



Dear Parents and Carers,

Welcome to Love food school catering, the company is owned and run by Mandy Love, we offer a wide variety of choice for your child to choose from. All meals are prepared from raw produce daily, with the focus on it being fresh, healthy and substantial. Specific guidelines for menus with nutritional calculations and daily requirements are adhered to as per government guidelines.

We are extremely passionate about what we do and strive to provide high quality and enjoyable food to all our children. We asked the children what they would like to see on their menu and the usual replies were burgers, sausages and nuggets. Taking this on board we worked with Milstan butchers on how to create healthier versions of these. All are handmade, have high meat content and are freshly made each week and delivered into our schools. We have designed handmade pizza, pasta dishes and our own love food breakfast (our most popular meal!!)

We use a local baker for all our bread and cake produce, this allows us to control the contents of these items to ensure all ingredients such as sugar and fat are at an acceptable level.

Our packed lunch is extremely popular, it contains either a sandwich, roll or wrap with a filling of your choice, a yoghurt, a dessert, a snack bag which can contain two of a range of healthy snacks, and a piece of fruit. Each lunch bag has your child's name on it.

We offer various menus to suit all allergies/intolerances, If your child requires a special menu, please contact us at lovefoodjm@outlook.com and we will send you a form to fill out. We are unable to provide your child with an allergy/intolerant meal if you have not advised us that your child requires one and you have not filled out the form.

We operate an online booking system which is owned and controlled by Love Food JM LTD

If you have any queries regarding your child's school meals, then please do contact us or your school office.

Our office is open from 8.40 am to 5.00pm, Monday to Friday. If you email us out of hours, please do not expect a reply until our office opens. We do monitor emails out of ours and will only respond if we are able to. Please be considerate when trying to contact us, please only email us or call us on the details below, we do not use WhatsApp as a form of communication.

lovefoodjm@outlook.com

lovefoodvw@outlook.com

Mandy Love, Managing director: 07789103884

Vikki Wells, Area manager:07468561598

lovefoodbrambleside@outlook.com

This email address will only be live from 19th April, please use this email if you need to contact the kitchen, the kitchen can amend orders for you or cancel orders .

F.A.Q

1, How do I order my child's lunch?

A, we have our own booking system, you will be sent a link to register your child's account. Please see the how to guide below.

2, My child has special dietary requirements, can they still have school dinners?

A, yes, they can, each term we design special menus to suit most allergies/intolerances, for bespoke menus please contact love food direct. If your child has a special dietary requirement, we can work together to provide a menu suitable for your child. Please email lovefoodjm@outlook.com for a dietary requirement form and let us know your requirement. Intolerances and allergies are dealt with differently so please let us know if it is an intolerance (makes the child poorly or causes a non-life-threatening reaction) or an allergy (causes life threatening reaction, supported by an NHS guide to your child's condition)

3, My child is fussy and likes food a certain way, can you accommodate my child?

A, yes, we can, please email your school kitchen and let them know what it is you require. For example: they do not like butter on their sandwiches, they don't like sauces mixed with pasta. Please do not ask us to omit veg from your child's diet as we cannot do this or add any product which is not on our menu.

4, My child is going on a school trip, can you provide a packed lunch?

A, yes, we can, just order your packed lunch in the usual way or email the kitchen to change the meal.

5, I have booked for the whole term, but I need to amend my order, how to I amend my order?

A, you can go into your online account and amend any order up to midnight the night before.

6, My child is universal/free school meals, do I still need to order?

A, yes you do, we cannot assume that every child that is entitled to universal or free school meals will require a meal, a pack lunch only will be provided as an emergency where no booking has been made.

7, My child cannot eat certain food due to religious reasons, can I ensure my child is never fed certain food?

A, yes you can, please inform school and a note will be made on our online system, this shows up daily on our register.

For any unanswered questions or queries please email Mandy Love lovefoodjm@outlook.com we will do our best to help you any way we can.



Love Food

Dinner Booking System - Parent User Guide

Registering your account

To register your account, you will need to click the email link you have been sent (please check your junk file as sometimes it drops in there) the registration link will be sent to the primary email your school holds on file.



When you click on the complete registration link in the email you will be taken to our booking platform to complete the registration process. Please enter your email address, mobile number, child's forename, and a password created by you.

If you get an error message, then it means the details held by school are different to what you are entering.



Register your account

Email

Mobile

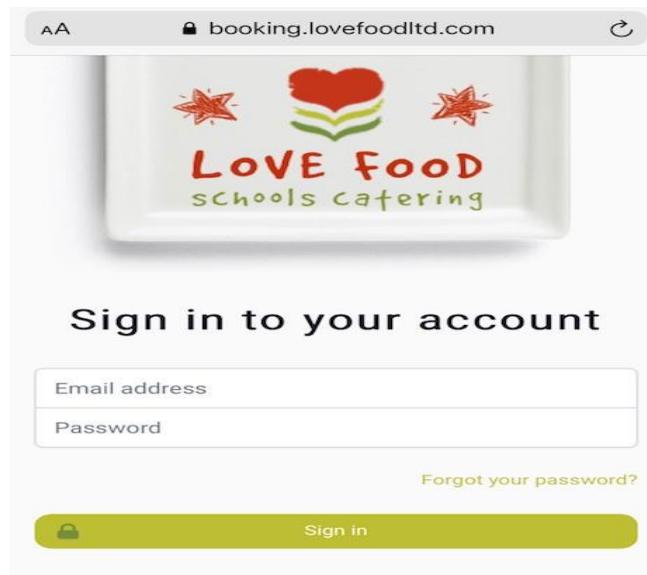
Child's First Name

Password

Confirm Password


Register

Once you have completed registration you will be asked to sign into your account.



The screenshot shows a web browser window with the address bar displaying "booking.lovefoodltd.com". The main content area features the "Love Food schools catering" logo, which includes a red heart and two red stars above the text "LOVE FOOD" in red and "schools catering" in green. Below the logo, the heading "Sign in to your account" is centered. Underneath the heading are two input fields: "Email address" and "Password". To the right of the "Password" field is a link that says "Forgot your password?". At the bottom of the form is a green button with a lock icon and the text "Sign in".

AA booking.lovefoodltd.com




Sign in to your account

Email address

Password

[Forgot your password?](#)



Step one Select your child:

Once you have successfully logged in you will see select your child.

Step 1: Select your child

Select Child

If you have multiple children, you will need to process each child separately

Step two select your dates:

You can select all the dates you wish to book for, the system will display all available dates in black. When you click on the date/dates you require the day will highlight green.

The image displays three sequential screenshots of a web interface for selecting dates, titled "Step 2: Select your dates". Each screenshot includes a "Cancel a Booking?" link in the top right corner and a "Term Start: September 2nd 2021" label.

Screenshot 1 (Left): Shows a calendar grid with dates from October 12 to 22. All dates are in black boxes with "Available" labels at the bottom. The dates are arranged in two columns: the first column contains 12 Oct (Tuesday), 14 Oct (Thursday), 18 Oct (Monday), and 21 Oct (Thursday); the second column contains 13 Oct (Wednesday), 15 Oct (Friday), 20 Oct (Wednesday), and 22 Oct (Friday).

Screenshot 2 (Middle): Shows the same calendar grid. The date "Tuesday 12 Oct" is highlighted in green and labeled "Selected" at the bottom. A blue rectangular box highlights this date.

Screenshot 3 (Right): Shows the same calendar grid. In addition to "Tuesday 12 Oct" being selected, "Wednesday 13 Oct", "Thursday 14 Oct", "Friday 15 Oct", "Monday 18 Oct", and "Tuesday 19 Oct" are also highlighted in green and labeled "Selected". A blue rectangular box highlights "Tuesday 19 Oct".

Step three select your meals:

You can select one meal from the drop-down menu for each selected day.

Step 3: Select your meals

Tuesday 12 Oct

JACKET POTATO; Cheese

JACKET POTATO; Tuna Mayo

JACKET POTATO; Cheese and Beans

JACKET POTATO; Beans

SOUP; Cream of Tomato

SOUP; Vegetable

SOUP; Cream of Chicken

MEAT; Philly cheese chicken pasta bake

VEGETARIAN; Philly cheese chicken pasta bake

SALAD; Falafels

SALAD; Tuna Mayo

SALAD; Cheese

SALAD; Ham

Lunch box: Sandwich Tuna mayo

Lunch box: Sandwich ham

Lunch box: sandwich chicken

Lunch Box; Sandwich Cheese

Lunch Box; Sandwich Jam

Lunch Box; Roll Ham

Lunch Box; Roll Cheese

Lunch Box; Roll Tuna Mayo

Lunch Box; ROLL Chicken

Lunch Box; Roll Jam

Lunch Box; Wrap Chicken

Lunch Box; Wrap Jam

Lunch Box; Wrap Cheese

Lunch Box; Wrap Tuna Mayo

Lunch Box; Wrap Ham

Once you have selected your meal the meal will highlight green, once selected click confirm selection, you will then need to select confirm on the next page.

Step 3: Select your meals

Tuesday 12 Oct

JACKET POTATO; Cheese

JACKET POTATO; Tuna Mayo

JACKET POTATO; Cheese and Beans

JACKET POTATO; Beans

SOUP; Cream of Tomato

SOUP; Vegetable

SOUP; Cream of Chicken

MEAT; Philly cheese chicken pasta bake

VEGETARIAN; Philly cheese chicken pasta bake

SALAD; Fafafele

SALAD; Tuna Mayo

SALAD; Cheese

SALAD; Ham

Lunch box: Sandwich Tuna mayo

Lunch box: Sandwich ham

Lunch box: sandwich chicken

Lunch Box: Sandwich Cheese

Lunch Box: Sandwich Jam

Lunch Box: Roll Ham

Lunch Box: Roll Cheese

Lunch Box: Roll Tuna Mayo

Lunch Box: ROLL Chicken

Lunch Box: Roll Jam

Lunch Box; Wrap Chicken

Lunch Box; Wrap Jam

Lunch Box; Wrap Cheese

Lunch Box; Wrap Tuna Mayo

Lunch Box; Wrap Ham

Confirm Selection

Confirm your order

Tuesday 12 Oct

Lunch box: Sandwich Tuna mayo

Go Back

Confirm

Once you have completed your selections you will see a summary of your order

Confirm your order


Tuesday 12 Oct	Lunch box: Sandwich Tuna mayo
Wednesday 13 Oct	VEGETARIAN: Cauliflower cheese
Thursday 14 Oct	SALAD: Ham
Friday 15 Oct	JACKET POTATO: Cheese
Monday 18 Oct	SOUP: Cream of Tomato

If your child is in key stage one you will be classed as universal free school meals, the system won't ask you for payment.

If your children are entitled to free school meals, you will not be charged. (You can apply online through your local council for free school meals if you think you qualify.)

If none of the above applies, then you will be taken to enter your payment details.

Enter your payment details

 Card number

MM / YY CVC

Meals: 6

Total: £14.40

Go Back

Pay Now

Our system does not save anyone's credit or debit card details for security reasons, this does mean that if you have multiple children you will need to process each booking separately. We know this is time consuming, but we would prefer not to save anyone's details on our system.

Once your order is complete you will receive a confirmation email confirming your order.

Love Food - Order Confirmation



Order Confirmation

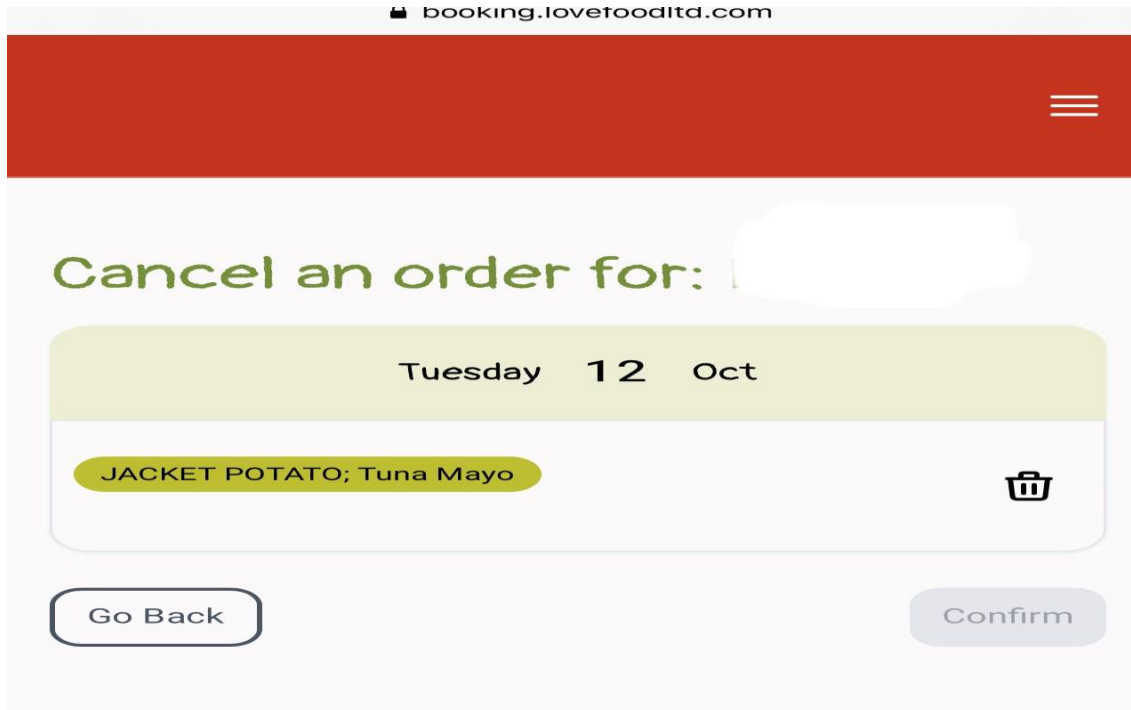
Hi ,
Thank you for your order!

Date	Meal
12/10/2021	JACKET POTATO; Tuna Mayo

Thanks,
Love Food

To cancel or amend an order


Log back into your account, select booking, select cancel a booking, this will take you to cancel an order for: select the date you want to cancel or amend (to amend you first need to cancel the booking) click the bin to delete, then confirm. You can re book by going back to bookings.



booking.lovefoodltd.com

Cancel an order for: [Redacted]

Tuesday 12 Oct


JACKET POTATO; Tuna Mayo 

Go Back Confirm


Forgotten details/invalid password

If you have forgotten your password or you are receiving an invalid user message, click forgot your password.
you will be taken to send password reset, click the reset button

Forgot your password?

 Sign in

The password is invalid or the user does not have a password.

 Send Password Reset

If your email is in our system your password reset request has been sent.

You will receive an email asking to reset your password, select reset password



Forgot Password

Hi ,

A password reset request has been received for your account on Love Food Booking.

[Reset Password](#)

If you believe this has been sent in error, you can ignore this email.

Thanks,
Love Food

To check your balance or change your password, go to the profile page.

X

BookingProfile

Sign out

Your Information

Your Balance
£0.00

Change Your Password

Password

Confirm Password

Change Password

Miscellaneous

If you need to log into your account, you can go online to the web page below and log in.

<https://booking.lovefoodltd.com/>

You can order or amend any order up to midnight the night before you require a meal.

You will not be able to cancel an order on the day the meal is booked, you can email your kitchen to ask them to cancel the order for you. If you are a paying parent your account will be credited with that day's payment.

You can check your balance by selecting profile at the top of your account, you can also change your password on this page.

It is important that all parents book meals for their children, your child will not be fed the meals of the day, they will be given a lunch bag which can cause upset for your child.

We monitor our accounts regularly, any debt on parent accounts will be followed up by a member of our team. You will be given a reasonable amount of time to pay the debt. If the debt is increasing, we will have no choice but to suspend the account until the debt has been cleared.

If you are struggling to book meals, you can ask one of our team for assistance with your booking.



If your child has been diagnosed with an allergy or intolerance, for us to provide your child with the corresponding menu we require you to fill out a special diet request form and include the corresponding medical evidence for your child's allergy/intolerance if applicable.

Once the special diet request form is filled out and all details checked we will then be able to provide your child with a menu suitable to their allergy/intolerance. Once you have filled out the request form stating the allergy/intolerance we are then unable to make any exceptions on their menu so for example if a child has a dairy intolerance, then we will not serve any product containing dairy even if the parent states that they are ok with cheese. If you require your child to have any product outside of the special menu provided that contains the allergen or product that causes intolerance, then unfortunately we will be unable to provide your child with a special menu and any request for a special diet must then be removed

We can only provide your child with a special menu if we have corresponding medical evidence to support the allergy/intolerance or an explanation as to why your child needs a special menu.

If at any time it is found that your child, no longer has an allergy or intolerance then please let us know as soon as possible and our standard menu will be issued. We can only remove a special menu if you contact us to request the removal of the menu.

If your child cannot have certain food due to religious beliefs, we will need you to complete the attached form in order for us to provide the correct menu for your child.

Any other special diet requests may be made by contacting Love food and we will advise on whether or not we are able to provide a menu for your child.

Attached is a breakdown of how your child's allergy/intolerance will be processed.

Kind regards

Mandy Love

Managing director

Love food JM LTD



Allergy controls

Any child with an allergy or intolerance must have a completed special diet request form before we can feed them, to ensure we understand the allergy/intolerance and can safely feed that child. We cannot feed a child without a supporting special diet request form.

- A menu will be provided stating all products that your child should have, this will be laminated and placed on the wall in the kitchen we will ensure all staff are familiar with all allergy children.
- Your child's allergy information will be stored in the kitchens allergy file to ensure they receive the correct menu.
- **All Allergy children will have a different coloured plate, cup and cutlery with the child's name on it and the child's allergy, they must only be used for that child.**
- Your child will be provided with baskets to store your child's products in, when they are delivered, they must place a sticker on the outer packaging with your child's name on it. These products must only be used for the corresponding name on them.
- **If your child orders a lunch bag, we must use a white paper bag not brown, your child's allergy must be written on the bag and all products inside the bag must have stickers on with your child's name on them. We will never send an allergy lunch bag out for your child to collect, it must be handed over to your child or child's representative from the kitchen.**
- We Always use different coloured gloves and a disposable apron when touching your child's plate and food and dispose of straight away.
- **All allergy children's food must be cooked in a named disposable container in the TOP of the oven to avoid cross contamination. Once cooked the containers must be stored in hot hold away from all other products holding to avoid cross contamination with your child's name clearly written on the lid, the meal must go to service in the named tub and not leave the tub until your child is ready to be served.**
- We will be providing different coloured utensils, and these should have your child's name written on them and are **SOLELY** for your child's use.
- Any equipment, plate, cutlery, cup belonging to your child **MUST NOT** be washed in the dishwasher ever. we will be providing a separate bucket with your child's name on it, this should be filled with hot water and detergent and all equipment etc must be washed in this bucket. Once washed, dry with paper towel and store in a sealed bag until next use. The reason for this is to avoid cross contamination through air particles. Rinse the bucket and store upside down on a sanitised surface that is covered with paper towel.

- On the register we will ensure your child is highlighted as an allergy child with a highlighter with a colour only used for allergy children to try to remove any error at service. when serving an allergy child, we will ensure that each allergy child is served only what is safe for them to eat.
- All employees working in a kitchen MUST be aware of every child with an allergy, there is an allergy file with your child's photo and allergy to ensure your child is always fed safely.
- Your child's meal will be checked by two servers before the meal is handed to the either the child or the lunch time supervisor to ensure all products are safe for the child eat.
- All members of staff be it Love food or Lunch time supervisors must always be aware that a child has an allergy.
- When ordering online, we cannot put all our allergy menus on the system as this leads to errors in booking. Order the meal you would like to have E.G Meat, vegetarian, jacket, lunch box. Your child is highlighted as having an allergy on our registers, your booking will be converted to your child's corresponding menu in our kitchens.



Special Diet requirement form

Parent/guardian name	
Address	
Contact telephone number	
Email address	
Pupil name	
Pupil date of birth	
Doctor's name	
Doctor's address	
Description of special diet required	
Does your child require an epi pen?	
Parent/Carer signature:	



Winter/Spring 2022

Week One

Weeks beginning
18th Apr, 9th May

Week Two

Weeks beginning
25th Apr, 16th May

Week Three

Weeks beginning
2nd May, 23rd May

Monday



Meat: Ham baguette pizza
Veg: Cheese baguette pizza
With: Sauté potatoes and baked beans
Dessert: Chocolate cake

Meat: Crispy shredded chicken wrap
Veg: Meat free chicken wrap
With: Sauté potatoes with mixed salad, Mayo (optional)
Dessert: Chocolate cake

Meat: Handmade hotdog in a roll
Veg: Meat free hot dog
With: Sauté potatoes and baked beans
Dessert: Chocolate cake

Tuesday



Meat: Steak pie
Veg: Vegetable pie
With: Mashed potato and diced carrot
Dessert: Pancake with sauce topping

Meat: Shepherd's pie
Veg: Meat free shepherd's pie
With: French bread and diced carrot
Dessert: Pancake with sauce topping

Meat: Mild chilli taco's
Veg: Meat free chilli taco's
With: Rice and sweetcorn
Dessert: Pancake with sauce topping

Wednesday



Meat: Roast Pork
Veg: Meat free chicken roast
With: Roast potatoes, Yorkshire, mixed veg
Dessert: Biscuits

Meat: Roast Gammon
Veg: Spinach bites
With: Roast potatoes, Yorkshire, mixed veg
Dessert: Biscuits

Meat: Roast chicken
Veg: Falafels
With: Roast potatoes, Yorkshire, mixed veg
Dessert: Biscuits

Thursday



Meat: Beefaroni cheese
Veg: Macaroni cheese
With: Garlic flat bread and mixed salad
Dessert: Raspberry ripple frozen mousse

Meat: Sausage ball tomato pasta
Veg: Tomato pasta
With: Garlic flat bread and mixed salad
Dessert: Chocolate vanilla frozen mousse

Meat: Minced beef Tomato & mascarpone pasta bake
Veg: Tomato mascarpone pasta bake
With: Garlic flat bread and mixed salad
Dessert: Strawberry vanilla frozen mousse

Friday



Meat: Breaded cod
Veg: Fish free fish cake
With: Oven chips and peas
Dessert: Iced bun

Meat: Fish bites
Veg: Fish free bites
With: Oven chips and peas
Dessert: Iced bun

Meat: Fishfingers
Veg: Fishless fingers
With: Oven chips and peas
Dessert: Iced bun

Soup option

Warm Heinz soup served in an insulated cup with a bread roll, choose from chicken, tomato, or vegetable

Lunch box option

Your choice of: Sandwich, Roll, or a Wrap. Fillings: Strawberry jam, Cheese, Ham, Chicken, or Tuna mayo, vegan ham, vegan chicken, or vegan cheese. All lunch boxes come with a piece of fruit, a yoghurt, a dessert and a snack bag which can contain any two of the following which are swapped around daily: Cheese triangle, Cherry tomatoes chopped, Cucumber batons, Carrot batons, Pepper batons, chopped grapes, Mixed salad, Veggie straws, Melon sticks, Pretzels, Dried chewy bananas, Dried apple slices, Cheezi straws, Quinoa chips, Pineapple sticks, Raisins.

Jacket potato

All Jacket potatoes come with a choice of either one or two of the following Fillings: cheese, Beans, Tuna mayo, and salad.

Everyday

Milk, Water, FF Bread, Yoghurts and fruit are available every day.

