

# Gourmandise Catering FAQ's

## How do I place a catering order?

You can place a catering order via three different ways:

1. Via our online ordering portal listed here:  
<https://www.restaurantcateringsystems.com/gourmandise/?form-ordering>
2. Via email by contacting our catering director at [davis@gourmandise.com](mailto:davis@gourmandise.com)
3. Via phone by calling our catering director at 801-889-0802 (his business cards are available at each of the restaurants)

## Can I place a catering order directly in the restaurant?

No. The catering department is a separate business entity with its own facility not located in either restaurant. All catering orders need to be placed directly through the catering department by the means described above.

## What is the deadline for placing orders?

If ordering online, the deadline is 24 hours in advance. If ordering directly with our catering director (either via phone or email), the hard deadline is 3 pm the day before. Orders placed well in advance are much appreciated by the catering team.

## Do you cater on Sundays?

Catering pickup is available from our Downtown and Draper locations from 9 am to 2 pm on Sundays. All catering orders for Sundays are fulfilled on Saturdays by the catering team, with all sauces and ingredients that need to keep overnight placed on the side in separate containers. All hot food items will be presented cold with reheat instructions attached on the order.

## Do you deliver?

We sure do! Our available delivery times are Monday-Friday from 7 am – 5 pm and Saturday from 8 am to 1 pm.

## What is the order minimum to qualify for delivery?

To qualify for delivery, the order must be \$150 or more depending upon location.

## What is your delivery radius?

Our delivery radius is the Salt Lake Valley and Lehi. Special exceptions can be made for orders over \$500 and planned over two weeks in advance

## Can you deliver after 5 pm?

We can if the order total is greater than \$1,000 and in our delivery radius.

## Can you deliver on Sundays?

We can if the order total is greater than \$2,500 and in our delivery radius.

## What do you charge for deliveries?

Our delivery fee is \$15 in Salt Lake City and within 10 blocks east or west of the I-15 corridor. Our delivery fee is \$30 for all other locations outside that radius in the Salt Lake Valley and Lehi. For large special events such as weddings that require staffing, delivery is quoted on a case-by-case basis.

### **Can I pick up from any of your locations?**

Yes! Pickup from our catering location (514 Pickett Circle) is available Monday-Saturday between 7 am and 3 pm. Pickup from our restaurant locations is available during regular hours of operation. We currently are not offering catering pickups from our American Fork location.

### **Can I order off of the café menu for a catering delivery?**

No. If you'd like to order individual items off the café menu and have them delivered, you will need to go through Grubhub or Doordash depending on your location.

### **How much do your boxed meals cost?**

Our boxed meals range from \$9 to \$15. With sandwich and salad boxed meals, you can customize your side choices (choose up to 3: chips, whole fruit, chocolate chip cookie, or petit almond horn cookie).

### **Do you offer hot boxed meals?**

We do! We offer a selection for any meal of the day.

### **How are the hot boxed meals packaged?**

These meals come in compartment containers that keep in heat well and are microwave safe if necessary.

### **Do you offer buffet style hot meals?**

We do! We offer 4 choices at a time with additional seasonal options. These work great for weddings, corporate events, residential parties, and more.

### **How are your Hot Buffet style meals served?**

These meals are served in disposable chaffing dishes held by wire racks and heated with sternos underneath. There is an upcharge if that equipment is needed for your event (quoted based upon size). These meals can also be picked up or delivered cold with reheat instructions if preferred by the guest.

### **Do you offer whole Quiches for Sale?**

We do! The flavors are brie bacon, Lorraine (ham & gruyère cheese), & spinach leek feta. They are 9" around in size and are \$65. We need 72 hours' notice to be able to execute the order.

### **How many people do your platters feed?**

Our small platters feed approximately 12-15 people and our large platters feed approximately 25-30 people. For options that are served in bowls (salads and pastas), they serve approximately 15 as a side or 8 as an entrée. For breakfast pastries, sandwiches, and cookies, you can customize the quantity you'd like and we will fit it on appropriate sized platters. In that case, we charge by price per unit (ex- 14 sandwiches @ \$9 per sandwich = \$126). Our portion sizes are generous (approximately a large handful depending on the item) when measuring these products.

### **Are your sandwiches served hot or cold?**

All of our artisan sandwiches are all cold.

### **Can I choose my sandwiches and side choices on the combo's?**

You sure can! You can either specify that in the notes when ordering online or when placing the order with our catering director.

### **Can I make substitutions on the dessert trays (gourmet or cookies & brownies)?**

You can! Just make sure you substitute items out with more items that already exist on the tray you're ordering.

**What do your platters look like?**

Our trays are a sleek black plastic with a clear dome lid that seals well. The sizes of trays used are 12", 16", and 18". They fit well in a traditional fridge if needed to be stored after pickup / delivery.

**Do you provide cutlery (plates, forks, knives, napkins, etc.)?**

We can provide complimentary paper plates and plastic cutlery for any catering order. To receive these, it must be specified on the online order or asked for when placing an order with our catering director. We also provide plastic serve ware (tongs, serving spoons, etc.) when necessary.

**What is included in catering setup?**

When we deliver, we will help set up the order to your liking in the space provided. This implies laying out platters in the desired location and taking lids off, putting out utensils, and getting hot food in wire racks with lit sternos underneath. We do not supply any linens or tables for events.

**Do you provide staffing?**

We can provide staffing for your event as long as you give us two weeks' notice that you will need it. The going rate for our staff is \$100 per server per hour. We recommend one server for every 50 guests in attendance.

**What is provided with staffing?**

When staffing an event, we can provide delivery, buffet setup, buffet maintenance, bussing, and cleaning of the areas we have worked.

**Do you offer plated meals, chinaware, or glassware?**

No. You can rent chinaware and glassware separately and we would be glad to serve with what you provide. We recommend ordering upgraded plasticware on amazon. It is less expensive than chinaware, looks classy, and is disposable!

**Can I pay for my catering upon pickup or delivery?**

No. All catering orders must be prepaid either through the online ordering portal or from our caterzen billing software.

**Can I add a cake to my catering order?**

You sure can! You can do this directly with the catering director or order it online.