

Catering at Walton High

The catering service at Walton High is provided by Cucina Restaurants Limited.

A full range of food at breakfast, break and lunch is provided for all students and staff. Weekly menus and other information about the café can be found on our website at www.waltonhigh.org.uk.

We operate a cashless system for the payment of food at the till. Therefore no cash is accepted at the point of sale in the café.

This system offers many advantages to the parents and the students at Walton High. Students will be issued with cards on their first day and the cards will have the following uses:

- Cashless Catering
- Door entry (Post 16 students only)
- Library Card
- Textbook issuing card

What is cashless catering?

Cashless catering is a computerised system which removes the need for cash to be used at the till in the café. Spending is recorded in the student's account by the use of a card. When a card is used, the software allows recognition of each individual student, holds individual cash balances, records cash spent and cash received, records where money is spent, on what food, on any specific date and time of day. The preferred method for putting money into the system is online via WisePay using a credit/debit card and we recommend this method of payment. An alternative method is to send in a cheque made payable to 'Cucina' but please note that payments made by cheque may not reach the student's catering account until the end of the following day. Notes and coins can be put through the Revaluation Units but, as this is the least secure method of payment, it is not recommended unless there is no viable alternative.

The system gives the following benefits:

- Convenience of paying for school meals. No more looking for change every morning, particularly if the online method is used
- Alleviates many of the associated problems that can accompany the use of cash in schools, i.e. loss, theft and bullying.
- Queuing times reduced through increased speed of service
- Automatic free meal allocation with the student remaining anonymous
- When paying by cheque or credit/debit card, the money which is intended to be used for food will not be lost or misused.
- Students acquire important life skills by using a card system and being responsible for their own account.

How are the students recognised by the system?

Each student will be issued with his or her own personal card, which when used will access the individual into the system program by a number encoded on to the card. For added security a Photo ID will be displayed at the point of sale in the café.

How is the card used to obtain a school meal?

The student presents his/her card to the card reader. A display will show the student's name, value spent so far that day and the current balance held within the system. The selected food items will be entered into the system from an itemised keyboard by the café staff and the new balance will show on the till display.

How is money entered into the system?

- **By credit/debit card.** Payments can be made on the internet via the Wisepay system using a user name and password which is issued by Walton High. Please note that the minimum payment which can be made by credit/debit card is £10. The amount can cover any period – annually, termly, half termly, monthly or weekly.
- **By cheque** made out to 'Cucina'. Cheque payments should be placed in an envelope with the student's name and tutor group and marked clearly 'Cashless Catering'. The envelope should be put in the post box in Student Services. **To enable the correct identification of the student account, please write 'Catering' on the back of the cheque together with the student's full name and tutor group. If payment is to be shared between two students, identify both with full name and tutor group.**
- **By coin or by notes (£5 and £10)** into one of the automatic cash Revaluation Units which are set to accept £2 - £1 - 50p - 20p - 10p coins.

How does the Revaluation Unit work?

The student touches his/her card on to the reader mounted on the Revaluation Units. The system will then display the student's name and current cash balance.

Coins or notes are then inserted into the unit. Each incremental cash balance will show on the display. The blue button is then pressed to tell the system that the transaction has been completed.

How will the students be able to check their current balances held in the system?

There are two ways of doing this:

- At one of the **Revaluation Units**. Touch the card on to the reader to display the balance. If the student does not wish to deposit any money, the blue button should be pushed to finish.
- **A customer display at the point of sale** will show the new cash balance when the food service has finished.

If an amount is paid which is intended for several days, can it be spent in one day?

No, a daily 'global' spend limit of **£6.00 per day** will be set and automatically managed by the system. However, the level of this global limit may not be acceptable to all in which case parents can send in a written request to the Finance Office for a different global limit to be set.

What if the student does not hold sufficient cash balance one day to pay for a school dinner?

Students must ensure that they have sufficient money on their card to buy their food. If they arrive at the till with more food than they are able to pay for, they will be asked by the cashiers to take something off their tray.

What about students entitled to a 'free school meal'?

All students' cards look the same irrespective of whether or not the students are in receipt of free school meals. When the card is used to buy food, there is nothing to indicate that a free school meal is being received.

A daily amount is added to the student's account which is sufficient to pay for a main meal and desert at lunchtime. Any unused allocation will be cancelled at the end of the day and a new daily limit added for the next day.

The student can also add extra cash on to his or her balance using the methods explained above. This will enable them a greater daily spend, e.g. for breakfast, break time snacks.

Please note that the daily free school meals allowance can only be used at lunchtime.

What if the student's card is lost? Is the money lost?

No. The cards issued have no monetary value. The only information held on the card is an encoded number relating the card to an individual student. It is however vital that the student reports the loss of the card to the Student Services Desk immediately.

Lost or Stolen cards

As soon as a student is aware that they have lost their card, they **must** inform Student Services **immediately** and the card will be blocked. When a new card is issued it will now identify the student by a new number and show the student's cash balance held in the system. However, if the old card is subsequently found, the display will show it as unknown and it will be rejected.

The first card will be issued by Walton High to the student free of charge. Should there be a need to replace a card because it is broken, lost or wilfully damaged, a charge of £3.00 will be made for a replacement card.

Do students have problems in using the system?

Some students may find it difficult to control their accounts for the first couple of weeks, but most learn this important life skill very quickly.

If students have any queries or problems relating to their cards they should come to Student Services at break or lunch time for assistance.

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