



FREQUENTLY ASKED QUESTIONS

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A comprehensive guide to help you discover the catering world! Please feel free to call us at 604.505.4961 ext 1 or email us at info@trufflesfinefoods.com for any clarification 😊 1

DELIVERIES

What is the minimum order for deliveries?

\$300. For Sunday's are minimum order is \$500.

How far will you deliver?

We'll deliver anywhere within the Greater Vancouver area and further can be discussed.

How much is the delivery?

Delivery will be between \$25 and \$50, depending on the zone.

When do you pick up the equipment we used at our event?

It depends on access to the space and/or convenient times for our clients. Typically, we pick up the next business day between 9am – 5pm. If you require a pick up on the same day of event, additional fees will apply.

Can I pick up my own food order?

Yes, certain orders can be picked up at our North Shore kitchen, located at 555 Brooksbank Ave, on the grounds of North Shore Studios.

Alternatively, certain orders can be picked up at our cafés including VanDusen Botanical Gardens, centrally located at 5151 Oak Street. Or at our Howe and Davie location or New Westminster location.

BOOKING PROCEDURE

How far in advance should I request a booking?

The sooner the better 😊 but here is our booking guideline*:

- Deliveries: Orders must be placed by 3pm for following day delivery, but even this last minute is never a guarantee. Giving a 48 hour notice

is always appreciated especially on hot items.

- Small Private Parties: Ideally 3 weeks in advance but up to 1 week in advance is possible
- Larger special events (such as weddings, fundraisers, galas etc.): Ideally 6 month in advance and up to 1 month in advance is possible

**in the event of shorter notices we will do our best to accommodate your request*

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

It is best to book the venue first to ensure outside caterers are allowed or to make sure you do not have to pay a % to use outside caterers. You should also choose a venue that offers majority of items that are required for your desired wedding day ie. Tables, chairs, glassware for bar, settings – these are big items that are expensive to bring in.

Does the cost on menus include all cost?

Prices listed on our website are for food only. Staff and rental charges vary on a wide variety of factors, including: timeline, location, menu, venue-provided supplies, etc. Truffles can provide disposable settings, however if you require full service, staff and rentals, we are more than happy to show you a detailed estimate based on your requirements.

Deposit/Saving the Date

Truffles requires a 50% deposit to book and secure a date. The deposit can be made by cheque, cash, visa or mastercard. A second deposit of 25% is required 2 weeks prior to your event.

What is your cancellation policy?

Yes, Truffles refund policy is as follows:

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- Full refund up to 2 months in advance of your event

When do you need final numbers?

For events, Truffles requires 10 business days notice for final guest count, however best case is two weeks. For drop off deliveries we require 72 hours notice for final numbers. **in the event of shorter notices we will do our best to accommodate your request*

I will be booking my event months in advance, are your prices guaranteed?

The price quoted on any event will always be honored with initial deposit. Otherwise, prices are subject to change without notice.

LIQUOR

Do you provide a liquor license?

Truffles supplies liquor license when we are supplying the liquor.

Can I bring my own liquor?

You can supply your own alcohol, however you will need to apply for a special occasion liquor license. See link:

<http://www.pssg.gov.bc.ca/lclb/apply/special/>

Do you charge corkage fees?

We do not charge corkage fees.

Can I bring homemade wine/beer?

See link for most updated terms and conditions:

<http://www2.gov.bc.ca/assets/gov/employment-business-and-economic-development/business-management/liquor-regulation/licensing/guides-and-manuals/guide-sep.pdf>

SERVICE/STAFFING

What does your standard setup include?

Our standard setup includes the food and beverage tables. We will dress the dining

tables (linens, cutlery, glassware and basic table décor), at no additional cost.

Can you set up/teardown tables and chairs? Chairs covers? Centerpieces?

Yes we can, we offer a full set up and teardown packages that can include setting up chairs, chair covers and tables. This is done for an additional fee, please speak with Truffles for pricing.

Are gratuities included in the estimate?

Yes, they are included in our 18% service charge.

What are the rates for chefs/servers/bartenders, supervisor?

Our rates for staff are as follows (minimum of 4 hours):

Chef	\$30 per hour
Supervisor	\$30 per hour
Lead Server	\$28 per hour
Server	\$25 per hour
Bartender	\$28 per hour

How many servers/bartenders do I need?

This will depend on the size of your event, and style of service. Typically, for a reception/buffet, we recommend 1 service staff to every 25 guests; for a plated/family style, we recommend 1 to every 15 guests. If you would like to add to our staffing levels, just let us know! Bartenders are recommended at 1 for up to 125 guests, depending on scope of bar menu. You know your guests best though, if you would like to add, please let us know.

What does the staff wear?

Our formal event uniform, for both men and women, consists of black pants/skirts, black shirt, black tie, black vest and black apron. For casual events (such as summer time

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BBQ's) our staff wears black dress pants with our Truffles polo shirts or t-shirts.

What time does the staff arrive? How long do they stay on site?

Staff will be scheduled to be on site 1.5-2hrs before the beginning of the event. This can vary, depending on the scope of the event and what set-up is required before guests arrive. Staff will stay on site until the event teardown is complete (if we are hired to do the teardown), which will begin as soon as the last guest leaves or when discussed with Client.

What is the difference between buffet service vs a plated dinner service?

Buffet service is where we will set up a food table that your guests can approach, pick up a plate and then help themselves to the items that they'd like. A plated dinner service is where the host(s) pre-select a menu and guests are seated before it begins. The courses are then brought by servers to the guest tables. Plated dinners tend to suit an event where an elegant, formal atmosphere is desired. Buffet service can suit both, however the style can be considered much more comfortable/casual. For Plated Dinners, please estimate longer timelines for service.

How is a family style dinner served?

Family style is similar to a plated dinner, however food selections are presented in elegant serving dishes on each guest tables, and they are passed amongst the table to share.

Do I need Service Staff onsite, or can I just get the food delivered?

You can certainly request food to be delivered instead of a staffed event. This may limit some of the menu choices as certain items require assembly by our chefs, or the inserts of chaffers to be exchanged by our service staff. Our Sales team will work with you in building a menu that you can easily serve yourself!

MENU

Do you offer a menu tasting?

Yes, Truffles offers a complimentary tasting for two, held at our café at VanDusen Botanical Garden. Typically offered on a Tuesday/Wednesday evening (unless otherwise stipulated) as we provide a chef for questions to menu options.

What can I select for a tasting?

Depending on your menu, sales will walk you through your tasting selection choices.

How many people can come for a tasting?

Our complimentary tasting is for two, additional guests will be billed \$30 each.

Do you cater to dietary needs?

Absolutely. Food restrictions and/or allergies are no trouble at all, with advanced notice. We are pleased to accommodate all allergies and dietary restrictions. As we are not a nut-free facility, we will do our best to avoid cross-contamination.

*Please note: Truffles Fine Foods will not be held liable for adverse reactions to our menu offerings.

Do you customize menus?

Yes, Truffles can customize menus to your liking. Depending on the items, there may be an increased fee and often require additional

notice; however we are happy to discuss any request.

When do you need a confirmed menu for?
3 weeks prior to the event. However, we do recommend choices for menu being selected by the time of deposit.

Do you charge cake cutting fees?
Truffles' does not charge for the chef to cut the wedding cake but we insist it be done by our chef.

Can I bring my own food? Specialties?
Yes, as long as we majority presence. For example, clients could bring their own dessert or appetizers to start, or a platter. Any food not provided by Truffles is required to be separated and clearly labeled by Client of what it is/who provided by.

Is Truffles able to provide kosher food?
Although our kitchen is not a Kosher kitchen, we do work with local vendors to accommodate requests.

CONSULTATION / FINAL MEETING

How long is the initial consultation?
The initial consultation is about 30 – 45 minutes of your time. Whether in person, over the phone or by email. This establishes the bases to give you an estimate and requires information like how many guests, where event will take place, what kind of menu you are looking for, proposed timeline, bar services, etc.

How many times can we meet in person?
Truffles offers 2 free consultations; one with complimentary tasting, and one final meeting which includes a site visit if necessary. Additional meetings can be

arranged depending on the size and scope of the event.

When is the final meeting? What is it for?
The final meeting will happen 2 – 3 weeks prior to your event. During the meeting, a review of the entire event and confirmation of the details, such as final numbers, event layout, rentals, menus, etc.

EVENT COORDINATION

Do you offer event coordination service?
Truffles' has the ability to put you in contact with an event coordinator to help you plan your event. We have an extensive list of excellent events specialists we can provide you with. The coordinator can assist you with décor, invitations, timeline, and layout, finding and coordinating with vendors.

How many times can we meet before the event?
After initial coordination in regards to your estimate, and meeting for the tasting/estimate revisions, we remain available by email or phone to go over questions that come up. Final meetings, 2-3 weeks prior to event, are held with our Operations Manager and or Sales Rep to finalize details. We find this system works best. We find that Clients generally have all info required by final meeting time.

Do you do a site visit?
We often like to visit the event location before an event if possible to make sure we have the best understanding of what the Venue offers. The Operations Manager may choose to do your final meeting at the Venue if they are not familiar with it.

Do you help with layout?
Yes, we're experts at setting an event up for efficiency.

Can you recommend other vendors? (DJ's, event planners, etc)

Of course. we've made some excellent connections over the years and have a short list of great people in the industry.

Can you find a venue for me?

We're happy to send over some suggestions, depending on your style of event. We've generated a list of wonderful spaces that we've held successful functions. We have an extensive list of beautiful spaces listed on our website.

DECOR/DESIGN

Do you do the decor for the room/table?

As Truffles' specializes in food, that is what we take care of. We leave complex decorations to your wedding planner/coordinator.

Can you recommend an event planner?

Yes, we have an extensive list of event planners.

RENTALS

Do you have your own rentals? Can you take care of this for me?

Certainly, we have in-house rentals available for most events held at VanDusen Gardens (except for larger plated or family style dinners). Otherwise, for offsite events, our preferred rental company is A&B Rentals. We're happy to take care of the rentals on your behalf, however we do charge a 15% coordination fee on top of the rentals fee.

How are replacement charges handled?

If rental items are damaged or missing, replacement costs will be added to the final invoice.



Can you send me a list of what rentals are required for my event?

Yes, we can provide you a breakdown of all the rentals you will require. Also, if you choose to organize yourself, our operations manager will request to see the final submission at your final meeting. To make sure that there is nothing missing for your special day.

INVOICE / PAYMENT METHODS

When do you send the final invoice?

Typically between 7-10 business days after the event. Payment is due on receipt.

What are your payment methods for the deposit?

Deposits can be made by cash, cheque, Visa or Mastercard.

MISC.

Can you provide audio/video equipment for my event?

When it comes to audio/video gear, we suggest that you hire a specialized company to take care of any needs you may have.

I don't have a kitchen at the space I am hosting an event at, what can I do?

With enough notice, we can arrange to have one of our food trucks at your event. It acts as a full, on site-kitchen, that is completely up to code with Vancouver Coastal Health. Or we will build a temporary kitchen if there is space to do so at the venue. There might be added charges for this service. Please contact us for more details