



## FREQUENTLY ASKED QUESTIONS

### CHEF'S MASTER CLASS

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**Q. What is a virtual cooking class?**

A. Our virtual cooking class is a safe and comfortable way to learn how to make some of your favorite Andiamo dishes. The cooking class is led by Andiamo Executive Chef Jim Oppat. With the help of Zoom technology, we can easily escort you and your guests through an interactive and hands-on cooking class.

**Q. What does the virtual cooking class entail?**

A. Participants will learn how to make a lavish Osso Bucco alla Milanese with a rich saffron risotto. They will learn master cooking techniques like searing and braising. The purpose of the class is to create an authentic, made from scratch dish that serves four people.

**Q. What platform are you using to host your virtual cooking class?**

A. Andiamo will use the [zoom.us](https://zoom.us) platform.

**Q. Do I need to download the Zoom app?**

A. You do not need to download the Zoom app to join. Just click to join the webinar at the given time sent to you in the invitation.

**Q. I have never joined a Zoom webinar is there someone I may speak with someone prior to registering for more details?**

A. For any questions or inquires on how to use Zoom please refer the Zoom help desk [here](#).

**Q. Can I attend the cooking class in person instead of online?**

A. This is an online-only event.

**Q. What do I need to view the online event?**

A. You may access the Zoom webinar via computer, tablet, or mobile device with internet access.

**Q. What do I do if I have issues connecting to the Zoom event?**

A. The Andiamo IT team will be on hand to help with connection issues if they arise. The Zoom platform offers a session for you to practice connecting prior to the event.

**Q. Can I ask Executive Chef Jim Oppat questions during the virtual cooking class?**

A. Yes, you can ask him questions in the chat box during the class.

**Q. Will the recipes for the virtual cooking class be provided?**

A. Yes, the cooking class package will have the recipes needed for the class.

**Q. What does the virtual cooking class package include?**

A. The package includes all ingredients needed and a loaf of fresh-baked bread needed for the cooking class. Premium chef add-ons are available for purchase.

**Q. How many people does the cooking class package serve?**

A. It serves four people.

**Q. What if my at-home cooking class group is more than four people?**

A. You can purchase additional cooking class packages to accommodate the size of your party.



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**Q. Do I need additional tools for this virtual cooking class?**

A. Yes, you will need ample counter space, knife, cutting board, large skillet, medium sauce pot to make about three quarts of sauce, oven, aluminum foil, pot to make the risotto, small mixing bowl, plates, and silverware.

**Q. Does the cooking package ingredients have gluten, dairy, or nuts?**

A. Yes, the cooking class package contains gluten and dairy. If the dessert cannoli is purchased it contains nuts.

**Q. Is the pasta dish vegan or vegetarian?**

A. No, the dish is not vegan nor vegetarian..

**Q. Do I need to purchase the entire package?**

A. Yes, the package is sold as a cooking class event.

**Q. How long will the food from the virtual cooking class stay fresh once cooked?**

A. The leftover items from the class can be enjoyed for up to three days after cooked if refrigerated.

**Q. Can I use my Andiamo gift card to purchase the virtual cooking class?**

A. We do not accept Andiamo gift cards for online purchases.

**Q. What if I register and cannot attend?**

A. If you are registered and cannot attend the online event you will receive a link to the recorded session that you may access after the tasting.

**Q. Can I get a refund for my virtual cooking class?**

A. We have a NO refund policy.

**Q. Which location do I pick up my cooking class package?**

A. Please pick up your wine tasting package at the same selected location you chose at the time of registration.

**Q. When do I pick up my package?**

A. You may pick up your cooking class package on Thursday, January 21 at the Andiamo you are registered at after 5 p.m.

**Q. Will I be given serving and storing instructions when I pick up the package?**

A. Yes, a written guide will be included with your order that features the recipes.

**Q. What is the deadline to register for the virtual cooking class?**

A. The deadline to register for the Chef's Master Class Virtual Osso Bucco alla Milanese Night is Monday, January 17.