

Food For Thought School Lunch Program

Aurora School

Welcome to the 2016-2017 school year!

We wish to thank all of you who have used our services in the past year and welcome all our new customers to our school lunch catering family. As seen in Red Tricycle Magazine August 2015, Food For Thought Catering has been recognized as the best school lunch catering company in the Bay Area and the growth experienced by our company over the past three years has been great. In order to continue to provide excellent service to our existing customers as well as the new members of our school lunch family, we are making changes that will allow us to better serve your needs. We also are taking into account the many suggestions our valued customers have made over these last few years. These changes to our program will only enhance the experience of ordering and the service we provide to our families.

First, to insure we have the freshest ingredients on hand for the next day's production, we will have to push the ordering deadline up to 9:00 AM the day before delivery. For example, if you wish to have lunch on Monday, orders will need to be placed by Sunday at 9:00 AM. With the slight change in the ordering process, it will allow us to better control the quality of our product, better service our schools, and improve our customer service. We also offer a limited menu from 9am until 9pm the day before so those who have last minute needs are able to order. However, there will be a surcharge of \$1.00 for this service.

New Changes coming for this upcoming year will include:

- Ability for customers to order and have their orders printed out in a calendar format.
- Ability to keep your credit card on file, eliminating the need to find your card each time you place or change an order.
- Ability for parents to see the entire name of the entrée items without hovering the mouse over the item.
- Highlight what items you have ordered for a specific menu day in the past so you can reorder easily

We are designing version 2.0 of the online ordering system that will be much more user friendly, adapt to tablets and smartphones and make ordering easier and intuitive.

Over the years we have taken your feedback and biggest pain points and resolved them in this new version.

Ordering, cancelling, printing orders, compatibility with multiple browsers and the ability to order from mobile devices are all included.

Email management, order handling and searches are features incorporated. You can refresh and print new calendars after you make changes instantly and in real time.

You will find the new version to be faster and easier to use.

These changes will be implemented over the next month. Notices will be sent out as needed to keep you informed of our latest innovations. Enjoy the remainder of your summer.

Regards,

Michael and Denise Lewis