



410-360-3500

Catering FAQ's

To quickly find your topic, on a desktop computer simultaneously click the 'Ctrl' and 'F' buttons on your keyboard. Then type the word(s) that relates to your question in the text box, and click 'Enter' until you find your question.

- **How many of the meats “from the pit” come with the menus?**
 - o You can choose as many or as few of the listed meats as you desire for the same price (i.e. 1, 2 ... or all). You will still receive the same total amount of food regardless if you just get one or if you get all of them.
 - o We recommend up to 2 meats for 10 guests, 3 for 20, and 4+ meats for 35 guests.
- **How do you cook / smoke your meats?**
 - o We smoke only top quality meats *100% naturally* with a variety of real woods over an open flame for a mouthwatering taste that leaves everyone coming back for more. No gas, no fuels, no artificial chemicals and modified tastes, just slow cooked meats cooked to perfection just how you like 'em.
- **What areas do you cater to?**
 - o We service all of Maryland, as well as Virginia, DC, and Delaware, and some parts of Pennsylvania, West Virginia, and New Jersey. For extended distances, a travel fee will usually apply. Availability for great distance may depend on the amount of guests. For your specific event, please call to determine availability.
- **How do I reserve a date and time for my event?**
 - o To secure your date and time, we will just need a signed contract and deposit. Our typical deposit amount for events is 50% down based on your estimate.
- **What is your policy on guest count deadlines?**
 - o The guaranteed final guest count is due on the Friday one full week before your event date.
 - o If a final count is not received by that point, the last planned guest count will be used for billing purposes.
 - o After a final count is received on that Friday of the week before the event date, if needed, the guest count may be increased, but after that point it cannot be decreased below the final guaranteed number, since the food will typically already be ordered by that point. We ask that any last minute increases be made as soon and as early as possible to ensure availability of all the food items requested.
- **How far in advance should I reserve my event?**
 - o All event reservations are taken on a first come first serve basis. We recommend scheduling catering services as soon as possible and well in advance, as it makes it easier on all parties participating and increases the likelihood that we will still have availability for your event.

- **For any of your menus, can I substitute entrees or sides?**
 - o Absolutely
 - o **Sides:** For all our menus, the sides may be substituted at no additional cost unless specified.
 - o **Entrees:** Our pre-set menus are already determined so a change to the main entree items may result in some fluctuation in the pricing (such as asking for ribs instead of turkey). You can also always add on entrees and/or create a custom menu.
- **What are the different ways that you cater?**
 - o **On Site**
 - We will cook and serve the meats fresh at *your* location (also known as “off-premise catering”). We include the complete buffet setup with serving tent(s) for the food. The typical time allotted for the food and drinks is two hours, but more time can be added at your request.
 - o **Delivery and Setup**
 - We cook the foods fresh at our location, keep the hot food hot in our warmers for the trip, and set up the food buffet style. You may also have the option of having staff member(s) to stay, who will maintain the buffet, help clear tables, serve if requested, and will break everything down at the end for you.
 - o **Pick up**
 - We cook the foods fresh at our location and load it into your vehicle for you when you arrive. Typically, the loading time takes approximately ten to fifteen minutes from the time of arrival, so please take this time into consideration when booking your event and setting your pickup time. We can also provide all your chafing dishes, sternos and pans to keep your hot foods hot throughout your entire event.
 - o **On Premise – Reflections Hall**
 - Our beautiful facility features seating for up to 250 guests and is decorated with chandeliers, a fireplace, and gold accents to add ambiance to your occasion. Your choice of buffet style or a seated meal. Choose from any of our casual or formal menus, or customize your own.
- **For a pickup, how long before we plan to eat should we schedule the pickup time?**
 - o Your pickup time will depend on how long it takes to travel to and from our location. However, you do not want to let the food sit very long as it will start to cool down. Typically, it takes approximately ten to fifteen minutes to load the food, and it can take approximately thirty to forty minutes for you to set up your buffet. A good rule of thumb would be to pick up the food one hour before you plan to eat (if the event is to be held within approximately 15 minutes of our location).
- **What is the price for kids?**
 - o For events catered on site, kids between the ages of three and ten are half price. Kids two and under are free.
 - o For pickups and deliveries, try to take children into account when providing your guest count. We recommend taking the number of kids, dividing that number in half, and then adding that number to the number of adults.
- **Can you provide a bar and bartender?**
 - o Yes. We do have a full bar and bartender services available.
- **What types of payment methods do you accept?**
 - o We accept cash, check, or credit cards (Visa, MasterCard, Discover, AMEX, or Paypal). Check payments for the final balance must be received at least 7 business days prior to the date of the event.
- **How many staff members will be at my on site event?**
 - o The number of staff members depends on the amount of people, the menu, and services that you will be receiving. You can also choose to order additional staff members a-la-carte for additional services if you like.

- **Can you help me with my Event Layout or design?**
 - o Absolutely! We can do a **full digital and even 3D layouts for FREE** for events in our catering hall or for which we are taking care of the event rentals. For other events, we can provide this service at a minimal cost. Talk to your coordinator for all the details and for information on all our event planning services we offer.
- **Do you have any vegetarian, gluten free, or other special dietary options available?**
 - o Yes. We offer several options for vegetarians such as veggie burgers, vegetarian lasagna, baked ziti, and a variety of fruit and veggie platters, and we also have a list of lots of gluten free menu options that are available. If you have something in mind, odds are we do it. For more details, just ask!
- **What time will you be arriving for my event?**
 - o For on site events, we typically arrive between an hour and a half to two hours (1.5-2 hrs) before the start time to setup and cook the meats. For deliveries, we typically arrive between thirty minutes to one hour (30-60min) in advance, to assure that everything is set up on time.
 - o Although our drivers allot additional time to always leave early for every event, in *extremely* rare cases, due to an unforeseen incident beyond our control, such as extreme traffic or emergency situation, our driver could potentially be late for an event. In such a rare situation, we would do everything in our ability to have the event set up as quickly as possible, such as by sending extra staff to help speed up the setup process.
- **Is gratuity included in my order?**
 - o For on site catering and for events in our banquet hall, there is a service fee and gratuity depending on the event. The service fee helps pay the employee wages and the gratuity is a minimum tip included in the event.
- **Are your ribs beef or pork?**
 - o We use only the finest baby back pork ribs, smoked, sautéed, and finally smothered in delicious honey barbecue sauce. Beef ribs can be available by special order for catering only.
- **When is the final balance (payment) due?**
 - o Unless otherwise arranged and specified on the customer's contract, the final balance is due on the Friday one full week before the event date along with the final guest count and final menu.
- **Do you offer table linens?**
 - o Yes. We have a variety of linens sizes and colors available.
- **Do you have tents, tables, and chairs that can be set up for our event?**
 - o Absolutely and much, much more. From tents, tables, chairs, and lighting to moon bounces, china, glassware, and wedding and other event accessories, we have a wide variety of rental items available. Please contact us for pricing, availability, and any additional details.
- **What is your rescheduling policy in case of bad weather or emergencies?**
 - o We understand that emergencies, while extremely rare, can happen, and we do everything we can to minimize any difficulties or losses that may result.
 - o If within one week of a scheduled event a client needs to change the date, a rescheduling fee will apply depending on the amount of preparation completed and the amount of food or ingredients ordered or prepared along with any other associated costs of rescheduling if applicable. If an event is rescheduled for the following day, a rescheduling fee will likely be waived entirely.
 - o For on site events, we do set up tents over the cooking and food prep areas as well as over the buffet, so under most circumstances our staff will still volunteer to work in rainy and even snowy conditions. If we are unable to cook outside for an on site event because of extreme inclement weather, we could always cook the food at our restaurant, then deliver and set everything up and still fully service the event.
 - o We recommend planning ahead in case of bad weather. Ask about our rentals for tents, tables, chairs, sidewalls, fans, heaters, and all your event accessory needs!

- **How do you supply the drinks?**
 - o Typically, the sodas will come in two liters, and we provide all the cups and ice. We can also provide canned sodas and individual bottles of water upon request.
- **Do you always provide all the cups and ice?**
 - o Cups and ice are both included whenever drinks are ordered through us. However, if we are not providing drinks, then cups and ice are not included.
- **What is the minimum number of guests for catering?**
 - o For us to cater the event **On Site**, the minimum is typically **50** guests.
 - There are also a select few days each year which may have a higher minimum guest count.
 - The per person pricing for on site catering starts at 100 guests and increases for every decrease of 10 guests under 100.
 - o For us to **Deliver and Setup** your buffet, the minimum is **20** guests for weekdays and **30** guests for weekends.
 - The delivery pricing listed is for 50+ guests. For parties under 50, the per person price may be just a little more depending on the number.
 - o To **Pick Up** your food catering style at our store, there is **no minimum** number of guests; however, for parties of less than 10, we typically recommend just ordering off the ordinary menu in bulk, such as by the pound and by the quart or pint.
- **Do you offer tastings?**
 - o Yes, we can provide tastings for upcoming catering events, such as weddings. To schedule a tasting, contact one of our catering coordinators, who will check availability, answer all your questions, and take care of any other needs you may have. During our busy season (summer and early fall), appointment availability may be limited, but our Mountain Rd restaurant or our Sports Bar & Grill on Fort Smallwood Rd are also available for dine-in or carry-out. Just call ahead so we can know to be expecting you, and small portioned, low cost tasting samples can be provided as well.
- **Do you ever have to back out of catering an event?**
 - o We constantly receive phone calls from customers whose *previous* caterer backed out on them last minute. Rest assured; unlike many other caterers, ***we will NOT back out of events*** for larger ones that may arise, and our high-tech, state-of-the-art scheduling system ensures that we will not overbook event dates. Once we receive your signed contract and sufficient deposit, your date is secured, and you do not have to worry about losing your spot.
- **Do you have any hidden charges that may sprout up last minute?**
 - o No. The price on the contract is the price of the event. The only instance where a price could be great is if more guests arrive at an on site event and more food is needed to be provided. It's extremely rare but possible that some market priced foods could possibly change in price (such as crabs, shrimp, etc), and in such a case, we would contact our customer at least a week prior to the event date to review all the options and work something out.
 - o The only other standard additional pricing, which will be stated on the contract, would be a service fee and gratuity for on site events or some delivery and stays, the cost for under 100 guests onsite, or a travel fee for events for which our staff has to travel an extended distance.
- **Do you provide plates and utensils for the desserts?**
 - o By default, we provide all the plates and utensils for desserts as long as the desserts are ordered through us and the plates, napkins, and utensils are on the menu; otherwise, they would not be automatically included.
- **Do your staff members wear uniforms?**
 - o Yes. Our staff members' typical attire is an embroidered black polo shirt and a black apron. They may also dress fancy or casual as arranged prior to event.
- **Are you insured? Are you a licensed caterer?**
 - o Yes. We are fully insured and licensed for catering for over a million dollars in coverage.

Still have a question?

We've got the answer

Contact us today

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