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The Brand

Doris Christopher founded Pampered Chef in 1980 with the belief that quick tips and powerful tools can fuel a faster, no-fuss cooking experience. Over the past 39 years, a lot has changed in the world—but mealtime is more important than ever.

We exist to help you enjoy life's most important moments by inspiring satisfying, stress-free meals that fit into your life. We use the power of cooking to bring people together as the cornerstone of realizing each person's full potential—in the home and in life. We're dedicated to enhancing the quality of family life by providing quality kitchen products supported by service and information for our consultants and customers.

Part of Berkshire Hathaway, Pampered Chef is the premier direct seller of high-quality kitchen tools. At cooking parties, our independent consultants help guests use our unique products to prepare simple and delicious recipes while sharing tips and techniques to make everyday cooking faster and better.



Our Vision



At Pampered Chef, we believe that people with a full plate should be free to enjoy mealtime with their loved ones. We're on a mission to reinvent mealtime — connecting people with products, content, and community that simplify, inspire, and last.

We will be a global household name in home cooking, known for building kitchen confidence in our customers. In partnership with our consultants we will be the catalyst to change hundreds of thousands of entrepreneurs' lives by bringing together the ability to earn extra income, a love of food, and a passion for people.

By reinventing mealtime, we will narrow the gap between the aspirational and the actual mealtime experience, creating an everyday opportunity to enrich lives.



Our brand purpose brings to life how we intend to change the world for the better in a clear and meaningful way. It's a statement of belief, of hope, of pursuit. We celebrate the power that mealtimes have to become something more: a way to transform relationships, to create traditions, and to build happier and richer lives.



Customer

The Engaged Entertainer, who cooks to show love and loves bringing people together over food but finds herself limited by the building expectations of her everyday life.

Customer Insight

In at least one area of my full life, I want to feel like the capable person I show the world.



Purpose

ENRICHING LIVES

one meal & one memory at a time^{*}

Vision

Reinventing Mealtime [Narrowing the gap between the aspirational and the actual mealtime experience]



How

Positioning

Building kitchen confidence in engaged entertainers through products, content, and community that simplify, inspire and last.

RTB's

- INSPIRE: Fosters creativity in everyday cooking through meals
 I want to make with products that both look great and work well
 together.
- SIMPLIFY: Products, content and community that come together to simplify the mealtime journey.
- LAST: Products, recipes, tips and tricks that stand the test of time and that I want to pass along.

Promise

Empower mealtime wins in every kitchen.

Brand Identity pampered chef.

Tone of Voice

- Warm
- Confident
- Authentic



Our Voice

Key Messaging

The content areas we want to be known for.



Voice

The emotional inflection we have when we speak.



Tone

How we convey our personality through our messaging.

These are the content areas we want to be known for:





Fresh, Inspired Meals



Enriching Lives

Cooking Confidence

Our products and our business opportunity improve the lives of our consultants and our consumers every day.

Mealtime shouldn't be a chore. We remove the pain points from the cooking process so that fresh, inspired meals are attainable every day.

Our products offer something for every lifestyle and skill level, so we all can feel confident in our own kitchens.

How we convey our personality through our messaging.







Style

Wording

Perspective

When we talk to our consultants, coworkers, and consumers, we always sound informal and conversational.

We use simple, everyday language, and limit our use of proper nouns.

We speak from a first-person perspective and address everyone we talk to in second person. In other words, act like a real person rather than an entity.

The emotional inflection we have when we speak.







Warmth

Confidence

Authenticity

Our personality bubbles with an earnest, energetic warmth that draws you in and makes you feel connected.

We demonstrate a compelling sense of individuality and confidence. We listen first to understand everyday challenges—and then we provide solutions.

We're casual and conversational. We act real because we are real, and our honesty gives us immediate credibility.

Our voice should be **clear**, **consistent**, and **conversational**. Our content is informative and resourceful, and not riddled with filler information or details that don't matter to the Engaged Entertainer.

Our consultants' positive experiences with Home Office are critical to ensuring a highly motivated field. Because of this, we slightly shift our style depending on who we're talking to. Make no mistake: Our voice doesn't change, but what we say and how we say it evolves depending on our audience's experience with and commitment to the business.



New Consultants < 12 Months

We treat our newest consultants with a little extra warmth—because hey, they're just getting to know us. We strengthen our friendship every day by being clear, instilling trust, and fueling inspiration. We treat their fledgling businesses like a new adventure that's full of possibilities. In this relationship, we let our simple, rewarding, and fun side shine.

Motivation Level

 Must be motivated to engage with Home Office.

Tone

- Friendly, get-to-know-you
- Down to earth
- Inspiring
- Clever
- Fun but never cheesy

Guidelines

- Refer to Pampered Chef in first personal plural (we, our).
- Avoid the word "business" when possible.
- Focus on "you."
- · Define all acronyms.
- Light. This is an adventure, a journey, a beginning.



Consultants > 12 Months Senior Consultants & Team Leaders

We give Pampered Chef consultants support in every aspect of their businesses. In this phase, we are geeked about each other, but the relationship can be fickle. Our goal is to appreciate, celebrate, and motivate them to build a deeper relationship with us and keep their businesses going! We are a side business for many and a growing full-time business for some, so staying with Pampered Chef is a choice they must make every day. As a result, we aim to make the time spent on their businesses simple, rewarding, and fun by keeping our message clear, engaging, and informative—and always emphasizing what is in it for them.

Motivation Level

· Must be motivated to engage with Home Office.

Tone

- · Friendly, familiar
- · Down to earth
- Inspiring
- Fun but never cheesy
- Compassionate

Guidelines

- Refer to Pampered Chef in first personal plural (we, our).
- Some use of the word "business" is OK.
- Focus on "you."
- · Define all acronyms.
- Clarity over cleverness is important.
- They're in business for themselves, not by themselves. (Example: you can, we will vs. should you, could you)
- Some jargon is used when relevant to show they're "in the know."
- Light/Medium. This is a side-gig with potential to be more. Keep it light, but at times some weight is OK.







Directors, Advanced Directors & Senior Directors

Our directors are our leaders in the trenches. We continually develop and cheer for our directors and we teach them to develop and cheer for their teams. Our relationship is symbiotic: We work together to help them achieve their goals and reach for the amazing rewards they're offered, and they help us find, coach, and mentor the next generation of directors. We do this by sharing messages that emphasize both what's in it for them today and the greater good possible for tomorrow when we work together.

Motivation Level

• Compelled to engage. They have some skin in the game...

Tone

- Friendly, familiar
- Confident
- Empowering
- Inspiring
- In it together
- Fun but never cheesy

Guidelines

- Refer to Pampered Chef in first personal plural (we, our).
- The word "business" is fine—there's no sensitivity with this group.
- · Focus on "your team"
- Build confidence with detail. They need to know how it works so they can explain it to others.
- Some jargon is used when relevant to show they're "in the know."
- Medium. This is a good job or side job that's making a difference in their lives. They take it seriously and we take them seriously.







Executive Directors, Senior Executive Directors & National Executive Directors

Our executives are our biggest influencers, brand ambassadors, and key field spokespeople. They are true partners with Home Office...helping to shape our company direction, acting as the early adopters for our programs and messages, and leading by example with their teams. We strengthen our relationship with them by speaking to them like partners, bringing them in on the hard stuff, letting them in on the secret, providing them with transparency about the business and respecting their experience and feedback.

Motivation Level

• Inherently compelled to engage. They have a lot of skin in the game.

Tone

- Friendly, confidant
- Confident
- Empowering
- Inspiring
- Collaborative
- Respectful

Guidelines

- Refer to Pampered Chef in first personal plural (we, our)
- The word "business" is fine—there's no sensitivity with this group.
- Focus on "your team."
- Build confidence with detail. They need to know how it works so they can explain it to others.
- Jargon is used when relevant to show they're "in the know."
- Heavy. This is a full-time career that's making a
 difference in their lives. They take it seriously and we
 take them seriously, and we aren't fluffy or dismissive.



Our Visuals

Our visual style is clean, rich, and inviting, incorporating white space and clear directional design like bold headlines to draw in readers. Our typography is relaxed and confident, and we **capture the story** being told with beautiful lifestyle photography.

When paired, our visual style and typography create a harmonious blend of traditional and modern. We're a feel-good brand—empowering our consumers and our consultants to enrich lives, one meal and one memory at a time.

Brand Identity System

Logo Usage

Our brand has a bold, timeless feel, while retaining a sense of levity and an approachable personality.

Logo Color

The logo should appear in black, white, or 92% black whenever possible. The logo can also be used in a solid color if there are compelling reasons to do so to support a campaign. Seal colors should follow the same rules as the default logo. Our logo should only be in one color—do not make the spoon a different color.

Logo Sizing

Smallest size for the logo should be no less than 1" horizontally. The seal should never appear smaller than 0.325". If there is a need to display the seal smaller than indicated, it is at the designer's discretion to size accordingly and get approval from the Legal department.

At designer's discretion, use the bolder version of the default logo and seals for better legibility and production purposes. This version is primarily used for product applications.

Smallest default logo should not be smaller than 1 inch width or 170x40 px.



Default logo in 92% black.



Default logo in black.



Default logo in white.

Spacing around the Pampered Chef logo should be equal half the height of the letter e on both top and bottom.



No smaller than 1" or 72 pixels



Do not add any effects.



Do not distort the proportion.



Do not use multiple colors.



Do not rearrange the mark.



Do not use gradients.

pampered chef

Do not tilt or change the angle of the brand mark.

When using the text "A Berkshire Hathaway Company" with our company logo, Berkshire Hathaway should be secondary and less prominent. Placement should be below or to the right of the logo.

"A Berkshire Hathaway Company" can also stand alone and does not need to be associated with our logo.

Examples:

- In our printed marketing materials such as the catalog, "A Berkshire Hathaway Company" is placed on the back cover under the logo and above the company address.
- On our website, "A Berkshire Hathaway Company" is placed in the footer, but does not need to be accompanied by our logo.





Seal Usage

Seal Usage

As a preference, use the full logo whenever possible. Use the seal logo only when the company name is also present in the same print or web application. For products with limited space, this is an available option.

Ultimately, the seal should be used at the designer's discretion according to the appropriate application.

Smallest default logo should not be smaller than 1 inch width or 170x40 px.

A bold version smile for better legibility in smaller applications are available.





Single stroke spoon seal.





The Happy Spoon is one of our brand icons, designed to stand alone as a symbol of Pampered Chef. To maintain brand consistency, we avoid modifying "The Happy Spoon" in any way. Depicting the spoon in a literal form is not a practice we want to promote.

Solid spoon seal.





Single standing spoon seal.





In marketing applications, accompany the seal with the company name somewhere in the content.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer ultrisies euismod mollis. Sed **Pampered Chef** hisi, ac vestibulum ligula. Maecenas ultricies vulputate ultricies.



If the Pampered Chef company name is present, we can use the PC seal.

Copyright Guidelines

The essence of copyright is originality—which implies that the author originated the work. Original works are entitled to copyright protection, such that others may not simply reproduce a copyrighted work. Pampered Chef copyrighted materials include the catalog, training materials, recipe collections, cookbooks, brochures, flyers, and other business materials. All such materials prepared by or on behalf of Pampered Chef should bear the © symbol along with the following text:

English (US, Canada)

© 2020 Pampered Chef used under license.

French (Canada)

© 2020 Pampered Chef utilisée sous licence.

Spanish (US Hispanic)

© 2020 Pampered Chef utilizado con autorización.

Germany, Austria)

© 2020 Pampered Chef verwendet unter Lizenz.

*The copyright notice should identify the year the work was first published.

A new version of a prior work should use the publication date of the newest version.

Trademark Guidelines

Logo and Company Name

Product, Packaging, and Logo/Recognition Items

For product, packaging, and logo/recognition items, forgo using the registered trademark symbol (®).

Marketing Materials

For marketing materials, forgo using the registered trademark symbol (®) on the most prominent area (i.e., cover of the catalog), and if there is an opportunity to have a secondary logo that is less prominent (i.e., back of catalog) use the registered trademark symbol (®). When forgoing the trademark, please add the following language next to our copyright line: "Pampered Chef, Pampered Chef and Spoon design, PC and Spoon design, and Spoon design are trademarks used under license."

Forms and Legal Documents

For forms and legal documents, such as Consultant Agreement, Order Form, and Consultant Policy Guide, use the logo with the registered trademark symbol (®).

Digital Communications

For digital communications, such as emails, social media, and on the website/mobile app, forgo using the registered trademark symbol (®). Use the following text on digital communications: "Pampered Chef, Pampered Chef and Spoon design, PC and Spoon design, and Spoon design are trademarks used under license."

Referencing the Company Name

When referencing the company name Pampered Chef in marketing materials, forgo using the ®. But in all legal documents and forms, continue to mark it with the ® at least on the first instance of the company name on the page. There may be instances where it is more practical just to leave it in all instances, such as in the Consultant Policy Guide.

International Markets

For Canada, Germany, and Austria, the same trademark guidelines apply. For Germany, do not use the trademark symbol (TM) as it is not recognized in that market. Registered trademarks ($^{\otimes}$) are recognized in Germany.

For All Other Logos and Marks

Sub-brands and Product Names

For all of our sub-brands and product names that are protected trademarks, use the trademark or registered trademark symbols (TM or $^{\'}$) in all instances.

Trademark Lines

English (US/Canada):

Pampered Chef, Pampered Chef and Spoon design, PC and Spoon design, and Spoon design are trademarks used under license.

Spanish (US Hispanic):

Pampered Chef, Pampered Chef y el diseño de la Cuchara, PC y el diseño de la Cuchara, y el diseño de la Cuchara son marcas comerciales utilizadas bajo licencia.

French (Canada):

Pampered Chef, Pampered Chef et le désign de la Cuillère, PC et le désign de la Cuillère, et le désign de la Cuillère sont marques de commerce utilisée sous licence.

German (Germany, Austria):

Pampered Chef, Pampered Chef und Löffel-Design, PC und Löffel-Design sowie Löffel-Design sind Warenzeichen verwendet unter Lizenz.

Typography

Typography Families

Antonio evokes confidence. It's a bold font that represents stability and clarity. Questa is timeless. This font helps our brand retain a sense of levity and an approachable personality. Helvetica is classic. This font helps keep the clutter to a minimum.

Antonio Regular

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&..;;'\$¢º/o!?(*)©®

Questa Regular

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&..;;'\$¢%!?(*)©®

Helvetica Light Condensed

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©®

Antonio Bold

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,:;'\$¢%!?(*)©®

Questa Medium

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©®

Helvetica Condensed

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©®

Questa Medium Italics

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,:;'\$¢%!?(*)©®

Helvetica Bold Condensed

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,:;'\$¢%!?(*)©®

Typography Usage

Primary Headline

A mix of our brand fonts, Antionio and Questa, can be used interchangeably to form a primary headline treatment. Using only Antonio or Questa is also an option.

In most cases. Antonio is our main headline font. supported by Questa. Questa can either be used to create emphasis on key words, or to de-emphasize "nonessential" terms (like prepositions and articles).

Here are a couple good rules to follow:

- 1. Whenever a treatment is established for a campaign or series of assets, headline treatments should remain consistent across all platforms.
- 2. To maintain efficiency, Antonio Regular is our go-to headline font and works across all platforms. Antonio should never be in all caps for a headline.

Deks

Deks directly support a primary headline and can appear in Questa Medium or Helvetica. Questa Medium is most commonly used.

Body Copy

Running text or paragraphs can appear in Helvetica or Questa, Most often, Helvetica is used.

Examples of headline treatments that work well:



Primary Headline:

Questa Medium Title case with the exception of "nonessential" terms appearing in lower case. This works well with very short headlines consisting of fewer than four words.

Oversized Questa Medium Italic appearing in lower case creates emphasis.



Primary Headline:

Antonio Regular title case. Questa Medium Italic to de-emphasize "nonessential" terms like short prepositions and articles.

Dek: Questa Medium

A. Whipped Cream Maker

Ditch the store-bought toppings and make your own whipped cream for pies, sundaes, cakes, waffles, other baked goods, coffee, and hot cocoa. The pumping lid locks in place. Nonskid silicone base doubles as a storage lid. 1-cup capacity to fill line; makes 2 cups of whipped cream. —

#1461 \$25.00 ① OWS

Bold Condensed

Catalog Product Title: Helvetica

Body Copy:

Helvetica Light Condensed

Web Typography Family

Our primary typeface for pamperedchef.com webpages is Museo Sans and type family.

Museo Sans 100

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 12345678906.;;'\$¢%!?(*)@®

Museo Sans 100 Italic

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&...;'\$¢%!?(*)©®

Museo Sans 300

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 12345678908.;;'\$¢%!?(*)@®

Museo Sans 300 Italic

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.;;'\$¢%!?(*)©® Museo Sans 500

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)@®

Museo Sans 500 Italic

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©®

Museo Sans 700

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)@®

Museo Sans 700 Italic

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©® **Museo Sans 900**

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,:;'\$¢%!?(*)@®

Museo Sans 900 Italic

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,:;'\$¢%!?(*)@®

Web Typography Family

Our primary typeface for Consultant's Corner webpages is Foundation Sans and type family.

Foundation Sans Light

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$\$\%!?(*)@®

Foundation Sans Roman

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©®

Foundation Sans Bold

abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890&.,;;'\$¢%!?(*)©®

Color System

Brand Colors

Primary Colors



CMYK 82 / 36 / 39 / 6 RGB 42 / 127 / 140 HEX #2a7f8c

Pantone 5483 C

Secondary Colors



CMYK 0/0/0/95 RGB 40/40/41 HEX #282829

Pantone Black C 3

CMYK 0/0/0/0 RGB 255/255/255 HEX #ffffff

Our brand blue is used for:

- Corporate Identity
- Packaging

Our secondary colors are used for:

- Logo treatment
- Packaging
- · Corporate Identity
- Copy

Accent Colors



CMYK 77/7/36/0 RGB 0/173/174 HEX #00adae

Pantone 326 C



CMYK 3/75/76/1/Tint: 90 RGB 233/115/90 HEX e9735a

Pantone 7416 C Tint: 90



CMYK 34/9/68/0 RGB 177/197/118 HEX #b1c576

Pantone 577 C



CMYK 0/0/0/70 RGB 109/110/113 HEX #6d6e71

Pantone Cool Gray 11 C



CMYK 0/0/0/40 RGB 167/179/172 HEX #a7a9ac

Pantone Cool Gray 6 C

CMYK 0/0/0/10 RGB 230/231/232 HEX #e6e7e8

Pantone Cool Gray 1 C

Our accent colors are used for:

- Consultant support materials
- Accents in seasonal launch materials
- Opportunity support materials

For the Digital Style Guidelines, please check on the DAM.

Career Title Colors

Each career title has its own designated color that can be used for print or web. These colors are only to be used for career title recognition and not to be used within our brand colors.



Consultant Pantone 578 C

CMYK 30/7/50/0 RGB 183/205/150



Senior Director

CMYK 4/23/75/0 RGB 242/199/92



Senior Consultant

CMYK 66 / 36 / 14 / 0 RGB 95 / 141 / 181

Pantone 7454 C



Executive Director

CMYK 84/29/38/3 RGB 0/140/149



Team Leader

Pantone 218 C
CMYK 4/72/0/0
RGB 229/109/177

Senior Executive Director

Pantone 7679 C

CMYK 80/90/16/4 RGB 86/61/130



Director Pantone 193 C

CMYK 16 / 100 / 75 / 5 RGB 191 / 13 / 62



National Executive Director

Pantone 312 C

CMYK 76 / 15 / 10 / 0 RGB 0 / 169 / 206



Advanced Director

CMYK 100 / 82 / 35 / 24 RGB 0 / 56 / 101

Pampered Chef Brand Guide 2020

Iconography

Running Your Business



















In-Person Party

Pampered Chef Party

Booking a Party

Recruiting

First Party Booked

Virtual Parties

Sales Reward/ Milestone

Director-Bound (Recruiting)

Building a Team























The Future Is Bright

Dream Big

First Steps

Keep Going!

Unboxing

Hosting Rewards

Growing Your Business

Promoting Your Business

Reach Out to Customers











6 Months of Consistency



9 Months of Consistency



12 Months of Consistency

Benefits of the Opportunity











Travel

Pampered Chef Brand Guide 2020

Career Levels



Senior Consultant



Team Leader



Director









Director



Executive Director Senior Executive

National Executive Director

General Use



Happy Spoon



Blog



See It in Action (Video)



Product



Promotions



Future Promotions







Tip

Maybe or Question



Remember



Tech Update



Weddings and Registries



Website



Welcome



Promotions/Offers



Charitable



Featured This Month

$Enrichables^{^{\!{\scriptscriptstyle\mathsf{TM}}}}$



Sauces, Spreads, Dressings & Soups



Drinks & Smoothies



Batters & Doughs



Pasta, Rice & Oatmeal



Ground Meat



Sprinkle



Non-GMO



Vegan



Gluten-Free



Dairy-Free



Soy Free



Made Without Nuts

Incentive Trips



Travel



Arrive at destination



Hotel



Check-in



Meals



VIP Event



Hospitality Desk

Products



Energy Map



January



February



March



















Core Values







Authenticity



Humility



Innovation



Integrity



Meritocracy



Passion



Respect

Photography

Tonal Guardrails

Our photography captures intimate slices of life, using neutral tones to highlight our subjects and pops of color in our tools, ingredients, and accent props. Blues and grays are used to enhance our primary brand color and can be dialed up or down to fit the season.

















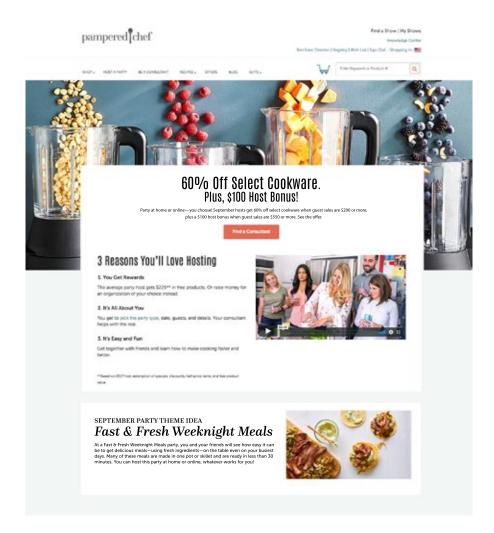
Applied Examples





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Webpages, Emails & Social







Pampered Chef Brand Guide 2020

\$139.60 Get it for 60% off

