



Food Service Director: Sara Hastings

601-339-1701

[Sara.hastings@lexingtonindependents.com](mailto:Sara.hastings@lexingtonindependents.com)

## Frequently Asked Questions

### **Q. How do I make sure my student is ready to eat lunch on the first day of school?**

A. Refer to the separate step by step process to create a MySchoolAccount for Lexington Independents. (Access on the Hartfield Dining Webpage.) If you do not know your students ID number or Verification code, please contact the food service director.

### **Q. What meal account service does Lexington use?**

A. MySchoolAccount.com is our payment partner. Parents must create an account for each student you have enrolled this year. If your student is returning, the same account from the previous semester will stay the same. It's easy! Just follow the step-by-step process.

### **Q. What menu options will be available?**

A. There are two meal options for students PK-5<sup>th</sup> grade:

-Hot meal option, which is a classic kid friendly blue plate, which includes an entrée with two sides and beverage.

- Cold meal option is a selection of a variety of deli style sandwich, two sides and a beverage.

Beverages include Chocolate milk, Whole White Milk, or bottled water.

*Monthly menus are posted on our dining website for your convenience.*

**Payments can be made online at: MySchoolAccount.com**

**Q. What is the cost?**

A. Pre K- 2nd grade: \$4.95

2<sup>nd</sup>-5<sup>th</sup> grade: \$5.25

More options are available for 6<sup>th</sup>-12<sup>th</sup> graders:

- Breakfast Plate: \$5.25
- Café Classics: \$5.50
- Global: \$6.25

Various retail items are available, please refer to the [Retail Pricing Guide](#) on the dining website for pricing. All prices are posted around the café as well, for quick reference for students and staff. Hot meal options include one entrée, 2 sides a bread option if available, fountain drink or bottled water. Additional entrée and sides will be an additional charge.

**Q. Are there other ways to make a payment?**

A. Yes! There is a small convenience fee for online payments using a credit/ debit card. If you wish, payments can be made by cash or check. Cash payments need to be sealed in an envelope with the student's FULL NAME and ID # listed on the outside. Please make checks payable to Lexington Independents. We are not responsible for cash payments that do not make it to the cashier/ food service director or staff.

BEST PRACTICE: MAKE WEEKLY PAYMENTS AND MONITOR ACCOUNTS TO ENSURE PAYMENTS HAVE POSTED AND CHARGES HAVE NOT BEEN MADE INCORRECTLY.

**Q. How will orders be made?**

A. Pre K through 5<sup>th</sup> grade students will order meals in their classroom each morning. Orders must be placed by 8:30 am, no later than 9:30 am for hot meal option. After 9:30, cold meal option ONLY will be available for your student.

**Q. What if my student goes home early and has already placed an order?**

A. No worries! We understand these things happen. Please let the teacher know to alert the Lexington staff and we will cancel the order to make sure you are not charged. If you are charged by mistake, please contact the food service director.

**Q. Does my student have to use their account to purchase items in the cafeteria?**

A. Yes. The accounts are created for parents' convenience to monitor and maintain their student's participation. Transaction history is available online up to 30 days after purchase. If you would like purchase history more than 30 days, please contact the food service director. If you do not want your student to be able to charge their account, Cash only option is available by written communication with the food service director. Cash Only will require the student to have cash at the register to make a purchase. WE DO NOT GIVE CHANGE. If there is change left after the transaction, the change will be posted to their account and can be used for a future purchase. BEST PRACTICE: MAKE WEEKLY PAYMENTS AND MONITOR ACCOUNTS TO ENSURE PAYMENTS HAVE POSTED AND CHARGES HAVE NOT BEEN MADE INCORRECTLY.

**Q. Is there a limit to the amount my student can credit their account?**

A. Yes. We do our best to control the negative balances on accounts. We ask that Middle and Upper School students NOT to exceed a negative twenty-five-dollar balance. If this occurs, students will not be able to purchase retail items, such as ice cream, candy bars, bottled beverages, chips, etc. Students will be asked to put retail items back on the shelf until payment is posted.

**Q. How long does it take for the payment to post to my student's account?**

A. Credit/ Debit card payments made online or on the app can take up to 20 minutes to post. This activity can be checked by the food service director once the payment has been made and a confirmation has been received by the parent/ guardian. Cash or check payments are posted instantly.

**Q. What if my student has a food allergy?**

A. Lexington staff is trained in safe food handling and the food service director is AllerTrain certified. If your student has a known allergen, please make the staff aware. We are not responsible for monitoring what your student orders, however we do have policy and procedure on handling allergy situations. Please educate your student on their allergy and review all posted menus or ask Lexington staff of allergens before ordering.

***\*\*ALLERGEN DISCLAIMER: This kitchen uses the following products in meal preparation: tree nuts, sesame, celery, mollusk, corn, mushrooms, pork, peanuts, soy, eggs, milk, fish, shellfish, wheat, and other products containing gluten. We can not guarantee the menu items are free of allergens because we use shared equipment and handle common allergens throughout the supply chain.\*\****

**Q. What if I have questions about my student's account or food service practices?**

A. Please contact the Food Service Director.

Sara Hastings 601.339.1701. [sara.hastings@lexingtonindependents.com](mailto:sara.hastings@lexingtonindependents.com)