

AHS Student Forum Feedback June 2021

Question One

What do you think of the variety, quality, presentation and cost of the food available across the services (e.g., is there a good choice of items including vegetarian, does the food look appetising and taste good?)

Student Answer to Question One

Overall, students feel the cost is mostly reasonable however; in some cases, the price doesn't reflect the portion size & quality correctly.

On some occasions, items which have been ordered, have been different to what's been received & that the labelling/description of meals isn't always clear (e.g., Cake of the day).

Although the presence of vegetarian options in the canteen has been recognised by most, it isn't felt that these have variety (only 1 hot cooked meal which is suitable for vegetarians/vegans).

A key point that arose in the meetings was that more variety was wanted in terms of the dessert options (cakes & cookies) and in the main meals and students would like to see more availability of condiments/seasoning such as salt & pepper.

Harrison Catering Service Response to Question One

Our cost per meal is well within the standard of our company and or other competitors – the portion size and quality is certainly something we can manage as a team to ensure that these are not compromised during any service time/delivery.

We as a catering team will manage and address this with our team and look forward to hearing further feedback on this in September/next term.

The labelling will be much clearer from September and or with immediate effect – this should not be the case; the label should state exactly what the product is for example if it is lemon drizzle cake this the label should say this.

During the pandemic, we have restricted our menu – so one vegan/vegetarian options. September 2021 will see our menu develop and more variety/options in the Vegan and Vegetarian offer.

More variety – not a problem, please look out for our menu in September and our variety in offer and options, during the past year or so things have been reduced due to the pandemic, staff shortages, the pre-order system and so on, so please bear with us and accept our apologies if you have been disappointed – our normal services and menus will resume September 2021.

Condiments- not a problem – however, we are unable to offer salt due to the government restricted guidelines. Pepper and other condiments like ketchup, mayonnaise and such like not a problem at all. We will order a selection for September and then ask for your feedback on this in our next student forum meeting.

Question Two

How well are food allergies and intolerances accommodated on the tariff and menus? Is allergen information easily accessible to those that require it?

Student Answer to Question Two

This question received the most passionate response.

Students across the years would like to see bigger & clearer specifications on labels, the app & when back in the dining room on what ingredients are in the food.

Students who have intolerances to ingredients like dairy & gluten felt that eating at the canteen posed a risk; this could be resolved with clearer labelling & a wider variety of gluten-free & dairy-free options (like oat milk for the hot drinks).

How students can access this allergen information needs to be made clearer as currently, students find it difficult to identify foods they're unable/shouldn't eat.

In addition, many students felt worried about possibilities of cross contamination with common allergens & meat in the preparation area.

Harrison Catering Service Response to Question Two

HCS will look into clearer and more precise labels for all products.

HCS will display customer notices in the dining room to explain where you can get all allergen information and ingredient information for all products.

HCS will look at the menus provided and see how we can introduce more Gluten Free & Dairy Free items to suit all our customer's needs. In the meantime, we ask you to pre-order your chosen meal with our team who will be more than happy to accommodate you and your dietary requirement.

FOOD ALLERGY OR INTOLERANCE - Harrison Catering uses many of the 14 common food allergens in its busy kitchens and is aware that some customers may have an allergy or intolerance to some foods and ingredients used in the food service offered by the Company.

If you have a food allergy or intolerance, please speak to the member of staff who is serving you about your requirements every time you purchase or are served with the food and they will check with the Catering Manager or Chef about the ingredients in the food on display as it may have been necessary to change some of the ingredients since the last time you purchased or were served with the same food

If there is any doubt about the ingredients in a particular dish, you will be advised not to consume the food. Please note that some ingredients used do carry "May Contain" advice, in this instance you will be advised that the food does contain the specific food allergen

Please, never try to guess the ingredients in a dish

Question Three

How do you like using the Pre Order App? (Options available, accessibility, easy to use?)

Student Answer to Question Three

Students have found the app easy to navigate and particularly enjoy the bank balance feature as it allows them to clearly see when they need to top up their accounts.

It was suggested about having access to order on Chromebook as with the no phone policy, students have missed the chance to order in form for break/lunch. Deadline wise, a proportion of students said they have gone without lunch as they forgot to order before the cut off & suggested a staggered cut off for break to lunch.

Some students felt there was more description needed about the food so placing an order would be easier and they'd know exactly what they'd be receiving (e.g., cake of the day can be quite difficult).

Some have found that the hot food they ordered is sometimes cold by the time they collect it & that there is an issue with sauces leaking through packaging. There is a slight delay between putting money into their accounts & being able to order which has caused some issues & there appears to be an issue with refunds in terms of cancelled orders.

Students would like to know more about how the app will work after the summer term along with the reopening of the dining room. In general, most would like the app to stay alongside being able to go purchase food in person.

Harrison Catering Service Response to Question Three

We are pleased that students have found the APP of use and easy to use.

HCS do not have access or know if Chromebook can be used and or linked to Cunningham's/Parent Pay. This would be something the school would need to look into and confirm if this is feasible. This is not something HCS could manage or introduce.

(Note from the School: the App can be used in a browser on your Chromebooks, please use the following link <https://fusion.crbcunninghams.co.uk/>)

Further description on the APP is quite difficult, as we have very limited amount of space to put the product's information.

The Cake of the Day wording will be removed from the menu and the correct description of each product will be clearly marked/labelled and communicated.

It is and can be very challenging serving hot food through the pre-order system and then delivering it to each bubble – we will do our utmost to ensure that each dish is as it should be we always want to serve and provide hot food without spillages and sauce mishap's if this is to happen again, please do see a member of the catering team who will be happy to exchange your item to ensure that it is hot and not split/leaked etc.

Reference refunds and timings of the APP this is something HCS needs the school to manage with Cunningham's our team will do what is required and anything to help make this a smooth transition.

(Note from the School: there have been a few queries regarding refunds on the App. However, on investigation all have gone through correctly)

HCS believes that the app can be used as the pre-order offering when we return in September. This will be a project for HCS over the summer as training and development on managing the App will need to take place. HCS will discuss with the school on how this can be used further more after the summer break. HCS can ensure that all pre-order items are ready to collect from a station in the dining room as per the previous pre-order station.

(Note from the School: The Pre Order App will be continue to be used after the Dining Room re-opens, as the Pre Order Kiosk, which was previously used, has been removed)

Question Four

When the Dining Room serveries reopen, what sort of theme day/sort of food would you like to see? (For example: Mexican/Spanish themed days)

Student Answer to Question Four

Students are very excited to see the dining room reopen!

Many suggestions included themed weeks with different cultures which aren't typically recognised (e.g., not Italian) or themed recurring days I like Taco Tuesday.

Some mentioned having more water fountains available & ice creams/lollies back in summer.

A point arose about better labelling so that students didn't feel the need to pick up the food to see what it was.

Students would also like to see the salad bar return.

Older students picked up on the idea of tokens for themed days and how sometimes it can make students feel slightly left out if they're unable to get one & their friends have one.

Across all years, students are very excited to be able to sit & enjoy the dining room & serveries again.

Harrison Catering Service Response to Question Four

HCS would like to meet with students again so that the theme week menus can be created in conjunction with the students – a date to be confirmed.

HCS is currently working with the School on theme days for next term

HCS would like to plan the curriculum theme days with the school so these are booked and managed termly – date to be confirmed.

HCS will introduce the salad bar in September – this will be served by a member of staff whilst the pandemic is still a challenge for all.

HCS are very excited for September and returning to some form of normal in the dining rooms/areas and so on.

Thank you...

We at HCS would like to thank the students/staff and visitors at AHS for this feedback and your continuous support during the pandemic and most importantly you're understanding as the challenges our team have faced over past year or so have been ever changing and at times disruptive for all – so thank you all.