



Tue - Sat 4:00 -9:00 PM
Sun 11:00 AM to 2:00 PM

1061 South Sun Dr. #1009
Lake Mary FL 32746
407.323.0555
wines@corkandoliveonline.com
<http://www.corkandoliveonline.com>

Based on customer feedback, here are common questions patrons have for cork&olive. If you have more questions or our answers are not clear enough just click the link and ask or call us we will try our best.

1. Do you take reservations? Can I get a table for ____ at ____? Can I text/IM my reservations?

Yes, at cork&olive we do take reservations and we use TOCK for taking our reservations. The link is on our website, you can also call us for reservations. And yes you can also text your reservations to our business phone number. We love the fact that we can be prepared for you and make sure you have a very pleasant and enjoyable time at cork&olive.

2. Are you open on ____? (Labor Day, Christmas, ...).

We are closed for all major holidays to give our employees time with their family. cork&olive is a local, family-owned business and we want to be home with our families. We will post our closings on our website and our social media before the holidays.

3. Do you have vegetarian, vegan, gluten free options?

Yes. We have several vegetarian, vegan and gluten free options on our menu. We prepare our food per order. If you



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have special dietary needs please let the server know and we will make your meals just for you. Come and have a great meal with at cork&olive.

4. I see gluten free options on your menu but do you prepare them in separate containers? Do you have a separate gluten free fryer?

We prepare each meal based on your specific needs. We do have equipment's that can handle your specific needs. Let us know how you want them let our chef's do their thing to make your meal the way you want it. If we can not execute something we will let you know and figure out alternative ways of accomplishing your specific need.

5. Can you accommodate groups of ____ (15, 20, 30 people)? Do you have a private room? Will you stay open a bit later for a large group?

Yes. We have a private room that can accommodate 40+ people, with a private bar. We will open early and can close late as different groups have different needs. Our goal is to meet and exceed your expectations.

6. Do you have a kids menu?

Yes. We do have a limited kids menu.



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7. I'm coming to celebrate my _____, what special thing can you do for me? (anniversary, birthday, promotion)

We can accommodate your special occasions the way you want to. Please let us know in advance if there is anything you want done for you.

8. I just got take-out from here and there's a mistake in my order. Can you fix it?

We will fix the mistakes and we will own up to it. It is always our goal to exceed your expectations. Do we fail sometimes? Yes we do. Please let us know and we will go the extra mile to fix it for you. Our goal is your complete satisfaction. Please give us a chance to make it right for you.

9. How late are you open today? How early do you open tomorrow?

Normal business hours we close the kitchen service at 9:00 PM.

10. How much advance notice to you need to make _____ take-out?

Normal orders can be done in about 30 minutes. Large orders will take extra time and may require advance notice.



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There are times specially when the dining room is busy, we may need additional time for completing the take-outs. We will be more than happy to let you know when you place your order how long the order will take to complete.

11. Where can I get nutritional info about your menu?

We are not required by law to provide nutritional information on the food. We can provide you ingredient list.

12. Are you handicap accessible? To wheelchairs too?

Yes.

13. Is there parking nearby?

We have lot of parking available and have a well-lighted area

14. Can we bring our own ____? (cake, wine) Is there a fee?

Yes. You can bring your own wine – we have a corkage fee per bottle \$15.

If you are planning to bring food from outside specially cake or other foods please let us know ahead. You will



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need to sign off a waiver agreeing to exempt cork&olive of any responsibility from food born illness.

15. How many wines do you have on your menu?

Cork&olive has a large selection of wines. We offer a list to our customers that lists about 40 wines. If you need more just ask, we will provide you a more comprehensive list.