

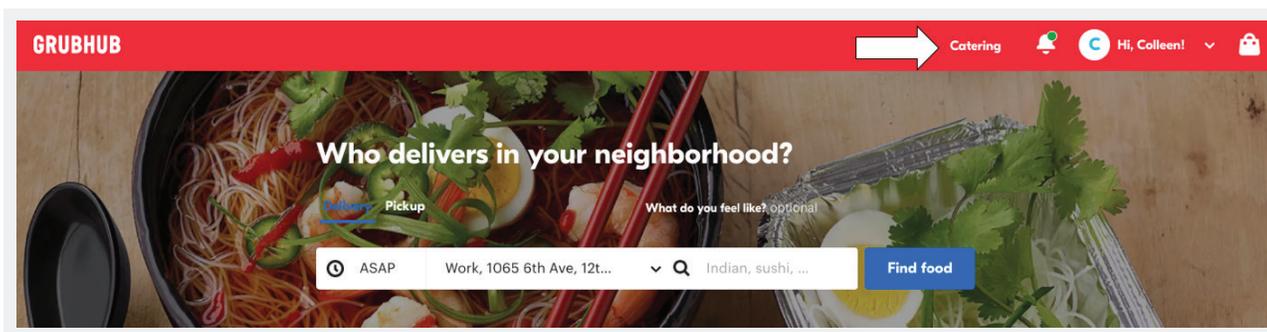
A How-To Guide for Placing Catering Orders

What does Grubhub catering mean for you?

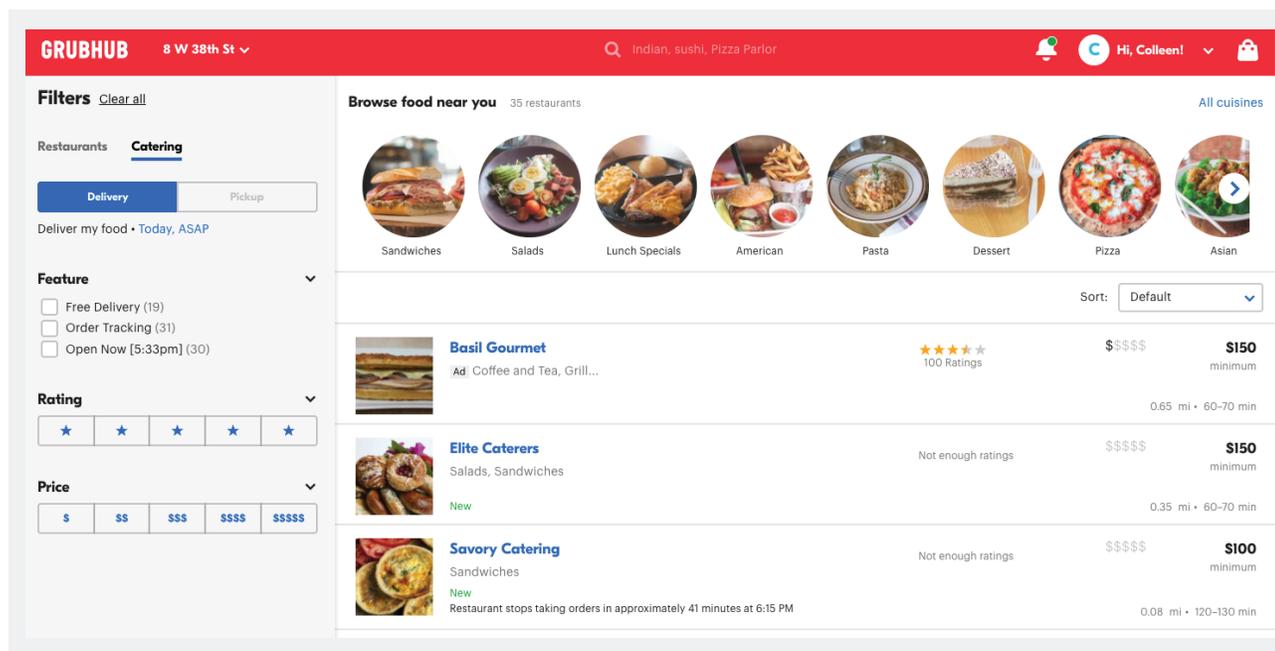
- › Fast, easy online ordering from a wide selection of caterers
- › Ability to save favorites for quick re-ordering
- › Meal packages, special menus and options for any occasion or budget

How does Grubhub catering work?

1. Visit grubhub.com and enter your email address & password



2. Search through all restaurants available specifically for catering in your area and select the restaurant that you wish to order from



3. Select the menu items that you wish to order. Adjust your quantity as needed and enter any special instructions for that item. Click **Add to bag**

×

Basil's Savory Tray
\$35.70

Miniature bagels and brioche filled with: prosciutto, sweet red peppers and brie; tomato, basil and fresh mozzarella; dill egg salad; smoked salmon with scallion cream cheese.

Min 6 required • Requires 24 hrs notice

Quantity

Special instructions

Dressing on the side? No pickles? Let us know here.

Add to bag : \$35.70

4. View items in your cart on the right. Ready? Click **Proceed to checkout**

Your order from
Basil Gourmet

Delivery, ASAP (60-70m)
To: 8 W 38th St, New York, NY, 10018 [Change](#)

6	Basil's Savory Tray	🗑️	\$35.70
10	Hearty Breakfast Buffet Tray Pancakes, Sausage	🗑️	\$129.50

Items subtotal: \$165.20
Service fee: ⓘ \$1.65
Estimated sales tax: \$14.81
Total: \$181.66

[Empty bag](#)

Proceed to checkout: \$181.66

- 5.** Review your delivery details on the left-hand side. Ensure that your order settings (delivery time and address) are accurate. Add any delivery instructions as necessary

Your order settings

Delivery, ASAP (60–70m) [Change](#)

COLLEEN CALVO

Home

8 W 38th St New York, NY 10018
(484) 883-2559

— [Add delivery instructions](#)

Delivery instructions (e.g. Check in with doorman.)

- 6.** Enter the approximate number of people who will attend your event and check off any relevant catering details

Number of Attendees

Tell us approximately how many people will attend your event.

Enter a number

Catering Details

Don't send me plates, utensils, and napkins.

Please set up my food.

Set an alternate delivery contact.

7. Review your payment details. (If applicable) select a line of credit to use and enter any client billable numbers or expense codes along with associated details that your accounting department may need for internal purposes

The screenshot shows the 'Payment information' section of the GrubHub interface. It features a 'Line of Credit' section with two options: 'MealPerks NY Office2' (with a '\$5.91 Applied' badge) and 'Trivia Winners' (with a '\$18.00' badge). Below these are 'Expense Comments (optional)' and a text box for internal use. A total amount of '\$212.08 to be paid via credit card or paypal.' is displayed, along with a 'Pay with a gift card' link and an '+ Add a promo code' button. The payment method is set to 'New credit card', and the total amount '\$212.08 to be paid via credit card or paypal.' is shown. Below this are fields for 'Card number', 'Expires on', 'Security code', and 'ZIP code', with a 'Save credit card' checkbox.

8. Adjust the tip to the desired amount

The screenshot shows the 'Add a tip for your driver' section. It has two main tabs: 'Tip with credit card' (selected) and 'Tip with cash'. Under 'Tip with credit card', there are four percentage buttons: '15%', '20%' (selected), '25%', and '30%'. To the right, there is a 'Custom tip' button and a 'Custom tip amount' input field.

9. Order complete? Click **Place your order**

10. You will be brought to the order confirmation page that indicates your order has been entered in the system

11. When the caterer confirms your order, you will receive a confirmation email

Best Practices for Catering Orders

Here's a quick list of tips to make catering orders easier.

Plan ahead

We recommend you place orders at least 24 hours in advance.

Deliver time should not equal meal start time

To ensure the food arrives before you want employees to start eating, set the delivery time a minimum of 30 minutes before your start time.

Per person vs. per platter pricing

When selecting menu items, make sure you pay attention to if the item is being priced per platter or per person and adjust the quantity amount as necessary.

Frequently Asked Questions

Do I need to tip if there is a delivery fee?

The delivery fee covers the packaging and processing of the food delivery. You should still tip the delivery person according to your company's tipping standard and policies.

Who should I call if there is a problem with my order?

Contact the caterer directly and reply to your confirmation email with all necessary changes or issues.

What if I need recommendations for a catering order or don't see a certain menu item I am looking for?

Contact your Account Manager and he/she will be happy to provide you with ideas for your next event or work with the caterer to find out if a special menu request is possible.

What time should I request my catering order be delivered before my event?

Grubhub best practice is to set the delivery time for 15-30 minutes before the meeting or event starts.

Who do I call if delivery is not arriving on time?

We recommend you reach out directly to the caterer as they monitor their delivery people's progress. They will have the best sense of timing. If you have difficulty contacting the caterer, Corporate Care can help.

How can I cancel or change my order?

You should call the caterer directly to request the cancellation or change and reply to the confirmation email to confirm your request.

Frequently Asked Questions

What if I need to make changes to my catering order?

You can make changes to your order up to 24 hours in advance of the delivery date.

Ask for Help

New to catering? Need catering recommendations? Already placed an order and have questions? Call your Account Manager or Client Relations at [800-905-9233](tel:800-905-9233)