



Frequently asked questions.

What types of events do you specialize in?

elle cuisine is proud to offer our services for any event that requires food and helping hands. From prom parties, to weddings, to an intimate 2 person anniversary dinner, there's no limit on how we can fit in to your next gathering or event.

What is an executive and creative chef?

We have a roster of talented and passionate chefs that have worked with the company for varying periods of time, and have a range of skills and experience. You can trust our team to ensure your event is staffed with the perfect fit chef-wise based on skill level, personality type, and related experience.

An Executive Chef is a chef that has a minimum of 2+ years with the company, is capable of leading a large team, cooking & serving, and has an extensive and well-rounded knowledge of cooking techniques and food.

A Creative Chef is a chef that has anywhere between 6 months to 5 years experience with the company, can competently work events on their own, with passion and enthusiasm. Where a Creative Chef may lack the ability/experience to lead and manage a team, they make up for it in smiles :)

A Sous Chef or Assistant Chef is a chef who is newer to the company, has less experience executing events on their own, but has the skills and capability to support their senior chefs onsite.

Do you offer coordinating services?

Yes! From weddings, to meetings, we've got you covered. Our team will work with you to create a customized coordinating package that will completely take the stress of planning away from you.

What does an event manager or lead wait staff do?

A Lead Wait or Event Manager are staff that have either been with *elle cuisine* for many seasons and truly understand our business and offerings, or individuals that have a tremendous amount of industry experience before joining our team. They will be your direct contact night of and organize our other wait staff to ensure all areas of the event are properly handled.

Do you provide family style or buffet?

Yes! Food quality and presentation is always our main priority

when executing a family style or buffet service. Therefore we may suggest unique twists on traditional offerings to ensure we always deliver a high-end experience.

How many hors d'oeuvres will I receive?

Unless alternative arrangements have been made, we will prepare 1.5-2 pieces of EACH hors d'oeuvres per guest. This means that every guest will have the opportunity to try everything on the menu.

Do you provide a drop off service?

No. elle cuisine is a full service company. This means that we take care off all your needs, including staffing, rentals, coordination, chef services, etc. We do not feel a proper **elle cuisine** experience can be achieved by only providing food.

We don't have a kitchen how will you cook?

As an offsite food and events management company, we are experts in coming into unique prep spaces and delivering a 10 course-tasting menu, or a wedding for 300. With careful menu planning, and coordinating, we can find a way to execute your vision.

If i would like service staff, do you provide them?

Absolutely! We are a full service team. This means that we will

provide all staff required to properly execute your event. From Event Managers, to Bar Tenders, to Wedding Coordinators, we've got you covered! **elle cuisine** is proud to have an amazing team that we trust to execute our events flawlessly and enthusiastically. These individuals have been trained to elle cuisine's standards and know our brand inside and out. Before arriving onsite at your event, our coordinators connect with elle's chefs and service staff team to ensure all the specific details of your event are communicated.

Is that many staff necessary?

We firmly believe that the experience of your event requires many moving parts to come together seamlessly. Our staff plays a large piece in that experience. We aim to take all the stress and responsibilities away from our clients so that they can feel like a guest at their own party too. For a plated meal we strongly suggest 1 staff per every 10 guests, for a cocktail style party we strongly suggest 1 staff per every 15 guests.

What can I do to prepare my house?

If our team has made arrangements to use your kitchen, the more counter space we have access to, the better. However, our team is more than happy to adjust things temporarily, when necessary. If large furniture is required to be relocated, please let your coordinator know so that additional labour can be arranged to assist with this process.

How long do the staff stay?

Based on the scope of the event, we will quote for a minimum amount of hours. This could be anywhere from 4-12 hours. We always do our best to quote an accurate as possible, however, some events run longer than expected which reflects the number of hours our staff work to ensure they are properly wrapping up an event.

After the event will i need to hire a cleaning staff?

Our team aims to leave every space in the same state we found it. If an event does require more clean-up for any reason, we can work along side you to ensure this is coordinated in advance.

When do i need to provide final guest count?

We ask for your final numbers at least 7 days in advance. After 7 days, we are not able to lower the guest count as food orders will have been organized and placed as well as staff assigned to event. If your numbers increase after 7 days, please let us know ASAP as we will always do our best to accommodate.

Are rentals included in my quote?

Unless specifically specified, rentals are not included in your quote. This is because every event is so unique and will always require different rentals in order to execute. *elle cuisine* is proud to partner with some of Toronto's finest industry partners including

event rental companies. Our team will coordinate all the rentals required for your event.

What is a setup fee?

A setup fee accounts for the hours and labour required to properly setup your event. This cost will fluctuate based on the scope of your event.

Allergies

We take every effort to ensure food safety is always handled with the utmost attention and care. We are able to redesign most of our dishes to accommodate most allergies. When menu planning for large groups, we always suggest items that can be modified right of so that we can handle last minute requests.

What happens to any leftovers? / can you leave me leftovers?

We are always more than happy to pack up any food that does not get consumed at an event. This request should be made to your coordinator when planning your event, as some clients do not wish to be left with food, and so we defer to your preference. Please note that there are some items that we will not leave behind due to health and safety. Some of these items may include, but are not limited to, uncooked proteins (meat, poultry, fish, seafood), or proteins that have been unrefrigerated more than 2 hours, items that will not reheat or keep in a way that we would be proud for you to enjoy them at a later time.

Is gratuity mandatory?

No. Gratuity is a tool that we use to reward the excellence we always expect from our wait staff. We place a suggested gratuity amount on each invoice as a convenience factor.

Deposit & payment

elle cuisine requires 25% upon signing, 70% 30 days prior to the event, and the remaining 5% and any additional 7 days after the event. We accept cash, EMT and credit as forms of payment. Please note that credit card fees apply for American Express card users, as well as payments made over \$2,000.00 by credit.

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eat, love, live, enjoy.