



# Frequently Asked Customer Questions

## **Are the lunches fresh?**

Fresh food is what we stand for....we know real food doesn't come in a can, a box, or a drive-thru. Our meals are prepared in local kitchens each day using only the freshest ingredients possible. When you order from WT Café your child will receive the highest quality and maximally nutritious food. Consistently providing fresh, nutritious, and exciting foods for your children is our Brand Promise to you.

## **Do you serve hot lunches?**

Of course! We specialize in delicious, hot meals and serve them at just the right temperature. We provide a variety of hot choices daily, from comforting house-made soups to flavorful hot entrees and sandwiches; we know how important it is for many parents to provide their kids with a hot lunch at school.

## **Does the menu change?**

Of course! Our menu has a heavy focus on kid favorites because we know most kids are picky eaters. We also offer more adventurous and sophisticated choices for those kids ready to expand their culinary horizons. Our menu changes regularly based on what items are popular and seasonally available in each market. We would love to hear feedback on your child's favorites so that we can rotate them back into future menus!

## **What if my child is a picky eater?**

Picky Eaters are something that we really do understand and helping parents resolve their kids' food challenges motivates us daily. We know that today's picky eater could be tomorrow's sushi lover! We have found that repeat exposure to new foods has a huge impact on future eating habits. But, your kids have to love us first, which is why we pack our menu with kid favorites that win them over every time and together we can help picky eaters graduate to more sophisticated flavors. Mac N Cheese today...Tikka Masala tomorrow!

## **What are the portion sizes? Will it be enough food for my child?**

At WT Café, we take nutrition seriously and our foods are designed to be maximally nutritious and portioned correctly for growing minds and bodies. We offer three portion sizes (Preschool, Regular, and Large) that are designed for children from 4 to 18 years of age. We understand that kids vary in activity levels, and more active kids will require additional calories to fuel their day. Please view our calorie guidelines to determine which portion size is best for your child.

## **How does my child get her lunch?**

WT Café will delivery and/or serve lunch at your child's school at or before the start of the school's scheduled lunch time. Each lunch is maintained at a food safe temperature until it is consumed and menu items are clearly labeled for accuracy. There are a lot of logistics in serving lunch to kids across the country who all eat at the same time, which is why Operational Excellence is one of our core values. Our 100% Service Guarantee to our customers is that we get the right food to the right place at the right time, every time.

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

Our lunches are priced according to portion size and pricing varies by market. Typically, the price ranges from \$4 to \$7 depending on size and which menu items are ordered. Meals include your choice of entrée, two sides, and all utensils.

## **Am I required to place a minimum order?**

No, parents have the flexibility to order as few or as many lunches as they wish.

## **Can I order drinks for my child's lunch?**

Of course! A variety of kid-friendly beverages are available a la carte from our lunch menu. We offer bottled waters, milks (hormone free and organic), filtered juices, juice blends, and carbonated fruit juices to name just a few!

### **What is a WT Creation?**

Everyone loves a treat! Our philosophy is that even though it's a treat and it's sweet, it doesn't have to be nutrient depleting. That's why we include wholesome ingredients like Whole Wheat flour, Greek yogurt, and fresh fruits and vegetables into our signature line of WT Creations. We have dozens of WT Creations to excite your child such as chocolate chip cookies, sun butter brownies, blueberry muffins, monkey munch, banana chocolate muffins, and more. WT Creations are available on our school lunch menu daily, and in some markets they are also offered as fresh food fundraisers for family snacking!

### **Where is your food prepared?**

Our food is prepared in local commissary kitchens in the communities we serve. Each kitchen is fully licensed and certified and run by dedicated food service professionals who work hard each day to prepare fresh lunches for kids. Our local chef teams prepare food from our library of over 200 proprietary recipes and they work in kitchens especially equipped with everything they need to cook food fresh from scratch.

### **Can I change or cancel my order?**

To ensure the freshest foods possible for your child, you can make any changes you like to your order up to 36 hours before your child's lunch is served. In some cases, we do accept rush orders (for a small fee) up until 8 a.m. the same day. In addition, you may cancel your order online as late as 8am the day of service. As parents, we know that no one can anticipate when a child gets sick. However, after the 8am cutoff has passed, we cannot offer a refund as our production and distribution is then well on its way, but we will gladly credit your account.

### **Who supplies your foods?**

WT Café partners with select national and local suppliers who work closely with our kitchen teams to select the most wholesome ingredients possible. In fact, we operate under a strict set of nutrition standards that ensure only the highest quality food products are sourced in every location. Our local produce suppliers provide us with the most seasonally and locally available products possible. We view our suppliers as our partners, and we couldn't do what we do without their support.

### **Who provides the nutritional guidelines?**

Our nutritional guidelines have been reviewed and approved by Florida Hospital nutritionist, Sherri Flint. Sherri holds a Master's Degree in Public Health and is a Registered Dietician. During her tenure at Florida Hospital, Sherri has presented hundreds of seminars, participated in numerous health fairs, and has worked with countless children, families and individuals to achieve optimum health. For the past three years, she served as head of Florida Hospital's Center for Nutritional Excellence. Sherri is the co-author of *Super-Sized Kids: How to Rescue Your Child from the Obesity Threat*.

### **How do you handle food allergies?**

While each of our recipes is 100% nut-free, WT Café prepares food in local, certified commercial facilities where we share equipment that may have come into contact with nuts, soy, wheat and other allergens. For this reason we cannot safely guarantee any 100% allergen free foods. To make life easier for children with food preferences or mild allergies, we do provide Allergy Profiling feature that allows parents to filter the menu based on their child's needs. This feature works especially well for parents of children with non-severe food allergies. If your child has severe or fatal allergies it is your responsibility to contact us directly to discuss any potential risks in our menu offerings.

### **Can I sign up more than one child?**

Yes! As long as your children attend our Partner Schools you can sign them up to receive our meals. It's easy to add multiple users to your account, just log in to your account and create a profile for each child. If your school permits, you can even order a meal for yourself and surprise your child for lunch!

### **How do I sign up for the program?**

As long as your child attends one of our Partner Schools, you can register right the WT Café website. Just click the ORDER NOW button at the top of the page. Once you and your child are registered, you can view your school's custom menu and order and pay for your meals. Ours is a simple and flexible process that allows parents to sign up for one day or a whole semester at one time. You can even create a Favorites profile for your child and enjoy the convenience of Auto-Ordering where you can pre-order multiple meals with just one click! Our secure, online payment system accepts both debit and credit, Visa, Master Card, American Express, and Discover.