional labour or rental damage costs will be due seven days after the event. You may pay by MasterCard or Visa up to \$5,000; if so, we require a specimen signature to be kept on file.

\*An additional 2% merchant fee applies for Visa, MasterCard, and American Express Credit Card payments.

\*\*There is a service fee of 17% on all events that require service staff.

### 5. I will be booking my event months in advance. Are your prices guaranteed?

The price quoted on any event will always be honoured. Additional labour and rental damage costs may incur at the time of the event.

### 6. Do I have to have catering staff? Will you deliver food without catering staff?

If you don't need staff, we will gladly deliver to the location of your choice. Applicable delivery charges will apply, depending on the distance traveled.

### **7. Can I pick up an order?**

Yes. Please note there are minimum orders on certain food items and a minimum 24-hour notice is required for all orders. Pick-up times are between 8:30am – 5:30pm Monday to Friday. Please check with us to verify pick-up times for Saturday orders.

### **8. If you're providing staff for an event, how much staff do I need? What is the cost for hiring staff?**

We have extensive experience in the area of staffing, and make sure you have the right amount of people to make your event successful. We believe consistency is important and hire staff that will take care of your party from beginning to end. As part of your quote for catering or event planning, we will provide you with a detailed quote for staff. Staff are paid from the time they gather your items at The Caterer Inc. kitchen, until the time they have cleaned your site and returned company items back to The Caterer Inc.

### **9. Do I tip the staff?**

This is entirely up to you. Many of our clients find The Caterer Inc. staff exceed their expectations and do offer them a tip. There is a standard fifteen percent service charge applied to the entire invoice cost at any function where we supply the staff.

### **10. What does staff wear on site?**

For formal events, the staff will wear black dress pants, dress shoes, and an apron and tie with a white collared shirt. For casual events, the staff wear black dress pants and white t-shirts.

### **11. Can I create a customized menu? Are you able to accommodate special dietary needs?**

Absolutely. We have an extensive menu and can easily accommodate any taste, restriction or special need. Our Custom Catering Experience starts with customizing your menu. It's our goal to make your The Caterer Inc. food experience perfect and memorable.

### **12. Can I taste the food before booking?**

Yes. There is a \$50 fee for a scheduled tasting. If you have a booking with us, the fee will be deducted from your overall charge, so it is always free.

### **13. Do you charge a cake-cutting fee?**

We will happily cut your cake without charging you a cake-cutting fee.

### **14. I am not sure how many people will be attending. How do I decide how much to order?**

Our event planner will help you with the proper portioning. To give you maximum flexibility, we only require a guarantee on numbers 1 week prior to functions. After that time, we will do our best to accommodate increases. However, we are not able to accommodate decreases in numbers.

### **15. Who is responsible for getting the Liquor License?**

It is the responsibility of the Host to get a Liquor License for the event, and the catering company/event coordinator, etc. cannot get it on your behalf. You will need to get the license at a liquor store in the city where your event is taking place.

If you are planning on a cash bar instead of a host bar, your license may need to go through the RCMP and take more time to process, so it is highly recommended that you take care of this about a month before your event.

### **16. Do you charge a corkage fee?**

No, and we are more than happy to provide bartenders and serve your beverages for you. Providing your own alcohol is a great way to cut costs on your event.

### **17. Can I meet my Event Coordinator in person?**

Absolutely. We are happy to book an appointment with you to discuss your event in detail. We prefer to do this after we have provided you with an initial proposal, as the estimate will answer some of your questions.

Larger events, such as weddings, will also require a “walk-through” where our coordinator will meet you at the venue to discuss floor plan, etc. This is best done about a month before the event.

### **18. Will my Event Coordinator be at my event?**

The Event Coordinator will try do his best to visit each event. We also offer the service of having an “Event Manager” on site. This is usually required for larger or more complicated events, such as plated dinners. The cost is \$45.00/hour. The Event Manager will work with the other vendors, and the venue, to ensure that the set-up and execution of the event are completed flawlessly.

### **19. Do you take care of rentals? Do I need to rent anything?**

We prefer to take care of the rentals. It's more convenient for you, and provides a stress-free experience. You'll have one point of contact, and you don't have to worry about forgetting anything, making adjustments, or coordinating deliveries and returns. With 20 years working in the industry, we know what is required for dishes, linens, tables and chairs, as well as contingency plans for indoor and outdoor options.

There will be an additional fee for rental services provided by The Caterer Inc.

### **20. Do you look after other services, like ordering flowers and finding a band?**

We will customize any service you require, including flowers, music, balloons, limousine service, valet parking, entertainment, dance floors, ice sculptures, tents, and anything else you throw our way. Just ask!

### **21. If something unforeseen happens and I have to cancel, how much notice do you need?**

You may cancel a party up to 2 weeks prior to your event for fifty percent refund of the deposit. After that time the deposit is non-refundable.