



## **FAQ's 2009:**

### **What is included in our Service charge?**

In order to keep the quality of our service, starting January 2009, all events will have a 15% service charge included in the bill. This charge account for travel time expenses in cases wherein our supervisors view it will be necessary depending on the workload of the event, liability and workers' compensation insurance fees, purchasing and laundry costs of uniforms and administration costs.

### **Do I need to give tips to the service staff if service charge has been added on to the bill?**

This is entirely up to our clients and this amount will directly be shared by the service staff.

### **Are the service charge computed before or after taxes?**

The service charge is 15% of your package price plus extra food you purchase (i.e. additional appetizers, if any). GST is not computed on top of the service charge.

### **What is included in the staff transportation and truck charge?**

To ensure that all our food and equipment will arrive on time without the worries of the vehicle not running properly, our company rents all vehicles that deliver to all our banquets from a reputable rental company. We also put our staff's safety first and we do not allow them to ride any vehicle without a seatbelt. Our company provides a safe means of transportation for the staff to make sure that they arrive to the venue on time and safely.

### **How do you compute for staff hours?**

We include the time that the staff leaves our kitchen to go to the site and up to the time the catering team comes back and finish unloading in our kitchen.

### **How much staff do you send out for each banquet?**

We send out 1 staff per 25 guests and for 2009, 6 hours per staff are included in the package. On an average banquet, this is enough staff. However, there are cases wherein the client needs a hand in a lot of things during their event and will feel that more staff is needed for their function. Also, all venues are not made the same. In cases wherein there are long ramps and stairs, more staff is needed as well. Please speak with our events coordinator to discuss your needs.



### **What happens to our deposit?**

A deposit cheque will be mailed out to you within two weeks after your event. The deposit will normally cover for damages of glasses, cutlery, china, and tablecloths, or any unbilled extra staff hours incurred during the event.

### **How much do you charge for kids?**

Kids between 5 and 10 years old are half price and kids under 5 are not billed.

### **How many tablecloths do you provide for?**

We include tablecloths for the head table, cake table, gift table, buffet table and guest tables for each of our banquet buffet menus. However, if for example, the buffet guest count is for 80 and the client sets up for 100 as they feel that they might need more seats, then we will bill for the extra equipment (tablecloths, cutlery, and china) that are set out.

### **Do you charge corking fees?**

No, we do not. We help the bartenders cork the wines and our staff put them on the tables 15 minutes before the dinner starts (if desired by our clients).

### **Do you charge cake cutting fees?**

No, we do not charge cake cutting fees if we cut and put the cake on the buffet tables. However, if it is a cake service, there is a \$1.50 extra per person charge as more staff, china and cutlery are needed.

### **Can we take home leftovers?**

Yes, you may but a waiver a responsibility has to be signed beforehand. Please ensure that a representative of your party is present during the packing of leftovers. Fiesta Creative Catering will not acknowledge any complaints about the quantity or quality of leftovers packed. We donate any leftovers to temporary shelters and low income families in cases wherein our clients do not want to keep them.