

THANKSGIVING AT HOME

FREQUENTLY ASKED QUESTIONS

Can I pay when I pick up?

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

Can I have a smaller size dinner?

No, we are only able to offer the two package sizes.

Where can I pick up my dinner?

Glen Sanders Mansion (1 Glen Ave, Scotia)

Hall of Springs (108 Avenue of the Pines, Saratoga Springs)

Mazzone Hospitality Headquarters (743 Pierce Road, Clifton Park)

Can I have my order delivered?

Yes, for a \$75 fee within a 30 mile radius of our Clifton Park Headquarters.

Can I add anything to my order upon pick up?

No, your full order must be placed online in advance.

What substitutions can be made?

No substitutions can be made, although you do have the ability to add additional sides to any order at an added cost.

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

The Green Bean Casserole, Homemade Stuffing and Pumpkin 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, Mashed Potatoes, Butternut Squash, Buttered Corn, and Cranberry-Orange Sauce. If you have specific questions regarding any menu items, please reach out to us directly.

What items contain Gluten?

Stuffing, Green Bean Casserole, Apple Pie, Pumpkin Pie, Gravy and Rolls.

Can I order the entire meal Gluten free?

No, but A la Carte gluten-free items are offered.

Are spices used to season the turkey?

The Turkey is seasoned with olive oil, salt and pepper.

Is butter in any of the dishes?

Yes. There is butter in the Herbed Stuffing, Buttered Corn, Mashed Potatoes, Butternut Squash and both pies.

Is garlic in any of the dishes?

Yes, the Green Bean Casserole and the Herb Pan Gravy do 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.

What do I need to bring with me when I come to pick up my order?

Please have your Spoonfed order number available for pickup.

Is the Turkey cooked when I receive it?

Yes. The Turkey is fully cooked but not hot (excluding the Ready to Roast package which is only available on Wednesday, November 24.). It may still be warm, depending on when your turkey was pulled from the oven. We recommend reheating to the crucial internal temperature of 160 degrees (one meat thermometer is provided in each package). 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. Detailed reheating instructions will be uploaded to www.mazzonehospitality.com/thanksgiving-reheating and included in your package.

How long will it take to reheat my Turkey?

Based on the time of pick up, some of the turkeys may be warm but not hot. We suggest taking an internal temperature before placing in the oven for reheating. The time in the oven will be 30 to 60 minutes. The length of time to reheat depends on how much time you allowed the turkey to cool. Detailed reheating instructions will be available on our website and included in your package.

Is the dinner warm when I receive it?

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. Detailed reheating instructions will be available on our website and included in your package. Depending on what time you received your dinner, the Turkey may be warm, but not hot.

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.

How do I know if the Turkey 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 18-person dinner has 10 aluminum pans, also measuring 11" x 13". The pans come covered and are able to be stacked in the oven. Aluminum pans can NOT go into a microwave. The Cranberry-Orange Sauce and Herb Pan 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 a sauce pan or kept in the container and placed in the microwave.

Can I have my turkey carved?

Yes, for a \$25.00 fee. When you pickup your meal, please specify if wish to take the carcass.

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 smaller packages are approximately 2' x 3'. The smaller package will have one large box in addition to a small shallow box for the Turkey. For the larger package, you will have three boxes, one just a little smaller, and a third shallow tray for the Turkey. The Turkeys for either size orders are packaged the same. Turkey is placed in a foil pan with plastic covering and then placed in a shallow box. All boxes should be able to be placed on a flat level surface. We don't recommend open air transportation.