

Catering quote follow up messages

Choose a message for a requested quote, replace every placeholder and review the details before sending it through your own chosen channel. Use the customer's stated timing and your agreed booking requirements. This is not an automatic contact sequence.

Check that the quote arrived

Use after sending a requested quote, when checking receipt is appropriate. Check the last conversation first and choose the timing yourself.

Subject: Your catering quote for [event name] on [event date]

Hello [customer first name],

I sent quote [reference and revision] for [event name] on [date sent]. Did it reach you?

Please let me know if you need another copy or have a question about the menu, service or price.

Thank you,

[Your catering business]

Ask for the missing detail

Use when a specific unanswered question prevents you from preparing or reviewing a quote. Ask only for the information needed at this stage.

Subject: One detail to confirm for [event name]

Hello [customer first name],

Before I prepare or update your catering quote, could you confirm [specific missing detail]?

I currently have [brief relevant detail already supplied]. Once I have your reply, I can review the menu, service and price with that information.

Thank you,

[Your catering business]

Decision dates and final headcounts

Messages 3 and 4 | Choose dates agreed with the customer. A reply with a new headcount needs review before changing the approved plan.

Follow up on the agreed decision date

Use only when the customer actually supplied or agreed the decision date. If there is no agreed date, ask when a check-in would be useful instead of inventing a deadline.

Subject: Checking in on [event name] quote [reference]

Hello [customer first name],

You mentioned reviewing quote [reference and revision] around [agreed decision date]. Is there anything you would like me to clarify before you decide?

If your timing or requirements have changed, please let me know so we can agree the next step.

Thank you,

[Your catering business]

Request the final headcount

Use the customer's agreed check-in date and review your actual booking terms. Identify the count as quoted or approved accurately; a reply with a new number is a change request to review.

Subject: Headcount check for [event name] on [event date]

Hello [customer first name],

As agreed, could you confirm the headcount for [event name] by [agreed date]? Quote [reference and revision] currently lists [guest count] guests.

Please also tell me about any requested changes to the menu or service. I will review the scope and price and send a revised quote if needed. We will confirm the approved plan before the kitchen uses any changes.

Thank you,

[Your catering business]

Close the conversation clearly

Close an inactive quote conversation

Use only for an unapproved inquiry when closing the follow-up is appropriate. Respect any request to stop contact. Closing a task or conversation does not cancel an approved booking or replace its agreed terms.

Subject: Closing the follow-up for [event name]

Hello [customer first name],

I have not heard back about quote [reference and revision], so I will close this inquiry follow-up for now.

If you would like to pick it up again, you can reply here. We will review the event details, current availability, scope and price before proceeding.

Thank you,

[Your catering business]

Review before you send

- Read the latest conversation and use the right quote reference and revision. Replace every bracketed field; remove any statement you cannot verify.
- Choose an appropriate next action and due date. Respect a request to stop contact. Avoid invented urgency, availability, discounts or deadlines.
- Record the actual reply or contact outcome and where the original conversation is kept. Keep the completed tracker private.
- Treat a changed headcount as a request to review scope and price. Obtain any required revised quote approval before replacing the current kitchen plan.
- Completing a contact task does not approve or cancel a booking, record payment, acknowledge the kitchen plan or complete packing.

Keep your quote and next follow up together

Create a private staff task in CaterScale, choose its due date and responsible person, and record the outcome. Staff tasks do not send emails or automatic reminders. These files do not import or create records.

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