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## 1. Who is Franco Freshy?

Franco Freshy Catering has served the corporate and residential community since 1986.

We know first hand, busy professionals can be overwhelmed with the time and care required to prepare home-cooked meals every day.

Now our valued customers can enjoy the convenience of fresh, delicious and healthy meals prepared by our chefs and delivered right to your home or office door.

It's simple, it's nutritious, it tastes great and it works ... all you do is heat and serve!

We make it easier to eat healthy so that you can enjoy more time with family and friends.

Meals prepared just the way mom would make them!

Invite our **Franco Freshy Family** into your home and discover the fabulous foods and service which have made us the market leader and **Toronto's #1 Business Meeting Caterer**.

Too Busy to Cook? It's simple ... all you do is heat and serve.

**WE DELIVER ... PEACE OF MIND!**

## 2. Who is our Customer?

Our customers are typically busy people who are too busy to cook! They certainly appreciate the healthy lifestyle choices associated with home-cooked meals, however, do not always have the time or inspiration to consistently prepare these meals.

Fewer families today have the availability for the planning, shopping, preparing and clean-up required with organizing home-cooked meals.

We make it easier to eat healthy, so that you can enjoy more time with your family and friends.

**Thinking of you!** New parents and seniors will also benefit from our nutritious and delicious meal choices. Consider our Gift Certificates (see # 29) if you would like to show a special person in your life that you care and are thinking of them. If you like, we will include a personalized gift card with each order.

If you're feeling overworked or just need a break, consider our Meals Delivered @ Home Service. We offer meals for a single individual or for a complete family and guests.

Franco Freshy is an all-occasion, full-service event catering company. Refer to our catering menus at [www.francofreshy.com](http://www.francofreshy.com) for family events and celebrations, including home weddings, baptisms, Bar Mitzvahs and Bat Mitzvahs.

Cocktail parties featuring various bite-sized hors d'oeuvres are a great way to entertain @ home and we can organize this for you, complete with rentals and service staff.

To request your free copy of our Party Planning Guide go to [www.francofreshy.com/16pagesGuide](http://www.francofreshy.com/16pagesGuide).

### 3. How does it work?

- Deliveries are made direct to your door on Tuesday, for Tuesday evening, Wednesday and Thursday meals; and on Friday, for Friday evening and Weekend meals.
- Order our complete meal, including a main entrée with veggies, rice or potatoes and dessert, or simply order the main entrée and you complete the meal with your own cooking.
- No agreements or commitments. Order what you want, when you want it!
- All meals are individually hand prepared, packaged and delivered fresh, never frozen, fully cooked ... ready to heat and serve in just minutes.
- Meals are packaged in convenient disposable, individual containers, which are microwavable, oven friendly and refrigerator or freezer stackable.
- Our Delivery Area is within the City of Toronto and surrounding areas, including Oakville, Mississauga, Brampton, Woodbridge, Vaughan, Richmond Hill, Thornhill and Markham. Enjoy the convenience of home cooked meals delivered right to your door.
- Franco Freshy makes it easy to eat healthy, so that you can enjoy more time with your family and friends.
- Our menus are always changing. Call us for our weekly menu selections or check our Current and Upcoming menus on our website at [www.mealsdeliveredathome.com](http://www.mealsdeliveredathome.com)

### 4. How does my food arrive?

At Franco Freshy it's always about the food! We prepare our foods fresh daily using only the finest, wholesome ingredients, including lean meats and seasonal local market produce, wherever possible.

Our culinary staff individually hand prepare and package your freshly prepared meal, never mass produced and never frozen, in convenient containers, which are microwavable, oven friendly and refrigerator or freezer stackable. Each container has a clear lid and is labeled with reheating and storage instructions. Individual containers are placed in our Franco Freshy delivery boxes for safe delivery to your door.

Our customers appreciate the consistent, good quality and care that is taken with each Franco Freshy order.

Enjoy the convenience of great tasting home cooked meals delivered right to your door.

## **WE MAKE IT EASY TO EAT RIGHT!**

### **5. How do I handle the meals upon delivery?**

All meals are perishable foods which must be refrigerated immediately upon delivery. Please remember to transfer the meals directly into your refrigerator.

### **6. Should I freeze the meals?**

Freezing is not necessary. All meals are prepared fresh and will include a “best before” date. Meals can be eaten in any order, within the “best before” dates, unless otherwise specified on the container. We do not recommend freezing your meals.

### **7. How is the food reheated? How long does it take?**

All meals are fully cooked, however, need to be reheated to a serving temperature. Most of our meals offer a variety of preparation methods such as microwave or oven to re-heat. Please note that re-heating times may vary according to your equipment.

Every meal is conveniently packaged in a microwavable and oven friendly container (up to a maximum of 350<sup>0</sup>F for oven re-heating) and labeled with specific heating instructions. Microwavable meals are ready to enjoy in 5 minutes or less, leaving more time for you. Also, for your convenience, all meals can be directly eaten from the container or transferred to your own dishes.

### **8. Do you offer vegetarian meals?**

Yes, vegetarian meal choices are included with each weekly menu selection. Please see our Current and Upcoming Menus.

### **9. What if I don't like a particular food or have a food allergy?**

We will do our best to accommodate substitutions for desired foods.

Our culinary staff are careful to avoid cross-contamination, however, because of varied menus we offer, it is impossible to guarantee that trace amounts of common

allergens such as nuts, dairy or shellfish will not be in our products. A la carte prices apply to any substitutions.

**10. What does it cost?**

Please refer to our Current and Upcoming menus for specific prices. The minimum food order for delivery is \$25.00. Taxes and delivery are additional.

**11. How do I order?**

Browse our Meals Delivered @ Home menus and place an order in 1 of 4 easy ways:

*online @ [www.mealsdeliveredathome.com](http://www.mealsdeliveredathome.com)*

*Call **416•503•7777***

*e-mail [info@mealsdeliveredathome.com](mailto:info@mealsdeliveredathome.com)*

*Or fax **416•503•7799***

We will confirm all orders by telephone, between 8:30 a.m. to 5:00 p.m., Monday to Friday, excepting statutory holidays.

Browse our party catering menus at [www.francofreshy.com](http://www.francofreshy.com).

**12. How do I pay?**

We accept the following major credit cards: Visa, MasterCard, Amex and Diners Club.

**13. Do you accept standing orders?**

Yes, if you like, we will deliver your order each week, until you ask us to stop.

**14. When is the order desk open?**

Our Customer Service Representatives are available in person, Monday to Friday, excepting statutory holidays, between 8:30 a.m. to 5:00 p.m., EST. Outside these hours, you can leave a telephone message at (416) 503-7777, fax us at (416) 503-7799, or contact us by email at [info@mealsdeliveredathome.com](mailto:info@mealsdeliveredathome.com).

**15. When do I place my order?**

For your Tuesday evening, Wednesday and Thursday meals, orders are to be placed up to 2:00 p.m. of the prior Friday. For your Friday evening and weekend meals, orders are to be placed up to 2:00 p.m. on Wednesday.

**16. How about refunds or cancellations?**

We guarantee the quality of our products and their delivery in good condition. All refund requests are handled by management on an individual basis. Cancellations are person to person by telephone only. A minimum of 24 business hours notice, prior to the day of delivery is required for cancellation; otherwise the order is

subject to a 100% charge. Customers will be given a cancellation number to confirm the cancelled order.

**17. Are there any contracts or commitments?**

No, we have no contracts or commitments. Order as much or as little as you choose. Our minimum order is only \$25.00. Start and stop your orders, to suit your needs. We're just a simple telephone call away.

**18. Is there a gift or special offer with a first time order?**

Yes, with each complete meal delivered within 30 days of your first order, receive a complimentary dessert.

**19. Do you welcome referrals?**

Absolutely! We regard them as the best compliment we could receive. If you have a friend who would be interested in Meals Delivered @ Home, provide us with the details and we will be certain to contact them. If they place a first order, we will credit 10% on your next order.

**20. Do you deliver in my area?**

Our "Delivery Area" is within the City of Toronto and surrounding areas, including Oakville, Mississauga, Brampton, Woodbridge, Vaughan, Richmond Hill, Thornhill and Markham.

**21. Do you deliver outside your Delivery Area?**

We do make exceptions, please call our order desk.

**22. Will you deliver to my office?**

Yes, we will deliver to your office on Tuesday and Friday afternoons, within our Delivery Area.

**23. On what days and at what time do you deliver?**

We deliver Tuesday's beginning at 1:00 p.m., for your Tuesday, Wednesday and Thursday meals. Orders are to be received by Franco Freshy by Noon of the prior Friday.

We deliver Friday's beginning at 1:00 p.m., for your Friday and Weekend meals. Orders are to be received by Franco Freshy by Noon of the prior Wednesday.

**24. Who will deliver my food?**

Our uniformed drivers are professionally trained, and equipped with cell phones to deliver your meals courteously and consistently on time to enhance food safety.

**25. What is your delivery window?**

We require your choice of a 2 hour delivery window between the hours of 1:00 p.m. to 9:00 p.m. on Tuesdays and/or Friday s.

**26. Do I need to be home to receive my meals?**

No, if you are not available to receive a delivery, we can leave it with a neighbour or place it inside your own insulated cooler. If you do not have a cooler, we can provide one at an additional charge. PLEASE NOTE: FOOD MUST BE TRANSFERRED TO A REFRIGERATOR ASAP AND NO LATER THAN 2 HOURS AFTER OUR DELIVERY.

**27. What if I live in a Condo or Apartment?**

If your building has a concierge, we can leave it with them or the building superintendent, or we can leave it with a neighbour. PLEASE NOTE: FOOD MUST BE TRANSFERRED TO A REFRIGERATOR ASAP AND NO LATER THAN 2 HOURS AFTER OUR DELIVERY.

**28. What does it cost for delivery?**

Delivery is free on orders exceeding \$300.00 (plus taxes) within our delivery area. Delivery is reduced to just \$15.00 on orders between \$25.00 and \$300.00 (plus taxes).

**29. Are Gift Certificates Available?**

Yes, we sell personalized Gift Certificates.

**30. Are Gift Certificates a good idea for a friend or family member?**

Very much so! They are the perfect gift for any occasion. The gift of superb food conveys feelings of comfort and goodness, unlike any other gift opportunity. Just think of all the possibilities:

- Anniversaries
- Get Well Soon
- Congratulations
- Thank You
- Sympathy or Illness
- Thinking of You
- New Mom and Baby
- Just Because
- Birthdays
- Weddings
- Mothers or Fathers Day
- Valentines Day
- Thanksgiving or Christmas Dinner
- Bar Mitzvahs or Bat Mitzvahs
- Corporate Gifts

For a gift which is truly memorable, send the gift of food.

**31. What Gift Certificate amounts do you offer?**

Our Gift Certificates are available in 2 ways. We can provide a Complete Meal Gift Certificate to include the prepaid cost of the complete meal, including delivery. In this way the recipient's gift is fully paid and no additional charges will be incurred. We can also provide Gift Certificates in increments of \$25.00 up to any amount you desire. It's your choice.

We also do gifts such as Gift Baskets, Wine Baskets, Cookie Boxes, Candy Trays, Shrimp Displays, Fruit Kabob Displays, Chocolate Dipped Strawberry Trees ...

**32. What is included with your Gift Certificate?**

Each Gift Certificate recipient will receive by mail, an elegant personalized gift card, which is forwarded immediately upon receipt of your order, along with our menu booklet and easy instructions to redeem the Certificate.

**33. How do you redeem Gift Certificates?**

Simply call our Customer Service Representative with your redemption code.

Also, if you prefer, especially for a last minute gift, we will forward an email version of our Gift Certificate to the recipient, so they will receive it instantly and we will also forward a copy simultaneously to you.

**34. When do your Gift Certificates Expire?**

Our Gift Certificates do not have an expiry date, however, there may be a price adjustment for Complete Meal Gift Certificates due to price fluctuations associated with perishable foods.

**35. Where can you deliver a gift item?**

We will deliver within our Delivery Area.