ISS Facility Services – Education, in Partnership with Coppice Primary School

Introduction of Pre-Order System

Dear Parents,

As an experienced Catering Company, who has been supplying school meals for over 20 years, we are aware that our customer's main area of concern is whether their child will receive the meal they were looking forward to at lunch time.

Currently, the way the 'sales mix' or proportions of meals produced each day is calculated is reliant on an educated guess; relying on historical information, what the children chose the last time the menu was produced and having a good understanding of the children's likes and dislikes.

In an effort to remove this guesswork ISS FS Education and Coppice Primary School will be introducing a pre-order system in school from 23 May 2016 so the children can chose the meal they would like to eat at lunch time during morning registration.

How it Works

At morning registration the children will be asked which of the three choices on offer they would like to eat at lunch time by telling the teacher which 'colour' they would like.

You will notice a coloured spot has been printed on the menu next to each meal option:

- Red for the meat option using Red Tractor meat.
- Yellow for the meat option using Halal meat
- Green for the vegetarian option
- Blue for the third option.

The number of 'colours' is collated and this information given to the catering team, who will set to work preparing the day's meals.

Summary

We have trialled this system in a number of neighbouring schools and it has proved popular with children, parents and indeed the catering team alike.

- Parents are pleased in the knowledge that the food they have paid for is available for their child at lunch time.
- Children are happy the food they like to eat is available for them when they reach the dinner hall.
- Catering staff are content in the knowledge they the food they are preparing is going to be enjoyed by the children and wastage is kept to a minimum.