

# QUALITY SALES NEWSLETTER

FIRST QUARTER | 2025

## JANUARY

Happy New Year! This is a special new year for us, with our new ordering system fully up and running. Remember to file for your PFD and time to get W2's out for your employees.

## FEBRUARY

Valentine's Month. Time to think of romantic dinner specials for your guests. Dog sled racing, winter events in full swing and much more in February.

## MARCH

Time for Ice Sculptures. The World Ice Art Championships fall in March. Great winter month for tourism too. Get those additional hungry guests while they are out Aurora hunting.

### HAPPY NEW YEAR!

This year we made the transition to Charlie's Produce's (our sister company) ordering platform. We still have will call ability, but we ask to call ahead a minimum of an hour before pick up. Get with your sales rep for new online ordering information. We are happy to show you how to place orders with the new system.

### PRODUCE CORNER



We can now order any produce stocked in our Anchorage warehouse with a transfer. Make sure you have your special requests in before noon Tuesdays, Thursdays and Fridays for next business day delivery or pick up. Very exciting news!

### Food Trivia: 1st Quarter

What are the top two popular spices in the World?

Pepper & Mustard



### RETURN & CREDIT POLICY UPDATES

#### Our Product Return & Credit Policy Does 5 Things

- 1.Ensures product wholesomeness & quality.
- 2.Reduces product loss.
- 3.Speeds the processing of credits.
- 4.Assures that all product handling is compliant with HACCP, USDA, FDA, OSHA, and HAZMAT requirements.
- 5.Reduces the risk that a tampered product could be redistributed to another customer.

#### When Your Delivery Arrives, YOU SHOULD KNOW

- 1.Your Quality Sales delivery driver will gladly help you verify that the items delivered, agree with your invoice, and meet your expectations.
- 2.In most cases you can choose to return any delivered item for credit at time of delivery (this does not apply to special order items).
- 3.If a product is short on delivery, your delivery driver will issue you a returned product receipt. If replacement product is needed, your delivery driver will call and make the request, if discovered after the driver has left, you may contact your Sales Rep or Customer Service.
- 4.It is very important that when you receive your order you check it in thoroughly. Once you have signed or paid the invoice, we assume that you received your order in its entirety, and you are satisfied with the items received.

**Our return policy after time of delivery is limited.** An item\* may be returned, after delivery, ONLY if it meets the following important food safety guidelines:

- 1.**Time**-All requests for pickups and credits must be made within 24 hours from the time of delivery by speaking with Customer Service or your Sales Rep. If a request is not made within 24 hours of delivery you may forfeit your right to return the product for a full credit. Please note that it is not acceptable to wait until you place your next order to request a pickup or credit for any item unless that item was received within the 24-hour time frame.

(cont. pg2)

# FAIRBANKS EVENTS

FIRST QUARTER | 2025

## JANUARY

- January Ice Dogs Hockey, Big Dipper Arena
- Mondays until April 28th Trivia Night at The Cabin 7pm-9pm, 910 Old Steese Hwy
- January 24th-25th, Between Bridges Burbot Bash-Nenana Fishing Derby 24 hour event
- Wednesdays "Wine'd Down Wednesday" Northern Whimsy Studios (projects start at \$15)

## FEBRUARY

- Nanook Hockey Until February 8th, Carlson Center arena
- February 1st, Broadway's Next Hit Musical, UAF Salisbury Theatre, 7:30pm-9:30pm
- February 1st, Yukon Quest Start at 11am Morris Thompson Visitor Center
- Tuesdays, King Trivia Banks Alehouse starts at 6pm

## MARCH

- February 27th-March 1st, Festival of Native Arts, UAF Campus, re-occurring daily
- March 1st, Mardi Gras Coffee Shop at The Folk School, Pioneer Park Cabin 66
- February 14th-March 31st, World Ice Art Championships, Tanana Valley Fairgrounds, re-occurring daily
- Until March 16th, Dog Musers Association Races

## FLOURLESS CHOCOLATE TORTE

**Prep:** 20 minutes **Cook Time:** 40 minutes  
**Servings:** 12

### Ingredients

- 5 large eggs, separated (Nest Best 032-09104)
- 12 ounces semisweet chocolate, chips (Ghirardelli 491803)
- 3/4 cup butter, cubed (Darigold 210664)
- 1/4 teaspoon cream of tartar (Baron Spice 635955)
- 1/2 cup sugar (C&H 579030)
- Confectioners' sugar, optional (C&H 737675)

### Directions-Preheat oven to 350°.

1. Place egg whites in a large bowl; let stand at room temperature 30 min. In top of a double boiler or a metal bowl over barely simmering water, melt chocolate and butter; stir until smooth. Remove from heat; cool slightly.
2. In another large bowl, beat egg yolks until thick and lemon-colored. Beat in chocolate mixture. With clean beaters, beat egg whites and cream of tartar on medium speed until foamy.
3. Gradually add sugar, 1 tablespoon at a time, beating on high after each addition until sugar is dissolved. Continue beating until stiff glossy peaks form. Fold a fourth of the egg whites into chocolate mixture, then fold in remaining whites.
4. Transfer to a greased 9-in. springform pan. Bake until a toothpick inserted in center comes out with moist crumbs, 40-45 minutes (do not overbake). Cool completely on a wire rack.
5. Loosen sides from pan with a knife. Remove rim from pan. If desired, dust with confectioners' sugar.

(cont. from pg1)

**2. Temperature**-To maintain product integrity and wholesomeness, any perishable returns must be stored at the proper temperature.

**3. Packaging**-To receive full credit for your returns, they must be in their original packaging, free of marking or damage, with the purchase label still intact, unless product was damaged at time of delivery, or the issue was discovered during processing of the item.

\*In addition, do not return product from a previous delivery with your delivery driver, unless they have a pickup slip for that item.

There is no guarantee that a credit will be issued for any returned product without a pickup slip.

## IMPORTANT FOOD GUIDELINES

### Dairy, Eggs & Fresh/Frozen Meat

·Inspect all these products thoroughly at time of delivery. These commodities are not returnable except at time of delivery. This means you must ensure that all products received meet all your expectations including shelf life at time of delivery. The only exception will be for key drops and even then, Customer Service or your Account Executive must be contacted within 24 hours for a pickup.

### Processed Non-Stock & Pre-Order Items

·At your request, these items have been made or purchased especially for you, they can take up to **4 weeks** to procure and because they cannot be resold, they are not returnable unless damaged or have questionable quality at time of delivery.

·It is very important that you inspect the product at time of delivery because WE WILL NOT ISSUE CREDIT ON THESE PRODUCTS.