

Adalante Catering Company, Inc.

Frequently Asked Questions Regarding our Catering Services

Mixed Events

1. What do we provide?
 - Quality food made from scratch. All hot items are prepared at the event site to insure a quality product.
 - We will secure all labor for the event with regards to the food and beverages.
 - We will secure all rentals for the event.
 - If you wish, we can secure flowers, valet, musicians, photographer and transportation.

2. Do we have set menus? What type of food do we serve?
 - No.
 - We create new menus for every event around the theme and budget.
 - We specialize in fine dining cuisine; however, we can give you any style of food you desire.

3. Have we done an event like yours before? What types of events do we do? Where? What if there is no kitchen?
 - Yes. We have done small to large events at venue sites, businesses and private homes.
 - We do events from 2 people up to 1000.
 - We have the ability to work in any hall or home in Tyler and surrounding areas.
 - If you are having a reception at a location that does not have a kitchen, we have the ability to bring our equipment with us.

4. How many events do we do per weekend?
 - We limit our events to give our clients our exclusive attention.

5. Do we handle special requests?
 - We pride ourselves on our ability to handle any type of requests from our clients.
 - We will go above and beyond your expectations.

6. Have we passed health inspections?
 - We have received perfect scores from the health department at every inspection we have had.

7. Are we fully licensed and insured?
 - Yes, we are fully licensed and insured.

8. Can you sample our work?
 - After you sign a contract, you are able to try the dishes you are considering to make sure the items you have chosen work together to create a tasty menu. However, the portions will be small and we will limit the number of people doing the tasting.
 - We will charge for tastings for events that are not under contract.
9. Can you check our references?
 - We will gladly provide you with names and phone numbers of previous and current clients.
10. Can you inspect our kitchen?
 - Every guest to our facility has the opportunity to view a commercial kitchen in operation.
11. What is our payment schedule?
 - We require a 50% deposit on all events to secure the requested date.
 - We require a final head count one week prior to the event date.
 - We require final payment three days prior to the event date.
 - Additional labor, if needed, we be billed after the event.
12. Would we be able to pack up any leftover food for you?
 - Leftover food that was not out on the buffet will be packaged for the client to take home with them provided they sign a food release form.
 - Any food that was left on the buffet at the end of the event will be thrown away due to sanitation and health codes.
13. What do we wear?
 - Our chefs are in professional chef wear such as- white chef coat, either solid black or black and white pants, black shoes and a chef hat.
 - Our servers and bartenders wear white tux shirts with black bow ties, black pants and black shoes.
 - If we are working with a specific theme we can alter our servers' uniforms.
14. Do we provide liquor?
 - We do not provide nor transport alcohol. However we can put you in contact with local distributors.
 - We do provide service of alcohol at event sites and are certified to do so.
15. Do we have photos?
 - We have photos available of past events; however, we are unable to take photos of every event that we do.
16. If outdoors, do we have refrigeration?
 - We have equipment that is built specifically for caterers. Our cold food is

always held cold, and our hot food is prepared at the event site to ensure temperature control and quality.

17. What is the estimated cost per person for a seated dinner? Buffet? Cocktail reception? Open bar? What does this cost include?
- We do not have set menus so we do not have set menu prices. We create menus around your event, budget and theme.
 - Since we only serve the alcohol and do not provide it, there would be no cost for bar consumption.
 - Our per person food cost only includes the food cost. Labor and rentals are billed separately.
18. What is the ratio of servers to guests?
- Buffet: 1 server to 25 guests
 - Seated: 1 server to 15 guests
 - Cocktail reception: 1 server to 30 guests
19. Can our kitchen staff adhere to special dietary restrictions for some guests who may be diabetic, kosher or vegetarians?
- Our staff will work with any special needs your guests might have as long as they have been discussed ahead of time.
20. How much advance time is needed to confirm a reservation?
- We recommend that you book as far in advance as you can, but we will do our best to meet your needs or last minute events.
21. Do we set the tables? Provide the linens? Order the floral arrangements? Coordinate the music?
- We usually secure the rentals for our events unless you are using a hall that provides the linens, tables and chairs.
 - We will always set up and breakdown the event with regards to the seating for guests, bars, buffets, cake tables, beverage tables, etc.
 - We can work with our clients to provide the floral arrangements or work with the client's florists to make the event run smoother.
 - We can recommend and hire musicians.
22. What additional charges might be incurred other than the food, beverage, and rental costs?
- Our food and beverage cost will be considered as one cost.
 - There will be separate line items on your bill for food, labor (broken out), rentals, disposables, decorations/flowers, musicians, service charge and tax.
 - There will be a cost for any disposables purchased i.e. plates, cups, napkins, etc.
 - Labor will also be charged separately and broken out for chefs, servers and bartenders.
 - A service charge and tax, if appropriate, are attached to every event.

23. How much advance time will you need to set up?
- This depends on the location and size of the event. Generally three hours before the start of the event is sufficient time.
24. How much are our overtime and cancellation costs?
- The labor for chefs, servers and bartenders are billed on a minimum of 4 hours per event. If the event runs longer than four hours you will be billed an hourly rate for each position.
 - The 50% deposit holds the event date. This is a **non-refundable** deposit.
25. Can we go over placement at the tables?
- Yes.
26. Will you feed the photographers, musicians, etc?
- We will feed other contractors; however, we will not feed them until after all the guests have been fed. In addition, we will not make extra food for them unless you specifically account for them in the final head count.