

# 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



Full allergy protection



Easy online payments



Low cost meal prices



All menus are nutritionally analysed by our team of experts





## 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!

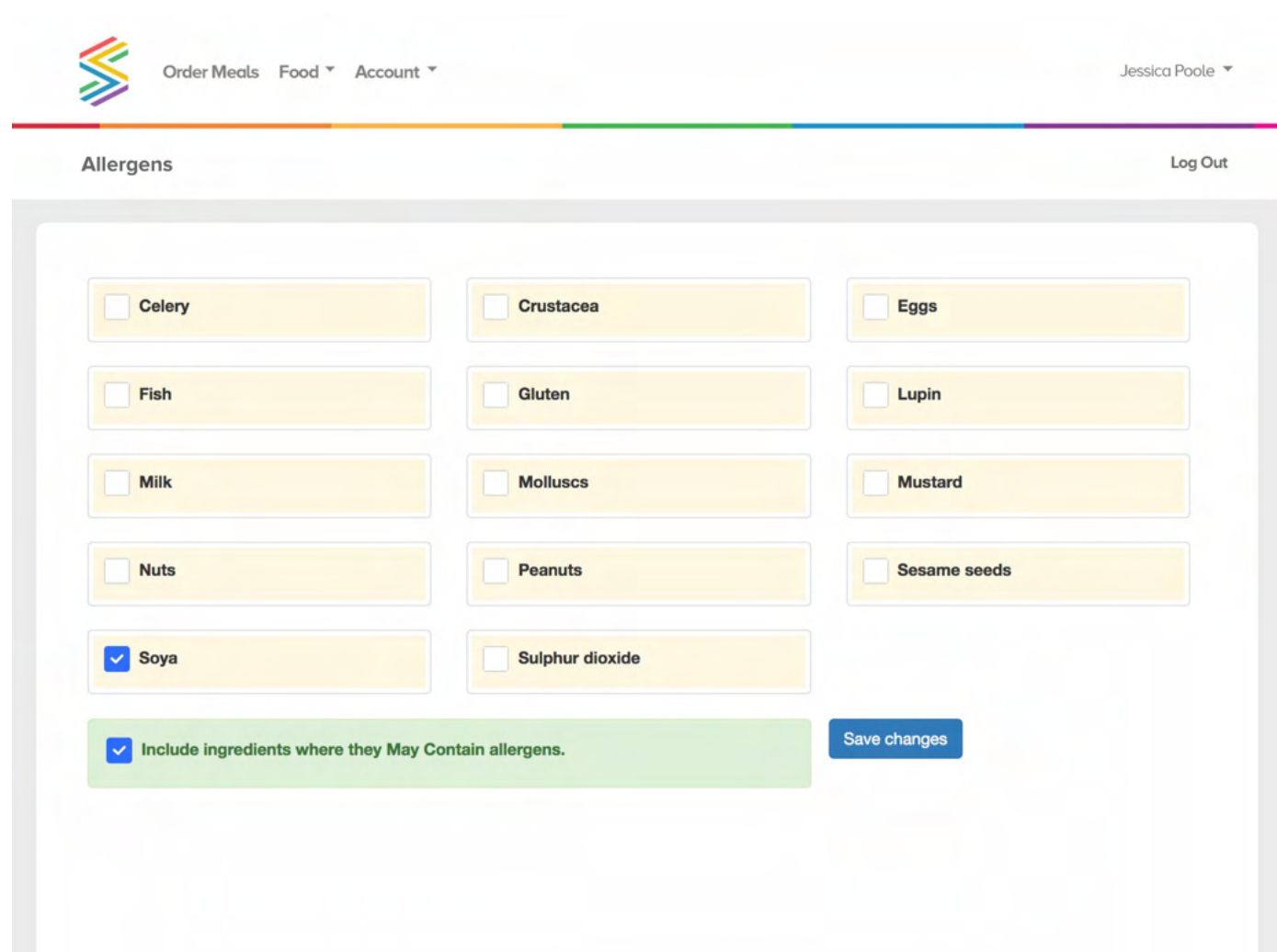
Rate the dish! We use a star rating system and monitor feedback each term to determine which dishes are most popular. So if your child is enjoying their school dinner, let us know. You can even 'Compliment the Cook.'



# ALLERGENS

## HOW TO BLOCK ALLERGENS ON SCHOOLGRID:

The sophisticated allergen blocking system prevents 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' page in the SchoolGrid system. At the top, there is a navigation bar with a logo on the left, links for 'Order Meals', 'Food', and 'Account' in the center, and a user name 'Jessica Poole' on the right. 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 allergens listed are: Celery, Fish, Milk, Nuts, Soya (checked), Crustacea, Gluten, Molluscs, Peanuts, Sulphur dioxide, Eggs, Lupin, Mustard, and Sesame seeds. At the bottom of the grid, there is a green box containing a checked checkbox for 'Include ingredients where they May Contain allergens.' and a blue 'Save changes' button.

<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 [customer care@dolce.co.uk](mailto:customer care@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.



# 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.

## OUR FISH IS APPROVED BY THE MSC



**WE ONLY USE SUSTAINABLE SEAFOOD WITH THE BLUE FISH LABEL TO HELP PROTECT OUR OCEANS**

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School Catering

## HAPPY HENS



**ALL OF OUR EGGS ARE FREE RANGE INCREASED VITAMINS A, D & E AND OMEGA-3**

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## EUROS 2024

13th June 2024

**MAINS**

- Home or Away Burger
- Mini-Hick Hen Burgers (VG)
- Substitute Wrap Bar
- Match Ball Potatoes (V) (GF)

**SIDES**

- Goalpost Fries
- Penalty Peas
- Striker Sweetcorn
- Harry Kane Ketchup
- Southgate Salad Bar

**DESSERT**

- Back of the Net Chocolate Cookie (VG)
- Half Time Orange Wedges
- Fresh Fruit

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## SUPER MARIO DAY

THURSDAY 14TH MARCH 2024

**MAINS**

- LUIGI'S SPAGHETTI PIZZA
- WARIO'S MUSHROOM CHICKEN (V)
- BOMBOM BOMB ROLLS
- POWERS FRENCH POTATO BITE (V)

**SIDES**

- COOLIDGE'S GARDEN SLICE
- RAY GUN SWEET CORN
- BIG BOI BROCCOLI
- FLOWER POWER UP SALAD BAR
- FRESH BREAD (V)

**DESSERTS**

- BOMBER BOMB COOKIES (VG)
- YOSHIE VIOGHURT (V)
- FRESH FRUIT (VG) (GF)

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## Vegan LUNCH DAY

27th March 2023

**MAINS**

- Five Bean Stew & Rice (VG) (GF)
- Pasta Neapolitan (VG)
- Sweet Potato Curry & Rice (VG) (GF)
- Jacket Potato & Baked Beans

**SIDES**

- Oven Baked Jacket Wedges (VG) (GF)
- Sweetcorn (VG) (GF)
- Green Beans (VG) (GF)
- Salad Bar (VG) (GF)

**DESSERTS**

- Vanilla Cookie (VG)
- Traditional Flapjack (VG) (DF)
- Fresh Fruit (VG) (GF)

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## IMPORTANT CONTACT INFORMATION:

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

# FREQUENTLY ASKED QUESTIONS



## WILL THERE BE A CHARGE IF I PAY BY CARD?

There is no charge for making payments by either credit or debit card to your account.

## IS THERE A LIMIT TO THE PAYMENT I CAN MAKE?

No, you can choose to pay as little or as much as you would like. Your current balance can be checked at any time in 'Account History'.

## HOW OFTEN DO I NEED TO TOP UP MY ACCOUNT?

Payment by card is required in advance and you can top up your account as often as you like to ensure that your account is always in credit.

## I HAVE MORE THAN ONE CHILD AT THE SAME SCHOOL – CAN I PAY FOR THEM ALL AT THE SAME TIME?

Yes, when making your card payment you will be asked how much you would like to credit to each account.

## I AM ENTITLED TO FREE SCHOOL MEALS FOR MY CHILD – WHAT DO I DO NOW?

If you have been awarded Free School Meal entitlement please contact your school office to ensure that your account has been updated.

## 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](mailto: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](mailto:customercare@dolce.co.uk)