

## Grunfeld's PESACH 2019 FAQ

**We know it's Pesach, but here is a megillah for you to read!**

### **When will Grunfeld's have Kosher-for-Passover food?**

GRUNFELD's will be Kosher for Passover from **Tuesday, April 16**. You can pick up kosher-for-Passover food on Wednesday, April 17, Thursday, April 18, Friday April 19, and Thursday, April 25. See the appropriate order form for your selected pick up day. You can also order food for Tuesday, April 16, Monday, April 22, Tuesday, April 23, and Wednesday, April 24, by special arrangement.

### **Till when can I order?**

Orders for erev pesach (collection on Friday April 19) must be in by **COB MONDAY, APRIL 15** (if we have not reached our quota earlier). Please order early to avoid disappointment, as when we have reached our quota, we can not take more orders.

**Please call if you have not received confirmation of your order by COB Tuesday, April 16.**

Orders for 2nd Yom Tov can be made till lunchtime Wednesday, April 24, and other days by arrangement.

### **What is the best way to order?**

Please email [grunfelds@bigpond.com](mailto:grunfelds@bigpond.com). If you have sent to the correct address, you will receive a bounce back email. Don't worry, at this time of year, we check the email every day.

If you would prefer a word doc so you can type straight in to the document, please email for a form.

You can also call 9327 6468 or fax 9363 3241 to order, but please check you get a confirmation.

Please appreciate this is our busiest time of the year and there may be some delays getting back to you, particularly on April 18-19.

### **Why do you have 4 different order forms for Pesach?**

Each order form is for a different collection day. Only certain items will be available on certain days. You don't have to come more than once, just check for order form that suits you best.

#### *Wednesday, April 17 Evening collection*

We will be making items that can be frozen or that last well.

Avoid the rush and collect items to put straight in your freezer to eat on Pesach

OR to eat before Pesach in your kosher-le-pesach kitchen..

#### *Thursday, April 18 Evening collection.*

We will be making all the boiled and fried gefilte fish, our most popular item, plus a few other things.

And you can collect frozen items as well. If you can come Thursday, it is a much less hectic pick up than Friday.

#### *Friday, April 19, GOOD FRIDAY Please see information about collection below.*

Our full erev pesach selection available.

#### *Thursday, April 25, ANZAC Day Afternoon collection*

Order form for second Yom Tov. As it is much less busy, we can make other items by arrangement.

#### *Sunday-Wednesday, April 20-24*

Orders for other days during Pesach can be made, by arrangement.

### **Why will you send me a computerised version of my order?**

At Grunfeld's all the orders are entered by hand. Sending you a copy allows you to check for human error, ours or yours, in the ordering process. Erev pesach is our busiest day of the year, so we'd love things to go as smoothly as possible.

Common errors to watch out for:

- mixing up boiled and fried gefilte fish,
- mixing up platters of fried fish for fried gefilte fish,
- mixing up potato flour vs matzah meal coating
- the wrong size schnitzels
- the wrong pick up date.

Please also check names and phone numbers, as we use those to find orders on the day.

**Can I pay in advance?**

Sure, cheques can be made payable to Grunfeld's Catering or the direct deposit details are Westpac Bondi Beach, BSB 032 – 050, Account No: 232631, use your name as reference.

**Can I pay by credit card?**

Sorry, to keep costs as low as possible, we don't have credit card facilities. You can pay by direct deposit, cash, or even cheque.

**Where do I pick up from?**

86 Bellevue Rd, Bellevue Hill. It's on the corner of Cooper Park Rd and it's a private house, not a shop.

**Can you deliver?**

We have found in the past that at this busy time, delivery = disaster. So please understand that we CAN NOT offer this service EREV Pesach. *We welcome order pick up share, that's where one person picks up more than one customer's order. Please make sure these pick up arrangements are noted on your confirmation and it's always a good idea to give your picker-upperer a copy of your order.*

We may be able to offer a few deliveries during Pesach and for 2<sup>nd</sup> Yom Tov (Thursday, April 25) at an additional fee.

**When can I pick up my order on Friday, April 19?**

As we have many collections on this day, we have found the following to be the best method of arranging pick up: When your order is upstairs, packed and ready to go, we will send you a text (or call you if you don't do texts).

This way, if there is any hiccup in the cooking, you are not wasting time waiting for an order that is not ready.

You can then collect your order any time between the text and 3pm when we close, as suits you.

If you have a timeframe you prefer, let us know, and we will try to make it work, especially if you are happy to come later in the day.

To help with your expectations, we can say, in general, fried fish and schnitzels are the last thing to cook, so they can be fresh as possible. Orders with those items, particularly platters, will probably not be ready till lunchtime.

**We welcome feedback!**

As a small, family run company, our motto is Simply Delicious Food. So please let us know if there is anything we can do to make more enjoyable the experience of ordering, collecting and eating Grunfeld's food.

phone 9327 6468 \* fax 9363 3241 \* 86 Bellevue Rd Bellevue Hill \* [www.grunfelds.com.au](http://www.grunfelds.com.au)