



## *Zoës Kitchen Catering Rewards Program*

### *Frequently Asked Questions*

#### **Program Details**

##### **How do I sign up for the Zoës Kitchen Catering Rewards Program?**

Easy! Go to [zoeskitchen.com/cateringrewards](http://zoeskitchen.com/cateringrewards) and follow the prompts.

##### **How Does Zoës Kitchen Rewards Program Work?**

When signing up, you will choose your program reward of choice. For every NET (pre-tax) dollar spent, you earn one credit. During the reward year (December 1<sup>st</sup> through November 30<sup>th</sup>), your catering orders will be tracked when you use your cell phone number to place the order. We will mail or email the reward to the provided address in December!

##### **Do I need to keep track of my balance or turn in receipts?**

No. Catering Orders are linked with your cell phone number. Be sure to inform your location that you are a Catering Rewards Member so they can assure you receive credit for your purchase. You can view your balance and profile information online at [zoeskitchen.com/cateringrewards](http://zoeskitchen.com/cateringrewards). It is a good practice to keep all receipts for your records, copies are okay.

##### **What locations participate in the program?**

All of them!

##### **Do I need to tell a different or new location that I am a rewards member?**

Yes, please be sure to inform the Catering Manager that you are signed up for catering rewards. They will begin tracking your spending when provided with the phone number you used to sign up with.

##### **Can I discontinue my participation in the rewards program?**

Yes, please contact your local Catering Manager to be removed from the program.

##### **I thought I was already signed up, how do I know?**

If you have filled out your information online you are signed up. You may sign into your account to see your current balance at [zoeskitchen.com/cateringrewards](http://zoeskitchen.com/cateringrewards)

##### **I use multiple locations; do they link me to my rewards?**

We can link rewards for all locations you use. Be sure to inform the catering manager you have a rewards account.

## Registration

### **Why do I have to provide my phone number?**

This is the number we will use to link your order to your catering rewards account.

### **Do I have to print out my confirmation email?**

No, you can be eco-friendly! It is best to save the email in your inbox as a reference.

### **Why can't my company sign up for rewards?**

Our rewards program is structured for individual use only. If multiple people in your office cater with Zoës, they can all sign up for rewards!

### **Is my information private?**

Yes, we do not share your information with anyone.

### **How do I edit my info?**

On [zoeskitchen.com/CateringRewards](https://zoeskitchen.com/CateringRewards) click access your account. Once logged in, you will see your "Virtual Cards." Under the graphic of the virtual card, click the small "Edit Profile" link. Edit your information and save the changes. Please keep your personal information up to date, this is where we'll send your reward.

## Rewards Points & Details

### **When will I receive my reward?**

We close our reward year on November 30<sup>th</sup> and quickly begin processing all accounts through. All rewards are sent no later than December 25<sup>th</sup>.

### **What do I have to do to request for my reward to be sent to me?**

Nothing. Just be sure all of your correct information is in your online profile and we will get it to you.

### **When will I be eligible for a reward?**

As soon as you sign up and place your first order!

### **Does my reward expire?**

All rewards are paid out at year end. They do not roll over to the next year.

### **How much do I need to spend to earn ONE reward?**

One NET (pre-tax) dollar spent = One reward point

### **I order frequently and my account balance says 0. What do I do?**

Contact your local catering manager and let them know your account is showing 0.

**Will I receive lots of emails from Zoës Kitchen?**

Nope! We only send emails when it's something that can benefit you. Like a free entrée for your birthday!

**Why am I not receiving emails from Zoës Kitchen?**

You opted out of our email club ☹️ [Click Here](#) to sign back up.

**My question isn't answered on this FAQ sheet. What do I do now?**

You can email or call your local catering manager for further assistance! [Click Here](#) to fill out the online contact form and we will help answer your question.

**SIMPLE. TASTY. FRESH!**