



Chef Jack's Catering FAQ's

Q: *Do you offer tastings? Is this at an additional cost?*

A: We do offer tastings. After you have received our menus and are confirmed with both a date and venue, we would love to invite you in for a complimentary tasting as the next step. Tastings are held at our office in Waukesha, Tues- Fri at the following time slots: 12:00, 2:30 or 5:00. These appointments are one on one tastings and are first come first serve and can accommodate up to 6 guests.

Q: *Do you have a guest or dollar amount minimum?*

A: We do have a 125-guest count minimum for all events. All packages are priced per person.

Q: *I'd like to do hold my date with Chef Jack's-Can I do this prior to a tasting?*

A: We do not hold dates-we take a limited number of events on a given date to ensure the highest quality service you deserve. To secure your date and current pricing, a signed contract and non-refundable date deposit of \$3000 is required.

If you would like to secure Chef Jack's services for your event and come in for a tasting later, you are welcome to do so.

Q: *What does guaranteed pricing mean?*

A: Customers reserve our services years in advance. Rest assured the listed pricing in the package information you receive is guaranteed when you secure our services. Please note our services must be secured within 90 days of receiving our menu information.

Q: *What forms of payment do you accept?*

A: We accept Checks, Cash, Visa, Mastercard, American Express or Discover.

Q: *When is payment due? Can I make multiple payments over time?*

A: After your initial deposit, the next payment is the final payment, due 9 days prior to your event. You can make payments at any time prior to that by using our payments link on the website. You may also schedule a time to stop by our office Tues- Friday between 10:00am to 5:00pm to make a check or cash payment. Please call prior to coming into the office as we can be in and out during the day and would like to ensure that we are available to help you.

Q: *What is the service charge? Is this a gratuity?*

A: All events have a service charge of 22%, along with applicable state & local taxes for the county/city in which your event is held. *Please note state and local tax rates vary.* This is added to the total of your invoice. Gratuity is optional and is left to the discretion of the customer.



Q: *Is there a commission charge?*

A: Chef Jack's provides services to over 50 event venues in Southeastern Wisconsin. If your chosen venue has a catering commission, this fee will be added onto your final bill. All commissions are exempt from the service charge.

Q: *Is there a cake cutting fee?*

A: Cutting and plating of your supplied dessert is provided at no additional charge. If you need a cake knife, we can supply one as well.

Q: *What packages are required?*

A: For your event, you are required to choose an Appetizer package, Entrée Package and Linen Package. If your venue provides the linens for you, then a linen package from Chef Jack's would not be required. Chef Jack's does require a Bar Package at select locations where we are allowed to provide bar services.

Q: *Do you offer China packages?*

A: All entrée packages include our in-house China package. China packages include all plates, flatware and glassware needed for your chosen food menu.

Q: *What is a linen package?*

A: Our linen packages include all linens needed for any guest tables, service tables and napkins. We offer 3 different linen packages to fit your linen needs-including the option of up to 40 different table linen colors and over 30 napkin colors. Custom options are available if needed for an additional upgrade outside of your linen package.

Q: *Do you provide Table numbers?*

A: Chef Jack's does have gold acrylic tented table numbers available to you at no charge if you would like. However, we find often hosts will provide their own table numbers. These can be found at a variety of places such craft stores, DIY, your florist or various rental companies. If you need suggestions, don't hesitate to ask-we are happy to help.

Q: *Are you able to accommodate special dietary needs?*

A: Yes! All entrée packages come with the option of a Vegetarian, Vegan or Restrictive meal (this meal is Gluten free, Dairy free, No egg, msg, milk, nut, soy or artificial flavors. Children meals are available for any guest 10 and under- children 2 & under are no charge. In addition, all our menus are nut free.

Q: *I need to feed my vendors- how does your staff handle this?*

A: Rest assured we will make sure that vendors such as DJ's, Photographers etc. are taken care of. We offer a discounted price for the meals provided to your vendors.