



# **CATERING YOUR WEDDING WITH MENU MAKER CATERING & EVENTS FREQUENTLY ASKED QUESTIONS**

## **How much will it cost?**

This is the most frequently asked question. And the short answer is: "It depends." The total cost of catering your wedding depends on a variety of factors including type of service, menu selections, guest count, rentals, venue/location and other considerations. Please note that the overall price is subject to change as the details of your wedding change.

## **What forms of payment do you accept?**

We accept checks and major credit cards. Gratuity can be paid with cash, check, Venmo or Cashapp.

## **How many servers do we need?**

We staff full-service events to ensure the optimal experience for your guests. Service staff will be added depending on event requirements. Typically for full-service weddings, there is 1 serving captain and 1 server for every 25 guests. For full-service plated meals, there is 1 server for every 10-14 guests. This is baseline, we increase or reduce the number of servers based on the specific needs of your wedding. Having passed appetizers and using rentals typically require more servers.

## **What happens if our wedding is cancelled? Can we get our deposit back?**

All deposits are non-refundable. If your wedding is cancelled before 90 days of the event, your non-refundable deposit/payment can be used as a credit toward another event. For events that are cancelled within 90 days of the event, all deposits and payments are forfeited in full.

## **Do we have to go with one of your wedding packages?**

No, you're welcome to pick and choose items from different packages. We can also custom-create a menu for you.

## **What areas do you serve?**

We're based in Franklin, TN and serve areas throughout Middle Tennessee including Franklin, Nashville, Columbia, Hermitage. We typically serve all areas within 60 miles of our Franklin, TN location.

## **How far in advance should we book our wedding?**

We accept reservations for weddings up to 18 months in advance. Typically, weddings are booked 12 months in advance, however with the uncertainty due to Covid-19 and related restrictions, we are seeing shorter booking timeframes.



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## **What kind of food do you offer?**

We offer a wide variety of cuisines and we often custom create menus. We're known for creative comfort food and culturally curious cuisine. We also offer variations of different items based on dietary preferences and restrictions, for example gluten-free, vegan, and vegetarian.

## **Do you offer tastings?**

A tasting is an excellent opportunity to experience different menu selections and discuss your wedding details. Tastings are \$75 per person and you can select up to 5 menu selections to taste. We offer a complimentary tasting for your wedding planner/coordinator. Should you choose to book with us, \$150 of the tasting fee is credited to the fee for the wedding reception.

## **Do you charge extra for cake cutting?**

We do not charge additional fees for cake-cutting.

## **How many guests can you accommodate?**

We handle events of varying sizes from intimate dinners with 10 guests to fundraisers with 1,500+ guests.

## **Do you provide vendor meals?**

We do provide vendor meals. Please be sure to include your vendor meals in your guest count and let your MMCE contact how many vendor meals and when the meals need to be ready. Sometimes the vendors eat with the guests and sometimes, they require meals before the guests eat. This information should be communicated to your MMCE contact prior to your wedding.

## **Do you provide bartenders and alcohol?**

We can provide bartenders and bar packages including ice, coolers for icing down wine and beer, plastic cups, stirrers, and bar napkins. Bartender fees range from \$200-\$300/bartender. You do not have to use our bartenders when we are catering your wedding. We do not provide alcohol. You can have the alcohol delivered. There are a number of local vendors that will deliver alcohol for free and buy back unused bottles. We do offer a festive menu of non-alcoholic mocktails.

## **Can you pack up leftovers?**

Yes, we can pack up leftovers. We will package any food that is safe for consumption.

## **How long do you leave the buffet open?**

Typically, the buffet is open 1-2 hours, depending on the size and duration of the event.



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### **Do you add gratuity to the bill?**

Gratuity is at the discretion of the client. While not required, it is always appreciated. For guidance on gratuity, typical gratuity ranges 15% - 20%. Please note that the Service Fee is not gratuity and does not include gratuity.

### **Do you charge for children?**

We typically do not charge for children under the age of 7 unless you order a separate children's menu. A separate kids meal can be arranged. Price will be depend on menu selections and number of children.

### **Can you hold our date?**

From the date the proposal is sent, a soft hold will be placed for the date and time of your event for 7 days. The prices and fees outlined in the proposal are valid for 2 weeks from the date the proposal is sent. To guarantee the date and time of your event, a 50% non-refundable deposit is required to hold the date of your event.

### **What are your Covid-19 Safety protocols?**

We are committed to the safety and well-being of our guests, our team members and our partner vendors. We have implemented a health and safety plan to minimize the risk of Covid-19 and our team is trained on local, federal, CDC, and WHO procedures and protocols to ensure everyone's safety. Additionally, our Chefs and Supervising Managers are ServSafe Certified, and we follow strict cleaning, sanitation, and food preparation techniques, and proper use of Personal Protective Equipment (PPE).

### **Do you handle special dietary restrictions and preferences?**

We offer a wide variety of options for guests with special dietary restrictions and preferences. We can create entire menus that are gluten-free, vegan, vegetarian, nut-free, soy-free. We also offer menu items that can be added to your reception to accommodate many of the major dietary restrictions and preferences. For all full-service events, buffet items are labeled and identified as gluten-free, vegan, or vegetarian.

### **Do you remove garbage from the venue?**

Our staff will bus tables and dispose of garbage onsite based on the trash disposal policies of the venue. There are additional fees if we are required to remove garbage from the venue.



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## We've had a bunch of cancellations. Can we reduce our guest count? Are there any fees associated with reducing our guest count?

Pricing is based on the guest count provided at the time of paying the deposit. Reduction in guest counts may result in an increase in the per person fee. The final guest count is due 7 days before the date of your event. Your guest count cannot be reduced after the final guest count is provided. Every effort will be made to accommodate guest count increases after the final guest count has been given and may result in additional charges.

## Can I get a discount on the service fees?

We do not offer discounts on service fees. All full-service events are subject to a 20% service fee. The full-service fee covers expenses incurred to produce the event, including production, administrative, and business costs.

## What are the different types of service?

TYPE OF SERVICE	CONSIDERATIONS	DETAILS
<b>FULL-SERVICE BUFFET/ STATIONS</b>	<ul style="list-style-type: none"> <li>• Most popular choice for traditional corporate and social events, and weddings</li> <li>• Great for traditional dinners and heavy appetizers</li> <li>• Great for all group sizes</li> <li>• More budget-friendly than plated service</li> <li>• Great for casual and formal receptions</li> </ul>	Requires a minimum of 2 servers and includes: <ul style="list-style-type: none"> <li>• Pre-event site visit to review event details</li> <li>• MMCE's serving ware, chafing dishes and beverage dispensers</li> <li>• Clear plastic plates, silver-coated plastic utensils, clear plastic cups and napkins. China and glassware can be rented for an additional fee.</li> <li>• Set up, maintenance and break down/clean-up of buffet</li> <li>• Bussing event area and removing dirty dishes</li> <li>• Buffet/Station decor with fresh flowers</li> </ul>
<b>FULL-SERVICE ATTENDED BUFFET/ STATIONS</b>	<ul style="list-style-type: none"> <li>• Most popular choice for events where Covid-19 safety is a big concern</li> <li>• Great for traditional dinners and heavy appetizers</li> <li>• Great for all group sizes</li> <li>• More expensive than traditional full-service buffet because of the additional staff required</li> <li>• Great for casual and formal receptions</li> <li>• Stations tend to be pricier as they often require more rentals and staff</li> </ul>	Requires a minimum of 2 servers and 3 buffet attendants and includes: <ul style="list-style-type: none"> <li>• Buffet Attendants with masks and gloves serve guests as they go through the buffet</li> <li>• Pre-event site visit to review event details</li> <li>• MMCE's serving ware, chafing dishes and beverage dispensers</li> <li>• Clear plastic plates, silver-coated plastic utensils, clear plastic cups and napkins. China and glassware can be rented for an additional fee.</li> <li>• Set up, maintenance and break down/clean-up of buffet</li> <li>• Bussing event area and removing dirty dishes</li> <li>• Buffet/Station decor with fresh flowers</li> </ul>
<b>FULL-SERVICE PLATED CATERING</b>	<ul style="list-style-type: none"> <li>• Ideal for formal events like weddings and galas</li> <li>• Good option for events where Covid-19 safety is a big concern</li> <li>• Great for all group sizes</li> <li>• Most expensive option due to catering equipment rentals and staff required</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a minimum of 2 servers and 2 culinary staff.</li> <li>• Depending on the venue and the specific needs of the event, catering equipment, china and linen may need to be rented.</li> </ul> The service includes: <ul style="list-style-type: none"> <li>• Pre-event site visit to review event details</li> <li>• MMCE's serving ware and beverage dispensers</li> </ul>



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		<ul style="list-style-type: none"> <li>• Clear plastic plates, silver-coated plastic utensils, clear plastic cups and napkins as back up</li> <li>• Set up, maintenance and break down/clean-up</li> <li>• Bussing event area and removing dirty dishes</li> <li>• Buffet/Station decor with fresh flowers</li> </ul>
<p><b>FULL-SERVICE FAMILY-STYLE CATERING</b></p>	<ul style="list-style-type: none"> <li>• Ideal for casual receptions</li> <li>• Ideal for smaller group sizes up to 50 guests</li> <li>• More pricey option due to catering equipment rentals and staff required</li> </ul>	<ul style="list-style-type: none"> <li>• Requires a minimum of 2 servers and 2 culinary staff.</li> <li>• Depending on the venue and the specific needs of the event, catering equipment, china and linen may need to be rented.</li> </ul> <p>The service includes:</p> <ul style="list-style-type: none"> <li>• Pre-event site visit to review event details</li> <li>• MMCE's serving ware and beverage dispensers</li> <li>• Clear plastic plates, silver-coated plastic utensils, clear plastic cups and napkins as back up</li> <li>• Set up, maintenance and break down/clean-up</li> <li>• Bussing event area and removing dirty dishes</li> <li>• Buffet/Station decor with fresh flowers</li> </ul>
<p><b>CATERING DELIVERY/DROP-OFF</b></p>	<ul style="list-style-type: none"> <li>• More budget-friendly than full-service options</li> <li>• Ideal for group sizes up to 50 guests</li> <li>• Ideal for home entertaining, casual events</li> </ul>	<ul style="list-style-type: none"> <li>• Food arrives in paper boxes, plastic platters and/or foil pans, wire chafing sets to keep food warm are available at \$15/chafing set</li> <li>• Beverages arrive in gallon plastic containers or plastic bottles</li> <li>• Clear plastic plates, cutlery kits, clear plastic cups, and napkins are available at \$1.50/per person</li> <li>• Serving utensils are included</li> <li>• Delivery charges range from \$35-\$100 depending on the location and setup</li> </ul> <p><b>Catering Delivery/Drop-Off does not include:</b></p> <ul style="list-style-type: none"> <li>• Linens and decor for food and beverage tables</li> <li>• Buffet labels and menu signs. Buffet labels are available for \$15 and menu signs are available for \$10/sign.</li> <li>• Decorative serving utensils and serving ware</li> <li>• Maintenance and cleaning of buffet tables</li> <li>• Bussing of dirty dishes and post-event clean-up</li> </ul>
<p><b>PICK-UP CATERING</b></p>	<ul style="list-style-type: none"> <li>• Typically, most budget-friendly option</li> <li>• Ideal for group sizes up to 50 guests</li> </ul>	<ul style="list-style-type: none"> <li>• Food is picked up in paper boxes, plastic platters and/or foil pans. Wire chafing sets to keep food warm are available at \$15/chafing set.</li> <li>• Beverages in gallon plastic containers.</li> <li>• Wrapped cutlery, clear plastic plates, silver-coated plastic utensils, clear plastic cups and napkins are available at \$1.50/per person.</li> <li>• Plastic SERVING utensils are included.</li> </ul> <p><b>Pick-Up Catering does not include:</b></p> <ul style="list-style-type: none"> <li>• Buffet labels</li> <li>• Delivery and setup</li> <li>• Linens and decor for food and beverage tables</li> <li>• Decorative serving utensils and serving ware</li> <li>• Maintenance and cleaning of buffet tables</li> <li>• Bussing of dirty dishes and post-event clean-up</li> </ul>



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**We look forward to working with you!**

## **About Menu Maker Catering & Events**

Menu Maker Catering & Events is an award-winning catering and events company with a reputation built on years of delivering distinctive catering to those seeking exceptional service, delicious cuisine, and professional execution. With a passion for creating delicious food and exceptional events, Menu Maker works with corporations, small businesses, community organizations and individuals to produce memorable experiences including weddings, corporate events, meetings, fundraisers, launch parties, and social celebrations. Menu Maker's knowledgeable staff are experienced event specialists who work tirelessly to create extraordinary custom event experiences. Learn more at [www.menumakercatering.com](http://www.menumakercatering.com) and connect with us on social media:

- Facebook - [facebook.com/menumakercatering](https://facebook.com/menumakercatering)
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