



## **TOF FAQ**

**Q:** How many ticket options are there?

**A:** There are only two ticket options—Dinner and Premium. Both include the same experience, but when you upgrade to Premium, you will also receive a signed copy of Chef Marcus’ “The Red Rooster Cookbook.”

You can view ticket descriptions online at [wcny.org/tasteoffame/](http://wcny.org/tasteoffame/). Please make your ticket reservations online.

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

**A:** Tickets are 10% off until August 31. WCNY Members receive an additional 5% off at checkout. All ticket sales will close October 2.

**Q:** Can I buy tickets after October 2?

**A:** No. All sales will be finalized October 2.

**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.

**Q:** What food will we cook?

**A:** You will prepare two main courses with Chef Marcus. You can view the menu at [wcny.org/tasteoffame/](http://wcny.org/tasteoffame/). There are vegetarian options, and the appetizer and salad are gluten-free. The cookies will come prepared, so all you have to do is bake them!

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

**A:** [Tastings NYC](#) is our food provider. They will ship a box with all of the necessary ingredients to your house two days before the event. You do not need to purchase any additional food—everything is provided. Drinks are not provided.

**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.

Tastings curates a bespoke experience and works within your budget no matter what occasion, style, and number of guests.

Their dedicated multicultural tastemakers, culinary and service team translate their passion for food, wine, cocktails and entertaining to turn your vision into reality.

**Q:** How much food is in each box?

**A:** Each Tastings NYC box serves four people. When you purchase tickets online, you will choose four entrees. The choices are chicken, shrimp, or tofu. You can only choose entrees in sets of two.

Ex. 2 shrimp and 2 chicken.

You cannot choose 3 shrimp and 1 chicken.

There is no pork or beef. The orders are not customizable.

**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 [haley.dubnoff@wcny.org](mailto:haley.dubnoff@wcny.org) or call (315) 453-2424.

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

**A:** You will receive a link to the Zoom event prior to the event. We recommend downloading the Zoom Client for Desktop, available for free here <https://zoom.us/download>

**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.

If you would like to watch on your television, you will need to set up from a laptop or iPad and connect it your TV.

**Q:** Can I join the event with the PBS App?

**A:** No, you can't join the event on the PBS app.

**Q:** Can I cook in a private Zoom room with my friends and family?

**A:** Zoom rooms are not available while Chef Marcus is cooking live, but after the cooking lesson finishes, you can enter a private Zoom room to eat with your friends and family.

**Q:** What if I miss something will 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 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:** You don't need to worry about the technology piece of this—we'll do it all for you. When you are in the main Zoom Webinar, we will arrange for you to be transferred to a private room with your friends when it is time to eat.

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

**A:** The entire auction will take place virtually with the software company, OneCause. The auction will open Oct. 9, one week before the event, and it will close Oct. 23, one week after the event.

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

**A:** We will provide you with links and instructions for accessing and participating in the online auction prior to the event.

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

**A:** Tastings NYC is overnighting meal kits with UPS Wednesday, Oct. 14, so your food should arrive Thursday, Oct. 15. You will receive a tracking number at the email you registered for the event with. If your meal kit does not arrive Thursday, 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 billing address you listed at registration. If your shipping address is separate from your billing address, you must enter this in the notes on the ticket form.