

Holiday

FREQUENTLY ASKED QUESTIONS

What if I want to add something to my order after I have placed my order online?

If you would like to add an item to your order, please call 518-583-3003 and ask for Rose. If possible, please have your receipt with your order # ready.

Can I pay upon pickup?

No, credit card payment must be provided when your order is placed on line.

Can I add anything to my order upon pick up?

No, your full order must be placed on-line in advance.

I have an allergy, how can I find out about the ingredients?

The Green Beans, Homemade Stuffing and Apple Pie are made with ingredients that may have come in contact with nut products but do not contain nuts. Gluten-free items may include: Turkey, Beef, Pork, Prime Rib, Au Gratin Potatoes, Butternut Squash, Cranberry- Orange Sauce Herb Demi-Glace, Rosemary Jus Lie, Roast Shallot Au Jus and Cinnamon Whipped Cream. If you have specific questions regarding any menu items, please reach out to us directly.

What items contain Gluten?

Herb Stuffing, Buttered Green Beans with Roasted Cipollini Onions, Apple Pie, D,, Gravy, Chive Popovers and Rolls. Please refer to our website for available Gluten Free listings.

Can I order the entire meal Gluten free?

No; see A la Carte offerings.

Do I need to bring my printed receipt when I pick up my order?

Yes, please. The process of picking up your order will be expedited if you are able to provide your receipt and also show the name the order is under (not necessarily the person paying for the order).

When can I pick up my order?

Pick-ups are available on Sunday, December 23rd between 12:00 noon and 4:00 pm or on Monday, December 24th between 9:00 am and 12:00 pm.

Is the Turkey cooked when I receive it?

Yes. The turkey is fully cooked but not hot. However, it may still be warm, depending on when your turkey was pulled from the oven. The turkey will require reheating. We recommend reheating to the crucial internal temperature of 160 degrees (one meat thermometer is provided). Reheat in 400 degree oven. The length of time to reheat your turkey varies depending on the type of oven and how many other items are being heated. If oven space is an issue, your turkey can be heated prior to heating the sides. Once hot, place in a warm spot and cover with foil or towels to keep warm. For safety, please do not hold your turkey for longer than two hours below 145 degrees.

How long will it take to reheat my Beef or Pork?

The time in the oven to cook or beef or Pork will vary from 30 to 60 minutes in a 375-400 degree oven. The beef tenderloin is seared and roasted to 95 degrees, the time in the oven to cook will be 20 - 30 minutes at 375 degrees . The Prime Rib is also roasted to the internal temperature of 95 degrees and will take at least 30-45 minutes to finish cooking. The tenderloin should be Medium rare at the internal temperature of 110-115° and the Roast Prime Rib should be Medium rare at the internal temperature of 115-120°. The roast pork is seared and roasted to 110 degrees and the time in the oven will be 30 to 45 minutes at 375°

Is the dinner warm when I receive it?

Depending on what time you received your dinner, the turkey may be warm, but not hot. All of the meats are intended to be reheated regardless of the pickup or delivery time. All other sides will be cold. Allow 1/2 hour to one hour for reheating.

How do I know if the Turkey or Prime Rib will fit in my oven?

Our turkeys fit in a standard household oven, although extra racks might have to be removed. Turkeys are packaged in an aluminum foil pan that is oven safe.

In what size/type containers are the side dishes packaged?

Food for the 10 person dinner includes 5 aluminum pans, each pan measures at 11" x 13". The 20 person dinner has 10 aluminum pans measuring the same 11" x 13". The pans come covered and are able to be stacked in the oven. The cranberry sauce, apple sauce, herb demi, shallot au jus, horseradish cream, rosemary jus lie and gravy are packaged in heavy duty plastic quart size containers (32 oz.). The sauces can be heated up on the stove top after being placed in the sauce pan or kept in the container and placed in the microwave. Each container is clearly labeled and paired depending on which package you order.

Where and when can I pick up my dinner?

Our pick up locations are:

Glen Sanders Mansion (1 Glen Ave, Scotia)

Mazzone Hospitality Headquarters (743 Pierce Road, Clifton Park)

What is the brand of turkeys?

All of our turkeys are Grade A and purchased from our Prime vendor. The brand is not known until the week prior but always the highest quality.

What are the reheating instructions for each item?

See separate document labeled "Reheating Instructions" located on our promotions page.

Should I refrigerate the turkey or leave it in the oven until dinner?

We recommend keeping the turkey warm, not allowing the internal temperature to fall below 145 degrees or sit for longer than two hours.

Are there spices used to season the proteins/meats?

The turkey is seasoned with olive oil, poultry seasoning, salt and pepper. The tenderloin and Prime Rib are seasoned with olive oil, garlic, rosemary, thyme, salt and pepper. The Pork Loin is seasoned with olive oil, garlic, rosemary, sage, thyme, Dijon mustard rub, salt and pepper.

Is there butter in any of the dishes?

There is butter in the apple sauce, green beans, stuffing, butternut squash, gravy, apple crumb pie and chocolate flourless cake.

Is there garlic in any of the dishes?

Yes, the tenderloin, prime rib, herb demi-glace, shallot demi-glace, horseradish cream, pork loin, and rosemary jus lie contain garlic.

What items contain peanuts or other nut products?

None, although nuts and nut product oils are present in our production facilities.

What type of oil is used to cook each dish?

We only use olive oil, canola and vegetable oil in our food production.

Can I have my turkey carved?

Yes, for a \$25.00 fee. Some people care to have the carcass (bones) while others do not. Carved turkeys will only come with the carcass if requested in the initial order.

Can I have a smaller size dinner?

No, unfortunately we only offer the two sizes.

How much room do I need in my car for my order?

Please have your car ready to receive your order. Most orders fit in a "mid-size" trunk. The overall size of the packages are approximately 2' x 4'. The 10 person package will have one large box in addition to a shallow tray for the turkey. For the 20 person package, you will have two boxes, and a shallow tray for the turkey. Turkeys are placed in a foil pan with plastic covering and then placed in the shallow box. All boxes should be able to be placed on a flat level surface. We don't recommend open air transportation.

What is the cancellation policy?

One week prior to Christmas. All cancellations need to be done via phone and cannot be done online. To cancel your order or adjust your order please call, 518-583-3003.

What substitutions can be made?

Unfortunately, no substitutions can be made although you do have the ability to add additional sides to any order at an added cost. Additional sides can be ordered on our website mazzonehospitality.com/holiday-ordering/#/

Will my order be confirmed?

Yes, you can check the status online via your confirmation e-mail.

What to Expect Upon Pickup at Each Location

- Pull into the main entrance and follow signs to the pickup entrance. Park as close to the front door as possible. All locations will have signage identifying area for pickup.
- Please try to pick up as close to your scheduled time as possible, this will eliminate long waits.
- At the entrance, look for the reception desk and know the name the order is under, size of order and any additional sides. It is very helpful if you have a copy of your order with you.
- Your order will be brought to you for review. (Note, in some instances, the potatoes and meats are added at the time of pickup). Once the order is reviewed, it will be brought to your vehicle by one of our staff. When walking out, please let us know the color, make or model of your vehicle.
- The order will be placed in your car. Be prepared to have a space open in either the trunk or back seat. The overall size of the packages combined is approximately 2' x 4'.