**FAQ Document**

**ChikaChino Restaurant Bahria Town Phase 7**

The only Street food Cafe of Pakistan is now in Akron Bahria Town Phase 7

**1. General Information**

**Opening Hours**

* **Question:** What are your opening hours?
* **Response:** We are open daily from 12:00 PM to 1:00 AM. For exact hours, please check our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) pages.

**Restaurant History**

* **Question:** Can you tell me a bit about the history of your restaurant?
* **Response:** ChikaChino Bahria Town Phase 7 was established on August 23, 2021. We pride ourselves on being the only street food café in Pakistan, now located in Akron Plaza, Bahria Town Phase 7, Rawalpindi. For more details, please visit our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page.

**2. Reservations and Seating**

**Reservations**

* **Question:** Do you take reservations? Can I get a table for a specific date and time? Can I text/IM my reservations?
* **Response:** Yes, we accept reservations. Please provide the date, time, and number of people for your reservation. You can also text us your reservation details at 0300 9542683, and we will confirm it for you.

**Private Events**

* **Question:** Can I host a private event at your restaurant?
* **Response:** Yes, you can host private events at our restaurant. Please contact us at 0300 9542683 to discuss your event requirements, and we’ll work with you to create a memorable experience.

**Group Accommodations**

* **Question:** Can you accommodate groups of 10, 15, or 20 people? Do you have a private room?
* **Response:** Yes, we can accommodate groups of various sizes. We have outdoor seating available for larger groups. For special arrangements or extended hours, please contact us in advance at 0300 9542683.

**3. Menu and Dietary Information**

**Menu Items**

* **Question:** Do you offer vegetarian or vegan options?
* **Response:** Yes, we have a variety of vegetarian and vegan options on our menu. You can view these options online or ask our staff for recommendations when you visit.

**Special Dietary Menus**

* **Question:** Do you offer any special dietary menus, such as gluten-free or keto?
* **Response:** Yes, we offer a variety of special dietary menus including gluten-free and keto options. Please ask our staff for specific menu items that fit your dietary needs.

**Kids' Menu**

* **Question:** Do you have a kids' menu?
* **Response:** Yes, we have a kids' menu with a variety of child-friendly options. You can view it online or ask our staff for a copy when you visit.

**Seasonal Ingredients**

* **Question:** Do you use seasonal ingredients in your dishes?
* **Response:** Yes, we incorporate seasonal ingredients into our dishes to ensure freshness and quality. Check our menu or ask our staff about current seasonal offerings.

**4. Service and Policies**

**Order Issues**

* **Question:** I just got takeout from here and there’s a mistake in my order. Can you fix it?
* **Response:** We apologize for any inconvenience. Please contact us at 0300 9542683 with your order details, and we’ll resolve the issue as soon as possible, including arranging for a replacement or refund if necessary.

**Delivery Service**

* **Question:** Do you offer delivery service?
* **Response:** Yes, we offer delivery service through various platforms. You can place your order through our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) pages.

**Takeout Orders**

* **Question:** How long will it take to prepare a takeout order?
* **Response:** The preparation time for takeout orders depends on the items ordered and current kitchen activity. On average, it takes about 15-30 minutes. We will provide an estimated pickup time when you place your order.

**Special Dietary Needs**

* **Question:** Can you accommodate food allergies or dietary restrictions?
* **Response:** Yes, we can accommodate food allergies and dietary restrictions. Please inform our staff of any allergies or restrictions when placing your order so we can ensure your meal is prepared accordingly.

**5. Special Occasions and Events**

**Special Occasions**

* **Question:** I’m coming to celebrate my anniversary, birthday, or promotion, what special thing can you do for me?
* **Response:** We love celebrating special occasions! Please let us know in advance, and we’ll do our best to make your celebration memorable. We can arrange special decorations or a complimentary dessert.

**Catering Services**

* **Question:** Do you offer catering services for events?
* **Response:** Yes, we offer catering services for events. Please contact us with the details of your event at 0300 9542683, and we’ll provide you with menu options and pricing.

**Gift Packages**

* **Question:** Do you offer any gift packages or hampers?
* **Response:** Yes, we offer a range of gift packages and hampers that can be customized for special occasions. Contact us for more information and to place an order.

**6. Accessibility and Facilities**

**Parking**

* **Question:** Is there parking nearby?
* **Response:** Yes, we have parking available nearby. You can find parking details and options on our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page or ask our staff for the best places to park.

**Accessibility**

* **Question:** Are you handicap accessible? To wheelchairs too?
* **Response:** Yes, our restaurant is handicap accessible, including accommodations for wheelchairs. If you have any specific needs or require assistance, please let us know ahead of time.

**Pet-Friendly Policy**

* **Question:** Are pets allowed in your restaurant?
* **Response:** We love pets, but our restaurant is not pet-friendly for health and safety reasons. However, we do have outdoor seating where pets are welcome.

**7. Additional Services and Information**

**Gift Cards**

* **Question:** Do you sell gift cards?
* **Response:** Yes, we sell gift cards in various denominations. You can purchase them online through our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page or at our restaurant.

**Cooking Classes**

* **Question:** Do you offer cooking classes?
* **Response:** We occasionally offer cooking classes and workshops. For information on upcoming classes and to register, please visit our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page or contact us directly.

**Loyalty Program**

* **Question:** Do you have a loyalty program for frequent customers?
* **Response:** Yes, we have a loyalty program that rewards our frequent customers with discounts and special offers. Sign up through our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page or ask our staff for details on how to join.

**Daily Specials**

* **Question:** What are today’s specials?
* **Response:** Our daily specials change regularly. To find out what’s on special today, please check our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) pages or ask our staff when you visit.

**Online Ordering**

* **Question:** Can I place an order online for pickup?
* **Response:** Yes, you can place an order online for pickup through our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page or a third-party delivery service. Choose your items and select a pickup time that suits you.

**8. Miscellaneous**

**Seasonal Specials**

* **Question:** Do you have any seasonal specials or limited-time offers?
* **Response:** Yes, we often have seasonal specials and limited-time offers. Check our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) pages to stay updated on our latest promotions and special menu items.

**Contact Information**

* **Question:** How can I contact you for general inquiries or feedback?
* **Response:** You can contact us by phone at 0300 9542683, email, or through our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page. For feedback, please reach out to us via social media.

**Menu Changes**

* **Question:** Do you update your menu regularly?
* **Response:** Yes, we update our menu periodically to include new dishes and seasonal ingredients. Check our [Facebook](https://www.facebook.com/ChikaChinoBahriaTownPhase7) or [Instagram](https://www.instagram.com/chikachinobahriatownphase7) page for the latest menu updates or ask our staff about new additions.

**Sustainable Practices**

* **Question:** What sustainable practices do you follow?
* **Response:** We are committed to sustainability and follow practices such as using locally sourced ingredients, minimizing food waste, and using eco-friendly packaging. If you have specific questions, feel free to ask!