

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
- Preorder your child's meals

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. Pupils and parents can order from home, or on the move via our award-winning system, SchoolGrid. We will ensure your children have the experience of a lunchtime.



Your child only eats meals they love with full parent/child easy pre-ordering



Home-cooked food from raw ingredients



Easy online payments



Full allergy protection



All menus are nutritionally analysed by our team of experts



Low cost meal prices



dolce
Education Catering



The
Experience
of a Lunchtime



MAKING LUNCHTIMES ENJOYABLE FOR EVERY CHILD

We aim to make lunchtime an enjoyable experience for every child. Using a touch screen, children select their names at the hot plate, displaying their meal choice to both the cook and child, along with any allergies or dietary requirements. Our system helps the cook get to know each child on a first name basis, making them feel welcome at the lunch counter.

HOW TO ACTIVATE YOUR SCHOOLGRID ACCOUNT:

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

HOW TO TOP UP/ADD CREDIT TO YOUR ACCOUNT:

- Head to ACCOUNT
- Click MAKE CARD PAYMENT
- Auto populates the amount owed but this can be changed to add more credit on.
- Money should be paid into the CATERER purse.



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 you and your child from ordering 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' section of the SchoolGrid interface. At the top, there are links for 'Order Menu', 'Food', and 'Account'. Below the 'Allergens' header, there is a grid of allergen categories, each with a yellow selection box: Celery, Fish, Milk, Nuts, Soya (checked), Crustacea, Gluten, Molluscs, Peanuts, Sulphur dioxide (checked), Eggs, Lupin, Mustard, and Sesame seeds. At the bottom, there is a checkbox for 'Include ingredients where they may contain allergens.' (checked) and a 'Save changes' button. A 'Log Out' link is in the top right corner.

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

FREE SCHOOL MEALS

Is your child entitled to Free School Meals? Head over to your local government website or to your school office to find out more and apply. You could save yourself hundreds of pounds each year.

PRE-ORDERING

We want you to know everything there is to know about our menus. That is why we use SchoolGrid, the award winning online pre-ordering system. Here you can see what's on offer across the whole term, including any special theme days which run throughout the academic year!

You can order flexibly, either day by day or up to a full term in advance. To help make an informed choice for your child, we provide the full ingredients list, recipe card and nutritional breakdown for each dish.

