

2018-2019

MOUNTZ HOT LUNCH SERVICE

FREQUENTLY ASKED QUESTIONS (FAQ)

1. How can I order the hot lunch service?

The hot lunch service is optional:

- To order from **Joe's Deli and Ray's Café**
 - Visit the Hot Lunch Website: www.mountzlunchservice.com
 - Payment on the website is by credit card or Pay Pal.
 - Joe's Deli and Ray's Café will also accept orders in person at the store, you can set up a house account or pay by cash or credit card.
- To order from **Tom Baileys**
 - In person at the store, you can set up a house account or pay by cash or credit card.
 - Order forms are available at Tom Baileys.
 - Please note that this is the **only way** to order from Tom Bailey's, they do not accept orders online.

2. How do I PAY for the hot lunch service?

- Parents can set up house accounts with each vendor by contacting them directly.
- If ordering online you can pay via Paypal or credit card via the website www.mountzlunchservice.com .

3. How do I set up a Paypal account?

Go to www.Paypal.com and register for an account. It is very easy and the safest and most recognized way to pay for any online service.

4. Who is providing the hot lunch service to the school?

Three local vendors (Joe's Deli, Ray's Café and Tom Baileys Market) are each providing a day of homemade and delicious meal options to the students and staff at HW Mountz. All meals will be individually wrapped, labeled by name and grade, and delivered at each lunch period.

5. How do I order the hot lunch online?

For Joe's Deli and Ray's Café: Go to www.mountzlunchservice.com and the welcome page will walk you through it. Simply select the day you want to order and it will bring up the ordering month. Order for the days you wish to have hot lunch. You are not obligated to order for every day in the month. You will have 8 entrées to select from each day as well a sandwich entrée option and ala carte options. You will have a custom Sub order sheet for each Monday in the month. There will be a lot of variety and options available on the web site.

6. How OFTEN can I go to the web site and order?

All orders for hot lunch and subs must be completed and paid for by the 22nd of the previous month of service. For example, October's lunch orders must be completed on the website by 9/22, and November's lunch orders must be completed and paid for by 10/22 and so on. The ordering cycle will go from the 7th-22nd of each month for the following month. The only exception is September due to the revisions and updates being done to the website. **Please note, for September lunches, there is a shorter window in which to order September lunches...For the 2018 school year, lunch will begin on Monday, September 17th. Lunch orders for September lunches will be accepted from 8/28-9/7.**

7. What if I miss the ordering "window" from the 7th-22nd and still want to purchase lunches for my kids?

If you miss the ordering window, the vendors will accept your order if you go to them in person or call, and pay them directly. This is certainly not encouraged as they are running their daily business. . PLEASE DO NOT EXPECT VENDORS TO ACCEPT LUNCH ORDERS THE "DAY OF" FOR YOUR CHILDREN. PLEASE PLAN ACCORDINGLY AND MARK YOUR CALENDARS FOR THE ORDERING PERIOD. Email reminders are sent several times each month as well to help you remember to order lunches.