

**Hi, I'm Elizabeth, the CEO of Caitre'd.**

Ordering catering can be challenging - I know it used to be for me! Our simple, 2-page guide for organising office catering covers the basics to make sure the only surprises delivered to you are those that are delicious.

## ***Before You Order***

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Having all of the information about your event ready before you make your booking saves time and hassle. It sounds obvious but we know that meetings change, attendees change, and so on. Here's the info we recommend to have set before you book:

<b>Date</b>	Weekend availability for some caterers might be limited.
<b>Time</b>	<p>Delivery time: What time does the food need to arrive in the room where you are serving it?</p> <p>Service time: What time do you plan on having the food ready for the guests to start eating?</p>
<b>Venue Location</b>	<p>Is this in your office or at another location?</p> <p>If it is in another location, you may need to find the address, parking information etc before making your booking.</p>
<b>Number of People</b>	<p>It is easier to add to the order than reduce it - the caterer can always buy more ingredients, but they are not able to un-buy, if that makes sense.</p> <p>Adding in a few extra portions for "bigger" eaters is a good insurance policy, especially for finger food / platter style catering. When you leave tasty food out for people to help themselves, especially after a few drinks in the evening, the food can disappear in a flash!</p>
<b>Dietary Requirements</b>	Emailing all attendees to ask for any special food requirements helps when selecting a caterer or menu.
<b>Presentation Requirements</b>	<p>Our caterers all have their own style as to how they present their food. Cardboard boxes, ceramic platters, wooden boards... Presentation information for every caterer is included on the website.</p> <p>If you "chews" anything that needs to be picked up (like ceramic platters or wooden boards) there may be a retrieval / clean up cost. We also may charge a replacement cost if anything goes missing, so if you are having an event off-site / at a different venue than your office, we recommend disposable packaging.</p>

# ***Making Your Booking***

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## **Finding Food**

1. On the Caitre'd website, enter your postcode where the food needs to be delivered so you are only shown the caterers who deliver in your area.
2. Enter the date and time of your event so you are only shown the caterers who deliver on the specified date and time.
3. Browse menus from our hand selected curated caterers.
4. You can "chews" from pre-made packages priced per person for quick, simple ordering, OR you can "chews" from individual items priced per item if you need more selection.

## **Other Things To Note**

- Most caterers have a minimum total amount for deliveries, and often have a minimum number you can order for a particular dish.
- The more people you have, the more variety you can potentially provide.
- Some meals require plates and cutlery. Most caterers provide these. If you don't see these as an option to purchase or you're unsure whether you need these, please give us a call.
- **HELPFUL HINT** - If you're planning on doing a lot of catering, it's a good idea to buy a stash and keep them in your staff kitchen for an affordable alternative.
- Some meals require serving utensils for the food such as tongs or serving spoons (salads, pastas etc). These are best purchased ahead of time and kept in your office. For meetings that are offsite / at a different venue, these can also be supplied for an additional charge - please contact us for help.
- Napkins are included with every delivery.

## ***Delivery Time Guarantee***

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In order to offer our “**delivery time guarantee**”, full and complete parking information is needed, including specific addresses and rooms within the building, loading docks, parking bays, and most importantly, the name and number of a person on-site who is there to receive the food delivery.

If there is no parking information provided or your contact is busy and cannot answer the phone, the caterer could be circling around your building unsure of where to go while your food is getting cold and your hungry guests are waiting for their lunch!

**If you're unsure about the parking/delivery information you need, please give us a call so we can help you make sure your food arrives when you need it most.**

***We hope this quick guide will help you during the booking process so that you get the experience you are looking for.  
For any questions, we're just a phone call away.***

***We look forward to being “at your service”!***

## ***How May We Help You?***

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For bookings or more information:

(02) 8007 5056  
atyourservice@caitre-d.com

For menus, quotes and more:

[www.caitre-d.com](http://www.caitre-d.com)