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Choicelunch Plan for Fall 2020

A La Carte

Frequently Asked Questions

What will lunch delivery look like?

We understand that some schools may not allow our drivers on campus while others will want their equipment dropped off as usual. All Choicelunch employees are temped daily. That said, we will follow your school policy for deliveries. Hot food will be delivered in the oven and cold food in a cold Cambro. The bags containing sides (bagged in Choicelunch kitchen) will also be in a cold Cambro. There will no longer be bins for fruits and veggies, snacks, and condiments, and there will be no cooler for drinks.

Coordinating Lunch:

While every school has to make decisions on where to serve lunch and other logistics, volunteers will need only to match the bag with the child's name on it to a hot color-coded lunch from the oven or a cold lunch in the Cambro. Everything the child will need beyond that will be in the bag. No further assembly required.

How is lunch distributed?

Your account manager can work with you on streamlining distribution based on your volume and social distancing/cohort strategy. The entrée is matched to the bag at school, but how it gets to the student can vary. The label shows the grade (and class/teacher if applicable), enabling classroom delivery if desired.

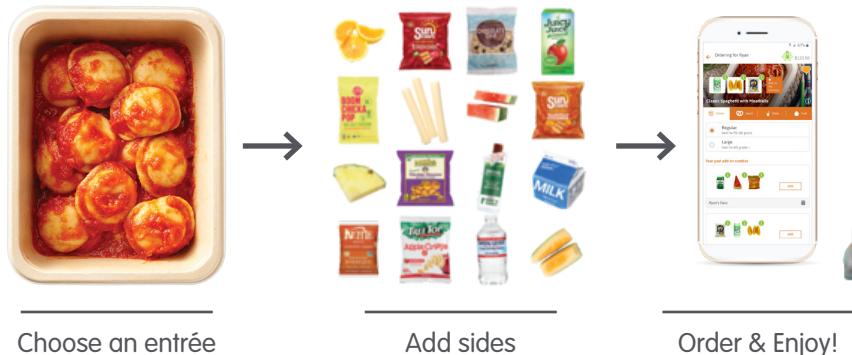
What's in the bag?

There is a bag for every student whether or not they ordered sides. The bag will have a label with the child's name, grade (and teacher/class name, if configured), entrée, sides, drink, utensils, and appropriate condiment(s) for the entrée.

Will the bag hold up to moisture?

Because we launched A La Carte for the 2019-20 school year, we have already tested and selected a bag that will hold up to condensation and the weight of multiple sides.





Will the hot entrée still be color-coded?

Yes. Finding the correct entrée is always faster than finding the correct entrée by student. The label on the bag will show the entrée name and color code.

Unlimited Plan:

Unlimited is currently based on the total number of school days in a year multiplied by the lunch price, discounted, and averaged over 9 months. There is too much volatility regarding service days in the 2020-21 school year to use the same model. We are working on an alternative - possibly based month to month. Stay tuned.

Will there be emergency lunches?

While we still encourage pre-ordering of lunches to minimize waste and maximize the child's experience, emergency lunches will be available. In light of the changes taking place, we are still working on the details. Schools can still request to "opt-out" of emergency lunches.

Can the school modify the sides offered?

Sides and drinks can be modified to suit the school preference. No water or Izze, no problem. Your Account Manager can make those changes in the system. We are still working on grade level modifications, for example, preschools.

Jamba Juice?

There will be no Jamba Juice this school year.

Pizza?

We will start the year without pizza until further notice or until we can get the pizza companies to send the slices individually wrapped.

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 happens if there is not enough product to fulfill the orders?

In the full meal or counter model, we sent quantities over the amount ordered to ensure choice. Even then, schools would run out of the most popular fruit (watermelon). A La Carte allows us to send exactly what was ordered, reducing waste on the aggregate level. In the event of a stock out, we will always communicate with the customer.

How will drop/swap work?

If you had drop/swap in the past, we will continue it.

Handling Waste?

Packaging remains the same. Essentially, the bag replaces the box or boat that students use to carry their meals. Your Account Manager can provide a customizable Waste Kit as a visual reference of what goes where according to your municipality. We also offer a waste presentation suitable for green teams, student councils, or even the entire school.



All in the bag!

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



Daily Lunch Report:

You will continue to receive the Daily Lunch Report, but you won't be as reliant upon it. The label on the bag will identify the entrée. The Daily Report will show your emergency lunches and provide back up if a label was illegible for some reason.

Do we still receive helper credit?

If your lunchtime volunteers were receiving lunch credit, they will continue to do so.

Health Inspection:

Temperature control and protocol will be the same as last year. The driver will temp one hot entrée and one cold entrée as a representative sample. Hot food will still be delivered in an oven and should be held until the time of distribution. Cold food (and side bags) will be delivered in a cold Cambro, which too should be held until distribution.

How do you use the allergen filter?

In your Choicelunch account under manage students, you can add an allergen. The filter will apply to both entrée and sides.

Will there be training?

Yes, Choicelunch will provide training resources to share with the school and the volunteers or staff that serve lunch.

Will we receive new brochures?

New brochures will be available to our schools soon. There is a PDF version that your account manager can send you today!

Communication of kitchen and driver safety and protocol to parents:

We are working on various resources for parents to communicate the A La Carte program.

Effective May 2020. As schools continue to navigate how to reopen with modifications, we remain flexible to accommodate the upcoming school year and will continue to communicate any updates to A La Carte.