



# FAQs

## Frequently Asked Questions

### Planning Tips

#### How much does catering cost?

There are several variables that impact the cost of your off-premises catered event. Our goal is to produce a proposal that includes everything you will need within your desired budget. Since every event is truly unique, we need to ask a few questions to better understand your personal vision and preferences. This way, our custom proposal fits your priorities and incorporates the important details.

It helps to know:

- Time of Day
- Type of Event
- Event Purpose and Duration
- Event Location - Indoor or Outdoor
- Seasonal Menu Preferences
- Style of Service - full-service delivery/set-up, delivery drop-off or pick-up.
- Bar and Beverage Selections
- Rental Needs - china, glassware, service equipment, linens, tables, chairs, tents, lighting, dance floor, etc.
- Other Services - are we including décor and florals, entertainment, restrooms, signage, soft seating, and valet parking in your proposal?
- Service Staff Levels
- Your top priorities and personal vision

#### How far in advance do I need to book my event?

It is never too early to reserve your date: for weddings we recommend at 12-18 months in advance. For social and corporate events 3-6 months, and for smaller pick-up and delivery orders 15-30 days. You can order from our online menu at [katherines.com](http://katherines.com) at any time.

#### How do I reserve your catering services?

Once you have selected an event date and we have confirmed availability, you can make your reservation deposit by credit card or check to guarantee your date and our services.

#### Do you have wedding and event packages that are all-inclusive?

Yes, for our Lyon Oaks exclusive venue in Wixom, Michigan we have several all-inclusive wedding packages, or you can create a custom menu from our recommendations. Pricing for off-premises weddings and events depends on the details for each event. For example, does your location provide tables, chairs, linens, and restrooms or do we need to provide these for you? Do we need to secure a tent, heaters, lighting, and a generator for your outdoor event or do you have an event space?

### **How far will you travel?**

Our corporate headquarters and production kitchens are in Ann Arbor, and we will travel within 75 miles of in all directions. Additional mileage fees may be incurred.

### **What is your average per person price?**

Pricing will depend on your event location, menu selection, equipment needs and what other services are provided by Katherine's. In many cases we can give you a range of pricing once we learn more about your event details. Your proposal is broken down into the following categories:

- Food
- Beverage
- Equipment and Rentals
- Other Services
- Staffing

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### **What kinds of events and groups do you cater for?**

Katherine's has extensive experience with events of all styles and sizes. We cater large corporate events and intimate gatherings; graduation parties and tailgates, product launches, grand openings, donor events and fundraising galas; executive meetings, social gatherings, holiday parties, weddings, birthday parties, bar and bat mitzvahs, memorial receptions, and themed anniversary celebrations. This is what makes what we do so much fun - every event is a unique experience!

### **If we need to postpone our event, can we re-book for a future date?**

Yes, you may change your event date up to ten (10) business days in advance without incurring any additional change fees, however, your catering event agreement pricing is subject to change based on the date, time and location of your re-scheduled event and any revisions, pricing changes or modifications to the menu and services provided.

### **If we decide to cancel our event altogether, will our deposit be refunded?**

No, your initial deposit is non-refundable and would be applied to the cancellation fee per your catering agreement.

## **Food and Beverage Questions**

### **Can we create our own custom menu?**

Our sample menus provide a starting point for your menu planning. Many clients pick and choose from our vast sample menus, bring us ideas of what they love, and together we create a menu that is perfect for your event and venue. Sometimes we have a kitchen on-site, while other times we need to create an on-site kitchen or bring the food ready-to-serve.

### **Can I make changes to my original menu once I have signed my catering agreement?**

A final menu is requested ten (10) days prior to your event date so if you are booking in advance with us you have plenty of time to make changes to your menu once you have signed the initial catering agreement.

**Will you prepare for dietary preferences and specific allergies?**

We understand our clients are just as unique as their events, and we love our vegan and gluten-free friends. We will guide the menu selections based on preferences and can often adjust our recipes - it is one of the perks of cooking from scratch. Each menu item has a dietary indicator (V+, V, GF, DF, NF) which is also printed on the complimentary menu signs that accompany each event.

**Do you have vegetarian and vegan menu options?**

Our vegetarian and vegan menu options are plentiful and creative, and we are always testing new recipes and ideas.

**Can you provide Kosher meals?**

Although we are not a Kosher caterer, we can order meals from our Kosher catering partner.

**Do you offer children's meals?**

We have several menus designed for the children attending your event - but take heed, some adults will opt for the chicken fingers and mac and cheese too!

**Can I provide my own alcohol?**

Yes, you can, or we can procure it for you. If you choose to have us take care of it, we will estimate quantities, place the order and have it delivered chilled and ready to your event site. We can also provide all the bar set up, condiments and plenty of ice.

**Do you offer bartending services?**

We offer TIP certified bartenders who will manage your bar and serve your guests - choose from a simple wine and beer bar, add a creative specialty cocktail, or opt for a full bar service.

**Can you prepare one of our family recipes?**

If you have a traditional family favorite you would like to serve at your event, we will do our best to prepare a similar version based on the ingredient list and details provided.

**Do you offer wedding cakes, sweets tables, dessert stations?**

We do not make wedding cakes in our Ann Arbor bakery; however, we can recommend several cake designers in the area. Many of our clients will add a sweets table or dessert station to complement a traditional wedding cake.

**Is it possible to keep my leftovers if there are any leftovers safe to keep?**

At the discretion of your event captain and depending on the condition and safety of the food, we will gladly package up some leftovers for you to enjoy. Food may not remain with the client at events held at Caterer's Lyon Oaks location and other preferred catering locations due to health and safety regulations.

## Services and Event Styles

### **What types of catering do you provide?**

- Full-Service Catering
- Delivery and Setup Catering
- Delivery and Drop-Off Catering.
- Curbside Pick-Up Catering

### **What service options do you offer?**

- Plated Meals
- Family Style Meals
- Strolling Stations
- Served and Self-Serve Buffets
- Stationary and Butlered Hors d'oeuvres
- Pre-Packaged Meals and Appetizer Boxes
- Any combination of the above!*

### **Do you have a minimum guest count or an order minimum?**

In general, our catering menus and pricing are based on 20 guests and a \$500 minimum per order. We do make exceptions, so please inquire if your order does not meet these guidelines.

### **What other services do you offer in addition to food and beverage?**

- Audio Visual
- Bar and Beverage Service
- Ceremony Décor
- Certified Bartenders
- China, Glassware and Flatware
- Disposable Serving Ware
- Entertainment
- Equipment Rentals
- Event Décor and Florals
- Event Equipment
- Event Signage
- Ice Sculptures
- Portable Restrooms
- Professional Servers
- Room Diagrams and Floor Plans
- Specialty Linens
- Tables and Chairs
- Tents and Lighting
- Transportation
- Venue Coordination

### **Can you help me locate and reserve a venue?**

We are honored to be listed as a preferred caterer for many area venues. We can assist with finding and securing the right venue for your event, and we are familiar with the various guidelines and logistics of each venue which helps with the planning and production of a successful event.

### **Will you schedule a site visit to my location?**

We offer complimentary pre-arranged site visits to your event location.

### **Can we live stream our event?**

We have exceptional partners who can arrange the setup and manage the entire process for you. Your clients, family, and friends from far away can all be there with you!

### **How do I schedule a tasting and how many people may I invite?**

Once you have signed a catering agreement, you can schedule a complimentary tasting for up to four guests - just ask your Catering Sales Coordinator. Additional guests may be included at \$25.00 per guest. You can arrange for a 'pick-up' tasting or ask to dine at one of our tasting tables in Ann Arbor or Wixom. We periodically host group tastings that everyone raves about.

### **Is a gratuity included in your service charges?**

Gratuity is not included in the service charge and is left to the Client's discretion. If you are happy with the service provided and wish to acknowledge the team, we recommend adding 8-12% gratuity on the food and beverage costs. The gratuity may be paid in cash or by check at the time of the event or added to your invoice.

## **OUR BRAND PLEDGE**

- From your first call through your last guest, our thoughtful, genuine and accommodating nature will shine through.
- Our planning staff will diligently and wholeheartedly work with you to make your ideas and vision become a reality.
- Our themed event designs will be artistic, harmonious, and original.
- Our culinary creations will inspire the senses through their innovation, style, and freshness.
- Our service staff will exude steadfast hospitality and graciousness at every turn.



*Katherine's Catering, Inc. 2021 [3/15/2021]*

