

Frequently Asked Questions

Q – How does the process work?

A – We begin each event with a consultation, whether by phone or in person to determine an initial direction. This can include your purpose for the event, potential number of guests, a beginning menu direction, determination of your goals and objectives for the event, an approximate time frame and what you conceptually have in mind, i.e. themes, colors, amenities, etc. Once we have the concept and direction you would like to pursue, we will provide an initial proposal with description and cost of services to use as a starting point for your event. As preferences, budgets, and other outside influences (for instance, fluctuations in numbers of guests) begin to take shape, we will make necessary amendments and continue to fine-tune the direction of your event.

Q – How do you determine final guest numbers?

A - To begin the menu process, we only need an estimate of how many guests you expect to attend. Final numbers are not required until five business days (M-F) before the event date. If there is an increase in guest numbers within the 5-business day deadline, we will make every effort to accommodate the increase. There will be an additional event cost charge for the increase as well as an additional production cost fee, which varies from one event to the next.

Q – What is required to secure the date and services?

A – We will place a tentative hold on our event schedule for the date you selected for up to thirty days. A signed contract and deposit (usually 30% of projected initial cost) are required. In the event another client calls for your date, we would require a 30% deposit within 48 hours followed by a signed contract within 72 hours.

Q- What licenses and insurances does New Orleans Catering carry?

A - New Orleans Catering is fully and legally licensed by all local state and federal authorities as required by law. We carry two million dollars in general liability, manufacturers and product liability insurance as well as workers compensation insurance. Our permits and insurance are above or at all levels required by venues within the state of Louisiana.

Q – Do you charge gratuities?

A – We do not enforce a charged gratuity to our clients. We charge a fee for each staff person at your event and we believe a gratuity should be entirely at the discretion of our clients for a job well done. It has been our experience that most of our clients will graciously offer a gratuity, generally anywhere from \$20 to \$100 per staff member. If you so choose, you can add it to your final payment, disperse it to each staff member yourself, or provide it to the event supervisor for dispensing.

Q - What methods of payment does New Orleans Catering accept?

A- We accept personal and business checks, cash, and most credit cards.

Q-How are children accounted for in the billing process?

A - For normal events, there is no charge for children under the age of seven. From ages seven to twelve, we will charge half price for food cost and a \$5 beverage charge. Children ages 12 and up are charged full price.

Q – Can New Orleans Catering help us find a location, florists, rentals, photographer, etc?

A – Of course! We are fully equipped to handle every single detail of your event. Our twenty-eight years of experience has allowed us to locate the most reputable and creative vendors. We can either make recommendations to you so you can make your own arrangements or we can coordinate it all for you.

Q – Is there a minimum number of guests?

A – Every event is unique but events, which are fewer than 65 guests generally, experience a higher per person cost.

Q – Do you conduct tastings?

A – We like to conduct tastings at events we are catering. We will ask you to arrive at the venue one-half hour before the event starts. The value of tasting at events is so that you may see an overall presentation, organization of staff, food and event.



Questions for you to think about before you call us:

What style of menu am I looking for?

How many guests will be attending?

What time of day is the event?

Will there be a significant amount of children at my event?

Where will my event be held?

What am I trying to achieve in hosting this event?