

# Frequently Asked Questions about Food Service

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

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

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

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

Lunches will be delivered to classrooms, or where designated by administration. Lunches will be individually packaged. Each meal will contain a kit containing cutlery, napkin, condiments, etc.

## **WHEN WILL LUNCHES BE SERVED?**

Lunches are delivered between 11:00 and 12:10.

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

Our Hot Lunch Menu remains the same but rotates weekly throughout the school year. The school year will begin with Week A - and rotate through weeks B, C, and D - the subsequent weeks. If you need to know the current week we are on, give our office a call at 713-860-0041 and we'll be happy to help you.

## **ARE THERE OTHER CHOICES?**

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

## **WHEN DO YOU NEED TO HAVE MY ORDER?**

With the responsibilities and uncertainty of schedules facing families, our goal is for lunch to be dependable, flexible, user friendly, enjoyable and easily accessible. We will begin the school year with the option to order for a week at a time. Orders will need to be placed by noon on Wednesday for the upcoming week. Since pre-order is the only option currently, you may select any or every day you wish to dine with us. Select all of the items you wish to have from the online ordering system, and your order will be delivered to your classroom.

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

We want our lunch program to be as easy as possible for you - yes! We accept automatic orders, so you don't have to order every week. Send an email to [info@epicureangroup.net](mailto:info@epicureangroup.net) and we'll get everything set up for you.

## **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 choose a larger amount so as not to worry about adding funds regularly to the account. Others add funds more frequently. You may fund your account with cash, checks (payable to Epicurean Group, LLC), Visa, MasterCard, Discover, or American Express. Your preorder total will automatically be deducted from your credit balance.

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

To receive credit for future use, cancellations must be emailed by midnight the night before. However, we understand emergencies happen and we will allow two emergency cancellations (after our midnight deadline) per semester per student. After two emergency cancellations are reached, any cancellation after our deadline will result in your account being deducted for the amount of the meal.

## **WHAT HAPPENS IF SCHOOL CLOSES UNEXPECTEDLY?**

If you have ordered lunch and the school closes unexpectedly, you will not be charged for those meals. When the school reopens, we will have your lunch for you for that date, if you have placed your order.

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

Based on our current preorder system, your first choice of lunch is not guaranteed, but we will not let your child go hungry! We will have limited amounts of our Hot Lunch and Turkey Sandwiches daily. Payment will be charged to your account with Saint Thomas' Episcopal School.

## **WHAT IF I DO NOT HAVE AN ACCOUNT?**

Unfortunately, at this time, our lunch service is only available to families with accounts.

## **CAN I PAY WITH CASH?**

We accept cash to fund accounts. Due to our preorder system, no cash is accepted at point of sale.

## **WHAT DOES THE REGISTRATION FEE COVER?**

The registration fee covers administration costs, logistical considerations, payment processing fees, and helps mitigate the cost of additional safety measures necessary as suggested by the CDC. It is charged at the beginning of the first semester, per family and is debited from your account.

## **ARE MEALS AVAILABE FOR THOSE WITH MEDICAL DIETARY RESTRICTIONS?**

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

## **CAN I HAVE LUNCH WITH MY CHILD?**

While COVID-19 concerns require in-classroom lunches, parents are not allowed to eat with their student.

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

Epicurean Group is happy to offer 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 a 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?**

We know this can be challenging which is why we offer so many options between our Hot Lunch and a la Carte menu. 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)**