

QUICK GUIDE

ORDERING YOUR CHILD'S LUNCHES

This guide includes information on how to:

- Activate your SchoolGrid account
- Top up your SchoolGrid account with credit

WHO PROVIDES MY CHILD'S LUNCHES?

Dolce - a family run, third-generation caterer passionate about creating healthy home-cooked meals, proudly provide your child's lunches. We also provide exceptional service for both pupils at the counter and parents via our market-leading approach to customer care and modern catering innovations.

With nutritious, tasty meals - cooked fresh from raw ingredients - we make sure that lunchtime is a highlight of the day whatever the stage of your child's school journey. We will ensure your children have the experience of a lunchtime.



Home-cooked food
from raw ingredients



Low cost meal prices



All menus are nutritionally
analysed by our team
of experts



Full allergy protection



HOW TO ACTIVATE YOUR SCHOOLGRID ACCOUNT:

- Your school will activate your SchoolGrid account using your email address.
- Once the school has activated your account, you will receive an email from SchoolGrid containing your login details.



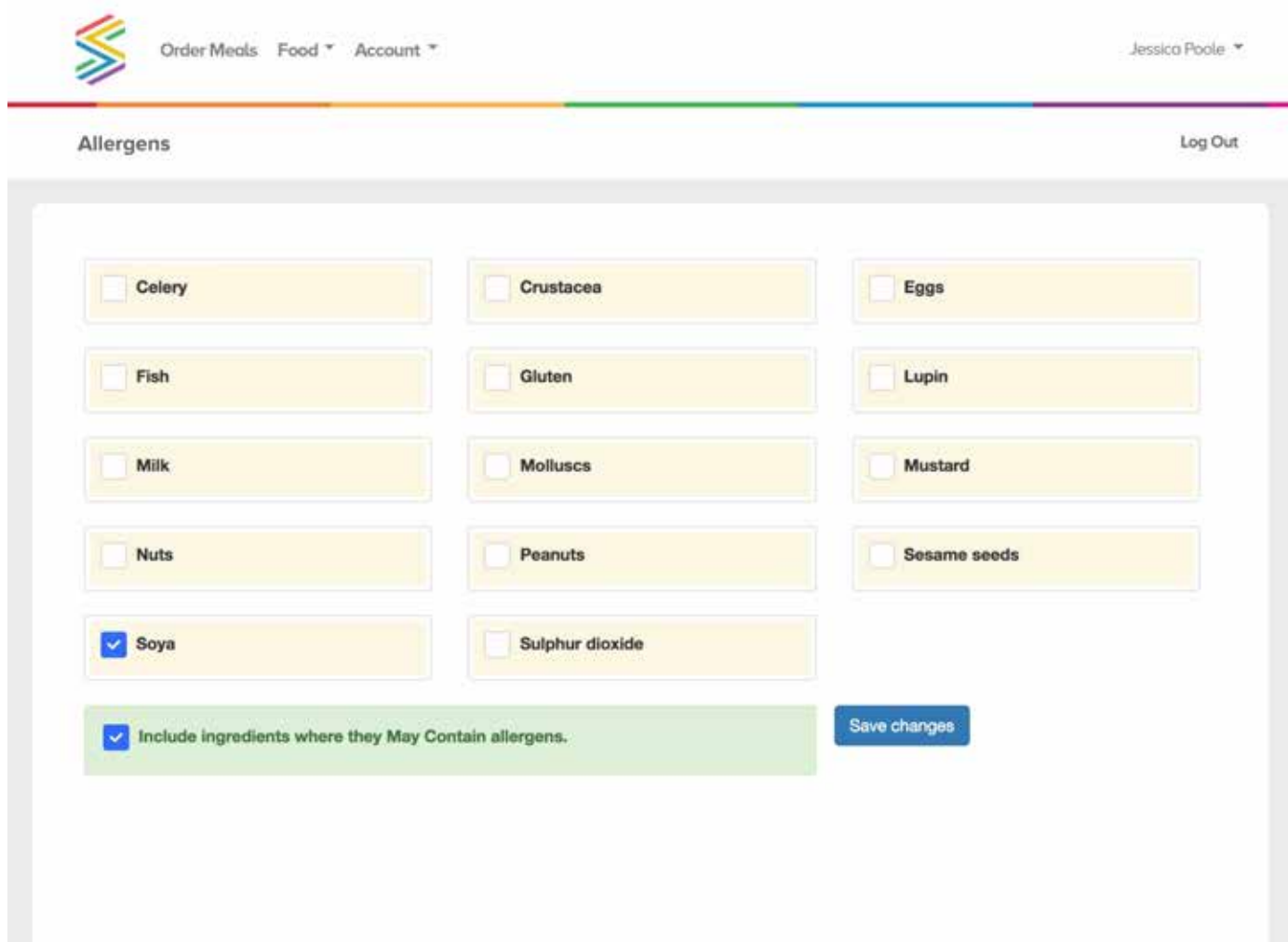
WE CARE WHAT YOU THINK!

Rate the dish! We use a star rating system and monitor feedback each term to determine which dishes are most popular. So if your child is enjoying their school dinner, let us know. You can even 'Compliment the Cook.'

ALLERGENS

HOW TO BLOCK ALLERGENS ON SCHOOLGRID:

The sophisticated allergen blocking system prevents your child from choosing any unsafe meal options. All you need to do is tick which of the allergens apply and let the system take care of the rest.



The screenshot shows the 'Allergens' settings page in the SchoolGrid system. At the top, there is a navigation bar with a logo on the left and links for 'Order Meals', 'Food', and 'Account'. On the right, the user's name 'Jessica Poole' is displayed. Below the navigation bar, the page title 'Allergens' is on the left and a 'Log Out' link is on the right. The main content area contains a grid of 14 allergen checkboxes. The 'Soya' checkbox is checked, while all others are unchecked. At the bottom left, there is a checkbox for 'Include ingredients where they May Contain allergens.' which is also checked. A 'Save changes' button is located at the bottom right of the grid.

<input type="checkbox"/> Celery	<input type="checkbox"/> Crustacea	<input type="checkbox"/> Eggs
<input type="checkbox"/> Fish	<input type="checkbox"/> Gluten	<input type="checkbox"/> Lupin
<input type="checkbox"/> Milk	<input type="checkbox"/> Molluscs	<input type="checkbox"/> Mustard
<input type="checkbox"/> Nuts	<input type="checkbox"/> Peanuts	<input type="checkbox"/> Sesame seeds
<input checked="" type="checkbox"/> Soya	<input type="checkbox"/> Sulphur dioxide	

☒ Include ingredients where they May Contain allergens. [Save changes](#)

We list the main 14 allergens as recognised by the Food Standards Agency, however if your child has allergens outside of those listed, or additional dietary requirements, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk

YOUR MENUS

Before the end of every school term, Dolce's customer care team will email you the next term's menu and any theme day menus.



EXAMPLE MENUS:



IMPORTANT CONTACT INFORMATION:

For all enquiries, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk
Available 8am - 5pm, Mon to Fri
**Excluding bank holidays

FREQUENTLY ASKED QUESTIONS



HOW DO I SET UP MY SCHOOLGRID ACCOUNT?

Your school will activate your account and you should receive an email from SchoolGrid containing your login details. If you haven't received your login details, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk

WHAT IF MY CHILD'S ALLERGEN(S) / DIETARY REQUIREMENTS IS NOT LISTED ON SCHOOLGRID

We list the main 14 allergens as recognised by the Food Standards Agency, however if your child has allergens outside of those listed, or additional dietary requirements, please contact customer care on 01942 707709 (Opt. 1) or customercare@dolce.co.uk