

# BONNE BOUCHE CAFÉ

## *Customer Guide & Frequently Asked Questions*

### Welcome!

Thank you for choosing Bonne Bouche Café! This guide answers common questions to help you enjoy your visit. "Bonne Bouche" means "A Good Mouthful" in French — and that's exactly what we promise with every dish.

### General Questions

#### **Q: Where is Bonne Bouche Café located?**

A: We are located at No. 15, Jalan Delima 2/3, Taman Kluang Utama, 86000 Kluang, Johor, Malaysia. We're opposite Kluang Mall, next to CIMB Bank. Kluang is approximately 110 km from Johor Bahru and easily accessible via the North-South Expressway.

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

A: Monday to Thursday: 9:00 AM - 10:00 PM | Friday: 9:00 AM - 11:00 PM | Saturday: 8:00 AM - 11:00 PM | Sunday: 8:00 AM - 10:00 PM. Kitchen closes 30 minutes before closing time.

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

A: Reservations are not required for regular dining, but we recommend booking for groups of 6 or more, especially on weekends. For private events, please book at least 1 week in advance. Call us at +60 7-772 8899 or WhatsApp +60 12-772 8899.

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

A: Yes! Street parking is available in front of our café, and there's a public parking lot within 2 minutes walking distance behind Kluang Mall.

### Menu & Food Questions

#### **Q: What type of cuisine do you serve?**

A: We specialize in Western cuisine with Malaysian fusion influences. Our menu includes all-day breakfast, burgers, pasta, steaks, local favourites like Nasi Lemak and Curry Laksa, and freshly baked desserts.

#### **Q: Do you serve halal food?**

A: We offer halal-friendly options! While we are not fully halal-certified, we have pork-free alternatives for most dishes. Please inform our staff of your dietary requirements.

#### **Q: Are vegetarian/vegan options available?**

A: Yes! We have several vegetarian options including salads, pasta, and our mushroom risotto. Vegan modifications can be made upon request — just ask our staff.

#### **Q: Can you accommodate food allergies?**

A: Absolutely. Please inform our staff about any allergies (nuts, gluten, dairy, seafood, etc.) when ordering. We'll do our best to accommodate your needs and advise on suitable dishes.

#### **Q: Do you offer all-day breakfast?**

A: Yes! Our full breakfast menu is available from opening until closing time. Enjoy pancakes, eggs benedict, or our Big Breakfast any time of day!

#### **Q: What's your signature dish?**

A: Our customers love our Bonne Bouche Signature Burger (RM28.90) and the Burnt Cheesecake (RM16.90)! For drinks, try our Gula Melaka Latte — it's a local favourite.

## **Services & Facilities**

#### **Q: Do you have Wi-Fi?**

A: Yes, free high-speed Wi-Fi is available for all customers. Ask our staff for the password: BonneBouche2024

#### **Q: Is the café wheelchair accessible?**

A: Yes! We have step-free access and a disabled-friendly restroom.

#### **Q: Can I work or study at your café?**

A: Of course! We welcome students and remote workers. We have power outlets available and a comfortable environment. During peak hours (12-2 PM, 6-8 PM), we kindly ask that you order periodically if staying long.

#### **Q: Do you offer takeaway?**

A: Yes! All menu items are available for takeaway. Self-pickup orders get 10% off. We also partner with GrabFood, FoodPanda, and ShopeeFood for delivery within Kluang.

#### **Q: Can I book the café for private events?**

A: Yes! We offer full venue rental for private events (20-70 pax) including birthdays, corporate meetings, and family gatherings. Contact us at +60 7-772 8899 for customized packages.

#### **Q: Do you provide catering services?**

A: Yes, we offer off-site catering for events. Minimum 30 pax with at least 1 week advance booking required. Menu can be customized to your needs.

## **Payment & Pricing**

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

A: We accept Cash, Credit/Debit Cards (Visa, Mastercard), Touch 'n Go eWallet, GrabPay, DuitNow QR, and bank transfers.

#### **Q: What is the average price per person?**

A: Budget RM25-50 per person for a main dish and drink. Our set meals offer the best value starting from RM28.90.

#### **Q: Do you have any ongoing promotions?**

A: Yes! Follow us on Instagram @bonnebouche.kluang for daily specials and seasonal promotions. We also offer a loyalty card — collect 10 stamps and get a free main course!

#### **Q: Is service charge included?**

A: No service charge is added. All menu prices include SST. Tips are appreciated but not expected!

## **Other Questions**

#### **Q: Are children welcome?**

A: Absolutely! We're family-friendly and have a kids menu available. High chairs are provided upon request.

#### **Q: Can I bring my pet?**

A: Pets are welcome at our outdoor patio area only. Please keep them leashed and well-behaved. Water bowls available upon request!

#### **Q: How can I provide feedback?**

A: We love hearing from you! Leave a Google review, message us on Instagram @bonnebouche.kluang, email hello@bonnebouchecafe.com.my, or speak directly to our manager.

#### **Q: Do you sell gift cards?**

A: Yes! Gift cards are available in RM50, RM100, and custom amounts. Perfect for birthdays and special occasions!

## **Contact Us**

<b>Address</b>	No. 15, Jalan Delima 2/3, Taman Kluang Utama, 86000 Kluang, Johor
<b>Phone</b>	+60 7-772 8899
<b>WhatsApp</b>	+60 12-772 8899
<b>Email</b>	hello@bonnebouchecafe.com.my
<b>Website</b>	www.bonnebouchecafe.com.my
<b>Facebook</b>	facebook.com/bonnebouchekluang
<b>Instagram</b>	@bonnebouche.kluang

**Thank you for visiting Bonne Bouche Café!**

*We look forward to serving you again.*