PARENT



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

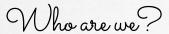
We want you to know everything there is to know about our menus. That is why we use SchoolGrid, the award winning online pre-ordering system. Here you can see what's on offer across the whole term, including any special theme days which run throughout the academic year!

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.



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.



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









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.

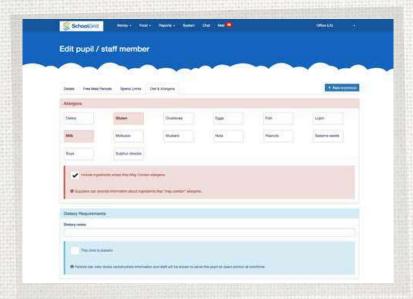
The payment amount isn't set, you will only ever pay for the meals your child has taken. Select the payment date that suits you and we will keep you informed with monthly statements to show which meals were chosen, the amount due and remind you when the money will be collected – simple!

Let us know 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

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.



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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

Opening Hours 8am – 5pm, Mon to Fri
**excluding bank holidays

