



# NACE Philadelphia

National Association for Catering and Events

## Dining in the Dark

Sep 10, 2019 | Constellation Catering



PHILADELPHIA · SOUTH JERSEY  
DELAWARE CHAPTER

*An Interview with  
Madison Gentile,  
NACE-Philadelphia  
Director of Programs*



Dineable delivered critical information that raised our hospitality and execution for our marquee Dining in the Dark event at the Phila. Mann Center.

Our chef meticulously crafted the aromas, textures, and flavors to take the food experience to a very high level.

As a foodie might guess, the chef picked a savory, crunchy pancetta to elevate the main course, a risotto. Thank goodness we used Dineable! Multiple ticket-buying guests needed to avoid pork, shellfish, gluten, and more. What more do I need to say?



## Our Hospitality Was Tops

*The chef's menu called for pork and Dineable helped us plan ahead for those who could not eat pork.*

Madison, for a major event, there are lots of moving pieces from event design to details like tenting and planning the menu. How do you balance getting too little or too much information regarding your guests?

### The Right Amount of Information from Dineable

For starters, our view about our marquee Dining in the Dark event was to shoot for the stars with a pinnacle experience. This meant knowing as much as possible about each guest to deliver the highest hospitality.

We used Dineable in its “tell us everything” mode and all was well. Here's why:

1. We asked everyone to use Dineable and 25 guests did. Of those 25, 9 people needed specific attention to food restrictions. Out of 130 tickets, this hit our mark for being high hospitality focused and did not cause a workload issue.
2. We saw important combinations of gluten-free & vegetarian and gluten-free, fish & shellfish restrictions in some guests. The Dineable Advance Notice Report made this clear.
3. Two guests indicated a restriction on Pork, one as a preference and one for religious purposes. This was very important to get right.

### Most Importantly, We Got it Right Across the Board

- **More Information Helps Us Run Major Events Better.**

When you see pork and egg restrictions in the Dineable Advance Notice Report you simply are relieved you have the information to take to the chef. As a professional association, we delivered our event at the level we wanted, and we were happy to use Dineable.

There is more Dineable can offer and I am looking forward to seeing everything it can do. I can say I am pleased we took the step to use Dineable.