

Dear Parent,

Dolce have been appointed as your new school meals provider and we are determined to offer you and your child an excellent service. To enable parents to manage their child's lunchtime requirements we currently use an award winning ordering and payment system. The new system also cuts down on paperwork and staff time. You will be able to go online and order meals from home, view recipes, check artificial ingredient information, and block dishes which contain certain allergens.

Pre-Ordering

Pre-ordering is done by the parent and child at home (see reverse) or on the classroom interactive whiteboard each day. Vegetarian options are clearly displayed on a green button.

Dishes that contain allergens unsuitable for your child will be blocked (if we have been notified).



Lunchtime

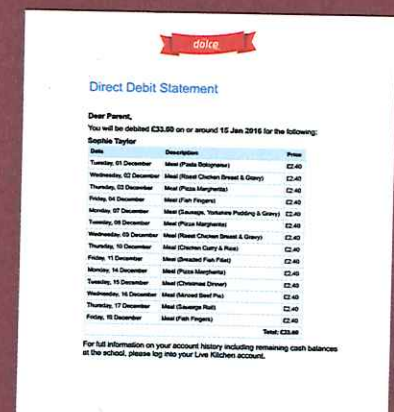
The children now select their name on a touch screen at the hot plate during lunch service. Their meal choice is displayed to the cook, as well as their dietary needs. If a mismatch is detected the cook will advise of an alternative.

Pay by Direct Debit and Save Time

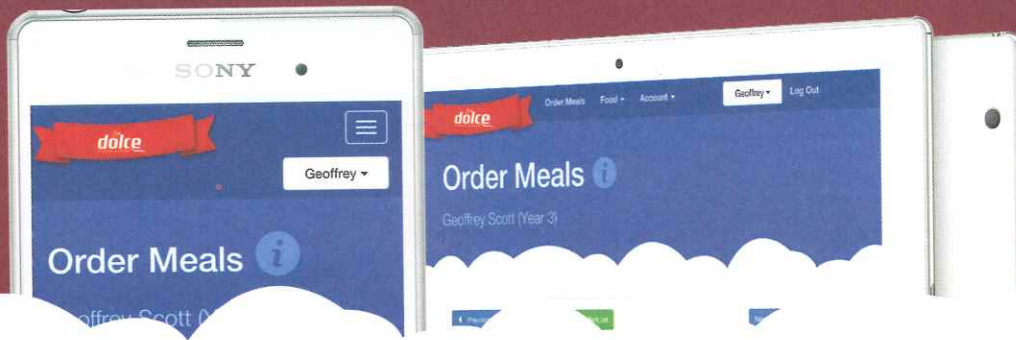
Direct Debit saves time in the school office, the kitchen, and at home!

Sign up and we will send regular statements that inform you of the meal choices your child made each day. Forget having to find the correct change each day or pay large sums in advance!

We collect on a monthly basis and we always give two weeks notice before amounts are collected. Card payments are also supported.



Using your account at Home



How can I request an account?

Give your email address to the school office to get a Live Kitchen account. You will receive an email from us containing your login details and a link to our website.

What if my child has allergies?

If your child has a common allergen, you can enter it on the website and Live Kitchen will help to block any unsafe options by eliminating them from pre-order. We will also inform the cook on the lunchtime screen.

How can I pay?

If you have any children who are not entitled to free meals, you can pay for their meals by Direct Debit as well as Debit/Credit card or via the telephone. There is a link on our site and start up is instant.
*a small charge may be incurred for telephone card payments

Can I set a spend limit? (Senior and Middle schools only)

If your school allows pupils to buy additional items at lunchtime you can set a limit on how much they spend each day.

Is there a limit to how many meals I can order?

Ordering is easy and you can order flexibly on a day to day basis or a whole term. Payment is not requested when a pre-order is placed, you can top up your account as you require. Easier still, if you sign up to Direct Debit payment will be taken automatically on a day that suits you!



Please tear off and return to the school office to get an account (if you don't already have one)

Parent Name _____

Email (write clearly!) _____

Pupil names & year groups _____