



## Southern Harvest FAQ

*Planning a catered event of any size can be stressful and confusing. Southern Harvest is here to help you plan your event and to make sure it is successful and delicious. Below, you will find answers to frequently asked questions. If you do not find the answer to your question, send us an email!*

### **About Southern Harvest:**

#### **CHEF DRIVEN | LOCALLY SOURCED | SOUTHERN INSPIRED**

Southern Harvest Catering Company is a local catering company founded on the goal of bringing the area's best produce and meats to our guests' tables. Through our network of independent farmers and ranchers, we are able to produce a wide variety of cuisines using local, seasonal ingredients as our main sourcing. Southern Harvest Catering Company brings these delicious meals to your home, office, or venue for a variety of occasions. Our goal is to provide the best food, service and, overall experience to our guests while supporting the farms and farmers that are the foundation of our state's economy. Our trained chefs, event planners, and servers are here to serve you.



#### **Do you cater wedding receptions?**

Yes! Whether you envision simple elegance, a lavish affair, or a festively-themed party, our wedding concierge will help answer all your questions.

#### **How do I start planning my event?**

To get started, we invite you to explore our menu online at [www.SouthernHarvestHG.com](http://www.SouthernHarvestHG.com) then email our catering manager to get a proposal for your event. We can be reached at: [catering@southernharvesthg.com](mailto:catering@southernharvesthg.com)

We value your time and know that accurate and timely responses matter. We will answer every email daily with as much information as we can, but you can count on us to be prompt and available to you. We value the opportunity to serve you.

#### **Are you insured?**

Yes, we are fully licensed and insured for product and liquor liability.

#### **How far in advance should I book my event?**

The earlier the better! Wedding receptions typically book 6-15 months in advance. Corporate and other events usually have a shorter lead time. We suggest reserving your date as soon as it is confirmed. Spring and fall weddings fill very quickly. A deposit will secure your event and our commitment to you.

#### **Is there a minimum cost or headcount?**

Minimum orders are \$250 for delivery or set up, regardless of head count.

#### **When do you need to know the final headcount for an event?**

At the time of your initial inquiry and proposal, we will ask for an anticipated guest count, and 14 days before your event will want to finalize payments, guest counts and other details. We know last minute changes happen and will always accommodate you as best we can and provide options if we can't make the last minute change happen as requested.

## **Do you provide tastings?**

We hold bi-monthly complimentary group tastings at our catering kitchens and schedule complimentary private tastings from our tasting menu on Wednesdays, Thursdays and Sundays (after 1 pm). We are also happy to schedule private tastings, which start at \$25 per person, for personalized menus. We will deduct 100% of the first tasting charges from your balance due or apply it as part of your deposit should you contract us for your event. Ask our catering or wedding concierge for more information.

## **Can I make up my own menu or make changes to your menu?**

Yes! We love to help create a special menu just for your party. All of the menus are completely customizable; you are welcome to make any additions or changes you prefer. Our chefs are trained to work with a variety of dietary constraints.

## **Can you bring cooking equipment to prepare foods on site at my chosen venue?**

Absolutely! We have a variety of smokers and grills that allow us to cook onsite. Keep in mind we may have to have permission from the venue owners, as well as adequate outdoor space and cover from the elements.

## **Can you provide for vegetarian and special dietary needs?**

We have wide variety of vegetarian, vegan, and other special needs menu items. When you come in to plan your event, we will discuss your dietary needs and suggest a menu that will be suitable for you and your guests.

## **What happens if there is food leftover?**

Once we receive your final count, we prepare enough food for that number of guests. We adhere to NC health codes and dispose of any food left out on a buffet or table. Therefore, we are not permitted to box up food left out on the buffet or from the appetizer stations.

## **What if I want to provide my own food item(s)?**

We understand that sometimes it is important to get some items yourself, and we respect your right to do so. For example, a favorite family cheese or an appetizer from that special café that means so much to you. Please do not hesitate to ask your catering or wedding concierge. We cannot take any type of responsibility for food not prepared by our team and we will ask you to sign an addendum in your contract.

## **How will the food stay hot and fresh?**

We use approved technology for maintaining safe food temperatures for all our food. Hot food is transported in hot boxes designed to keep food at even temperatures for up to eight hours. Once on site, it is transferred to chafing dishes for presentation and temperature maintenance. Cold food is transported at safe temperatures and held at proper serving temperatures.

## **I have heard Brides/Grooms don't always get to eat at their wedding, is that true?**

Yes, and no. It is our policy to make plates for our brides/grooms and place these on the table for them to enjoy when they have a free moment. This way they do not have to stand in line and can continue to mingle with guests. We also make to-go boxes labeled bride/groom (with utensils!) so they can enjoy a midnight snack when they finally have a moment to breathe.

## **Are you able to cater both the rehearsal dinner and the reception?**

Yes, and with different menus. We also offer bridal luncheons, engagement parties, and more.



# Pricing & Contracts

## **Besides the cost of food, what charges can I expect for a catered event?**

When we send the initial proposal, in addition to the per-person price for food, we include the following: labor charges for service staff, rentals (if needed), off-site-catering fee (if applicable), gratuity, delivery charge, and sales tax.

## **Do you have a different price for kids?**

Yes. Children 5 to 12 years old are 50% of the adult price. Children 4 and under are free.

## **How do I avoid and last-minute surprises as far as costs?**

Our goal is to be forthcoming about ALL costs. There will be no surprise fees. Any changes will be mutually agreed upon by you and your catering concierge.

## **What are your payment terms?**

A non-refundable deposit of 50% is required to reserve an event date. The remaining balance, or 100% of the event estimate, is due no less than 14 business days prior to the event date. We accept Cash, Visa, MasterCard, Discover, American Express, and personal, company and certified checks.

## **What is your cancellation policy for weddings?**

More than 14 days prior to the event date – cancellation fee is the 50% deposit.

Fewer than 14 days prior to the event date – cancellation fee is 100% of the event estimate.

# Rentals & Decorations

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## **Can you provide rental items for my event?**

Yes. We can arrange for the rental of the usual party items such as tables, chairs, linens, china, glassware, and silverware. If we are arranging and paying for the rentals on your event order, there is a 10% rental coordination fee.

## **Do you provide paper goods, china, linens, or chafing dishes for drop offs?**

For drop offs, we include quality plastic plates and plastic eating utensils. We also provide paper linen for the buffet. We will set up any necessary chafing dishes and platters for a flat fee. If you prefer china and silverware, we will be happy to make arrangements; however, these items require that our staff be present at your event.



## **What is the price range for using china (rentals) instead of disposables?**

Rental china is available in a variety of styles, so the prices can vary. Our catering concierge will give you a customized estimate, including the additional staff required, based on your event details and the china style you select. Delivery and pick up fees will also be added. All of items include basic plastic disposables and clear plastic is available at \$1.50 extra per person.

# Alcohol

## **Do you serve alcohol?**

Yes, we are licensed to serve wine, beer and spirits. All of our bartenders are certified to serve your guests legally and safely. We can only serve those 21 and over, and those with proper ID. You have three options:

- 1. You purchase your wine, beer and spirits through us and we serve it.*
- 2. You hire an independent bartending company.*
- 3. You purchase your own wine/beer/alcohol and pay us a corkage fee to serve it. With option three, we ask that you bring all wine and beer chilled to the venue or event location. Please confirm with your concierge for options available to you. We may not have enough time to chill your wine and beer for you when we arrive, but will have extra ice, cups, coolers and other service items to keep it properly chilled throughout the event.*

## **What if I want to buy the alcohol myself?**

If you want to purchase your own wine/beer/liquor, we will be happy to serve it for you. This service requires a corkage fee plus a staffing fee. Additional fees may include cooler rental, glassware, bar rental, and mixers. Either way, we require that you do hire a certified bartender (through us or a bartending company) to handle alcohol because the service of controlled substances is a HUGE liability for you. Most venues will not allow alcohol to be served on their premises without a licensed and insured bartender with a certificate of insurance and a permit from the NC Alcohol Beverage Control Commission. NC ABC laws prohibit us from storing wine and beer you purchased on your own in our facilities or restaurants. If you choose to provide your own alcohol, you will be responsible for getting the alcohol to the event venue and having it chilled prior to the event.

**Corkage Fees:** \$25 per case of wine | \$10 per case of beer | \$25 per keg

We will need to know 14 days prior to your event the number of wine and beer you plan on bringing to your event to ensure an adequate corkage estimate and inventory for the day of the event.

## **Do you provide beer, wine, or spirits?**

Yes, we provide all three. We have worked with some wonderful sommeliers to design our list to include wines that are both affordable and pair well with your menu. Our beer menu includes some of the best local brews that pair extremely well with our menu items. If you do not see something, please ask as we are always expanding our beverage menu. Anytime you purchase wine and beer through us it will always include transportation, chilling, and presentation. We will also include plastic cups, coolers, and ice. Our spirits list is all premium spirit based and we provide a full line of spirit types and mixers/garnishes.

## **Do you provide bartenders and/or servers?**

Yes. Our bartenders and servers are trained, professional, and just plain awesome! We carry full liability insurance for both food and alcohol service. As a general rule, you need to allow one bartender per 50 guests.

## **What do you do with leftover wine or beer?**

Any beer or wine that you purchased or brought yourself is yours to keep. It is wise to designate someone ahead of time to be responsible to transport any leftover wine and beer back.

## **When do you need the final beer/wine count?**

We require all beer and wine counts to be finalized 14 days prior to your event.

## **Can you help me choose the right amount of alcohol needed?**

Yes. As every group is different, discuss first with your catering concierge and they will help you to determine alcohol needs based on your guest list.

## **Can I hire you for food and another company for beverages?**

Yes, but we are not permitted to serve or touch any alcohol that they provide.

# Service & Staffing

## Will you cut the cake for us? Do you charge extra to cut the wedding cake?

Yes, we will cut the cake for you at no extra charge if you rent or you provide your own plates and forks. It is \$1.50 per person for us to provide small plates, forks, and napkins.

## What about catering staff? How many servers do I need for my event?

The amount of catering staff required for your event depends on details such as guest count, menu, length of event, and whether you use disposables or china. Additional staff, required with action stations, on-site cooking and preparation, bussing, and bar services, will be determined by our event planner and included in your estimate. Speak to your concierge to determine how much staff your party needs.

We require one Event Captain at every event. We also recommend one server per 25-35 guests for buffet-style service. For sit-down plated meals, we recommend one server per 15 guests (not including the event captain).

## How much is staffing?

Staffing fees begin on the day of your event at the moment we arrive at your venue, and end the moment we leave your venue. Staffing charges are based on a six to eight-hour event (includes setup, event time, and clean up).

- Event Captain: \$275 per event (up to 8 hours) and then \$40 per additional hour
- On-Site Chef: Varies per event; \$175 to \$250 per event
- Bartender: \$225 per event and then \$25 per hour
- Server: \$185 per event and then \$25 per hour

## Do I have to have staff at my event?

If you prefer not to have staff at your event, our coordinator will gladly work with you and make informed recommendations about how to choose a menu that does not necessitate staff. You may pick up your food or have it delivered (for a fee).

## Will the staff serve the buffet for my wedding?

To ensure you do not run out of food, our staff will serve your guest from the buffet.

## Is a gratuity included in our bill?

Yes, gratuities are included in our bill at the following rates:

- Fully-staffed event: 18% of food and beverage total (including corkage fees)
- Set-Up: 15% of food and beverage total
- Delivery/Drop-Off: 10% of food and beverage total

