

# Frequently Asked Questions about Food Service

Food Service provided by Epicurean Group, LLC will begin on the first full day of school.

**Welcome to the 2021-2022 school year! We are delighted to return as STES Food Service provider. If you participated in our lunch program last year, you will notice that we've added options to make lunch easy for anyone to wants to eat!**

## **WHO CAN PARTICIPATE IN LUNCH SERVICE?**

All students in Pre-School, Pre-K through 12th grade, faculty and staff are welcome to participate.

## **WHERE AND WHEN WILL LUNCH BE SERVED?**

Lunches will be served in the gym by coming through the lunch line set-up to either pick up a pre-ordered lunch or to purchase lunch as you need it. Lunches are delivered between 11:00 and 12:10.

## **HOW DOES THE HOT LUNCH MENU WORK?**

Our 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 at 713-860-0041, or email us at [info@epicureangroup.net](mailto:info@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 Hot Lunch Menu or the a la Carte Menu anytime for your meals.

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

- Open an account and add funds. To open an account, visit: [www.ezschoolapps.com/ParentLogin.aspx](http://www.ezschoolapps.com/ParentLogin.aspx) Students may "draw" on funds as needed. You will receive an alert when funds are low and it's time to add funds.
- Enter the lunch line, make your selection, and pay with cash or a debit/credit card when you need lunch or want to supplement your lunch from home.

## **HOW MUCH MONEY DO I NEED TO FUND MY CHILD'S ACCOUNT?**

There is no minimum needed to fund your child's account. Some families prefer a larger amount so as not to add funds regularly to the account. Others add funds more frequently. 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 Credit 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. *Beginning the 2021-2022 school year, 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 noon on Wednesday for 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 the 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 CLOSURES 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, let us know and you will be credited.

## **WHAT IF I FORGET MY LUNCH AND HAVE NOT ORDERED?**

You may come through the lunch line. Your first choice of lunch is not guaranteed, but no one will go hungry! We will have extra Hot Lunch and a la carte options daily. We accept cash, a check for purchase or credit card. If you do not have a form payment, your lunch will be charged to your account with Saint Thomas' Episcopal School.

**WHAT IF I DO NOT HAVE AN ACCOUNT?** Cash, or cards are accepted at point of sale.

## **WHAT DOES THE REGISTRATION FEE COVER? HOW MUCH IS IT? \$ 40.00 PER FAMILY/SCHOOL YEAR**

The registration fee covers administrative costs, logistical considerations, and helps mitigate the cost of additional safety measures, as well as help us maintain the quality of meals and service, due to increased food and materials costs. It is charged at the beginning of the first 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 AVAILABE FOR MEDICAL DIETARY RESTRICTIONS?**

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

## **DO YOU OFFER TREATS FOR MY CHILD'S BIRTHDAY?**

Epicurean Group offers a selection of house baked goods, cookies, cake squares, all individually packaged for special celebrations. Contact us for information.

## **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 of processed items as possible, never fry, and 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 shortages or limited seasonal supplies.

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

[www.epicureangroup.net](http://www.epicureangroup.net)