

# J.Q PATISSERIE

## *Customer Guide & Frequently Asked Questions*

Welcome to J.Q Patisserie! This guide answers our most commonly asked questions to help you with ordering, custom cakes, and more.

### **General Questions**

#### **Q: Where is J.Q Patisserie located?**

A: We're located at No. 23, Jalan Mawar 3, Taman Bunga Raya, 86000 Kluang, Johor, Malaysia. Look for the cream-coloured shophouse with our signature brown logo!

#### **Q: What are your operating hours?**

A: Tuesday to Friday: 10:00 AM - 7:00 PM | Saturday & Sunday: 9:00 AM - 8:00 PM | Monday: CLOSED. Hours may vary on public holidays — check our Instagram for updates.

#### **Q: Do I need to make a reservation to visit?**

A: No reservation needed for walk-ins! However, popular items sell out quickly, especially on weekends. For guaranteed availability, we recommend pre-ordering.

#### **Q: Is parking available?**

A: Yes, free street parking is available directly in front of our shop and along Jalan Mawar.

### **Ordering & Pre-Orders**

#### **Q: How do I place a pre-order?**

A: WhatsApp us at +60 12-345 6789 with your order details. For regular pastries, order at least 1 day in advance. For custom cakes, minimum 3 days advance notice is required.

#### **Q: What payment methods do you accept?**

A: We accept Cash, Credit/Debit Cards, Touch 'n Go eWallet, GrabPay, and DuitNow QR. Bank transfer is also available for pre-orders.

#### **Q: Do you require a deposit for custom cakes?**

A: Yes, we require a 50% deposit to confirm your custom cake order. The remaining balance is payable upon collection.

#### **Q: Can I cancel or modify my order?**

A: Orders can be modified up to 48 hours before the collection date. Cancellations made less than 48 hours in advance may forfeit the deposit as ingredients would have been purchased.

### **Products & Menu**

#### **Q: What is your specialty?**

A: We're known for our Burnt Basque Cheesecake, handcrafted croissants (48-hour laminated dough!), and French tarts. Our macarons and custom celebration cakes are also customer favourites.

#### **Q: Are your products halal?**

A: We use halal-certified ingredients and do not use pork or lard in any of our products. However, we are not officially halal-certified. Some items contain alcohol-based flavourings (e.g., rum in canelés).

**Q: Do you have vegetarian options?**

A: Yes! Most of our pastries, cakes, and tarts are vegetarian. Please let us know if you have specific dietary requirements.

**Q: Do you cater to food allergies?**

A: Many of our products contain common allergens including gluten, dairy, eggs, and nuts. Please inform us of any allergies when ordering, and we'll advise on suitable options.

**Q: How long do your pastries stay fresh?**

A: Croissants & pastries: Best enjoyed same day, can be kept 1-2 days at room temperature. Cakes: Keep refrigerated, consume within 3-4 days. Cookies: Up to 2 weeks in airtight container.

## Custom Cakes

**Q: How far in advance should I order a custom cake?**

A: Minimum 3 days for simple designs, 5-7 days for elaborate designs, and 2 weeks or more for wedding cakes. During festive seasons, we recommend ordering earlier.

**Q: What cake flavours are available?**

A: Popular flavours include Chocolate, Vanilla, Red Velvet, Pandan, Ondeh-Ondeh, Mango, Strawberry, and Durian. Custom flavour requests can be accommodated — just ask!

**Q: Can I provide my own design reference?**

A: Absolutely! Send us photos or Pinterest links via WhatsApp. We'll discuss feasibility and provide a quote based on your design.

**Q: Do you provide cake toppers and candles?**

A: Basic candles are included free. Customized acrylic toppers, fondant figurines, or fresh flower decorations can be added for an additional fee.

**Q: What sizes are available for custom cakes?**

A: Standard sizes: 6" (serves 6-8), 8" (serves 10-12), 10" (serves 14-18). Multi-tier cakes and larger sizes available for weddings and events.

## Delivery & Collection

**Q: Do you offer delivery?**

A: Yes! We deliver within Kluang. Delivery fees: RM8-15 depending on distance. Orders above RM150 enjoy FREE delivery within Kluang town.

**Q: Do you deliver outside Kluang?**

A: We can arrange delivery to nearby areas (Simpang Renggam, Paloh) for an additional fee. Please WhatsApp us to discuss. For farther locations, self-pickup is recommended.

**Q: What are your collection hours?**

A: Collection is available during operating hours. Please arrive within your scheduled collection time. Late pickups may affect cake freshness.

**Q: How should I transport my cake?**

A: Keep the cake box flat and avoid tilting. Place it on a flat surface in your car (floor is best). For longer journeys, an insulated cooler bag helps maintain temperature.

## Other Questions

### Q: Do you offer gift packaging?

A: Yes! We have beautiful gift boxes for pastries, macarons, and cookies. Premium packaging with ribbons is available for an additional RM5-15.

### Q: Can I order for corporate events?

A: Absolutely! We provide pastry platters, macaron boxes, and custom cakes for corporate events, meetings, and gifts. Contact us for bulk pricing and corporate packages.

### Q: Do you do wedding cakes?

A: Yes! We create custom wedding cakes ranging from elegant minimalist designs to elaborate multi-tier creations. Book a consultation at least 1 month in advance.

### Q: How can I stay updated on new products and promotions?

A: Follow us on Instagram @j.q\_patisserie! We post daily specials, new creations, and seasonal promotions.

## Contact Us

<b>Address</b>	No. 23, Jalan Mawar 3, Taman Bunga Raya, 86000 Kluang, Johor
<b>Phone / WhatsApp</b>	+60 12-345 6789
<b>Email</b>	hello@jqpatisserie.com
<b>Instagram</b>	@j.q_patisserie
<b>Facebook</b>	J.Q Patisserie

**Thank you for choosing J.Q Patisserie!**

*Every bite, a moment of joy. ■*