



On-Line Food Ordering - FAQ's ***\$1 Off Your First Order - \$10 or more!!***

Q- How are on-line customer pick-up orders placed?

A-By the customer from a web browser on a Smart phone or a desktop/laptop computer

Q- Is the service for Delivery or pick- up?

A- Customer pick up ONLY

Q- How is the food paid for?

A- Credit card only (Visa, Mastercard, Discover)

Q- Can the customer pay for the food with cash at the Café when they arrive?

A- No, only with a credit card when the food is ordered

Q- Is there a charge for the pick up service?

A- No, Free of charge! NOTE: For your first order of \$10 or more the customer will receive \$1 off!!

Q-How long will it take for the food to be prepared?

A- After order placement the customer will receive an email within a few minutes on the pick up time

Q- Is the menu and the prices listed on line the same as in the Cafe?

A- Yes

Q- How will a customer know that the order has been received?

A- Confirmation email is sent within a few minutes, then another email is sent with the pick up time. You will also see a confirmation on the app

Q- Can customers continue to call the Cafe to place pick up orders?

A-Yes but we prefer you use our new on line ordering system since it is more efficient

Q- What is the URL address to order food for customer pick up?

A- Locate www.caferosalenasanjose.com from your web browser (phone or desktop computer) and press the button "Customer Pick-up" to order.

NOTE: For a short cut to the ordering page, text the word ROSALENA to the number 33733, a direct link to the ordering page will be texted back to your phone where you can then place an order

Q- For Apple Smart phones (IOS) users, do customers need to install an app to order the food?

A-No but you can add a button on your home screen in the following manner: Safari > Café WebPage> Press Customer Pick-Up > Press the small square button with an arrow located at bottom of your phone screen> Press the button "Add to home screen", a short cut button will now be on your phone screen

Q- For Android Smart phones users, do customers need to install an app to order the food?

A-Use the similar process as for iPhones or use the App that will be available at the Google Play store (official app store for Android) available mid Dec 2018

Q- Do I have to enter my credit card each time that I order?

A-No, you have the option to have your credit card information saved when you order

Q- Is my credit card information safe when placing an order?

A- Yes, once you on the Café Rosalena web site and then decide to order online you are actually being directed to ChowNow which is the online ordering application that we use. Chownow is SSL secured.

Q- Can I cancel my order after it is placed?

A- Possibly, you will need to call Café Rosalena at 408-287-2400 and ask if your order has been started