

Dear Parent/Carer

We are the appointed school dinner suppliers for your school and are determined to offer you and your child an excellent service, ensuring every child enjoys their meal and has the energy to study and learn in the afternoon.

### SchoolGrid Account

If you would like your child to have school meals, you will need a SchoolGrid account. Please provide the school office with your email address to activate an account. You will then receive an email from SchoolGrid, our software providers, with all of your necessary login details. By accessing SchoolGrid online you will be able to pre order meals, view recipes, allergens, ingredients and make payments.

### Allergies

If you are having difficulties ticking the allergen information you need, please contact Customer Care and we will happily make arrangements to accommodate your child's individual needs.

### Payments

Your Child is in Reception / KS1 which means you are eligible for Universal Free school meals. This will automatically be set up on your account as free, all the other features can be used as normal.

### Contact Details

**Dolce** is your catering provider. If you have any questions, comments or suggestions regarding school meals, allergens, payments etc, please do not hesitate to contact Dolce Customer Care Monday to Friday 8am to 5pm, on 01942 707709 or by email to [customercare@dolce.co.uk](mailto:customercare@dolce.co.uk) we are always happy to hear from you.

**SchoolGrid** is the Software provider we use. If you experience any technical issues with access to SchoolGrid, please contact Live Kitchen technical support on 01506 300310 or by email to [support@schoolgrid.co.uk](mailto:support@schoolgrid.co.uk)

Yours Sincerely

Dolce Customer Care



# information



DEAR PARENT,

Dolce are your schools chosen meals provider and we are determined to offer you and your child an excellent service.

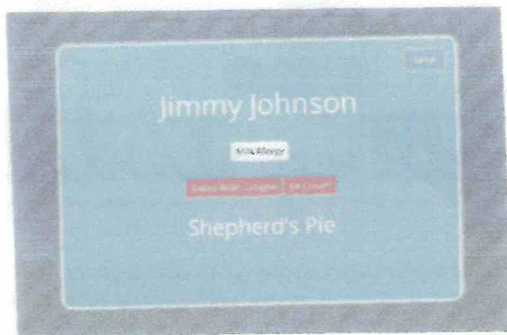
We offer exciting new menus each term which are cooked fresh from raw ingredients and allow parents and pupils to pre-order from home, on the move or in the classroom.

## 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.

To register for online pre-ordering and payments please complete the tear off slip on the reverse.



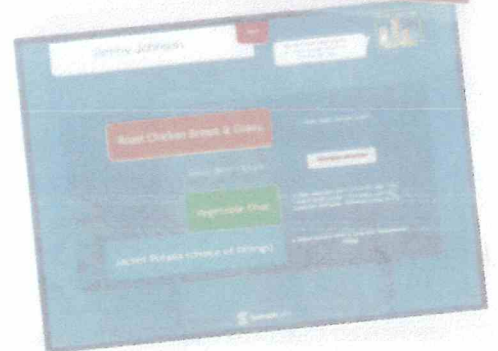
## LUNCHTIME

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.



## Who are we?

Dolce is a family run schools catering provider with a passion for delivering good healthy food with the best customer care.



## Free SCHOOL MEALS



Is your child entitled to Free School Meals? Head over to your local government website to find out more and apply. You could save yourself hundreds of pounds each year and your school will receive extra funding too!





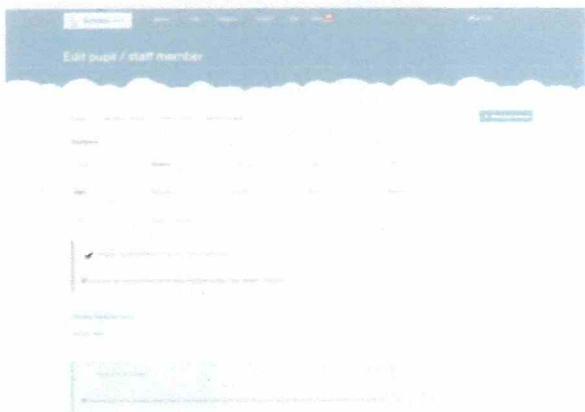
### PAYMENTS

For your convenience we offer several payment methods. Either sign up to **Direct Debit** or pay by credit/debit card. Setting up a Direct Debit couldn't be easier. Just log in, head to the 'Account' section, select 'Direct Debit' and enter the details required.

The payment amount isn't set, you will only ever pay for the meals your child has taken. Select the payment date that suits you and we will keep you informed with monthly statements to show which meals were chosen, the amount due and remind you when the money will be collected – simple!

### ALLERGENS

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.



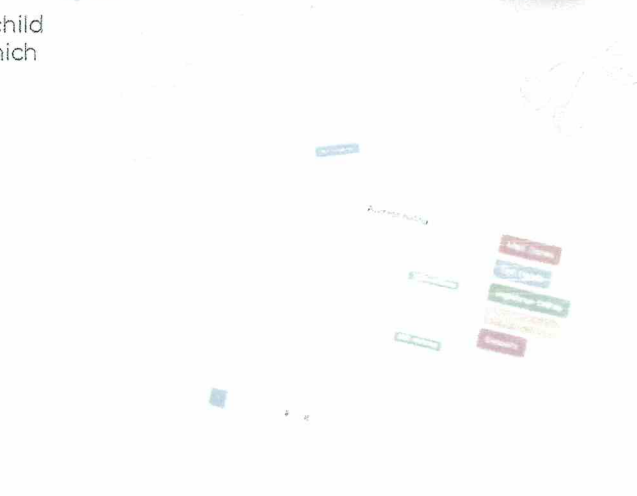
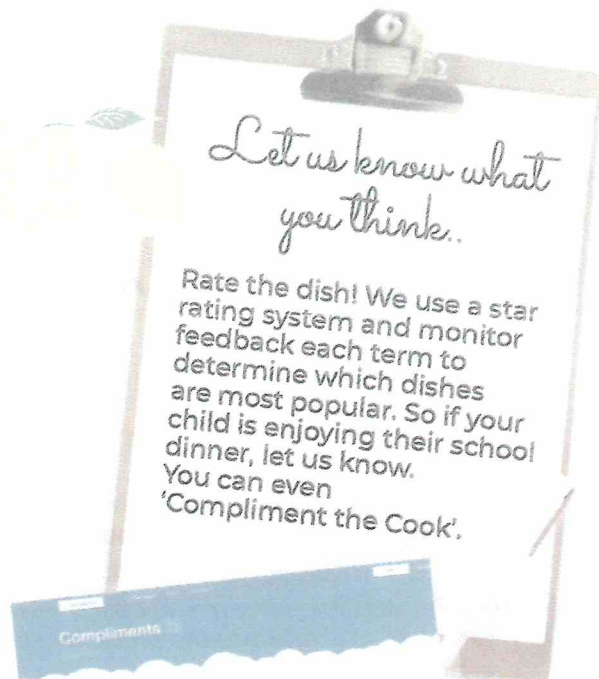
### NEED ANY HELP?

Our dedicated Customer Care team are on hand to answer any queries you may have.

**Call 01942 707709** (Opt. 1) or **email [customercare@dolce.co.uk](mailto:customercare@dolce.co.uk)**

Opening Hours 8am – 5pm, Mon to Fri

\*\*excluding bank holidays



## Getting started

To register for your online pre-ordering account, complete the tear off slip below and return to your school office. The school will input your details on to SchoolGrid and you will then receive an email with your log in details and a link to start pre-ordering meals and managing your child's account online.

**If you do not receive an email, please check your junk folder.**

Dolce School Lunches Ltd. 2015

Please complete and return to your school office to register for an account

PARENT NAME.....

EMAIL.....

TELEPHONE NUMBER.....

PUPIL NAME/S AND YEAR GROUP/S.....