

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 in Kluang, Johor, Malaysia. Kluang is approximately 110 km from Johor Bahru and easily accessible via the North-South Expressway. Look for [Your Landmark] — we're right nearby!

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.

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.

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, 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 and the Burnt Cheesecake! 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.

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.

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 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 social media for daily specials and seasonal promotions. We also offer loyalty rewards for regular customers.

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 social media, or speak directly to our manager. Your feedback helps us improve.

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

Phone	[Your Phone Number]
Email	[Your Email Address]
Facebook	[Your Facebook Page]
Instagram	[Your Instagram Handle]

Thank you for visiting Bonne Bouche Café!
We look forward to serving you again.