



## Frequently asked question

We hope that the below answers will assist with the most commonly asked questions regarding the food services that Sodexo provide at NAIS Pudong. For any further questions, please do not hesitate to contact the on-site Sodexo Manager, Bernard Low, by emailing [bernard.low@sodexo.com](mailto:bernard.low@sodexo.com)

### What is a Smart Card and how does it work?

A personal account will be created for students in Year 6 and above with a Smart Card. This Smart Card will be used as means of payment for each set lunch, beverages and snacks. With every purchase, the account will be debited.

### How do I receive my Smart Card?

Nursery to Year 5 students will have a meal account so will not have a Smart Card. Year 6 to Year 13 students can get their Smart Card at the reload counter, situated in The Hub.

### How do I load my meal account?

Cash can be used to load your meal account at The Hub reload counter from 8-3.30pm, open on school days. Alternatively, funds can be transferred to the school account to be placed on your meal account.

### Can I make purchases with a negative balance?

It is not possible for Smart Cards to have a negative balance. Students in Year 5 and below will be allowed to make purchases up to a negative balance of 100RMB. All other students will not be able to make purchases with a negative balance.

### How much does a Smart Card cost?

The first card is free. For each additional Smart Card, the cost is 30RMB.

### How do I know what's on the menu?

Menus are available to view on the school's website by clicking on the Meals and Snacks link in the Parents' Essentials section.

Please note that menus are subject to change if an item is not delivered or we find that the quality of the delivered items does not meet our standards. If you have concerns about any changes in the menu (due to a food allergy), please send an email to your class teacher so that we can arrange an alternative option should the menu need to be changed at short notice.



### **How much does a set lunch cost?**

For students in Nursery to Year 4, the set lunch costs 28RMB per day. For students in Year 5 and above, the set lunch costs 30RMB per day.

The lunch set includes a selection of hot food or sandwiches accompanied by salad, fruit, dessert and water, juice or milk. Please see our weekly menus to see the options available each day.

### **What is provided for children in Year 5 and below for their morning snack?**

Every day we provide different types of fruit, yoghurt, cookies or breads for morning snacks. This is included in the cost of the set lunch each day.

### **What morning snacks are available in The Hub for Secondary students?**

We provide a variety of healthy snacks for Secondary students which are able to be purchased from The Hub during morning break. This ranges from fruit cups, vegetable sticks, sandwiches and yoghurts to assorted Danish pastries. Prices range from 6RMB to 25RMB.

### **How can I get a consumption record for my child?**

We can provide a meal consumption record upon request. Please email [bernard.low@sodexo.com](mailto:bernard.low@sodexo.com) with your child's name and class with details of when you would like the meal consumption record for. We will then provide you with a soft copy.

### **What happens to my balance at the end of the school year?**

At the end of each school year, any balances remaining on Smart Cards or on meal accounts can be used for the following school year.

For any students leaving the school, the balance will be returned when an official email is received from parents or the school management.

### **What happens if my Smart Card is damaged?**

Please keep in mind that the card bearer is responsible for the working condition of their Smart Card. Smart Cards should be kept in good condition and should not be cut, punched, heated, fold- ed or destroyed. If the Smart Card is malfunctioning because of any of these reasons then a new Smart Card will have to be purchased.