



## Moving Forward After Securing Your Date with Chef Jack's

*Congratulations on reserving Chef Jack's for your event! We are honored you have chosen to work with us and look forward to working with you in the time ahead. Below are some common questions we receive from customers as the planning process continues. This list is meant to help guide you and answer your questions. Please do not hesitate to ask any other questions you may have or for clarification.*

**Q:** *We have booked Chef Jack's Catering – what can we expect now?*

**A:** We are truly honored to be a part of your special event and we look forward to collaborating with you. 6-8 weeks prior to your event, we will arrange a final details meeting. This meeting will either take place at your venue, or at our office in Waukesha, depending on the venue. We will include this information in the email we send out to schedule this meeting. If the meeting takes place at your venue, you will need to reach out to the venue coordinator first to choose the date and time.

**Q:** *When we meet to cover final details, what will we go over? Is there anything I should bring with me?*

**A:** That's a great question! This meeting's focus is to discuss your event details and finalize any uncertain decisions. We'll address any uncertain decisions together, ensuring everything is finalized by the end of the meeting. This approach helps to keep your planning experience enjoyable and hassle-free and leads up to a seamless event.

At this meeting we will discuss in detail the following:

- 1) Vendors-DJ, Photographer, Florist etc...Please fill out the Vendor Questionnaire and send it back to us prior to this meeting (See Customer folder in Confirmation email).
- 2) Timeline: We will create a dinner/ event timeline-walking through the day from start to finish.
- 3) Linen Selection: We will have linen tablecloth swatches as well as napkin swatches for you to choose from.
- 4) Menu Confirmation: We can make any changes at this time.
- 5) Floor plan: Your venue will create a floor plan for you. This will be shared with us as well.

**Q:** *I am sending out my invites soon-what items should I list for my guests to know?*

**A:** This depends on your menu style. If you are offering your guests single entrée choices such as chicken or steak (plated sit down meal), you would list these individually. If you are offering one of our dual entrée plates (plated sit down meal) or any other menu style, there is no need to ask your guests their protein choice. You can also list something like Special Dietary Meals available upon request. These meals will be in your menu under Other Options. We do offer Vegetarian, Vegan, Restrictive Meal, and Children's Meals if needed. Please see the *Wedding Invitations Sample* and *Guest Count Worksheet* in your portal for more details.



**Q:** *Are place cards required? If so, what do they need to include?*

**A:** Place cards are only required for guest seating arrangements if offering a choices menu. If this is the case you would list the guest's name, their table number and signify their meal choice with the marking you designate towards that meal. We ask that this symbol (whether a color, a stamp, a ribbon color etc..) be clear for the serving staff to see. Please feel free to ask or send over a picture of what you will be providing for a place card, and we are happy to help offer any input.

For all other menus-places cards are only required for guests who need a special dietary meal. We will go into more detail about this at the final details meeting. Besides those place cards, you have the flexibility to display your guests seating arrangements with place cards for everyone or a Guest Seating Chart.

**Q:** *I have all my RSVP's in-how do I let you know my needs for meals?*

**A:** Complete the correct Guest Count Worksheet to communicate all the meals needed for your event. This document is included in your customer folder, located in your confirmation email and will also be explained at the final meeting.

**Q:** *We are ready to pay our final invoice-how do we do this and what items do we need?*

**A:** That's great news. That means the event is almost here!! All your final numbers and documents are due 11 days before your event. Payment is due 9 days before your event. An email reminder (or two) will be sent out to you the week before which will include details of all items needed to process your numbers and create a final invoice for you. It's important that we have all the items before sending out the final invoice to ensure no details are missing and everything is accounted for. These items will include the previously mentioned Guest Count Worksheet and numbered floor plan provided to you by your venue.

Many customers provide us with this information a few days ahead of the due date, so we may calculate the invoice and provide a final total in advance of the 9 days before your event deadline. We will then send over a payment link for payment, or we can arrange for a check or cash dropoff at our office

**Q:** *I have paid my final bill, but I had some guests drop out-what do I do? Can I add guests after this final bill has been paid?*

**A:** Unfortunately, once the final guest count numbers have been submitted 9 days before your event, you cannot decrease the number of guests at this point. However, you may increase the number of guests after this deadline up to three days before the event.