



## CATERING FAQ

### **What is Flagship's most popular catering service option?**

We specialize in Pickup Orders which are cooked & ready for you to heat & serve at your convenience.

### **How do you recommend ordering fresh fish for ease of preparation?**

We recommend that you request "Grill-Ready" prep for your fresh fish orders. We cut, portion and prep your selection in order that you may easily and quickly cook the fish from fresh, immediately following your order pick up.

### **Do you offer complete catering and planning services for events?**

There is often confusion about our range of Flagship catering services. Please review the points below to assist you with planning for your upcoming event:

- Menu consultation and creation
- Some menu items may require of you minimal additional onsite cooking, (such as grilling fresh fish) for Pick Up services. Clear and easy instructions are included.
- Recyclable, heat-safe aluminum pans and containers are provided when you book Pick Up services
- Sourcing rare seafood and other gourmet items is one of our specialties. Please inquire and we will do our best to provide you with your request.
- Flagship can assist you with booking servers/attendants or bartenders for your event. They bill at \$45/hour with a 4-hour minimum. The minimum is used as an estimate, then adjusted per real time hours worked post-event.
- Flagship does not provide party planning services.
- Flagship does not provide event supply rentals such as tents, tables/chairs, etc.
- Contact "Classic Catering" or another local service and work with them directly to secure your event supplies.

### **Is gratuity included in your pricing?**

We leave gratuity up to your own discretion. We DO NOT add an automatic 20% which is standard practice for most other caterers.

### **What are your credit card fees for off-site sales?**

If your order is paid by credit card remotely (at your location rather than the Flagship market), there is a 2.5% charge.

### **What are your credit card fees for on-site sales?**

When you pay with a credit card in-person in the Flagship market at time of pickup, there is no fee unless the order is over \$1500.00. Then a 1.5% fee applies.

### **Do you have a list of selections and suggestions to help me with meal planning for my event?**

Please review our "Catering Menu" on the website. Look for a button on the top right that will download a PDF of sample menu selections. This is merely a starting point. We brainstorm menu options for each event with you and customize to your requests.

### **Will you provide a firm estimate that I can approve before the catering order is placed?**

After the custom menu creation, pricing is then given as a bid for approval. The menu can always be adjusted up or down to fit your budget.

Thank you for inquiring about Flagship's Catering Services. I hope this information gives you an informed starting point as you go into planning mode. We look forward to assisting with your next event.

**Rachel Collins**  
Principal & Chef