



410-360-3500

## Catering FAQ's

*To quickly find your topic, on a desktop computer 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?**
  - 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.
  - We recommend up to 2 meats for 10 guests, 3 for 20, and 4+ meats for 35 guests.
- **How do you cook / smoke your meats?**
  - We smoke only top-quality meats *100% naturally* with a variety of real woods over an open flame for a mouthwatering taste that leaves everyone coming back for more. No gas, no fuels, no artificial chemicals and modified tastes, just slow cooked meats smoked to perfection just how you like 'em.
- **What areas do you cater to?**
  - We service all of Maryland, as well as Virginia, DC, and Delaware, and some parts of Pennsylvania, West Virginia, and New Jersey. For your specific event, please call to determine availability.
- **How do I reserve a date and time for my event?**
  - To secure your date and time, we will just need a signed copy of your order and deposit. Our typical deposit amount for events is half of the total.
- **What is your policy on guest count deadlines?**
  - The guaranteed final guest count is normally due on the Friday one full week before your event date.
  - After a final count is received on that Friday of the week before the event date, if needed the guest count may be increased, but after that point it cannot be decreased below the final guaranteed number, since the food will already be ordered. We ask that any last-minute increases be made as soon and as early as possible to ensure availability of the specific food items requested.
- **For any of your menus, can I substitute main courses or sides?**
  - Absolutely.
  - Sides: For all our menus, the sides may be substituted at no additional cost unless specified.
  - Main Courses: Our pre-set menus are already determined so any change to the main course items may result in some fluctuation in the pricing. You can also add on additional main course items and/or create a custom menu.
- **How far in advance should I reserve my event?**
  - All event reservations are taken on a first come first serve basis. We recommend scheduling catering services as soon as possible and well in advance, as it makes it easier on all parties participating and increases the likelihood that we will still have availability for your event.

- **What are the different ways that you cater?**
  - **On Site**
    - We will cook and serve the meats fresh at *your* location. (This is also known as “off-premise catering”). We include the complete buffet setup with serving tent(s) for the food. The typical time for most on site events starts at 2 hours and the time can be increased from there by having it added on to the end time on your order.
  - **Delivery and Setup**
    - We cook the foods fresh at our location, keep the hot food hot in our warmers for the trip, and set up the food buffet style. You may also have the option of having a server (or multiple servers) to stay, who will maintain the buffet, help clear tables, serve if requested, and will break everything down at the end for you.
  - **Pick up**
    - We cook the foods fresh at our location and load it into your vehicle when you arrive. Typically, the loading time takes approximately ten to fifteen minutes from the time of arrival, so please take this time into consideration when booking your event and setting your pickup time. In addition, we have chafing dishes, sternos, and pans available to keep your hot foods hot as well as disposable travel boxes for the trip.
  - **On Premise – Reflections Hall**
    - This beautiful facility features seating for up to 250 guests and is decorated with chandeliers, a fireplace, and gold accents to add ambiance to your occasion. Your choice of buffet style or a seated meal. Choose from any of our casual or formal menus or customize your own.
- **For a pickup, how long before we plan to eat should we schedule the pickup time?**
  - Your pickup time will depend on how long it takes to travel to and from our location. However, you do not want to let the food sit very long as it will start to cool down. Typically, it takes approximately ten to fifteen minutes to load the food into your vehicle, and it can take approximately thirty to forty minutes for you to set up your buffet. Thus, a good rule of thumb would be to pick up the food one hour before you plan to eat (if the event is to be held within approximately fifteen minutes of our location).
- **What is the price for kids?**
  - For events catered on site, kids between the ages of three and ten are half price. Kids two and under are free.
  - For pickups and deliveries, take children into account when providing your guest count. A good rule of thumb to determine the number of guests to order for a pickup or delivery is to take the number of kids, divide that number in half, and add that number to the number of adults.
- **What types of payment methods do you accept?**
  - We accept cash, check, or credit cards (Visa, MasterCard, Discover, AMEX, or Paypal). Check payments for the final balance must be received at least 7 business days prior to the date of the event.
- **How many staff members will be at my on site event?**
  - The number of staff members depends on the amount of people, the menu, and services that you will be receiving. You can also choose to order additional staff members a-la-carte.
- **Do you have any vegetarian, gluten free, or other special dietary options available?**
  - Yes. Our menus are designed with variety in mind to please your guests’ diets, and preferences. We offer several options for vegetarians such as veggie burgers, vegetarian lasagna, and a variety of fruit and veggie platters, and we also have a list of lots of gluten free menu options we have available. If you have something in mind, odds are we do it. For more details, just give us a call.
- **Do you offer table linens?**
  - Yes. We have a variety of linens sizes and colors available. Call for more details.

- **Do you have tents, tables, and chairs that can be set up for our event?**
  - o Absolutely and more. From tents, tables, chairs, and lighting to china, glassware, and wedding and all sorts of other event accessories, we have a wide variety of rental items available. Please call for pricing and more information.
- **What is your rescheduling policy in case of bad weather or emergencies?**
  - o We understand that emergencies, while extremely rare, can happen, 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 / prepared along with any other associated minimal costs of rescheduling. 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 cooking and food prep areas as well as over the buffet, so under most circumstances our staff will work in rainy and 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, then deliver and set everything up and fully service the event.
  - o We recommend planning ahead in case of bad weather. Ask about our rentals for tents, tables, chairs, sidewalls, fans, heaters, and all your event accessory needs!
- **What time will the staff 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 Although our drivers allot additional time to always leave early for every event, in an *extremely* rare case, due to an unforeseen incident beyond our control, such as extreme traffic or emergency, a driver could potentially be late for an event. In such a rare situation, we would do everything in our ability to have the event set up as soon as possible.
- **Is gratuity included in my order?**
  - o For on site catering and for events in our banquet hall, the service fee on the order pays for the event staff but is not a gratuity paid to the caterers. Tips for excellent service remain at your discretion.
- **When is the final balance (payment) due?**
  - o Unless otherwise arranged and specified on the customer's order, the final balance is due on the Friday one full week before the event date along with the final guest count and final menu.
- **Are your ribs beef or pork?**
  - o We use quality pork ribs, smoked, sautéed, and finally smothered in delicious honey barbecue sauce.
- **Do you offer tastings?**
  - o Yes, we can provide tastings. Simply contact one of our catering coordinators to schedule a time to meet so we can answer all your questions and provide you with samples. We always recommend calling ahead of time to make sure one of our catering coordinators will be available to answer your questions and check availability. During busy seasons, availability may be limited, but catering customers are always welcome to visit our Sports Bar & Grill or Carryout-Restaurant location to try the food. Just call ahead so we can know to be expecting you.
- **How do you supply the drinks?**
  - o Typically, the sodas will come in two liters, and we provide all the cups and ice.
  - o We can also provide canned sodas and individual bottles of water upon request. Due to higher consumption, pricing may be more for individual cans / bottles.
- **Do you always provide all the cups and ice?**
  - o Cups and ice are both included whenever drinks are ordered through us. If we are not providing drinks, then cups and ice are not included in the menus.

- **Do you ever back out of catering an event for larger events like other caterers?**
  - o We do 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. Once we receive your signed contract and sufficient deposit, you do not have to worry about losing your spot.
- **Do you provide plates and utensils for the desserts?**
  - o By default, we provide all the plates and utensils for desserts as long as the desserts are ordered through us, and the plates, napkins, and utensils are on the menu; otherwise, they would not be automatically included.
- **Do your staff members wear uniforms?**
  - o Yes. Our staff members' typical attire is an embroidered black chef coat. They may also dress fancy or casual by request as arranged prior to event.
- **Are you insured? Are you a licensed caterer?**
  - o Yes. We are fully insured and licensed for catering.

## **Still have a question?**

We've got the answer. [Contact](#) one of our Catering Coordinators today. They can help you with your event from start to finish.

**Ready to Reserve Your Event Date?**

**[Click Here to Order Now](#)**