

CATERING GUIDE & FAQ

BELOW IS A HELPFUL GUIDE IN PLACING AN ORDER. WE'VE COMPILED THE MOST COMMON QUESTIONS IN AN EASY TO READ DOCUMENT.



DELIVERY

Where do you deliver?

We deliver to the Greater Boston Area and surrounding suburbs. The delivery fee is based on location. There is a \$20 delivery fee to Cambridge and Downtown Boston. Within 5 miles of the restaurant, the delivery fee is \$10.

Is there a delivery minimum?

The delivery minimum is \$250 including the delivery fee and taxes.

What should I expect during delivery?

The delivery driver will follow any delivery notes that you leave in the instructions. For example, feel free to let us know if there is a loading dock or if we should call upon arrival in the notes section at checkout. The driver will set up the food on the table and will place food labels in front of each menu item.

What are your hours of operation?

We provide catering services Monday - Saturday, 10:30 AM to 7:30 PM. Occasionally, we are able to accept orders on Sundays.

PLACING AN ORDER

When is the latest that I can place an order?

We accept catering orders on 48 hours notice. However, occasionally, we do "book up" and will stop taking catering orders for that day. This is to make sure that all of our clients receive quality delivery service and food. If you are planning an event in the future and want to be sure the date is reserved, we recommend sending us an email and we will reserve a delivery spot for you.

What's the best way to place an order?

Option 1: If you place the order online, you can receive a 5% automatic discount at checkout. You will be prompted to enter your delivery time and location. An order confirmation with a pdf invoice will be sent directly to your email. We will also reach out to you.

Option 2: You can email us at catering@freshfoodgeneration.com with the following order details: Delivery Address, Delivery Time, Onsite Contact Name & Number, Approximate Number of Guests & Interested Menu Items. We will send you a formal proposal for you to review followed by an invoice.

PAYMENT METHODS

What type of payment methods do you accept?

We accept checks, credit cards & direct deposit. Please note, that we do not accept credit cards over the phone for your security. If you plan to pay by card, we can send you a payment link via email.

Our organization requires 30 day payment terms, is this something you are able to do?

Absolutely! We understand that all organizations have different payment policies. We accept checks 30 days post delivery. Let us know if you need a PO added to the invoice or if you need a W9.

We are a tax-exempt non-profit, do you charge taxes?

If you have a State Tax Form 2, please submit it through our online portal or email us directly at catering@freshfoodgeneration.com. We will remove taxes from the invoice and set up a tax-exempt account.

FOOD QUESTIONS

Do you have vegan, gluten free, dairy free options?

Yes! We have great menu options for omnivores, vegetarians and vegans. We also cover dietary needs like gluten-free, dairy-free and nut-free. We list common allergens and dietary information in the online menu descriptions. Please know that we do operate in a shared kitchen facility that is not nut-free.

Are food labels included?

Yes, all of our catering trays and individual boxes lunches include labels. Labels will list major ingredients and common allergens.

Are you able to accommodate food allergies?

We list common allergens and dietary information in the online menu descriptions. You can see this information by clicking on the menu item. We are able to accommodate most of the major allergens. Some allergies like onions, garlic and tree nuts are a little harder for us to accommodate. Occasionally, we can create a separate plate upon request for someone with allergies. Please know that we do operate in a kitchen facility that is not nut-free.

How much does each tray of food serve?

The majority of our trays serve 10 -12 people. Each menu description includes the total servings per container.

What if I am not sure what to order?

We are happy to learn more about your event and put a quote together for you. Just email us at catering@freshfoodgeneration.com with information about your event.