

Frequently Asked Questions about Food Service

Food Service provided by Epicurean Group, LLC will begin on August 15, 2023.

Welcome to the 2023-2024 school year! We are delighted to begin serving Incarnate Word Academy as your Food Service provider.

We have several options to make lunch easy for anyone who wants to eat!

WHO CAN PARTICIPATE IN LUNCH SERVICE?

All students in 9th through 12th grade, faculty and staff are welcome to participate.

WHERE AND WHEN WILL LUNCH BE SERVED?

Lunches are served in the school kitchen in the lunch line and students eat in the dining area.

HOW DOES THE HOT LUNCH MENU WORK?

Our **Daily Hot Lunch Menu** rotates weekly throughout the school year. The school year will begin with Week A - and will rotate through weeks B, C, and D - then repeat. If you need to know the current week of the schedule, give our office a call or email us at info@epicureangroup.net or schoolaccount@epicureangroup.net and we'll be happy to help you.

ARE THERE OTHER CHOICES BESIDES THE HOT LUNCH OF THE DAY?

Always! Select from either the **Daily Hot Lunch Menu** or the **a la Carte Menu** anytime for your meals.

CAN I SEND MY DAUGHTER TO SCHOOL WITHOUT LUNCH? Yes, with the following options:

Open an account and add funds. To open an account, visit: www.ezschoolapps.com/login/parent. Students may "draw" funds as needed. An email alert is sent when funds are low and it's time to add funds.

HOW MUCH MONEY DO I NEED TO FUND MY DAUGHTER'S ACCOUNT?

There is no minimum needed to fund your daughter's account. Fund the account according to your daughter's use, monthly or what works with your budget. You may open an account with Visa, MasterCard, and Discover. If you preorder, the total will automatically be deducted from your credit balance.

PLEASE NOTE: When reviewing your account online, a Negative sign indicates a Negative balance.

WHAT ABOUT PRE-ORDERS?

If pre-ordering works best for your family, the option is available. Open an account and select the period for which you want to order. **Pre-orders are not necessary.**

FOR PRE-ORDERS, WHEN DO YOU NEED TO HAVE MY ORDER?

We want lunch to be convenient, dependable, flexible, user friendly, enjoyable, and easily accessible. If you are pre-ordering lunch, the school year begins with the option to order daily, or a week at a time. Orders need to be placed by 6:00 a.m. Saturday for Monday of the upcoming week. Select all the items from the online ordering system, and your order will be filled when you come through the lunch line.

WILL EPICUREAN GROUP ACCEPT AUTOMATIC ORDERS? OR DO I NEED TO ORDER EVERY WEEK?

For your convenience, we accept automatic orders, so you don't have to order every week.

PLEASE NOTE: THE EZPARENT website charges a processing fee and is reduced when you sign up as an auto pay.

WHAT HAPPENS TO MY ORDER IF MY CHILD IS NOT AT SCHOOL?

If your student comes through our lunch line at will, there is nothing to do, as there has been nothing charged.

If you have pre-ordered: To receive credit for future use from a pre-order, cancellations must be emailed by midnight the night before. PLEASE READ CAREFULLY: We allow two emergency cancellations (after our midnight deadline) per semester per student. After two emergency cancellations, any cancellation made after our deadline will result in your account being deducted for the meal.

WHAT HAPPENS IF SCHOOL CLOSES UNEXPECTEDLY?

If you simply fund the account for purchases as needed, there will be no charges to your account. If you have pre-ordered lunch and the school closes unexpectedly, our office will manually credit you.

WHAT IF I FORGET MY LUNCH AND HAVE NOT ORDERED?

Simply come through the line. Although your 1st choice is not guaranteed, you won't go hungry! Extra food is available. If your student has an account, she can purchase what she wants. *If an account isn't set up, we will request parent contact information from your daughter at the time of purchase.* Our office will contact you for payment details.

WHAT IF I DO NOT HAVE AN ACCOUNT? SEE ABOVE

WHAT DOES THE REGISTRATION FEE COVER? HOW MUCH IS IT? \$ 50.00 PER FAMILY/PER SCHOOL YEAR

The registration fee covers administrative costs, logistical considerations, and helps mitigate the constant flux in cost of food and supplies. As well, it allows us to maintain the quality of meals and service. The fee is charged during the semester, per family and is debited from your account. **PLEASE NOTE: THE EZPARENT website charges a processing fee - NOT ASSOCIATED WITH EPICUREAN GROUP. It is reduced if you sign up as an auto pay.**

ARE MEALS AVAILABLE FOR MEDICAL DIETARY RESTRICTIONS?

Yes, special dietary meals may be ordered directly through our office. Contact us by phone or email - see below.

HOW DO WE ENCOURAGE HEALTHY EATING HABITS?

Epicurean Group has built our business reputation for providing foods that are sensibly portioned, and with few exceptions - made from scratch, using locally sourced and seasonal fruits and vegetables whenever possible. We use as little as possible of processed items, nothing is fried, and we prepare our meals with limited (but always healthy!) fats.

WHAT IF MY STUDENT IS A PICKY EATER? Contact us if you need further assistance!

Epicurean Group reserves the right to substitute due to the continued potential for shortages

Our contact information: (713) 860-0041 or schoolaccount@epicureangroup.net

www.epicureangroup.net