



SWEET AND SOUR SISTERS

Canteen Procedure

As we come into the end of the year parents get time poor and tired and mistakes happen when ordering lunches. This places unnecessary pressures on office staff, canteen staff and your children who get quite upset if they do not have their lunch. 90% of these errors occur when children are left to do their own orders. Please make sure that the correct date, correct child and correct menu is selected prior to processing and that you process the final step. Below is a reminder of the procedures when errors occur. Please read them carefully to hopefully eliminate most of the issues.

Wrong date-

For parents who order lunch for the **wrong date** the following procedure will take place.

Mulwala & Sacred Heart (Mon-Wed). The office will provide you with lunch and it will then be at your discretion as to what you do with the order on the incorrect day. You may choose to leave it there or you may choose to cancel it on Qkr!.

Yarrawonga College P-12 & Sacred Heart (Thur-Fri). You will be contacted by the school or canteen managers Seona 0409180793 or Pauline 0417578500. Your child will be provided with lunch and you will need to pay for the lunch order over the phone that has been supplied on the day (day meant to be ordered for). It will then be at your discretion as to what you do with the order on the incorrect day. You may choose to leave it there or you may choose to cancel it on Qkr!.

Child is sick -

If you have placed an order and your child has not attended school due to illness or another reason, you need to cancel the order on the app **prior to 9am**.

Yarrawonga College P-12 & Sacred Heart (Thur-Fri). If your child goes home from school sick, please speak with the canteen. Depending if your lunch has been prepared already, you will be able to take it with you. If not prepared it will be the discretion of the canteen manager if it will be pushed to the following day or a refund given.

Mulwala & Sacred Heart (Mon-Wed). For students who go home sick that attend Sacred Heart (Mon-Wed) or Mulwala, your order can be collected from P-12 College P-8 campus or your order will be forfeited.

For those that go home sick and do not notify the canteen your order will be forfeited. It is also not the school's responsibility to tell the canteen that your child has gone home sick.

Failure to order or not processed correctly -

This will be dealt with on a case by case basis and at the discretion of the teacher, office staff and canteen managers. In most cases you will be contacted prior to your child being provided lunch. If we are unable to get in touch, your child will be provided with lunch by the office, workshop (P-12) or canteen. If your child is provided lunch by the canteen you will be asked to pay for the amount owing in a timely manner over the phone by card or in person.

Kind Regards

Seona, Pauline and Staff
Sweet and Sour Sisters Pty Ltd