## BEST ${ }^{2}$ CATTERED $^{2}$ MULTI-DAY EVENT

7 DAYS
3 EVENTS
FIRST \& ONLY PGA EVENT IN DETROIT
3 FIRST-YEAR 'bEST OF' AWARDS
100,000+GUESTS SERVED
Whe Rocket Mortgage Classic made its PCA TOUR debut in Detroit at the historic Detroit Golf Club. This first-0f-it--kind event, with a
$\$ 7.3$ mill lion purse and a field of 71 pros, was staged to celebrate, and give back to the Motor City. Events included a celebrity pairings party; a give back to the Motor cty. EEvents incluced a celebrity pairings party; a local celebrities; and, the tournament itself. The week-long event drew
nearly 700,000 sports fans, VIPs, athletes, staff, press, and volunteers, from the area and beyond.

Event Concept
10 Impactful Menu Design 12 Vision \& Enhancements

16 Challenges \& Solutions
20 Final Menu \& Key Recipes
36 Vendor Companies \& Contributions
38 Event Contract
40 Design \& Production Documents

## TABLE

OF
CONTENTS


MOST FIRST YEAR TOURNAMENTS TAKE 15-18 MONTHS TO PLAN
THEROCKET
IN 120 DAYS




Food often takes a back seat as part of a sporting event experience. We had the opportunity to put forward a culinary experience, challenging
how people look at, and value, food in the context of a golf tournament.

## The gravity of getting everything right down to the last detail shareened out

 down to the last detail sharpened our focus of the event concept: use foodinfused with local flair, along with outstanding service, an historic golf course, national and local sponsors, top athletes, and celebrities, to generate the electricity and energy that wo
draw people to this tournament.

We put our ingenuity to work to deliver one of the area's buzzworthy 'hottest ticket in town' events; we brought to
the table a unique understanding of the preferences of the clients who would fill the tournament's hospitality suites. Because we knew this guest list, we took a much heavier staffing
approach within private hospitality areas. We sought out specific Detroi partners to make sure our culinary
offerings resonated as truly "local:" We elevated the VIP experience with enhancements like china, flatware glassware, linens, and chef-attended
stations - all unheard of in a classic stations - all unheard of in a classic
tournament setting.
For service on the rest of the course,
we used a similar mindset: local products, sustairab mindset: local products, sustainable disposable-
compostable serving ware, and, a wellcompostable serving ware, and, a well-
trained, diverse crew that reflected the community. From convenience stores to fan zone concessions, menus everywhere reflected the overall even

FOOD SERVICE
EARNEDANA+.
HE FOOD WAS
MAGINATIVE
DELICIOUS.
SERVICE WAS
the bar high but
We willcontinue
to innovate
HIS YEAR
Hement Director


## THE SECRET SAUCE TO TRANSFORMING THE TOURNAMENT'S CULINARY EXPERIENCE:

INFUSE MENUS WITH LOCALFLAIVR DISTINCTIVE, PERSONALEXPERIENCES

## Handcrafted Hospitality.

Unique daily menus based on a tiered approach drove VIP hospitality: small plates rather than tradition buffet. Scratch-made, local ingredients, produced in-house, finished on the course, served by chefs 0 dedicated service personnel to attend to special requests, and other needs.

Fabulous Fan Zone.
Curated, Detroit-forward food court experience. All the ethnic flair that reflects the diversity of the city put front and center. Fresh, chef-made specialties, the ones that make Detroit Detroit.

## Creative and Convenient Concessions.

Great food, fresh and fast. We popped in signature convenience stores, stocked with a highly curated array of handmade items, packaged snacks and sweets. Infused with Detroit brands like Kowalski sausage, Faygo soda, Absopure waters. One of the largest concession menus available at any PGA TOUR stop. Self-checkout via kiosk technology; RFID wristbands for cashless transactions, thanks to another technology partner, in some areas of the course. Concierges to manage the guest experience, answer

## Party with Panache.

Invite guests to be the first to experience an exclusive new venue steeped in history. Welcome them with creative craft cocktails and beer, premium spirits, paired with an inventive menu of hearty party food small plate stations and delectable desserts. From tournament branded ice cubes and slider buns to attentive service, create an ultimate VIP experience to kick off the tournament in style.


Our vision was to transform food service to an upscale fine dining experience in the context of a sporting event
We married our vision with enhancements to deliver first-of-a-kind best-in-class events that urver vision with enhancements to deliver first-of-a-kund best-in-class
revitalized a jewel, and celebrated the city, its culture and diversity.

The Celebrity Pairings Party was one of the first events at the State Savings Bank Building, a 120 -year-old gem listed on
the National Register of Historic Places the National Register of Historic Places.
Designed specifically to complement Designed specifically to complement
the tournament's Area 313 Celebrity Challenge, this event featured a live lottery draft to form three-member teams competing in the three-hole area code.
Guests enjoyed creative butler-passe savories, hearty small plates, bountifu stations, and mixologist-inspired craft branded ice cubes. Celebrities included PGA TOUR winners Dustin Johnson
Rickie Fowler, and Bubba Watson, along
with football great Jerome Bettis, Kid
Rock, and basketball coaching legend Tom Izzo, among others
The Area 313 Celebrity Challenge and practice rounds, kicked off the tournament. Teams, each with a top female golfer, a Detroit celebrity and a touring pro, competed for a
uniquely branded championshio belt. aniquety branded championship belt.
Sportscaster, and Detroit native, Mike Sportscaster, and Detroit native, Mike
Tirico, provided color commentary, and Tirico, provided color commentary, and
had players mic'd up to bring fans closer
tothe action

A full complement of on-course food and fan experiences including skyboxes, shared cabanas, private suites, fan zones,
were planned to deligh
-
The concessions experience was centered on our market-leading grab-
and-go concept. These signature self-and-go concept. These signature self service convenience stores delivered
sundries and a perpetual feast of name brand and scratch-made food, premium beverages, and alcoholic beverages
and a first-of-its-kind experience for fans. We fed close to 100,000 people in fou days, and enhanced the overall vision in
hospitality with chef-manned stations hospitality with chef-manned stations
to create a personal experience and personal concierges in private hospitality
suites.



## with Lessons Fore Detroit Youth, Detroit

 Midnight Colf, and First Tee -all inner-city nonprofits - provided the opportunity to mentor and train youth so they couldwork alongside us while earning money. With an extremely hands-on leadership team, from all lines of business, we were invested in making this tournament a
success. Even with a full book of business locked up, we made it work by putting in long days. We made sure everyone felt special, including the caddies. We delivered them happy hour food daily - beer, nachos and other comforts to experience too.
We went all-in on customizing sponsor experiences. Our chefs built menus preferences, and how sponsors wanted
to celebrate the city. We dedicated a service team to the title sponsor for the week so, like Cheers, everybody
knew everyone's name This team also knew everyone's name. This team also
afforded us the flexibility to respond to specific last-minute requests.
We also tailored the experience with an element of surprise and delight: Ou loaded with handmade high-end bar snacks, and timed delivery each day to suites just about when guests were craving munchies to go with their bee
and cocktails.

Above all, the team took a partnership approach: we tasted food, planned, and ook every step together. That's what made it really successful.

## CHALLENGES \& SOLUTIONS

Someone once said luck is preparation meeting opportunity. While we fully expected to confront challenges, we couldn't have foreseen all we would encounter.


#### Abstract

-inding and enlisting enough qualified staff to represent our brand took on its own life. From a company perspective, our first extremely large event demanded our entire team's attention for event demanded our entire team's attention for two weeks. We were stretched to capacity with other events; and in the lead up to the event, we were getting last-minute requests from sponsors to staff parts of the course that were outside our scope of wo

In six week's time, we rallied internal support, recruited volunteers, enlisted LCA partners, and trained local youth. Everyone became a part of the client's team with Rocket Mortgage Classic orientations, and brought the entire group up to


 speed on POS service, and safe food handling,to staff concessions and cover other areas of the course
With no tournament data available for insight into crowd size, we had to rely on safety nets The company's top brass was on hand to run for supplies and respond to special requests from VIPs as needed.

We also couldn't anticipate flow on the course where fans would congregate; when unexpected hot weather pushed crowds into air-conditioned fan zones we had to reassign staff on-the-fly to those areas.



The hot weather challenged food safety. We responded by dedicating a team to inspecting
food, and documenting time and temperature food, and documenting time and temperature additional refrigeration and hand-washing equipment.
We formed a six-member rapid response team to react to and solve challenges on a moment's notice, this team pulied double duty while
handling a sold-out book of business. This experience resulted in upgrading our operations with a secondary large event management team and a major events division within our events group.
private hospitality I tier 1


| SUNDAY，JUNE 30 ${ }^{\text {TH }}$ |  | OPTIONAL ENHANCEMENTS， BEVERAGE <br> TOP－SHELF WINE UPGRADE SUMMER SWEET |  | OPTIONAL ENHANCEMENTS CUISINE |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| smalt paras |  |  |  |  |  |
| ${ }_{\text {sememem }}$ | comemememe | 边 |  | \％ | 边 |
| deamesies smomad | Aupder sacks | Cabernet Sauvignon JVineyards California |  |  | 边 |
|  | Somet | Remmuth maumeraic | Mimosanamis |  |  |
|  | Chips，Assorted Flavors |  |  | ＝w |  |
| com | Oin |  | Nosememe | \％ | 5immem |
| comen | Comicomes |  | Cucumber Stices，McClure＇s Pickle Spears Pimento Olives，Blue Cheese |  | \％2w |
|  |  |  |  |  | ywaw |
| Strounc sations | Weaseme | \％ | 边 | 边 | Nacto anam |
| nemens．eires cond |  | 边 | 边 | M，mutcipow | 边 |
| Remesessaratos | － | JWNE | Nomeme momece |  | nesa |
| Opencemem fote |  |  | 㖪 | \％amm | \％emw |
|  |  |  | nemmemme | \％ex |  |
| cesme |  | combut |  |  | 边 |
|  | Q |  | Q | mem | 9xam |


| CUISINE |  |
| :---: | :---: |
| （eyysargexcr | travamg raw bar |
| mem |  |
| evemem |  |
|  | gesmawhalsm |
| \％ |  |
| \％ |  |
| \％emmeme | \％ |
|  | Exw |
| \％mber | мactrogarsper |
| mumymy ponut rar | \％emem |
|  | memmem |
|  |  |
| ＝ | mammis |
| \％xam | pizapdiuser |
| Canor cramsme | \％ |
| mand | －mis |

PRIVATE HOSPItALITY I TIER 2

$?$

FRIDAY, JUNE 28


 Sos.








 cmen

cincon




Esa asiout






 meneses. buct

OPTIONAL ENHANCEMENTS, BEVERAG




## OPTIONAL ENHANCEMENTS, cerspeurs pastiv  <br>  <br>  <br>  <br>    <br>   ${ }^{2}$ <br> $\bigcirc$

eexcraness s.oo





swers




Nomen


| ${ }_{\text {Fan zone Taste foterotot }}$ | Membusa | Neighbortood Concession Stand | Hole Public conessions | Conession Evererase | ${ }^{10}$ 10atiwar Conession |  | Lending Tree conesesions |  | Chase Tent |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | kumath to oresseo | Onamomomessm | Domestic Beers， 12 oz．$\$ 7.00$ Domestic Beers， 16 oz．$\$ 7.00$ |  | ， |  | Somen couts | Chase Tent |
| Fresh Lime Wedge Nachos Authenticos－$\$ 10$ |  |  |  | 为 |  | Hot Sauce，Relish，Diced Onions | Stem | ${ }^{\text {concesion Beverases }}$ |  |
|  |  | Len | Amenememman | 隹 |  |  |  | comen | Concession Beverages |
|  | Black Bean Burger Optional Chicken Tender Strips $\$ 9.00$ | Enessmins 5 aoo | matatasem |  | 为 | \％amomumem |  | Imported Beers， 16 oz．$\$ 8.00$ Local Craft Beers， 16 or：：$\$ 8.00$ Champagne，Red and White Wines $\$ 10.00$ Spiked Seltzer $\$ 8.00$ | Domestic Beers， 12 oz． 57.00 |
|  |  |  |  |  | 为 | Conesion Eeveres |  | Mmememememessom | Domestic Beers， 16 02． 57.00 |
| 边 | 为 |  | ${ }^{\text {anden }}$ |  |  |  |  |  | Imported Beers， 16 or． 58.00 |
|  |  | Kalamata Olives，Lettuce，Nikki＇s Greek <br> Uncle Rays Potato Chips \＄3．00 | Buatemameo mime |  |  |  |  |  | Local Craft Beers， 16 oz．：\＄8．00 <br> Champagne，Red and White Wines $\$ 10.00$ |
| 边 | 为 |  |  |  |  |  | Sminammamemem |  | Spiked Seltzer $\$ 8.00$ |
| and |  | 边 | Unatempenamomims |  | amame |  |  |  | Mixed Drink \＄10．00 |
|  |  |  | ，Mento |  |  |  |  |  | Non－Alcoholic Beverages \＄4．00 Billed on consumption |
| $\begin{aligned} & \text { Chrcedded Lettuce, Tomato, Warm Pita } \\ & \text { Chili Cheese Fries } \$ 6.00 \\ & \text { National Coney Chili, velveeta Cheese Sauce } \end{aligned}$ |  | Ice Cream Bars $\$ 4.00$ <br> Condiments Station | comen |  | and |  | 为 |  |  |
|  |  |  |  |  |  |  | $y^{\text {cosem }}$ |  |  |
| 边 |  |  |  |  | Stamememomeso |  |  |  |  |
| andem |  |  |  |  | ansman |  | Condiments Station Ketchup，Mustard，Mayo，BBQ，Jalapenos，Hot |  |  |

## KEY RECIPES

CHICKEN
Yield: $6-10$ portions

| Chicken and Marinade: |
| :---: |
| Ingredients <br> 1 lb . chicken breast, cut into $1.5^{\prime \prime}$ pieces 1/2 c. plain yogurt 2 tbsp. Iemon juice <br> 2 tsp. garlic <br> 2 tsp. ginger <br> 7 tsp. salt <br> 1 tsp. cumin <br> ltbsp. garam masala <br> 1 tsp. paprika |
| Method <br> Add everything together and mix raw chicken in. Marinate for no less than 2 hours, no more than 5 hours. Place on a baking sheet and roast at $450^{\circ} \mathrm{F}$ for 5-6 minutes |




KEY RECIPES


| Citrus Vinaigrette: |
| :---: |
|  |
| Method <br> Place all ingredients, except oil, in a blender and mix on high. Once fully mixed, add oil to create an emulsion Fold vinaigrette into couscous mixture and serve chilled. |

KEY RECIPES


KEY RECIPES


KEY RECIPES


## VENDOR COMPANIES

\& CONTRIBUTIONS

Cordon Food Service<br>Fooo.968.6231<br>Coca-Cola Distributio<br>\(\left\lvert\, \begin{aligned} \& Beverages<br>\& 844.861.COKE\end{aligned}\right.\)<br>Creat Lakes Wine \& Spirits Wine and<br>Wine and alcohol<br>313.453.2200<br>Event Source<br>Front of house ren 3133099000<br>zanneChandler@E

Creen Safe
Disposables
3133263100
Info@CreenSafeProducts.com
Arctic Clacier
Ice
Ice 85021990
Info@ArcticClacier.com
Republic National Distributing Tito's Vodka distributa 888.697.6424

Fabiano Brothers
Anheuser Busch distributor
888.697.6424
FabianoBrothers.com
Sunbelt Rentals
| Amerigas Propan
..667.9328
$\left\lvert\, \begin{aligned} & \text { Comso } \\ & \text { Radios } \\ & 734.733\end{aligned}\right.$
nfo@comsourceMI.com






<br>




2esmanam



?

F

Man

|  |  |
| :---: | :---: |
| 100 | ${ }^{1}$ |
|  | ${ }^{\text {momomomem }}$ |
| wor bay | 1 x wip dor |

## 




aㅗ 109













## THANK YOU

