



choicelunch®

Thoughtfully Sourced. Deliciously Prepared.®

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FAQs

A NEW Way to Experience Choicelunch.

What is A La Carte?

A La Carte is our easy-to-use, customizable, contactless lunch option from Choicelunch. In addition to an entrée, you can order sides, drinks, fruits/veggies online.

Does this replace my previous lunch program?

Yes. A La Carte was offered at a few schools last year. This school year, we're offering it to all of our schools because it's the best choice for schools reopening with modifications due to COVID-19.

Why are you replacing my previous lunch program?

The pandemic requires a "new normal." We believe A La Carte is the best option for schools during these unprecedented times. A La Carte is a proven solution that provides custom, individually packed lunches for easy distribution at schools for minimal student contact. It offers schools the flexibility to deliver lunches to classrooms or student pickup at the lunch counter.

What precautions is Choicelunch taking during the pandemic?

Choicelunch is committed to preventing the spread of coronavirus (COVID-19). In addition to our normal procedures, we have taken extra precautions for the safety of our customers and employees.

We already:

1. Require all food service employees to wear gloves and hairnets.
2. Require hand washing prior to work (starting or returning to shifts).
3. Clean and sanitize our prep tables daily.
4. Monitor and encourage employees to stay home if sick.

Extra precautions:

1. Conduct daily employee temperature checks prior to entering the building.
2. Employees use hand sanitizers prior to clock in, clock out, and wash hands prior to a shift.
3. Disinfect time clocks daily.
4. Drivers disinfectant door handles and steering wheels prior to beginning deliveries.
5. Drivers use kitchen gloves over work gloves for each delivery/pickup (single use per delivery).
6. Kitchen PM Crew disinfectant oven door handles, cold cambro door handles, cooler lids, and bin lids.

How is A La Carte different from my previous lunch program?

Order everything. **ONLINE.**

With A La Carte, there are no longer snack, fruit/veggie, or drink bins at the lunch counter. Instead, your child is given an entrée and a custom, individually packed lunch bag with all of their sides, drinks, and fruits/veggies you ordered for them.

Take full control.

Step-by-step ordering allows you to choose an entrée, sides, drinks, and fruits and veggies. You have full control over your student's lunch - all at your fingertips.

Apply the allergen filter to entrees **AND** sides.

You can filter the menu to show entrées and sides that meet your student's dietary preferences and food allergies. Items that don't meet your requirements will not appear on your student's menu.

How does the allergen filter work with A La Carte?

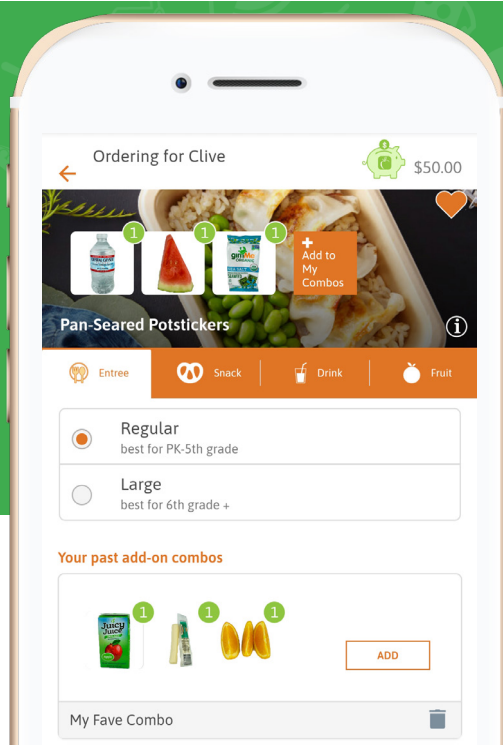
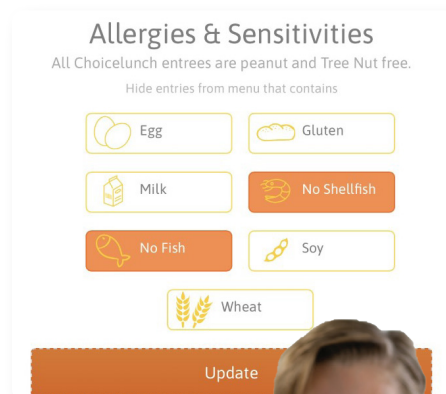
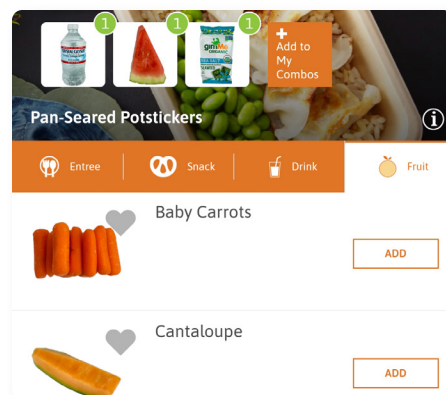
The A La Carte allergen filter applies to sides as well as entrées. When the filter is applied, only the entrées and sides that meet your student's dietary needs and preferences appear on your ordering menu. If an item does not meet your criteria, you will not have access to order it.

How is lunch distributed?

Schools have the flexibility to deliver lunches to classrooms or allow student pickup at the lunch counter.

What's in the bag?

Bags are packed at Choicelunch and delivered to schools with everything inside EXCEPT the entrée. Individually-packed bags include all sides ordered (drinks, snacks, fruits/veggies), napkin, utensils (if needed), plus any condiments customarily served with the entrée.



How do I order with A La Carte?

1. Tap the date you want to order lunch.
2. Choose your entrée. Be sure to scroll down to view the full menu selection for this date.
3. Select a size (Regular or Large), if applicable
4. Tap the tabs at the top to select your sides (snacks, drinks, fruits/veggies)
5. After you've made your selections, click "Place Order"

That's it. All done!



How do I save an order?

It's easy to save your favorite combination of sides.

1. Tap the date you want to order lunch.
2. Choose your entrée.
3. Tap each tab at the top to select your sides (snacks, drinks, fruits/veggies)
4. After you've made all your selections, tap **"Add to My Combos"**
5. Name your combo and save.

That's it. All done!

Tip: You can't save entrées with your combo, but you can "heart" them. By clicking the heart icon on your entrée, you've made it a favorite. It will appear at the top on the menu on the days offered.

What if I have more than one child ordering lunch?

No problem. You can individualize your order for each child. For example, order four sides for your student with a healthy appetite. Maybe, select two sides for your picky eater. **You have full control.**

Is there an option to only order sides?

Currently, an entrée must be ordered to add sides. Sides only may be a future enhancement.

What happened to Unlimited?

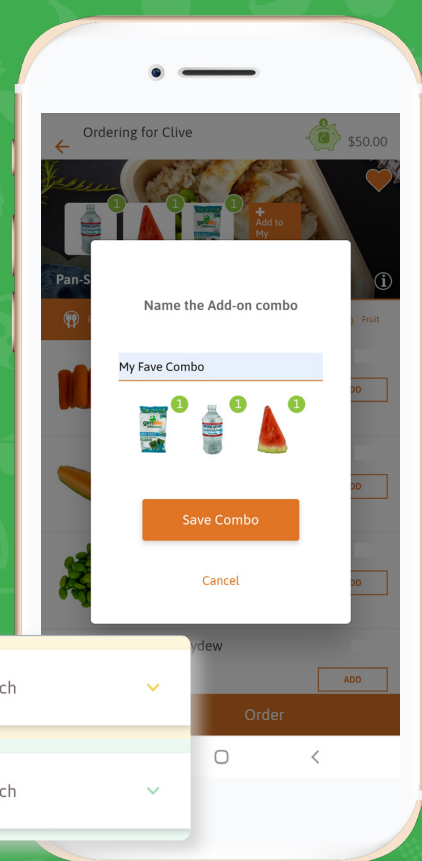
Given the transition to the A La Carte program and the uncertainty of the school schedules, we are not offering the Unlimited program at the beginning of this school year. However, we intend to relaunch the program in the near future. Stay tuned!

What is the ordering deadline?

Our full menu is available until 9 am the day before service. For lunch on Monday, order by Sunday at 9 am. Lunches ordered after 9 am are considered "late-orders" have a limited menu. Late-order lunches are available until midnight on the day of service.



Tip: Make sure you have opted-in to our **Emergency Lunch program**. If you forgot about lunch, your child can request an emergency lunch at the school lunch counter. Emergency lunches are entrée-only and are limited and available on a first-come, first-serve basis.



Additional Questions?

Please email us at customerservice@choichlunch.com
or phone 855-GO-LUNCH (855-465-8624).