

UISG CANTEEN OPERATIONS OVERVIEW

This document provides an overview for parents of the UISG canteen operations, meal ordering process, quality of the food provided, and logistics for providing the school lunch program to students at different year levels.

K-K2

- **Lunch Order**

There is no need for parents to order lunch for students in K, K1, or K2, students will be served a selection from the weekly menu. The weekly menu is available for parents to review on the school's official WeChat account (UISG).



Scan the QR Code to follow UISG WeChat subscription channel

- **Where do K-K2 students eat lunch?**

Students in K-K2 will eat lunch in their classroom. Food is delivered to the classrooms everyday by school staff at the appropriate times.

- **How is the lunch served in the classroom?**

The homeroom teacher and assistant teacher(s) will assist in serving food to students, ensuring that all students receive a healthy and balanced selection of options. Extra food is provided for students that wish to have additional servings.

K3-Year 2

• Lunch Order

Students from K3 -Year 2 select their daily lunch option using the school's WeChat Online Canteen Ordering system. Please review the details in the image to the right on how to play the order through the online system; if you need any assistance you can contact:

uisg-canteen@uisgz.org



• How do I top up the lunch card?


Families in K3-Year 2 are requested to pay the 2500RMB semester meal fee in advance each semester to ensure there is sufficient balance. Please contact finance@uisgz.org to make the payment.



K3-Y2 Lunch Ordering Instructions



STEP 01

Scan QR code
follow official account




STEP 02


Click "Canteen" - "Canteen System"
Log in your account
(Enter your child's ID No., Initial password is "111111")

STEP 03

Click "Order (K3-Y2)"
Select the date for your order, Choose the food
Click "confirm" to submit your order

- **How do I cancel lunch when is not required?**

Whenever possible, please inform the school canteen 3 days in advance if lunch will not be required by email: uisg-canteen@uisgz.org. As canteen operations are planned in advance, we encourage parents to be proactive in cancelling lunch in advance to assist us in preventing food waste and to help the canteen staff in their daily planning.

In the case where your child is attending a school activity, lunch will be provided as part of the activity and the Finance Department will refund the daily lunch fee accordingly. In the case of cancellation of school activity, when the lunch fee is not required, please keep in mind that the WeChat online system and the Finance Department require certain amount of time to process refunds.

In the event your child is sick/absent; per school policies, please email finance@uisgz.org as soon as possible **or** request the refund using the online system. The Finance Department will refund the daily lunch fee if the relevant medical certificate is provided.

2. How to apply refund of my order for sick absence? (For K3-Y2)

Click "Refund record" – "Add application", fill in the form and submit for approval.



- **If my child normally brings home lunch, but if he/she would like to have school lunch, how can I place the order?**

This is possible by placing an online order one day in advance, following the same WeChat Online Canteen Ordering system guide on page 2 above.

- **What is the lunch serving size? Pictures for a standard meal.**



Orders for students in K3-Year 2 will be sent to their classrooms in individual containers.



- **Can students have additional food if their ordered serving is not enough?**

Additional extra food will be sent alongside the individual orders and students can request additional food from their teacher if necessary. If you are concerned about your child's eating habits at school, please contact your child's Homeroom teacher to discuss further.

- **What happens when a parent forgets to order a meal for their child?**

In this scenario, the canteen food order online system will automatically choose lunch C (Vegetarian). The reason for this automatic selection is because it is the safest choice for students who cannot eat our meat-based lunches. We kindly encourage parents to help their children with lunch ordering, it is always the best option for the child, and for the canteen operations.

Year 3 - Year 12

- **How is the lunch ordered?**

Students from Year 3 to Year 12 will visit the canteen during their scheduled lunch time and select their lunch preference from the available options, by themselves. Payment will be made by swiping their pre-paid lunch card to pay for their selection. The daily lunch menu options are shared with families via our official WeChat channel every week.

- **How long is the lunch time?**

40 minutes for Y3-Y5 lunch time, from 12:20 to 1:10 pm (lunch and lunch recess)

45 minutes for Secondary lunch time, from 1:15 to 2:00 pm

- **How is the lunch proportion? Picture for a standard meal.**

Year 3 to 5 lunch example:



Year 6 to 12 lunch example:



When finished the complete lunch, (main dish, vegetables and dessert or fruit), students in Y3-Y5 can enjoy a second round of food, equivalent to an addition of half of the portion of the same food chosen for that day. It is worth to mention that only one addition per student is considered. *Please note that servings are individual, and we do not permit students sharing individual orders amongst several students.*

- Since the high school kids are the last to have lunch, will there be enough food for them?

Of course, the canteen operation is designed to ensure the provision of enough food for all members of the school community, the students health and well-being are our primary responsibility and there is always available food for everybody with no exception.

How do I top up the lunch card for my kids?

***Option one:** Follow the Account Top-Up Guidelines to use the online canteen system.



***Option two:** Students can add money in the form of cash to their accounts by visiting the school Finance Office during school hours.



Account Top-up Guideline

STEP 01

Scan QR code
follow official account



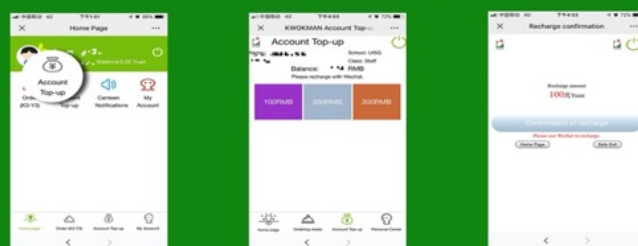
STEP 02

Click "Canteen" - "Canteen System"
Log in your account
(Enter your child's ID No., Initial password is "111111")



STEP 03

Click "Account Top-up"
Choose your top-up amount
Confirm the recharge and Pay with wechat



- **How do I monitor the balance on the lunch card?**

Parents may check the balance by logging in to the Online Canteen System. Students may also check balance by scanning their card at the balance inquiry machine outside the canteen main entrance

- **If a student forgot to bring their lunch card, how to order lunch?**

It is possible to purchase lunch at the counter by using their ID card number. However, lunch break is a very busy time at the canteen, then we strongly encourage students to bring the ID cards. There will be delays for students who do not remember to bring their lunch card with them to the canteen.

- **Can we have some supervising students' choices, so they do not purchase too many snacks rather than proper lunch?**

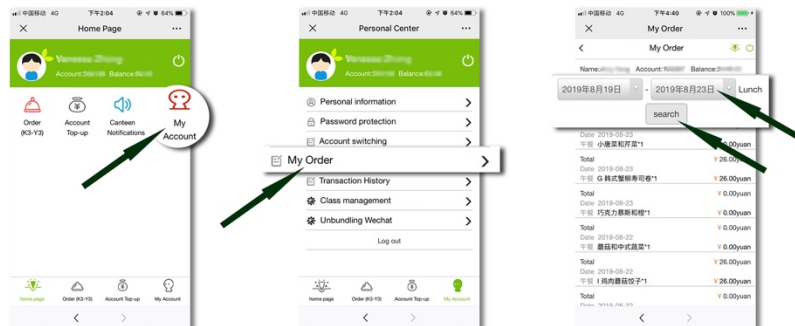
We have a selection of healthy snacks such as dry fruit, seaweed, or dairy products among others. For Y3-6 students, the teacher on duty will prevent students from buying more than three snacks. For Y7-Y12 students, again the teachers on duty or the canteen staff will monitor student selections, however, at this age range we consider that students should have developed enough maturity to make their own selections and decisions. Healthy choices are also encouraged through the life skills sessions led by homeroom teachers.

Canteen System FAQs



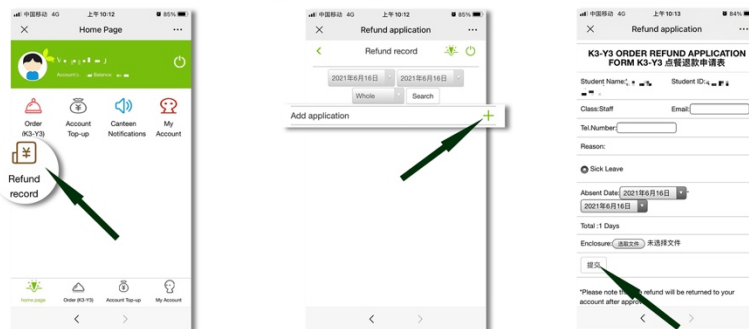
1. How to check my order? (For K3-Year 2 students)

Click "My account" – "My Order", select the date, click "Search".



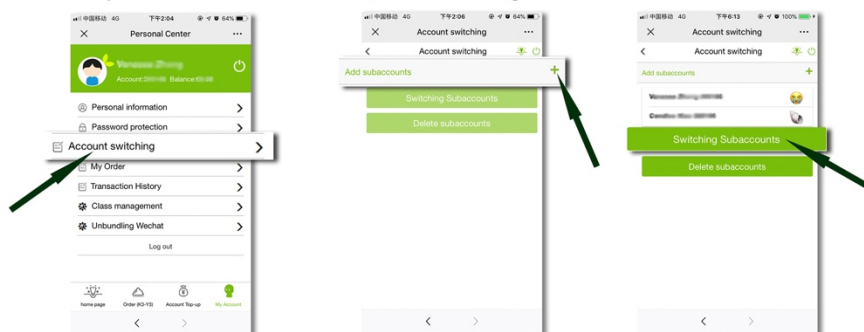
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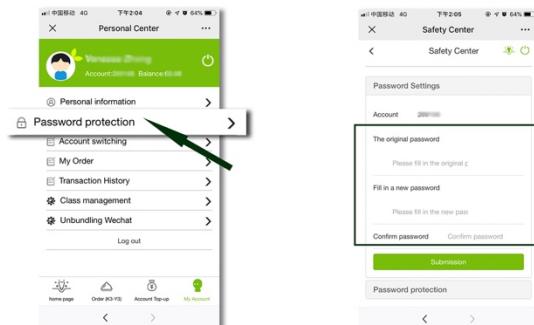
3. How to manage multiple accounts?

Click "My account" – "Account switching" – "Add subaccounts +". Enter your other child's ID Number, click "Switching Subaccounts".



4. How to change my password?

Click "My account" – "Password protection", fill in the old and new password as requested.





Account Top-up Guideline

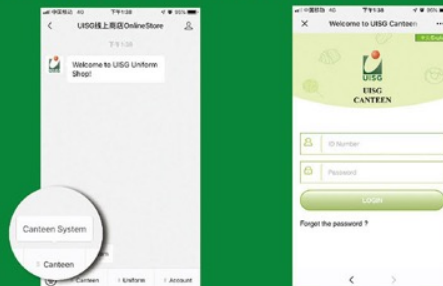
STEP 01

Scan QR code
follow official account



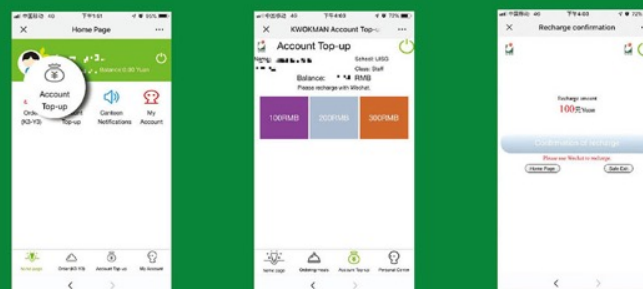
STEP 02

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STEP 03

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Choose your top-up amount
Confirm the recharge and Pay with wechat



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