



WALNUT ROOM HOLIDAY

WALNUT ROOM HOST FAQ

Talking Points on the Buffet

In its second year, we are excited to announce the Walnut Room will again be offering a holiday buffet filled with our signature Walnut Room dishes, including our famous Oven-baked Meatloaf, Asiago Chicken, our iconic Mrs. Hering's Chicken Pot Pie, Lobster Bisque and many other Macy's favorites. Your options will feel endless and the dessert table will impress! We look forward to you celebrating with us in the Walnut Room this holiday season. Click here to view buffet offerings and our limited menu and cocktails.

Popular locations asked about within the State Street Macy's store...

What floor is Santa Land located on?	5 th Floor
What floor can I view the Tiffany ceiling?	5 th and 6 th Floor
Where can I find the Archives/History?	7 th Floor – near the restrooms
Where are the nearest restrooms?	7 th Floor – near the Archives
Where can I find 7 on State? Signature Kitchen?	7 on State is located on the 7 th floor across from the Walnut Room Signature Kitchen is located on the lower level
Where can I view the Great Tree?	Near the bar area we have set up roped-off viewing area

Popular Key Dates that are asked about...

When is Tree Lighting?	November 2 nd – 12:00pm (the Walnut Room is open for dining 11am-8pm)
When are we open on Thanksgiving?	November 28 th – 5pm-9pm
What are the hours of Black Friday?	November 29 th – 8am-9pm
What are the hours for Christmas Eve?	December 24 th – 8am-5pm
What are the hours for Christmas Day?	We are closed.
What are the hours of New Year's Eve?	December 31 st – 10am-5pm
What are the hours of New Year's Day?	January 1 st – 10am-7pm
When is the last day of the Great Tree?	January 5 th (the Walnut Room is open for dining 11am-5pm)



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Frequently Asked Questions....

When is the Walnut Room open during the holidays?	Hours are varied; please refer to macysrestaurants.com for a listing of holiday hours.
How can I make a reservation?	We have limited reservations available from Tree Lighting through the end of December. Please visit macyrestaurants.com and view if there are any open times available. These are the only reservations available. You are able to join the Walnut Room seating waitlist the day of your arrival by visiting the 7th floor iPad/tech station and join the seating waitlist.
How long is the wait to get a table in the Walnut Room	The wait time varies throughout the day and day of week. During peak lunch hours of 11:00am-4:00pm, the wait can be up to 3+ hours. Please plan accordingly.
Is parking available?	Discounted parking is available in the Randolph Street parking garage located directly north of the store on Randolph and Wabash. Validation for the discount is available at Macy's Visitor Center located on the First Floor. The Walnut Room does not validate parking slips.
Does the Walnut Room serve breakfast?	The Walnut Room will be offering a breakfast buffet, limited to varying days and time. Please refer to the hours of operation posted on macysrestaurants.com .
How does Walnut Room seating work?	Upon entering the store, please make your way to the 7th floor Walnut Room iPad/tech station. You can place your name on a waitlist and will be given an estimate for wait time based on seating ahead of you. You will receive a text when your table is available.
How will I be notified my Walnut Room seating is ready?	You will receive a text message notifying your table is available. Please ensure you have cell service on your device and follow instructions that were provided to you when joining the waitlist
Will I receive my text should I leave the store?	You will receive a text should you leave the building however; we suggest you stay in the building to ensure you are seated timely.
Is there some way to shorten the wait time for seating?	The Walnut Room does not take reservations during the holidays, except for limited reservations on macyrestaurants.com . The shortest waits are usually for week days, early morning breakfast buffet and any time during the weeks before Thanksgiving or after the Christmas holiday.



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What if I have a large group of 20 or more	We've created a private holiday space next to the Walnut Room giving our larger groups a more convenient way to celebrate the holidays without all the hassle! There's no additional charge! Dates and times fill up fast so please email us, using the "contact us" if you are interested, and someone will reply!

Walnut Room History...

Located in our flagship Macy's State Street store in the heart of downtown Chicago, IL, the world-famous Walnut Room (est. in 1905) was the first restaurant ever opened in a department store. The 17,000 square foot dining room has been home to the historic 45-foot Great Tree that graces the restaurant each November through early January. Dining under the Great Tree has become a holiday tradition for our customers over the past decade, with almost 100,000 guests every holiday season. Try our iconic Mrs. Hering's Pot Pie!

Menu/ Gluten free/Allergies....

- See Menu
- Some allergies can be accommodated. Please ask a supervisor or manager for assistance with these specific questions. Ensure your customer is informing the server as well when they are seated.