



TO ORDER CALL (972) 488-2245 OR EMAIL alc@alacartedallas.com

Frequently Asked Questions

HOW DO I KNOW YOU WILL DO A GOOD JOB?

We recommend you check out our catering testimonials on our website. If you and/or your committee have never sampled our food, we invite you to come out for a tasting. Please call us at 972-488-2245 to set up a time convenient for you. One taste and you'll know we'll do a great job for you.

HOW MUCH NOTICE DO YOU NEED TO BOOK MY CATERING?

For Drop-Off / Pick-Up Catering, we ask for 1 Business Day notice. However, please feel free to call us at 972-488-2245 for last minute orders. We'll move heaven and earth to take care of you. For Full-Service Catering, we recommend you book as far in advance as possible, to ensure your date is reserved on our calendar. Feel free to call us for short notice events. If we have an opening, we are more than happy to work with you.

DO YOU HAVE ANY MINIMUMS FOR CATERING?

Our self-service catering packages require you order for a minimum of 10 guests. Our full-service Catering require your order for a minimum of 30 guests. For week-end orders we require a minimum order of \$1000.

IS DELIVERY AVAILABLE?

Yes. We currently offer delivery to the DFW Metropolitan area. Delivery charges are based on distance from the catering kitchen and the size of the order. Please call 972-488-2245 for specifics.

WHAT LEVELS OF SERVICE DO YOU OFFER?

We currently offer the following: 1) Self-Service Buffet - served in disposable aluminum pans and trays; perfect for leftovers and easy clean up. 2) Delivered & Dressed Buffet - we will drop off your buffet, set it up, bring table cloths, wire chaffing dishes and sterno. 3) Full-Service Buffet - we will bring table cloths, serving bowls, stainless steel chaffing dishes, serving pieces and provide serving staff. Our catering team will set up and replenish your buffet and keep it tidy during your event. Afterwards, we will clean up everything.

WHAT IS YOUR CANCELLATION POLICY?

For self-service catering orders, we require a minimum of 3 business days. For full-service orders, we require a minimum of 2 weeks' notice as we have scheduled staff and blocked off our catering calendar. For full-service orders deposits are non-refundable.

CAN YOU MAKE ACCOMMODATIONS FOR SPECIAL DIETS?

Absolutely! We offer vegetarian and gluten-free options.

CAN I ORDER ONLINE OR GET A QUOTE?

Ordering online is coming soon! In the meantime, we are always happy to take your order or put together a catering quote over the phone or via email.

WHAT METHODS OF PAYMENT DO YOU ACCEPT?

We accept Cash, Check, Visa, Master Card or Discover. For Corporate accounts, we can set up a Purchase Order account with pre-approval. For Weddings, 25% deposit due at time order is placed and balance due a minimum of 2 weeks prior to event. For Private Events paid in full 1 week prior to the event.

I ONLY NEED SOME ITEMS CATERED. DO I HAVE TO PURCHASE ONE OF YOUR BUFFETS?

Absolutely not. We offer all our catering specialties as a la carte catering items. Order exactly what you need.

DO YOU KEEP MY ORDERS ON FILE?

We use the industry's leading catering system to keep up with all your catering orders and quotes. At any time, you can call us, and we'll be happy to email you a copy of any order or quickly place a duplicate order for you.