

# HANDLING GUIDELINES — What Should I Know About My Golden Boy Products?

## Shelf Life

- These stated limits are for maximum freshness. Even though the products may remain edible longer, we recommend use within this time frame, so your customers get the full advantage of being served a **FRESH BAKED** product. Unless specified, shelf life is based on keeping products **REFRIGERATED**.

### Fresh Baked Pies

- Fruit & Pecan Pies – **Four Days**
  - Whipped Topped Cream Pies (except Banana) – **Three Days**
- Pumpkin & Meringue Topped Cream Pies (except Banana) – **Two Days**
  - Banana Cream Pies (any topping) – **One Day**
- Cheesecake Pies and Key Lime Pies – **Four Days (One Month if frozen)**

### Fresh Baked Cakes, Cheesecakes, Blondies, Brownies & Treat Bars

- All Varieties – **One Week (One Month if frozen)**

## Refrigeration

- Because we do not add any preservatives to our products, refrigeration is **CRUCIAL** to many of them. Where a specific temperature is given, this is based on current Health Department requirements.
- **Hint:** As with all food products, best results are obtained when the product is securely packaged to limit airflow. Pie boxes are available for purchase, or cover with plastic wrap. You can cover cream pies with plastic wrap by carefully inserting picks to hold the wrap up off the topping! Keep Banana Cream pie fresher by sealing cut edges with plastic wrap.

### Pies

- **CREAM PIES** must be kept **CONSTANTLY REFRIGERATED** below 41° F. This includes all meringue-topped and whipped-topped pies, as well as all pecan, pumpkin, sweet potato, key lime, and cheese pies. We refrigerate them immediately after baking, deliver them to you in refrigerated trucks, and place them directly in your cooler.
- **FRUIT PIES** do not need to be refrigerated, but doing so will extend freshness.

### Cakes

- We recommend that all cakes be kept refrigerated, to extend freshness. Seal cut edges with plastic wrap.
- **CREAM CHEESE ICED** and **WHIPPED TOPPING ICED** cakes should be kept refrigerated to maintain stability of the icing.

### Cheesecakes

- Our Pre-Cut Cheesecakes must be kept refrigerated. Refrigeration is fine for prompt use. If you expect to keep them more than one week, they should be frozen on receipt, and stored in the freezer until ready to use.

### Blondies/Brownies

- Refrigeration is not required, but can extend shelf life – especially if uniced.

### Treat Bars

- Refrigeration is highly recommended.

## Freezing

- Many of our products can be frozen, so waste is almost eliminated! Be sure to cover and seal tightly to avoid freezer burn.

### Pies

- **FRUIT PIES** should be frozen whole ONLY. Thaw in refrigerator overnight. Keep in mind that freezing may cloud CHERRY pie, and BLACKBERRY may marble the top crust when thawed. Some customers have reported they eliminate these problems by thawing the fruit pies slowly in a warm oven.
- **CREAM PIES** cannot be frozen, regardless of topping. Filling texture and crust would suffer.
- **CHEESE PIES** can be frozen whole OR cut! Thaw in refrigerator. Keep in mind that freezing will cloud the cherry topping. You might try buying plain cheesecake, and adding your own cherry – or other fruit – topping as you serve each piece.
- **KEY LIME** can be frozen whole OR cut. It's even delicious served frozen!

### Cakes

- All cakes may be frozen whole or cut! Seal cut edges with plastic wrap. Most will cut better when frozen.
- **CARROT CAKE** cuts best when frozen, and will thaw quite rapidly.
- **CHOCOLATE CAKE** may be frozen. Allow time for thawing, so the piece will look its prettiest. Water droplets that may condense on the thawing chocolate icing will be reabsorbed after a few minutes.
- **BLACK FOREST CAKE** may be frozen. Note that freezing may cloud the cherry filling. If it does not clear up when thawed, you might try microwaving a piece for about 10 seconds. Watch carefully, so you don't melt the whipped topping icing!
- **WHITE CAKE with BUTTERCREAM ICING** may be frozen. NOTE: Icing will crack if you try to cut it when it's cold. We recommend that you bring it to room temperature before cutting.

### Cheesecakes

- We recommend freezing – so you'll never have any waste! Just be sure to keep the specially designed freezer box tightly sealed.
- Remove a piece and microwave for 10 to 20 seconds before serving. Or let it thaw for 2 hours in the refrigerator (30 minutes at room temperature, but do not leave unrefrigerated after that).

### Blondies/Brownies/Treat Bars

- Seal tightly in a large plastic bag, and freeze for extended shelf life. If iced, you may want to freeze first, then bag right away, so the icing won't stick to it. Be sure to remove bag from iced brownies before thawing.
- Brownies cut well when frozen. Just microwave the cut piece briefly before serving.

# Handling Guidelines *(continued)*

## Cutting

### Pies

- Freshness of all pies is retained best if pieces are cut from the whole pie only as needed.
- **FRUIT PIE crust**, like all our pie crust, is **flaky** – the sure sign of quality – so it breaks more easily than the mealy crust of lower quality pies. To lessen breakage, try chilling thoroughly before cutting.
- **CREAM PIES** should be cut using a knife dipped in water. Rinse between cuts, to keep the topping and sides looking pretty.

### Cakes

- All cakes, except White Cake with Buttercream Icing, will cut best when frozen. Always use a long, sharp knife, and make a single cut. A serrated knife may be easiest to use.
- **CARROT CAKE**, because of the quantity of fruits in the cake, cuts more cleanly when frozen.
- **WHITE CAKE with BUTTERCREAM ICING** should be brought to room temperature before cutting. Otherwise, the icing may crack.

### Cheesecakes

- All cheesecakes are PRE-CUT into your choice of 12 or 16 slices.
- You may also special-order uncut cheesecakes. But even your customers buying whole cheesecakes will probably be happier with a pre-cut cheesecake. Cutting them with a knife can be challenging.

### Blondies/Brownies/Treat Bars

- If you have a long, two-handled cake slicer, this works much better than a knife. Other options include a dough knife or a meat cleaver – something with a flat-bottomed blade, and a handle you can grasp above the height of the brownie.
- You may want to use a ruler to pre-mark the cuts on at least one side and one end of the cake board (or on the brownie itself if frozen or uniced), so you're sure to get the right size and quantity of pieces.
- If the brownie is iced, it will be much easier to slice if it is very cold, or – best – when frozen. If not, you may need to wipe or rinse the blade after every few cuts.

## Heating

- Some of our products can be heated, for that "fresh-from-the-oven" taste. Be sure you know which should not be heated!

### Pies

- **FRUIT PIES** are especially good when served hot. Microwave each piece for about 40 seconds on medium. Or, heat the whole, uncut pie in an oven for about 15 minutes at 350° F. (This will, however, make the crust VERY flaky, and thus more difficult to cut cleanly.)
- **THAWED FRUIT PIES, which you have previously frozen**, may develop a soggy bottom crust. If this happens, try setting the pie on a burner on top of the stove, over medium heat. WATCH CLOSELY, so you get the crust crisper, but not burned!
- **CREAM PIES cannot** be heated. Serve COLD. Remember, they MUST be kept below 45° F.

### Cakes & Cheesecakes

- **CAKES AND CHEESECAKES** should not be heated. Serve cakes at room temperature, cheesecakes cold.

### Blondies/Brownies/Treat Bars

- Microwave briefly for about 7 seconds per piece. This makes Brownies just perfect – extra fudgy and just slightly warm.

## Problems

- **Please don't wait! CALL US RIGHT AWAY!** We always strive for the best in quality and in service. Still, dealing with a fresh-baked, homemade type of product, we sometimes have problems – we're human, too. And we have no way of knowing about problems or correcting them, if you don't let us know they exist. Your Customer Service Representative is trained to take your complaints, as well as your compliments, and to resolve them to your satisfaction.

## Claims

- **Please – ALWAYS CHECK IN YOUR DELIVERY!** Despite our best efforts, an infrequent error may occur. We want to make sure you get what you ordered, and give you full value for your money.
- All claims for damage, shortages, or substitutions – anything that would be apparent at the time of delivery – **must be written on the invoice, AT the time of delivery, BY our DRIVER.** Be sure to call to our driver's attention any such problem, before signing the invoice. (Your signature on the invoice indicates that delivery was complete and in good condition except as noted.)
- For credit on other problems that are not apparent until you actually cut into the product, you **must notify us within that product's STATED SHELF LIFE** (see preceding page). Don't wait until we call again for your order. Call our office right away. We want to resolve your problem quickly! We have a toll free number listed below, and on each invoice. So don't be shy about letting us hear from you! Remember to check with us before disposing of a problem product. In most cases, we will need to pick up the defective or incorrect product in order to issue a refund.

**We Appreciate Your Business! We Pledge to Provide You with Quality Products and Quality Service!**

## **GOLDEN BOY PIES, INC.**

### ***Scratch Baking At Its Best!***

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