

## LHS Cafeteria FAQs

**How do I know what my student's meal account balance is?** Students are given a bright blue reminder notice as they purchase a meal when their balance contains less than the value of two day's meals. Additionally, mealpayplus.com can be used to check balances, arrange low balance e-mail reminders, make deposits, and track purchases. There is no cost to parents who use this site.

**Can I be confident my child will always get a lunch?** If your student comes to the cafeteria without money on account or cash, we will charge one meal. This meal must be paid for before additional meals are served. If a student has already charged a meal and has not corrected the negative balance, an alternative meal is provided free of cost.

**What is included in the alternative meal?** It contains homemade bread, fruit, and milk. This meal is free; the student can refuse it. The alternative meal is offered a limited number of times; then the student will be referred to the counselor.

**How can I apply money to my student's meal account?** The most important thing is to keep money on account. This is accomplished two ways – sending cash or a check to the cafeteria with your child. Another easy way is by depositing money into mealpayplus.com. Visit the site 24/7.

**How can my student get additional portions?** Additional portions can be purchased at the same time the meal is purchased. Other foods are also available at the à la carte snack bar.

**How can I know what my student is buying?** Visit mealpayplus.com to track daily purchase volume. Easy to use and no deposit or cost to the parent.

**My student tells me the lines are long and provide little time to actually eat. Can this be improved?** This year we are serving all of the students in just three meal periods. The best way to speed the process is by having money on account and the ID badge ready. Any exceptions slow the process for all. We understand this is frustrating and appreciate your patience.

Our goal is to serve all students equally, as well as have the menu available to the first student and last student served.

### Questions or problems?

Your comments are welcome --

Contact: Patsy Beaman, LHS Cafeteria Manager, or Dianne Ashworth, LHS Assistant Cafeteria Manager at 684.1558.

Cynthia Schrader RD, Child Nutrition Director, can be reached at 684.1568.