

Party Planning

We offer personalized service in coordinating any size party or special event. Ask for our Food Service department.

School of Cooking

If you are interested in learning about different cooking techniques, various ethnic cuisines, innovative recipes, or imaginative meals, our School of Cooking is sure to please you. Our Celebrity Chef program features classes by best-selling cookbook authors and well-known television food personalities. Printed schedules with all pertinent information on class titles and descriptions, instructors, dates, and times are available at all stores or online at www.dorothylane.com/Cooking/School%20of%20Cooking/index.html. Our School of Cooking Director also organizes private cooking classes. Special discounts are given to class participants on purchases of gourmet cookware, utensils, and cookbooks. The School of Cooking is located next to our Washington Square store.

Shop DLM Mail Order

Visit our website to order your favorite DLM gifts such as our exclusive Killer Brownie® brownies, Heavenly Ham® (available November–April for shipping), fresh Artisan Breads, Laura's Cookies, DLM Gift Cards, themed gift packages, and much more. Orders may be shipped anywhere in the continental U.S. Visit us today at www.dlmmailorder.com or call toll-free (866) 748-1391.

Shopping Assistants

Shopping assistants are available at all stores. We'll gladly help you!

Sign Language

Some of us know sign language, so please ask if you need help.

Special Orders

We are happy to provide you with the finest gourmet food and drink for every occasion. Following are just a few products you can order for special occasions: beautifully **Hand-Decorated Cakes** and expertly customized **PhotoCakes**, Deli party trays featuring **Boar's Head Deli Meats**, spiral-sliced **Heavenly Ham®**, **Seafood Party Trays**, and **Box Lunches** delivered to your home or workplace. And for the ultimate gift of sweet indulgence, remember our world-famous **Killer Brownie®** brownies! All departments will prepare special orders—all you need to do is ask. Please call ahead. *Delivery is always available.*

Website

Our website is a great way to keep up-to-date with DLM from home or work. Use our site to order Box Lunches for local delivery, check our soups of the day, and get recall information and learn about upcoming special events. You can download all of our major publications, such as our Club DLM *Market Report*, *Club Deals*, *Decantings*, and more. You can also sign up to receive our *Fresh News* and *Club Deals* via e-mail. In addition we have over 600 recipes archived in an easy-to-use, searchable database. Visit us today at www.dorothylane.com

Wedding Cakes and Specialty Cakes

We customize cakes to make your special events memorable. Contact any store to place your order or to arrange a consultation at our Washington Square location. Please give us 24-hour advance notice for most customized cakes.

Wine Tasting

Every Saturday, our knowledgeable wine managers select four or five wines for you to sample. A nominal fee is charged at each tasting. Wine Tasting takes place at Washington Square and Springboro

from Noon–5 p.m. and at Oakwood from 1–6 p.m. Additional tasting times are: Thursdays 5–8 p.m. at Washington Square, Fridays 5–8 p.m. at Oakwood, and Fridays 3–7 p.m. at Springboro. Periodically, we hold special tastings that focus on specific regions or winemakers. Look for more information on our wines in DLM's bimonthly wine newsletter *Decantings*.

What Else Do We Offer?

Special Product Request Forms • Mayne-Line Forms (write a message directly to DLM's CEO)
• Carry Out Service • Daily Tastings • Delivery
• Use of a DLM Umbrella on rainy days • Organic and All-Natural Foods • Outdoor Events • CPR-Trained Associates • Sushi Bar • Godiva Chocolates (*Oakwood & Washington Square*) • Ghyslain Chocolates • Pâtisserie • Homemade Hot Soups • Gourmet Take Away • Chef's Express • Temperature-Controlled Wine Cellar • Unique Housewares (*School of Cooking*) • Wine Bar & Patio (*Washington Square*) • Weight Scale (*Oakwood & Washington Square*) • Wine Chiller • Food Demonstrations
• DLM Recipe Cards • Fact Sheets on Nutrition
• Jack's Grill (*Springboro*) • Community Room (*Springboro*) • Kiddie Carts • Motorized Carts • Hot Italian Pizza Baked Fresh On-Site (*Springboro*)
100% Product Guarantee



DOROTHY LANE MARKET

www.dorothylane.com • www.dlmmailorder.com

Oakwood
2710 Far Hills Ave.
(937) 299-3561

Washington Square
6177 Far Hills Ave.
(937) 434-1294

Springboro
740 N. Main Street
(937) 748-6800

SERVICES

OFFERED BY

DOROTHY

LANE

MARKET®



the store that accommodates®

Every day at Dorothy Lane Market is a celebration of fine food and drink. While we do feature exceptional products, we also do our best to live up to our designation as “the store that accommodates®.” We are pleased to offer many special services that make your visit to our stores a more enjoyable one. So please look through this brochure, then allow us to accommodate you with the many special services we offer. Thank you for shopping with us!

ATM Machine

An ATM machine is available at each store.

Boston Stoker Coffee & Juice Bar

How about a soothing latte or a fresh, hot espresso to get you going in the morning? You can choose from a large variety of specialty coffee beans. Bring in your DLM or Boston Stoker mug for a discounted price. Boston Stoker also serves chilled fruit smoothies and nutritious wheat grass. *Also available at Oakwood and Springboro:* vegetable juice.

Café

For your convenience, our Washington Square and Springboro stores each have a café area where you can relax and enjoy our wonderful Gourmet Take Away meals and other great DLM foods. At Oakwood enjoy our upstairs balcony. Perhaps you are tired but not hungry — have a seat and rest a bit. We now have Wi-Fi at all three locations!

Club DLM

By being a Club DLM member, you can enjoy many extra advantages. With your card, you can receive discounts on thousands of items throughout the store every day. You may also receive special savings and offers via mail after becoming a frequent DLM customer. Other benefits include: monthly prize drawings, participation

in our Good Neighbor Program, Club Merchant program, recall notifications, and lost key return when your Club DLM key fob is attached to your key ring.

Customer Resources Department

Our Customer Resources department is available to answer questions on nutrition, recipes, cooking methods, and DLM services. The department is involved with introducing new products via store demonstrations, as well as creating and testing new recipes. Our Customer Resources department also coordinates special promotions, conducts store tours, organizes the Kids’ Club activities, and oversees the Customer Advisory Board, a cross section of DLM shoppers who meet regularly to voice their opinions and concerns, offer suggestions for improvement, and share their ideas for future plans for the store.

DLM Gluten-Free Food Lovers’ Club

This support group is for persons who must adhere to a gluten-free diet. The group regularly meets on the second Saturday of the month from 3 to 4:30 pm in the School of Cooking at Washington Square. For the latest information about the upcoming meetings please visit the Healthy Living department page on our website, www.dorothylane.com. Also available at the Guest Services is a Wheat and Gluten-Free Shopping Guide.

DLM in a Dash

At Dorothy Lane Market, we strive to create an atmosphere where you can slow down and truly enjoy your shopping experience. Yet, we also recognize that with the busyness of your lives, you don’t always have time to spend an hour or more shopping our aisles. DLM in a Dash is our answer – proof that you don’t have to substitute quality for convenience. Simply place your order for groceries

through our online store (open 24 hours, whether the kids are in bed on time or not), and it will be fulfilled by one of our own professional shoppers at Washington Square. Submit your order Monday through Friday by 1 p.m. and it will be ready for pick up between 3:30 and 6:30 p.m. There’s no minimum or maximum order size – just a flat \$9.95 fee for shopping your order. As a special promotion for your first time shopping with DLM in a Dash, we even waive the fee!

DLM Kids’ Club

Open to all children through age 10, membership entitles them to attend special events and activities at our stores throughout the year. Additionally, any time a Kids’ Club member is shopping at DLM they can get a free cookie at the Bakery, a free slice of meat or cheese when shopping the Deli, and in our Produce department they can get the Kids’ Club “Produce of the Month”. Oliver Mane, DLM Kids’ Club mascot (a very friendly lion!) joins in on activities. Membership forms for our Kids’ Club are located at Guest Services. Activities and events are advertised on posters in the stores and can also be found on our website under “Upcoming Events”.

Floral Department

We offer a well-stocked Floral department with fresh-cut flowers, floral arrangements, corsages, boutonnieres, potted plants, gift baskets, and more. We also make wedding and funeral arrangements. Please call ahead for special orders or requests. Delivery charge is based on zip code.

Fruit Baskets

We use only the highest quality fruit and make your basket fresh the same day as pickup or delivery. Special orders are always welcome. You may place your order by telephone or in the Produce department. Please order at least 24 hours in advance. Delivery charge is based on zip code.

Gift Baskets

Made to order, our gift baskets can be specialized for any occasion. Orders may be placed in the Floral department at any store. Delivery charge is based on zip code. Baskets may be shipped from DLM via UPS.

Guest Services

Some of the services available at Guest Services are: DLM Gift Cards in any dollar denomination; postage stamps; RTA monthly bus passes (*Oakwood*), and money orders (*Oakwood*).

Healthy Living

Our Healthy Living department is committed to providing the highest quality products and service available to enhance the healthy lifestyles of our customers. We stock the most respected national brands of nutritional supplements, natural cosmetics and body care items, aromatherapy oils and accessories, books on health-related topics, as well as gift items for all occasions. Our experienced and knowledgeable associates are eager to assist you in meeting your healthy goals.

Living Alone?

DLM will accommodate you in a number of ways, including selling you a half dozen eggs, two Bakery hamburger buns, a few slices of meat or cheese from our Deli, and more. Just ask!

Meat Department

In our Meat department we will freezer-wrap or vacuum-pack meats upon request. We are pleased to honor your special orders and cuts whenever possible. Many varieties of wild game are available or can be ordered. We will gladly sharpen your knives at no charge. Bring in up to three knives at one time. They’ll be ready for pickup the next day.