

# FAQ

## **You might have a question? We've got an answer!**

*Whether you are a seasoned pro or just a newbie to hosting a catered event, it is important to know the facts. All catering companies are different. We want to put you at ease! Let us do the work so you can have the fun! Here are some answers to frequently asked questions, distinguishing Alexander's as a leader in Door County catering.*

### What is full service catering?

Alexander's is the longest running full service catering company in Door County. We provide everything from menu planning to clean-up and all the service in-between. Bruce and his manager will coordinate the necessary staff to make your event run very smoothly while insuring good communication with the customer. With the booking of Alexander's comes the knowledge that you never have to worry about the quality of the food. So by leaving the food and service to us, you can feel free to spend quality time with your guests!

### Where should I hold my event?

There are a lot of possible venues for your event. Finding the *right one* will be based on your own style and budget of course. There are basically 4 options for possible venues.

- **Have your event on the beautiful grounds at Alexander's.** Imagine enjoying the attractive lawn and gardens of the restaurant, surrounded by woods. You will, however, have to rent a tent for such an affair, but we can help sending you to the right source to suit your party.
- **Hold your event inside the restaurant.** This is a little known secret in the area. If you should have an event of 50+, you could hold it inside the restaurant between the hours of 10:00 am and 4:00 pm. There is a \$500 room rental, but that is a small price when it comes to selecting a venue.
- **There are some lovely off-site venues that you should strongly consider.** We highly recommend 3 such sites, having done numerous successful events at these locations. Each offers its own unique ambience for your special day. The [Northern Haus](#), [Kress Pavilion](#), [Woodwalk Gallery](#), and [Garden Gables](#) are the big 4. We think you will be delighted choosing any one of these options.
- **Host your gathering at your own location.** Perhaps you would like to have your catered event at your own residence or a location of your choice. We can handle the catering and logistics for that too!

### **Do you offer tastings?**

Yes. Our Chef and owner, Bruce Alexander, will be delighted to prepare a selection of menu items for your enjoyment when you come in to discuss the details of your special event. To off-set some of our expenses for the tasting, we charge \$20 per person for tastings. If you sign a contract with Alexander's, we will deduct 100% of the tasting charges from your final invoice.

### **Can I make changes to menus?**

Certainly! Chef Bruce does a fantastic job of personalizing your menu to please you and your guests! The menus on this website are just samples to give you an idea of the style of our acclaimed cuisine.

### **Should I be concerned if your are fully licensed and insured?**

Yes. Unlike many caterers in the area, Alexander's is a fully licensed and insured catering company. Our staff are covered by worker's compensation protection.

### **Should I take out my own liability insurance?**

Yes. Especially if you are serving alcohol, it is a very good idea to carry a rider to your homeowners policy. It is really inexpensive and worth the peace of mind. You can probably obtain a policy rider for under \$100.

### **Can you provide for guests with special dietary restrictions?**

Yes. Chef Bruce will take care of anyone with special dietary needs. We understand that there are some with gluten allergies, vegetarians, nut allergies, or vegans just to name a few. We have the experience to take care of everyone. At a recent wedding, Bruce even made a hamburger for "Grandpa Joe." You see, "Grandpa Joe" only eats hamburgers. We took care of him!

### **When should I book my date?**

Generally speaking, it is never too early or too late to book an event provided that we have an opening for that date.

### **Do you offer children's prices?**

Yes. Children 5 to 12 years old are half price of the adults for entrees. Children 4 and under are free, but are still counted in order to provide adequate seating for the little ones. If there are a number of children as guests, Bruce will gear some menu offering with the kids in mind.

### What do we do about place settings, and linens?

We will work with you to fulfill your vision for the look and feel of your event. You might be interested in high quality disposables, rentals from a rental company, or rentals from us. Regardless of your choice. We will help guide you to make the right choice for you. We provide linens for our buffets at a modest price. You will probably have to rent linens for your seating tables.

### Do we have to rent equipment?

No. One of the advantages in having Alexander's cater your party is the fact that we own our own equipment. We travel with chafers, cambros, serving utensils, risers, platters, baskets, coolers, etc. Unlike other catering companies who have to rent equipment, we charge just a small percentage of what you would pay from a rental company. We charge this small fee to update and maintain our equipment.

### Do you provide wine or liquor?

Alexander's is only allowed to sell wine, beer, and soft drinks off-premise. Any other beverages must be purchased by the client. Usually, customers purchase their own beverages, which will help in the overall cost. Because of our licensing and insurance, Alexander's, *is* allowed to serve your guests if you provide the alcohol. *Just to reiterate an important point from before, Alexander's highly recommends a rider to your homeowners policy to cover you for the event.* We can provide you with recommendations on where to find the best buys and offer suggestions on selections.

### Do you provide bartenders and servers?

Yes. Our licensed bartenders and servers are trained, professional, and just plain nice! We carry full liability insurance for both food and alcohol service. As a general rule, we can provide a server for beer and wine bars and one bartender per 50 guests for full bar service. Bartenders for full service are \$30 per hour per bartender.

### Do you have a corkage fee?

No. We will open and serve wine, beer, and soft drinks you supply at no additional charge.

### Do your servers wear uniforms?

Yes. Our trained, professional staff are attired in all black uniforms with aprons. Kitchen staff will wear chef's coats with a head covering. They are professional, neat, and always ready to help!

**Do you charge extra to cut the wedding cake?**

No, it is included in the price.

**Do you setup and cleanup?**

Yes. We will dress and set the tables, clear the tables, and clean the service/kitchen area, leaving it as we have found it. The set up charge is included in the price in your quote.

**How many servers will be needed at my event?**

Alexander's is unique from most caterers. We do not charge a per hour rate for the number of servers. Because of our experience in catering in a variety of different events and settings, we will provide the right number of staff to make the event run very smoothly. You need not worry if there are too many or too few service staff. Their compensation is derived from the tip.

**Besides the cost of food, what charges can I expect for a catered event?**

When we provide your personalized proposal, we list all of our estimated charges in order to provide you with a complete proposal with no hidden fees. In addition to the food prices, we include the following in each proposal: bar, equipment, linens (as needed), coffee (if desired), set-up, delivery, tip, and state and local sales tax.

**What does the set-up fee cover?**

The set-up fee offsets labor and administration costs such as dishwashing, packing for your event, clean up, site visits, etc. The catering fee is not a gratuity and is subject to state and local tax laws.

**If you do not wish to have full service, do you offer "Drop Off" service?**

Yes, if you do not wish to have full service catering and you have an event of 30+ guests, we can bring a buffet to you! There are no servers, but we will set up any necessary chafing dishes, platters, baskets, risers, and decorations and return later to pick up non-disposable serving items. In other words, our service is not just a food drop-off and go. We take pride in creating a full presentation of our wonderful food, regardless if it is not full service. Even though it is not a full service event, the customer should be given the utmost care! There is a delivery and pick-up fee for this service. The delivery fee (to and from) is \$50, and a set-up and tear down fee is \$150.

**Do you provide disposables for drop offs?**

For drop offs, we include quality plates, napkins, and disposable silver eating utensils. We also provide linen for the buffet. A separate line item for the necessary products will be included in the proposal.

## How can I compare quotes from two different caterers?

In the catering industry, there are a variety of ways to present a bid to a client. For example, some caterers include only the price of food in the per person cost, others include food and service, while others include linens and/or china in the per person charge. It is important when comparing bids from two or more companies that pricing for all of the necessary items are included in both quotes for an accurate comparison.

*We hope this answers some of the most frequently asked questions. When catering, there are a lot of details. Alexander's takes pride in the attention to these details, including the creation of delicious food and excellent service. You won't have to worry about a thing!*

*If you have any additional questions, please don't hesitate to email...*  
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*We hope we can be a part of making your special day truly memorable!*