



## TOF FAQ

### General

**Q:** What time does the event start?

**A:** The event starts at 6:30 p.m. ET and 3:30 p.m. PT but we recommend you join the event early to make sure you can access everything.

**Q:** When does the cocktail Q&A happen?

**A:** The cocktail Q&A kicks off the event at 6:30 p.m. ET and 3:30 p.m. PT.

**Q:** What time should I expect to eat?

**A:** Guests will begin cooking at 7 p.m. ET and 4 p.m. PT. Dinner will be ready around 8 p.m. ET and 5 p.m. PT.

### FOOD

**Q:** Do I need to prep any food ahead of time?

**A:** Yes, please cook the rice 30 minutes prior to the event!

**Q:** What if I miss something while Chef Marcus is cooking?

**A:** We provide you with recipe cards, so if you miss a step on the screen, you can catch up with the written directions.

**Q:** How do I cook my entrée if I ordered two different proteins?

**A:** If you ordered two proteins, you should have two pots ready in the kitchen. Once the stew is done cooking and the sweet potatoes are tender, you should transfer the stew into two pots and then add each protein.

**Q:** The recipe card indicates I will need to use a Dutch oven to prepare the entrée. Can I use another pot instead?

**A:** Yes! If you do not have a Dutch oven, you can also use a large, heavy-bottomed pot.

**Q:** When will my food arrive?

**A:** Tastings NYC is overnighting meal kits with UPS Tuesday, Oct. 13 so your food should arrive Wednesday, Oct. 14. You will receive a tracking number at the email you registered for the event with. If your meal kit does not arrive by Wednesday, Oct 14. please contact us ASAP and Tastings NYC will overnight a second meal kit to arrive Friday, Oct. 16.

**Q:** Where will my food be shipped?

**A:** Your meal kit will arrive to the shipping address you listed at registration.

**Q:** What do I need that is not provided in the ingredient box?

**A:** Oil, salt, and pepper is not in the box—everything else you need is provided. Drinks are not included.

**Q:** Where is the food coming from?

**A:** [Tastings NYC](#) is our culinary partner. They will ship a box with all of the necessary ingredients to your house two days before the event.

**Q:** Can you tell me more about Tastings NYC?

**A:** Tastings' mission is to cultivate special relationships, creating experiences to suit distinct needs and personalities while providing hospitality, gracious service, and exceptional food in a lovely setting.

## **TECH**

**Q:** How will I should I join the event?

**A:** Prior to the event, you will receive an email containing instructions and the link to join the Zoom webinar.

**Q:** Can I talk directly to Chef Marcus on Zoom?

**A:** The event will take place in a Zoom event style, which means you will not have your video camera enabled. You can see and hear Chef Marcus, but he cannot see or hear you. You can type messages in the chat box to Chef Marcus. During the Q&A, you can ask Chef Marcus questions by typing into the chat box. He can see all audience questions and answer them live. Marcus will try to answer as many questions as he can!

**Q:** What is the best way to launch Zoom?

**A:** Laptops, or iPads/tablets are the best way to access Zoom. This way you can move the screen around your kitchen as you are cooking. It will be difficult to watch the live cooking from a cellphone. Learn more about how to use [Zoom here](#).

## **HELP**

**Q:** Who should I call for Tech Support?

**A:** Tech support will be available by calling (315) 925-1441.

**Q:** Can I change my order after it's been placed?

**A:** If you have made a mistake to your order or want to change your protein type, please email [tasteoffame@wcny.org](mailto:tasteoffame@wcny.org) or call (315) 559-0880.

**Q:** Who should I contact if I lose the webinar link or my Zoom Room link?

**A:** The event link will be posted on our website. For the Zoom Room link, contact [tasteoffame@wcny.org](mailto:tasteoffame@wcny.org) or call (315) 863-1951.

**Q:** If I need help that night, who should I call?

**A:** Please call (315) 925-1443.

**Q:** What should I do if my box does not arrive on Wednesday, October 14?

**A:** Please email [tasteoffame@wcny.org](mailto:tasteoffame@wcny.org) or call 315-559-0880.

## **Zoom Rooms**

**Q:** How do I register for a private Zoom room?

**A:** When you purchase tickets, there is an option labeled "I'm eating with friends." This is where you should enter the names and emails of the people you'd like to eat with.

**Q:** How do I enter the private Zoom room?

**A:** When you receive the email with the Zoom webinar link, you will also receive a link to join a private Zoom meeting with all of the people registered to your room.

## **Silent Auction**

**Q:** How will the silent auction take place?

**A:** The entire auction will take place online starting Oct. 9. The auction will close Oct. 23.

**Q:** How do I access the virtual silent auction?

**A:** Visit [wcny.org/tasteoffame/silentauction](http://wcny.org/tasteoffame/silentauction)

## **Tickets**

**Q:** When do ticket sales close?

**A:** Ticket sales close Friday, October 9.

**Q:** Are there any ticket discounts?

**A:** WCNY Members receive an additional 5% off at checkout with code MEMBER. Any member of a PBS Station can also receive 5% off with code PBSMEMBER.

**Q:** Where will the event take place?

**A:** The event will take place virtually on Zoom, Friday, October 16. Prior to the event, we will send you a link to join the event with Chef Marcus.

**Q:** What time does the event begin?

**A:** The event begins at 6:30 p.m. ET / 3:30 p.m. PT with a drink demonstration of Chef Marcus' special Yes, Chef Cocktail and Q&A session moderated by Julia Collin Davison of "America's Test Kitchen." At 7 p.m. ET/ 4 p.m. PT, we will begin the 3-course virtual cooking class with Chef Marcus, live from NYC on Zoom.