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Catering FAQ's

To quickly find your topic, simultaneously click the 'Ctrl' and 'F' buttons on your keyboard. Then type the word(s) that relates to your question in the text box, and click 'Enter' until you find your question.

- **How many of the meats “from the pit” come with the menus?**
What does “any variety” mean on the menus?
 - “Any variety” means that you can choose as many or as few of the listed meats as you desire for the same price (i.e. 1, 2 ... or all). You will still receive the same total amount of food regardless if you just get one or if you get all of them.
- **Do you do sucking pigs? Can I pick up just the pig?**
 - The pigs we supply tend to be over 100 lbs depending on the number of guests, so picking them up is generally not a viable option. However, depending on our schedule, we may be able to arrange a pickup for one of our larger pigs, so feel free to call for availability. We do supply pigs for pig roasts for which we provide the pig along with the rest of the food cooked fresh and served on site.
- **How far in advance should I book my event?**
 - All events are booked on a first come first serve basis.
 - Therefore, the answer depends on our availability and the popularity of particular days. We recommend scheduling catering services as soon as possible and well in advance as it makes it easier on all parties participating and makes it more likely that we will still have the space available.
- **How do I reserve a date and time for my event?**
 - To secure your date and time, we do require a signed contract, and our typical deposit amount we request up front is between 30-50%.
- **What is your policy on guest count deadlines?**
 - The guaranteed final guest count is due on the Friday one week before your event. So if your event is on a Saturday, the final count would be due a week and a day before.
 - If a final count is not received by that Friday one week before your event, the last planned guest count will be used for billing purposes.
 - After a final count is received, if necessary you may increase but may *not* decrease the guest count below the final guaranteed number. In some cases, however, certain items may not be available if the guest count is increased too close to the day of the event.
- **How far will you travel to cater a party?**
 - We service all of Maryland, DC, and Delaware, as well as parts of Virginia, Pennsylvania, New Jersey, and West Virginia. For distances of thirty minutes or greater, a reasonable travel fee will usually apply. Availability for parties of great distance may depend on the amount of guests.

- **What are the different ways that you cater?**
 - o Cook and Slice On Site
 - We will cook, slice, and serve the meats fresh at *your* location (also known as “off-premise catering”). All our meats are prepared fresh at your location, and the typical time allotted for eating is three hours but more time can be added at your request for which additional charges may apply.
 - o Delivery and Setup
 - We cook the foods fresh location, keep the hot food hot in our warmers for the trip, and set up the food buffet style. You also have the option of having a server to stay, who will maintain the buffet, serve if requested, and will break everything down at the end.
 - o Pick up
 - We cook the foods fresh location and load it into your vehicle when you arrive. Typically loading time takes approximately ten to fifteen minutes from the time of arrival, so please take this fact into consideration when booking your event. In addition, we can provide the chafing dishes, for which we receive a deposit that we give back when they are returned. We also have sternos and pans available for purchase as well.
 - o On Premise – Reflections Banquet Hall
 - Our elegant facility features seating for up to 250 guests and is decorated with chandeliers, a fireplace, and gold accents to add ambiance for your occasion. Your choice of buffet style or a seated meal. Choose from any of our traditional menus or customize your own with exactly what you want.
- **For a pickup, how long before we plan to eat should we schedule the pickup time?**
 - o To determine your pick up time, we suggest allotting 15 minutes to load up your vehicle + the time it takes to get from our location to your site location + 30 minutes for you to setup your buffet. So if your event is to be held within 15 minutes of our location, then we would suggest picking up the food about one hour before you want to eat.
 - o We do not suggest picking your food up extra early and having it sit out because the food will either cool down or if kept hot will start to dry out. In such cases when picking up food, client assumes all responsibility for how the food turns out.
 - o Depending on your schedule, you may want to consider picking up the food *cold* earlier that day or the day before and then heating it up on the day of the event by placing it in the oven for short spurts of time on low heat and using hot water or au jus until ready to serve.
- **What is the price for kids?**
 - o For events catered on site, kids between the ages of three and ten are half price. Kids two and under are free.
 - o For pickups and deliveries, take children into account when providing your guest count. A good rule of thumb is to take the number of kids, divide that number in half, and add that number to the number of adults.
- **What time will you be arriving for my event?**
 - o For on site events, we typically arrive between an hour and a half to two hours before the start time to setup and cook the meats. For deliveries, we typically arrive between thirty minutes to one hour in advance, to assure that everything is set up on time.
 - o In extremely rare cases, due to an unforeseen emergency such as a car accident, flat tire, or in the case of excessive traffic, an act of God or other such uncommon incidents, our staff could potentially be late to arrive for an event. In such cases, we will do everything in our ability to have the event set up as soon as possible, such as by sending extra staff to help speed the set up process.
- **Do you have tents, tables, and chairs? Do you do event rentals?**
 - o Yes! From tents, tables, chairs, and lighting to moon bounces, china, glassware, and wedding accessories, we have a wide variety of rental items available. Please call for pricing and more information.

- **For any of your menus, can I substitute main courses or sides?**
 - o **Sides:** For all our menus, the sides may be substituted at no additional cost unless specifically noted.
 - o **Main Courses:** Because the pre set menu prices are already determined, some items may or may not be able to be substituted, and the pricing could also then change with any such changes. You can always add on additional main course items and/or create custom menus as well. The sliced meats come together (beef, ham, turkey, pepper turkey, and beef bbq), and you will receive the same total amount of all of them combined. Thus, there is no problem to order as many or as few of these meats as you like, and the price will still be the same.
- **Do you ever have to back out of catering an event?**
 - o We constantly receive phone calls from customers whose **previous** caterer backed out on them last minute. Rest assured; unlike many other caterers, **we will NOT back out of events** for larger ones that may arise, and our high tech scheduling system ensures that we will not overbook events. Once we receive your signed contract and sufficient deposit, you do not have to worry about losing your spot.
- **What types of payment methods do you accept?**
 - o We accept cash, check, or credit cards (Visa, MasterCard, Discover).
 - o We can also accept AMEX through PayPal on our website.
- **How many staff members will be at my on site event?**
 - o The number of staff members depends on the amount of people and the menu and services that you will be receiving.
- **Do you charge gratuity, or do I need to calculate that cost separately?**
 - o For on site or on premise catering, there is a service charge and minimum gratuity already included on your contract, so you won't have to add that cost separately.
- **Do you have any options for vegetarians?**
 - o Yes. We offer several options for vegetarians such as veggie burgers, vegetarian lasagna, and a variety of fruit and veggie platters. If you have something in mind, we most likely can provide it. For more details, just give us a call.
- **Are your ribs beef or pork?**
 - o We use only the finest baby back *pork* ribs, smoked, sautéed, and finally smothered in delicious honey barbecue sauce.
- **What are your minimum numbers of guests that you will cater for?**
 - o To **Pick Up** your food catering style, there is **no minimum** number of guests. For parties under 10, we recommend just ordering sandwiches or meats by the pound.
 - o For us to **Deliver and Setup** your buffet, the minimum is **20** guests for weekdays and **30** guests for weekends.
 - The delivery pricing listed is for 50+ guests. For parties under 50, the per person price increases a little depending on the number of guests.
 - o For us to cater **On Site**, the minimum is **50** guests.
 - The per person pricing for on site catering starts at 100 guests and increases by \$1 per person for every decrease of 10 guests under 100.
- **What is your rescheduling policy in case of bad weather or emergencies?**
 - o We understand that emergencies may arise, and we do everything we can to minimize any difficulties or losses that may result.
 - o If within one week of a scheduled event a client needs to change the date, a rescheduling fee will apply depending on the amount of preparation completed and the amount of food or ingredients ordered or prepared. If an event is rescheduled for the following day, a rescheduling fee will likely be waived.
 - o For on site events, we do set up tents over the slicing and food prep areas as well as over the buffet, and thus under most circumstances our staff will still volunteer to work in rainy or even snowy conditions. If we are unable to cook outside for an on site event because of extreme inclement weather, we could always cook the food at our restaurant and deliver, setup, and maintain the buffet.
 - o We recommend planning ahead incase of rain. Ask about our tent, tables, and chair rentals.

- **What is your cancellation policy?**
 - o In the extremely rare and unlikely situation where an event needs to be cancelled indefinitely, the cancellation policy is as follows:
 - Over 30 days notice = depending on the details of an event and date and the amount of reservations and preparation, the deposit may be partially refundable or may be used towards another event within six months of the original scheduled date.
 - 30 days notice or less = 30% of total price
 - 1 week notice or less = 50% of total price
 - Within 24 hours notice = 75% of total price
 - o Notice of cancellation must be received in writing.
 - o This cancellation policy is at the discretion of Beefalo Bob's and may be adjusted depending on the situation.
- **When is the final balance (payment) due?**
 - o Unless otherwise arranged and specified on the customer's contract, we ask for the final balance to be paid at the time when the final guest count is due on the Friday one week before the day of the event.
 - o We do not accept personal checks at any time less than seven business days before an event. For security reasons, we also do not accept cash payments on the day of the event (other than tips given directly to staff).
- **How do you supply the drinks?**
 - o Typically the sodas will come in two liters and we provide all the cups and ice. We provide canned sodas and individual bottles of water when customers request them or for particularly larger events (such as 500+ guests for example).
- **Do you always provide all the cups and ice?**
 - o Cups and ice are both included whenever drinks are ordered through us. However, if we are not providing drinks, then cups and ice are not included with the menus.
- **Do you provide tastings?**
 - o Yes. We do providing tastings. Simply give us a call or send us an email to schedule a time to meet with one of our catering specialists so we can answer all of your questions and provide you with samples. We also are available for walk-ins during normal office hours (Mon-Sat 10-5); however, we do recommend calling ahead of time to make sure one of our catering experts will be available to answer your questions and check availability. During our busy season, availability may be limited, but we always have a carryout open Monday through Saturday from 11 to 9 and Sundays from 11 to 6 and our sports bar and grill is also available for dining in Monday through Sunday from 11am to 10pm.
- **What is needed when there is going to be alcohol served or sold at an event?**
 - o A temporary liquor license is usually needed when alcohol is served or sold depending on the location of the event. For more information as to whether a license will be required or to obtain a temporary license, call 410-222-1148.
 - o If the event is in Annapolis, call 410-263-7942 or [Click Here](#) for the online application for a temporary permit.
- **Do you provide paper goods and utensils for the desserts?**
 - o We provide paper goods and utensils for desserts as long as the desserts are ordered through us and paper goods and utensils are on the menu; otherwise, they are not automatically included.
- **Can you provide a bar and bartender?**
 - o Yes. We do have a full bar and bartender services available for on site events.
- **Do your staff members wear uniforms?**
 - o Yes. Our staff members' typical attire is an embroidered black polo shirt and a black apron. Occasionally, they may wear an embroidered blue or red polo shirt with an apron. They may also dress fancy or casual as arranged prior to event. We do have formal black and white attire or Hawaiian luau attire readily available.
- **Do you offer table linens?**
 - o Yes. We have a wide variety of linens sizes and colors available.

- **Do you have any hidden charges that may sprout up last minute?**
 - o No. The price on the contract is the price of the event. Nevertheless, if more food or services is needed for an event, the price will go up accordingly. Other than the per person food charges, the only ordinary charges we have, which will be stated on the contract, are a service fee for on site events or for delivery and stays and a travel fee for events more than thirty minutes away.
- **Are you insured? Are you a licensed caterer?**
 - o Yes. We are fully insured and licensed for catering.

Still have a question?

We would be happy to answer. Just give us a call at 410-360-3500.