

GOURMET TO GO

105. W. St. George St. Southport 910-477-1082

THANKSGIVING HOLIDAY MEAL PICK UP SCHEDULE - WEDNESDAY 11/27/24

Please note - This pick up schedule is intended to minimize wait times as best we can, given the number of meals ordered.

General approach

Large Family Orders (6 or more) come in early for pick up (11:00 – 2:00 pm.).

Anyone who ordered **WHOLE PIES or WHOLE CAKES** may come in early (10:00 – 12:00 pm.) even if you ordered other items.

If you DID NOT ORDER A FAMILY MEAL (6 or more) and you DID NOT ORDER A WHOLE PIE OR CAKE – please follow the schedule below:

Phone Number System – *LAST FOUR DIGITS OF YOUR PHONE NUMBER* (this is called your pick up #):

0000 – 2000 - 11:00 – 1:00 pm.

2001 – 4000 1:00 – 2:30 pm.

4001 – 6000 2:30 – 4:00 pm.

6001 – 8000 3:45 – 5:00 pm.

8001 – 9999 5:00 – 6:30 pm.

*IF YOU MADE A SPECIAL REQUEST FOR A SPECIFIC TIME FOR PICK UP – **AND IT WAS VERBALLY CONFIRMED** – your order will be available per your request. If you can not make the time slots mentioned above – PLEASE DO NOT CALL THE STORE – send an email to: gourmettogosouthport@gmail.com with your customer number and we will respond.*

The staff will be working till 7:30 pm. WEDNESDAY evening, so pick ups can be completed as late as 7:30 pm.

PLEASE NOTE – IF YOU ARE AN EARLY RISER – WATCH YOUR EMAIL CLOSELY – ONCE THE STAFF IS PREPARED TO OPEN THE DOORS FOR PICK UPS an early bird email will be issued – and anyone – who wants to avoid the crowds – can come during the early bird time slot – That time slot WILL BE ANNOUNCED THE MORNING OF WEDNESDAY 27th.

DELIVERIES: Deliveries WEDNESDAY will be **between 2:30 – 5:00 pm.** NO CHANGES CAN BE MADE TO THE DELIVERY SCHEDULE. Orders will be left outside the home if customer is not available.

ORDERS ARE NOT CONFIRMED TILL PAYMENT IS MADE.

COMMONLY ASKED QUESTIONS & ANSWERS FOR THANKSGIVING MEAL DEAL

Q: How will my food be packaged?

A: For SINGLE OR DOUBLE orders (ex. Single Turkey Dinner) - each order will be packaged in the appropriately sized microwaveable containers – similar to those you may have received with prior daily menu orders. For family meals (6 people), items will be packed in ½ pans (aluminum) for oven reheat. Slices of turkeys ordered will be packaged in the appropriately sized container – microwaveable – unless four or more orders were requested which will be packaged in ½ pans (aluminum) for oven reheat.

Q: If my meals came in microwaveable containers – can I reheat in the oven?

A: Yes, you must transfer into oven safe bakeware. Recommend reheat: 375F preheat, Cover with tinfoil, 10 – 15 min.

Q: I requested a substitution. Will I be guaranteed a substitution?

A: No substitutions can be accommodated during the holiday meal deal due to the shear volume of orders.

Q: What is the PICK UP process?

A: You have been assigned a Pick Up Number. It is the last four digits of the phone number you provided at the time of the order

Ex. If your phone number is 910-555-1212 your **PICK UP NUMBER IS: 1212**

You have been assigned a pick up time. SEE SCHEDULE. Two customers are permitted in the store at a time. Since all orders will be paid for in advance, you simply need to provide your pick up number and we will review and package your meal for your. If at that time you need to purchase any sides or desserts, some will be available at that time - cash only for any additional items.

Q: I ordered a Turkey Dinner - What does it include?

A: Turkey, Mashed Potatoes, String Beans, Cranberry Sauce, Dressing (Stuffing), Gravy. Gravy is served atop of the Turkey unless it's a FAMILY MEAL for 6 – which will be served on the side.

Q: I ordered a Ham Dinner - What does it include?

Ham, Mashed Potatoes, String Beans, Cranberry Sauce, Dressing (Stuffing).

Q: Can I add items the day of pick up?

A: Possibly. We always make extras - gravy, stuffing, cranberry chutney, ham, turkey. You may purchase those - if available that day - CASH OR CHECK ONLY. If you now know you need something else - order it before Friday so you are covered.

Q: What time is pick up?

A: See schedule.

Q: How much food is included in a single order? Will a single feed more than one? Will I have left overs?

A: The meal deal, for a single is \$18.95. The meal is designed and priced for ONE PERSON. If you need food for more than one person or want leftovers, you may want to consider ordering additional meals. The same is true for all other sized meals.

Q: I haven't paid for my order...when is the best time to call or come in with payment?

A: **You are not guaranteed your order unless you are paid in full by Friday 11/22/24**

Q: Are you offering PIECES of pies or cakes?

A: Yes. If you missed out on ordering pie or cake pieces - you can still add slices the day of pick up – we will be stocked.

Q: How do I tip the employees of Gourmet to Go?

A: Although we don't expect tips, we appreciate tips. For this event, tips will be divided up among all employees supporting this event. Please know - our employees appreciate our customers and your generosity.

Q: How do I reheat my food? Is my dinner cooked?

A: All food is cooked that leaves our facility. Reheat instructions are below.

PLEASE DO NOT CALL THE STORE WITH ANY QUESTIONS REGARDING THANKSGIVING.
PLEASE EMAIL OUR COORDINATOR DIRECTLY AT:

gourmettogosouthport@gmail.com

THANK YOU FOR CHOOSING GOURMET TO GO & CATERED AFFAIRS FOR YOUR HOLIDAY DINNER
HAPPY HOLIDAYS TO YOU AND YOUR FAMILY!

REHEATING INSTRUCTIONS:

All the BLACK CONTAINERS WITH CLEAR LIDS are microwaveable safe.

Let your food come to room temperature for one - two hours before heating. Pop the lid on your container and heat for two minutes on High. Every microwave is different, so you may need 30 more seconds or even 1 - 2 minutes more but this is a good starting point. Start lower and work your way up. Remember, all of our food is cooked - and you are reheating only to your desired temperature.

NOTE: Remove your CRANBERRY CHUTNEY from the containers and any other small cups with lids for gravy from your containers BEFORE microwaving.

FAMILY STYLE - If you have been provided your food in METAL TIN PANS - THESE ARE NOT MICROWAVE SAFE - follow the oven directions on the lid.

If you prefer to re-heat in an oven, transfer into oven safe bakeware. Recommend reheat: 375F preheat, cover with tinfoil, 10 – 15 min.

IF YOU HAVE QUESTIONS REGARDING REHEAT AFTER YOU LEAVE OUR STORE: You may call 910-477-1082 after 7:30 pm. WEDNESDAY evening.

REMINDER: We will be closed Thanksgiving day reopen TUESDAY 12/3/24 at 11:30,

THANK YOU & HAPPY HOLIDAYS

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| <i>Adam</i> | <i>Chef Jill</i> | <i>Samantha</i> | <i>Kat</i> | <i>Paige</i> | <i>Jolanta</i> |
| <i>Kathleen</i> | <i>Debbie</i> | <i>Mary</i> | <i>Carol</i> | | |