



FINE CITY AND HOMESTYLE FOOD

COMFORTS FULL-SERVICE CATERING FAQS

DO YOU PROVIDE RENTALS?

We can provide platters, serving utensils and a few additional items upon request. Anything else will need to be rented through a rental company. You can order your items through us (there is no additional charge to you), or order directly with a rental company.

The rental company we use is *A Party Center* in San Rafael. We also recommend *Big 4 Rentals* in Novato.

We suggest that you browse through their websites to see which patterns, colors, and styles appeal to you. We would be happy to guide you through the ordering process. Contact information below:

A Party Center - 824 Francisco Blvd. West, San Rafael, CA 94901; Ph: 415-299-6443

Big 4 Party - 70 Galli Drive, Novato, CA 94949; Ph: 415-413-4450

Flowers and/or any event décor should be handled by you or your event planner.

WILL YOU CATER AT ANY VENUE?

Once you have confirmed the location of your event, our catering and kitchen manager will visit the site. Upon thorough inspection, we will be able to determine if the location and space will work for our equipment and staff.

CAN YOU PROVIDE A SAMPLE MENU?

Because each event is unique, we do not have sample menus. We will provide you with a quote based on your preferences, the number of guests, courses, and style (ex: buffet, plated or family-style).

ARE THERE ANY ADDITIONAL FEES?

We apply a 10% administration fee. This includes time our staff spends to organize/prep/plan the event, site inspections, rentals, and any other necessary correspondence. This fee is subject to change/increase based on level of involvement or changes.

DO YOU REQUIRE A SECURITY DEPOSIT?

We require a 50% deposit one week prior to the event. The rest of the amount is to be paid on or before the event date.

DO I NEED TO TIP THE SERVERS?

We pride ourselves on providing you with excellent service and delicious food! Should you wish to tip your servers, the industry standard gratuity rate is 20%.

HOW DOES SET-UP AND BREAKDOWN WORK?

Our staff's shift begins when they arrive at Comforts to pick up and load food and equipment for the event. The allotted pick up time varies with each event.



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Our staff will typically arrive 1 to 1 1/2 hours prior to guest arrival, depending on the type of event. The menu (eg. cocktail bar, appetizers, etc.), number of guests, and the layout of the venue (eg. stairs, multiple levels, outside/inside, etc.) all factor into the timing.

Breakdown and clean-up time will vary depending on the type of event and venue. Some venues may have a restriction on how late staff can stay and it is up to the client to communicate to us any information regarding time constraints. Clean-up time also includes the time it takes for our staff to return to Comforts to put away any equipment used at the event.

HOW MANY SERVERS DO I NEED?

The number of staff members required for each event will vary based on the type of event, the menu, guest count, venue and set-up and breakdown time.

For a ballpark figure, we suggest one server for every 15-20 guests. We generally recommend one bartender for every 50 guests.

WHAT IS THE STAFF'S HOURLY RATE?

The rates are as follows: \$35-\$40/hour per server and \$40-\$45/hour for head Chef and Catering/Event Planner. If the event is outside of Marin, or labor intensive, the rates are: \$40-\$45/hour and \$40-\$45/hour for head Chef and Catering/Event Planner.

HOW DO I PAY THE SERVERS?

The client will be given a separate *Server Invoice* (the invoice does not include gratuity). The client will pay all Comforts staff directly on the day of the event. Payment can be made in cash or by check made out directly to each server. Payment for all staff will be collected by the head server at the end of the event and dispersed thereafter.

WHAT IS YOUR STAFF RESPONSIBLE FOR AT THE EVENT?

Servers are responsible for set-up and breakdown of food and rentals (eg. linens and rented equipment), cleaning, bussing, replenishing and serving your guests. Kitchen staff is responsible for cooking/food preparation and replenishment, if needed. Comforts staff is not responsible for décor, unless prior arrangement is made. The bartender is responsible for tending bar and replenishing as necessary.

WHAT IS YOUR LEFTOVER POLICY?

If there is any leftover food at the end of the event, we will package them in containers and leave them for you. Comforts is not responsible for what happens to any leftover food after we leave the site.



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