



## SWEET AND SOUR SISTERS Canteen Procedure

As we enter a new year please take the time to familiarise yourself with the procedures in regards to lunch orders. Errors with lunch orders 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** 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!.  
**Yarrowonga College P-12** You will be contacted by the school or canteen managers Seona 0409180793. 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**.  
**Yarrowonga College P-12** 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** For students who go home sick 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 or is absent.

### **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.

### **Late Orders-**

These are very disruptive to the daily operation of the canteen. While we understand that sometimes the mornings are busy, we do appreciate your diligence in getting your orders processed in a timely manner. Order cut off is by 9am.

Kind Regards

Seona Wheeler  
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