



A Slice of New York's Frequently Asked Questions

What kind of pizzas do you offer?

We offer two types of pizza: Neapolitan (thin and round) and Sicilian (thick and square).

What is your Margarita pizza like?

This is not a typical Italian Margarita pizza. It is not a sauce, cheese, and basil pizza like traditional margarita pizzas are. If that is what you would like, simply order a plain with basil.

Our Margarita is a Neapolitan (thin crust) without a bottom layer of sauce, our home made garlic oil, Italian peeled plum tomato (pureed), mozzarella, fresh basil, fresh chopped garlic, fresh parmesan cheese, and Extra Virgin Olive Oil.

Pies? You sell pies?

Sort of. We sell pizzas. In NY, pizzas are referred to as "pies," as in a pizza pie. So, please don't get excited and ask us if we sell apple or pumpkin 😊.

What is Sicilian pizza?

It is **not** Chicago deep dish. The sicilian pie is cooked in a 17"x17" pan. It ends up being about 1 1/2" thick, with extra sauce and extra cheese. It is not filled with anything. You can also order a Sicilian with any toppings you like.

What's on a Meatlover Sicilian?

A Sicilian pie base with the following meats added:

- Pepperoni (on bottom layer)
- Salami (diced)
- Smoked ham (diced)
- Meatball (sliced)
- Spicy Italian sausage (shredded)

Stands about 2" when done.

Why don't you wear gloves? Isn't it more sanitary to wear gloves?

We don't wear gloves because we wash our hands all the time. As long as a person making, preparing, or handling food has washed their hands properly, all is well. Making pizza is a very physical process and it requires a personal touch. Besides, once people start wearing gloves, they forget to change them after they are dirty (e.g., from ringing someone up at the register). We always wash our hands after handling money...it just has to be done. If it's not done, let us know...and let them know too!!!

What's this I hear about a guarantee?

We guarantee our products. Period. We would like all our customers to leave our place happy. If you are not satisfied with something you were charged for, let us know what did not meet your expectations, why it did not meet your expectations, any suggestions to improve our offerings, and what you feel is a reasonable solution to the problem at hand. We will try to make it right so you are happy. If it seems reasonable, you'll get it. If not, we will offer what we feel is a reasonable compromise.



How many slices in a small vs. a large? How many people do they serve?

We cut everything into eight slices. Don't think about how many slices there are, think about the size of the pie. A small is 14", as big as most local place's large. Our large is 18" and bigger than most others even offer. Don't let the number of slices concern you. We could cut our pie into 30 slices, but that number is relatively meaningless. Our house pies (the pizzas we have on display for slices) are cut from a 20" pizza and also cut into eight slices. Think of it like this: An 18" pie is 65% larger than a 14" pie; and the 20" house pie is 23% larger than an 18" pie. It's the whole circle volume and πr^2 thing.

Why don't you have a medium pizza?

Well, our small is like a medium. Heck, if you look at a Round Table® large, it is the same size as our small. So, do let a name fool you. A name is just a name. Our small is pretty big. If we called our small a medium and we only had medium and large, it would sound silly. We have a small size and a large size. We are not trying to convince you how big it should be based on a made up name like a coffee shop.

How many people does a small pie feed? How about a large?

Well, that depends on how hungry you are, how much you can eat, and if you are eating anything else. Typically, a small will serve 2-4 people and a large will serve 3-5...maybe 3-6. Me personally, I can put down a house pie by myself (20+% bigger than a large), so it is very difficult to determine the right amount. I always tend to order extra when I go anywhere because I like leftovers, but that's just me.

My pizza today is different than yesterday. How come?

Yes, your pie will be different every time you come to our shop. We will always do our best to make sure you receive a good product, but it will never be exactly the same as it was last time. Why? Because we make everything by hand and from scratch. Nothing we serve (other than sodas and tiramisu) is made outside of our shop. We put care into all of our products so you leave with something we are proud of and something you will enjoy. We use deck ovens and wooden peels to make the pies, not screens and conveyer ovens. Our pizza makers are craftsmen/women that take pride in what they serve you. If you are not happy with something, please let someone know so we can resolve the issue.

You have Drakes?

Yes, we stock Drakes products. We try to always have Devil Dogs, Ring Dings, Yodels, Funny Bones, and Coffee Cake. The list of what is in stock is on our wall. We get them shipped in from NYC, so please be patient if we run out.

How do I warm up my pie or slices?

1. Preheat the oven to 475° with a pizza stone inside (bottom shelf). If you don't have one, a cookie sheet will do nicely. A toaster oven also works great.
2. Once the oven is nice and hot, put a slice or two on the stone or cookie sheet for a minute or two. Any moisture that has built up on the crust will evaporate and the slice will get nice and crispy. This is very important for veggie pizzas or combo pizzas like the "Times Square" or "The City."
3. DO NOT MICROWAVE...you will zap the life right out of the pizza, making it soggy, then hard.
4. You can use a toaster oven too. Follow the same procedure as above.



Do your prices include tax?

Yes. All our prices include tax and are “round” numbers. This means that the price you see is the price you pay. All taxes are included. For example, our large plain pie costs \$18 out the door. In reality, the pizza costs \$16.63 + tax. The net result is \$18. There will be temporary surcharges applied from time to time based on market conditions (e.g., flour instabilities, temporary sales tax increases, etc.). Since a surcharge is temporary, we do not modify the menus to reflect this change. We will post information so our customers understand the cause of the surcharge.

Are any of you from NYC?

Yes, but that really doesn’t mean very much. If you want real NY pizza, just come in expecting it and see how we do. You be the judge.

How do I get a real pizza stone?

We are offering the ability to get a commercial pizza stone for your home. It is just under 16” in diameter and should be able to fit in all home ovens, even smaller ones. Gas or electric is irrelevant when using a stone cooking surface. The deal is you always leave the stone in your oven (except when you clean the oven). It will make your oven cook and work better, maintaining consistent temperatures, and actually improving energy efficiency. See www.aSliceOfNY.com for details. We try to keep a supply of these, but we do run out.

We can also order custom size surfaces. If you are making a pizza chamber at home or want to experiment with brick oven cooking, we can help you create the ideal oven for you. Please contact us for additional information: ovens@aSliceOfNY.com.

How long does it take to make a pizza?

About ten minutes. If there are orders ahead of yours, we will tell you at the time of ordering so you can plan your arrival.

Do you have seating?

Yes. In San Jose, we have six stools inside. Outside, we have a covered area with two large tables, eight large armchairs for you to relax in, a four person picnic table, and two stools at the outside counter. At our Sunnyvale location, we do not have outdoor seating, but we have plenty of indoor seating. We even have a “Subway car” you can reserve that will hold 20-25 people.

Do you deliver?

No. In order to provide the best quality and service, we do not deliver individual pizzas. However, for large events or corporate orders, we will deliver to your office or home. We have a 15% catering fee added on to the order to cover costs and a small portion goes to the employees; however, tipping is always appreciated. For repeat catering customers, the fee is reduced to 10%. We are considering having a \$25 minimum delivery charge so smaller orders can also be delivered, if needed. Please email us to inquire: catering@aSliceOfNY.com.

Is your cheese from California? What cheese do you use?

No, our cheese is not from California. We only use part-skim premium mozzarella cheese from the Grande Cheese Company in Wisconsin (<http://www.grande.com>). It is the best cheese money can buy and what all



the pizza shops in NY use. Why? Because it tastes the best and is the most consistent high quality cheese available. We get seven pound blocks directly from the company and shred them at the shop daily so you get the freshest ingredients possible.

Does your cheese have rennet? Is your rennet animal based? What is rennet?

Rennet is an enzyme that is used to turn milk into cheese. The only cheese we use is from Grande Cheese Company and they use a plant based (not animal based) form of rennet. Here is a quote directly from William Harder, Director of Quality Assurance and Technical Services:

“Grande Cheese Company uses a highly purified, natural milk clotting enzyme (rennet) for cheese manufacture. The enzyme is derived from a pure culture fermentation and is non GMO according to European standards. The enzyme is also Halal and OK Kosher approved and manufactured in the United States of America.

Grande Cheese Company uses only microbial rennet in its Mozzarella and Parmesan Cheese lines. No animal based rennets are used.”

How many locations do you have? Are you a franchise?

We are NOT a franchise. We are a family owned and operated business that started in 2006 at 3443 Stevens Creek Blvd., San Jose, CA. We are right next to Stevens Creek Surplus and JJ’s Blues. In 2011, we opened our second location in BevMo Plaza at 1253 W El Camino Real, Sunnyvale, CA, with expanded seating, parking, and beer.



What is a Slice Card?

A Slice Card is a reusable/reloadable “debit type” card. It can be used just like cash and should be treated like cash. We would prefer the use of this card over cash (or any other form of non-cash payment) in Sunnyvale to allow us to improve efficiency and keep our business, our employees, and our customers safe. In February 2011, we will be starting a program in the Sunnyvale store that allows customers to receive a *free* slice of cheese when they purchase a Slice Card for \$20 or more. In addition to that, every time the card is reloaded in Sunnyvale with \$20 or more, the customer can choose *any* slice on display for *free*. The card can be used in both locations for purchases just like a debit card. In the future, we are looking to utilize the Slice Card for other programs. We hope you will give it a try. Here are some additional questions and answers about the Slice Card and the program we are introducing:

Q: What is a Slice Card?

A: A Slice Card is a card that can be used like a debit card at our shops. You can put money on it (like a gift card) to use any time.

Q: How does the “Free Slice” program work?

A: In Sunnyvale, whenever you purchase a Slice Card for \$20 you get a free cheese slice. Every time you add \$20 to your Slice Card, you get any slice on display for free. The free slice cannot be combined with lunch deal (i.e., 2 slices = free soda).

Q: Can I purchase a Slice Card in San Jose?

A: Yes, but to receive a free slice, you need to purchase the card in Sunnyvale.

Q: Can I use the Slice Card in both stores?

A: Yes.

Q: What can I buy with the Slice Card?

A: Anything for sale in the either shop!

Q: Why is ASONY doing this?

A: We want to introduce you to Sunnyvale and to encourage the use of the Slice Card. Future programs are planned with the Slice Card.

Q: Will this program end?

A: We’re not sure. Let’s see how it goes.