



Cincinnati Catering

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Frequently Asked Questions

1. What levels of service does Cincinnati Catering provide?

Drop Off Service

When drop off service is contracted, Cincinnati Catering will arrive at the event location approximately one-half hour prior to the designated eating time (unless otherwise arranged). The delivery person will cover the provided buffet table with a disposable paper table cover and arrange your food items on the table. All of these foods will come to the client in disposable throwaway aluminum pans. Disposable serving utensils are included as well. However, there is no way to keep heating the food once our delivery person has left. Cincinnati Catering WILL NOT leave equipment behind. The client does have the option to purchase disposable chafing dishes from Cincinnati Catering (with advance notice) or purchase them at a local party store.

A service fee and delivery fee do apply for drop off orders.

Buffet Attendant Service (Stay With)

When stay with service is contracted, Cincinnati Catering will arrive at the event location approximately one hour prior to the designated eating time (unless otherwise arranged). The buffet attendant will cover the provided buffet tables (usually 2 – 8 foot) with white linen tablecloths and overlays. White linen skirting will also be provided on the buffet tables at the Silver, Gold, and Platinum levels when there are at least 150 guests. Additionally, all of the hot foods will be presented in silver chafing dishes with heat under them. The buffet line will be set up self-serve and guests may serve themselves from either side of the buffet tables assuming space permits. The attendant will replenish the buffet line and break it down following the event.

The buffet attendant / grill person / carver will be present at the event long enough to feed the guests at one time. If additional serving time is desired beyond Cincinnati Catering's standard serving window, additional personnel charges will apply. Cincinnati Catering reserves the right to determine the appropriate serving duration based upon the guaranteed number of guests.

2. Does a delivery fee apply?

A delivery fee applies for all orders. The delivery fee will vary based upon the delivery location and number of miles away from our office.

3. How many buffet lines are usually set up?

Cincinnati Catering generally follows these guidelines when determining the number of full buffet line setups:

- a. 199 guests or less – 1 full buffet line setup (access from both sides of the tables)
- b. 200 guests - 399 – 2 full buffet line setups (access from both sides of the tables)
- c. 400 guests & up – 3 full buffet line setups (access from both sides of the tables)

If the client desires more buffet line setups than what the guest count warrants, a \$125.00 charge may be incurred for each additional setup.

A buffet line is generally open for one (1) hour or less unless other advance arrangements have been made.

4. Your menu pricing structure is based on 150 guests. I have less than 150 guests. Will you still cater my event?

Most of Cincinnati Catering's menus have a minimum guest count requirement for the pricing structure listed. Cincinnati Catering will cater for parties with less than 150 guests, but additional surcharges or labor charges may apply. Cincinnati Catering requires a minimum food and beverage order of \$200.00 before delivery options are available.

5. Can I keep the leftover food?

It is Cincinnati Catering's policy to offer clients the option to keep the leftover food from the Buffet Line if desired. It is the client's responsibility to provide the appropriate pans for the leftovers if he or she chooses to keep them. Cincinnati Catering can provide the leftover pans for a flat fee of \$10.00. Cincinnati Catering does donate leftover food to a local soup kitchen where health regulations permit. The client must advise Cincinnati Catering of his or her intent to keep the leftovers no later than the time when the guaranteed guest count is given.

6. Will you cut my wedding cake?

On many occasions, Cincinnati Catering may provide wedding cake cutting services. While many of our wedding menus include the service, some do not. Should the client desire to hire Cincinnati Catering cut the cake, they may do so at a charge of \$95.00. However, Cincinnati Catering **does not** provide cake plates, forks, and napkins with this service. The client may contract Cincinnati Catering to provide these items or purchase them on their own. Cincinnati Catering offers many affordable options starting at \$.20 per person. The client must advise Cincinnati Catering of his or her intent to provide the cake plates, forks, and napkins no later than the time when the guaranteed guest count is given.

7. How do you staff my event?

For all attended buffets, service personnel will be provided by Cincinnati Catering. The buffet line will be left open for approximately one hour or less. Guests are usually served much faster than that, but guests may come back for "seconds" after everyone has been served the first time.

For groups requiring the buffet be open longer than the standard one hour, advance arrangements must be made. Personnel charges will be applied accordingly based upon the requirements. We reserve the right to charge additional hourly personnel fees following an event if Cincinnati Catering's service personnel is kept on site longer than contracted. Actual set up time prior to the event is not considered in the hour serving time; it is separate.

8. What do I need to do to reserve your services?

Cincinnati Catering requires a \$200.00 deposit to reserve a date for a particular event. **The \$200.00 deposit is non-refundable and will not be returned to the client upon canceling an event.** As long as the event proceeds, the deposit will be deducted from the final balance.

9. When is the final payment and final guest count due? And, do you accept last minute guest count increases?

For personal parties, the final guest count is due two weeks prior to the event date along with final payment. Final payment may be made with cash, check, Visa, American Express, or MasterCard.

For corporate parties, the final guest count is due one week prior to the event date. Final payment may be made with cash, check, Visa, American Express, or MasterCard. Invoicing options may be available with advance approval from Cincinnati Catering.

Cincinnati Catering will make every effort to accommodate guest count increases after the above mentioned deadlines if possible. Clients **may not** reduce the guest count after the deadlines noted above. If the client fails to call in the appropriate guest count and is unable to be reached by Cincinnati Catering for some reason, it will be assumed that the client is accepting the highest guest count of the range on the original quote provided and will be billed accordingly.