



FREQUENTLY ASKED

Questions

How do I place an order?

It's simple! Just call (747) 777-CHEF. You may also go to www.frisco catering.com, and provide the date, time, place of your meeting or event.

What forms of payment do you accept?

We accept all major credit cards, cash, company checks and money orders.

Is a deposit required?

Smaller events do not require a deposit and payment is due the day of the event. Larger deliveries, pick ups and all full service events require a deposit to confirm the date. Final payment is due the day of the event.

What if I have multiple delivery locations?

No problem. You can select a different delivery location for each order.

How can I see my past and future orders?

Just call us and we will send you an email on all your orders.

What if I need to change my order?

Call us and we will always try our best to accommodate your needs.

Is there a delivery fee?

Minimum delivery charge, within 15 miles of our The City of Industry or Long Beach locations is \$20.

1-15 miles- \$20

16-25 miles- \$25

26-35 miles- \$30

36-45 miles- \$40

46+ miles must speak with catering manager

Is there a gratuity charge?

Frisco's does not automatically include gratuity on the total amount of your delivery, although our drivers appreciate it, it is not a requirement.

What if we have special needs or requests for our orders?

No onions? No problem! You can add special instructions to every order and even to specific menu items within that order. You can even assign names and individual requests to your box lunch orders.

Can I cancel my order?

For private parties, see your private party contract. For corporate or pharmaceutical companies cancellations must be made at least 24 hours in advance. If the 24 hour period has already passed, Frisco's can deliver the food to another location or account.

Can I set up a billing account with Frisco's?

Yes, corporate accounts may be established with advanced notice. Before you can pay via invoice your company must be approved for credit. If you would like to apply for a Frisco's credit account, please call (747) 777-CHEF.

Is there a deadline on orders?

No, some items may take up to 24 hours to prepare but we will always try our best.

How is my food packaged?

All catering orders are packaged "buffet style" in large containers, with the exception of lunch box orders which are packaged individually.

Who gets to keep the leftover food?

Food and beverages left over from any event remain the property of our guests. However, we will assume no responsibility for the proper storage of the food. It is up to the event host to properly store the leftover food at proper temperatures or direct the catering staff to dispose of it.

Do you offer bartending service?

During catering events, Frisco's employees are only allowed to serve non-alcoholic beverages. Frisco's will be glad to refer you to bartending companies that we work with.