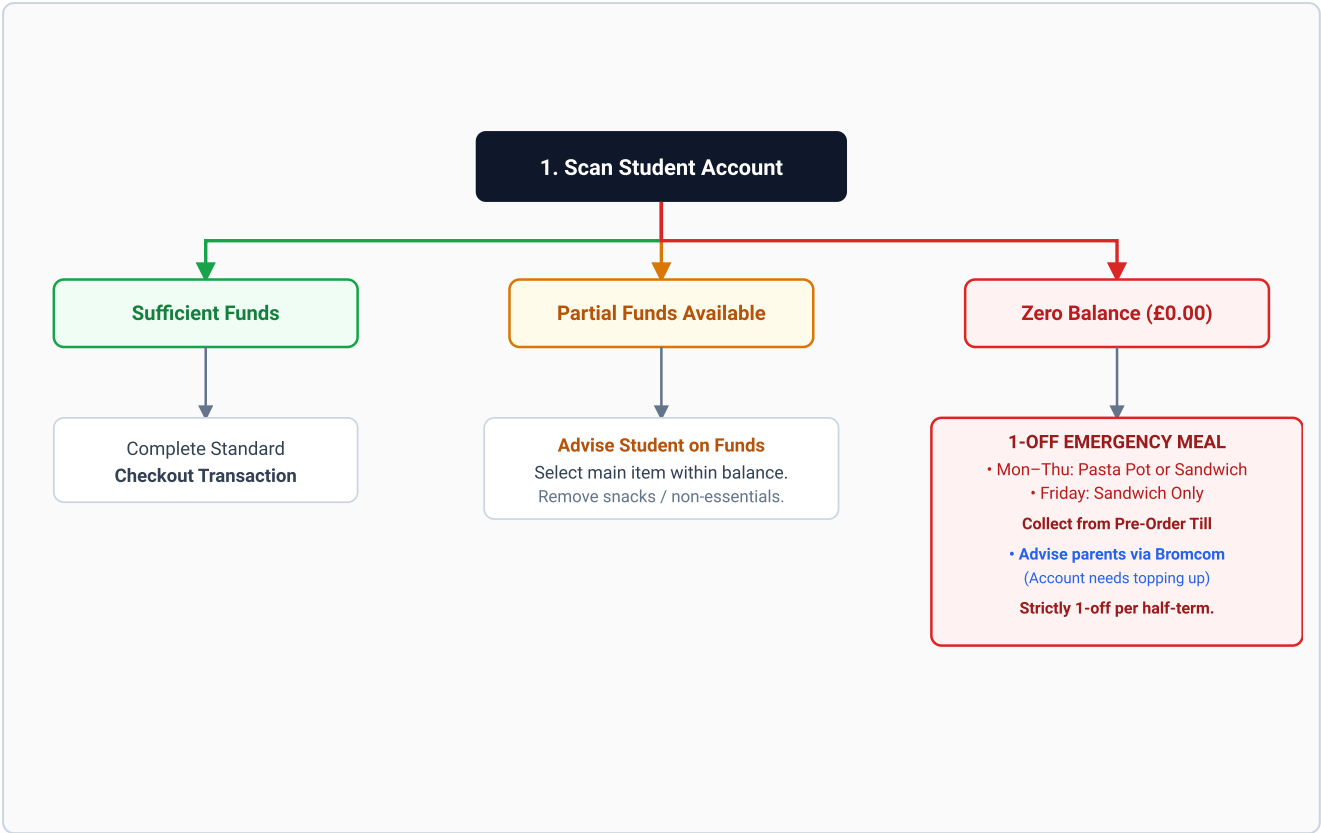


CANTEEN REGISTER PROTOCOL

Quick Reference Guide for Insufficient & Zero Student Balances

STAFF SOP

Key Operating Principle: Maintain student confidentiality and dignity at all times. Communicate balance statuses quietly and discreetly directly to the student.



Partial Balance Rules

- Inform student quietly: "You have £X.XX remaining."
- Guide student to select food items within available balance.
- Prioritise substantial main items over drinks or desserts.
- Remove side items/snacks until total cost equals funds.
- Advise parents via Bromcom if balance is low.

Zero Balance (£0.00) Rules

- **Single Allowance:** Strictly 1-off per student per half-term.
- **Mon–Thu Option:** Pasta Pot or Sandwich (no extras).
- **Friday Option:** Sandwich only (no extras).
- **Collection Point:** Meal to be collected from the pre-order till.
- **Bromcom Notification:** Advise parents via Bromcom that dinner account needs topping up.
- **Repeat Occurrences:** Strictly no credit. Direct to Year Team.