



**Food Service & Nutrition Department
Frequently asked questions**

1. How can I pay / deposit money into my kids account?

You can do in two ways:

- A. Go to <https://asfm.katu.me/> , **your username and password are your family ID.**

You can deposit money directly into your account on Katu, set daily balance limits, and even restrict products you prefer your child not to consume.

- B. You can visit the cafeteria in person to add money to your account **during the exclusive hours of 7:40–8:40 AM and 3:00–4:00 PM.**

Prepaid plans (Meal plan) can also be paid online, you have until the last day of the month to do it online, otherwise you need to do it physically in the cafeteria.

2. How often does a K-12th grade student visit the cafeteria?

- PK and K students don't visit the cafeteria throughout a school day, lunch is served for Kindergarten in their classrooms only for students with prepaid meals.
- 1st-5th grade students visit the cafeteria once a day: during their lunch break
- 6th-8th grade student visit the cafeteria once a day: during their lunch break
- 9th-12th grade student visit the cafeteria twice a day: during break and lunch

3. Where can I find the menu for K-5th grade students?

All ASFM's cafeteria menu's are published in our website:

<https://www.asfm.edu.mx/campuslife/nutrition>

www.asfm.edu.mx +52 (81) 4284-1990

Av. Ignacio Morones Prieto 1500, Santa Catarina N.L. C.P. 66190
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All pre paid meal plans and hot meals options include:
1 protein serving, 1 carbohydrate serving and 1 vegetable serving.

4. What may a 6th–12th grader eat?

Hot Meals Daily food options include:

- 2 options to choose from:
 - 1 protein serving, 1 carbohydrate serving and 1 vegetable serving
- Soup of the day
- Salads bar
- Fresh fruit water and dessert *Heat & Go*
- *Heat & Go* menu includes: paninis, burgers, salads, tacos, chilaquiles.
- *Grab & Go* menu includes: snacks, jelly, fruit cups, salad and sandwich options.

5. What are the benefits of participating on a prepaid meal plan (1st–5th grade students)?

Students participating on a prepaid meal plan have a separate line, this speeds up the service providing them a more relaxed and enjoyable lunch experience.

6. How is a prepaid meal plan experience for a student?

- Prepaid meal plan students have a special and separate line (Red arrows on the floor indicate where the line starts and finishes).
- At the beginning of the line students must give their names/or student ID to the cashier
- Once students get their food and beverage they leave the line and go to their assigned table to enjoy their meal.
- As soon as the time given to get food is over students get a 2 minutes warning to allow them to finish eating, get their dirty plates back to the

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kitchen, throw their garbage away and finally line up to return to their classrooms.

7. What can I do if my question is not answered here?

Please contact us. We want to hear from you!

Contact us button: Campus Life > Food Services and Nutrition > Contact Us
or click this link <https://www.asfm.edu.mx/campuslife/nutrition/contact>

Email our Food Services and Nutrition Department to share your questions or schedule a meeting: elisa.fuentes@asfm.edu.mx.

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