

Catering at TGS





How to Order

Self Serve Kiosks

Pupils order their drinks, snacks and meals using the user-friendly touchscreen kiosks. These kiosks help us make break and lunchtimes quicker and smoother for students.

Students and staff use a fingerprint reading, or 6 digit PIN, to use the kiosks, with the total cost of their purchase deducted from their lunch account. The secure, cashless kiosks link to pupils Arbor Pay account, and Free School Meal allowances are automatically added to eligible pupils accounts daily and show as a balance total.

When using the kiosk, the display will show their photo, name and available balance held within the secure system. Students can then navigate their way through the system to select food and drink of their choice.

When a purchase is confirmed, a receipt will print, which is then taken to the collection points and students can pick up their meals, drinks and snacks.

Staff and Catering team are on hand to assist and guide students through the process.

Arbor Pay

We are a cash free school. Catering accounts should be topped up using Arbor Pay. To use Arbor Pay for Meals, log into the Arbor Parent Portal or Arbor App. Further information on Arbor Pay can be found at www.tgschool.net

Allergies and Intollerences

Parents and carers should notify the school of all known food allergies or intolerance's. It is important that this information is kept up to date as allergy and intolerance information relevant to each student is then transferred onto the student account and students will be unable to order any food prepared in- house that contains the known allergen/s or intolerance.

Students are also able to check the ingredients of menu items by clicking on the information icon ⓘ on the self serve kiosks - this will list any of the known 14 food allergies.

Our self-serve kiosks have information of known allergens available for items prepared in our kitchens. Pre packaged food such as crisps or drinks has allergy information on the packaging and students with allergies or intolerances are advised to check packaging. Students can also check with our catering teams if they have any questions regarding ingredients or preparation of menu items.

Please note that only the 14 specified allergens in UK Food Safety regulations are listed and recorded. We are not able to differentiate between different varieties of nuts or record allergies that fall outside of the known allergies. Students with allergies other than the known 14 are advised to speak to our catering teams for advice on menu items and ingredients.

Catering areas

Lightwell- Our main catering area, serving break and lunch. The lightwell has a rotating weekly menu of hot meals, along with Jacket Potatoes and a sandwich bar serving handmade sandwiches with fresh fillings

Deli Hatch- Adjacent to the Lightwell serving a changing menu of 'Grab & Go' items, drinks and snacks.

JCR Pizzeria - Located within the JCR, the Pizzeria serves freshly made slices of pizza, fresh fruit, daily wraps and salads, along with drinks and snacks.

Snack Shack - Serving a daily changing menu of fresh 'Grab & Go' items such as Chicken Burrito's and Pulled Pork & Slaw Wraps, along with drinks, homemade slices and fresh fruit. The Snack Shack is located at the edge of our sports fields, next to G -Block.

6th Form Cafe - Located within our 6th form building and exclusively for 6th form students, the cafe offers a range of hot and cold drinks, freshly made salads and wraps, hot lunch items and a range of snacks and treats.

How to order



Self serve kiosk



- 1 – Put Right index finger on scanner
- 2– Check balance
- 3– Select your food from the available menus
- 4– Confirm order – keep receipt!
- 5– Take receipt to counter and collect your order from the catering team
- 6– Enjoy!



IMPORTANT INFORMATION

- You must have a credit balance to order
- You must give your receipt to the catering team to collect your order
- You cannot order at the collection points

Free School Meals allowance will show as a credit balance



Self serve kiosk



At TGS we use a Kiosk Self-Service ordering system for students

Students are able to order food, snacks, and drinks using the self-service kiosks for the Lightwell, Deli Hatch and Pizzeria. The Snack Shack & 6th form have traditional tills

All our catering outlets are cashless

WHAT STUDENTS NEED TO KNOW

To login to the Kiosk you can use either your finger or your 6 digit PIN

Make your purchase, collect your ticket and collect food/drinks from the collection point

Your purchase will be deducted from your lunch account. You must have funds on your account to order

Accounts are blocked from going into a negative balance

ALLERGIES & INTOLLERANCES

Allergy information is available on all non-packaged food by clicking on the information icon ⓘ

Students with known allergies or intollerances will be unable to order menu items containing relevant allergens, or asked to confirm they are choosing an item that contains a known intollerance - Allergy information is pulled from Arbor - if unsure on any menu item please check with the catering team

We kindly ask parents/guardians to ensure allergy information is up to date to ensure students a safe dining experience



Self serve kiosk



HOW TO USE THE KIOSK

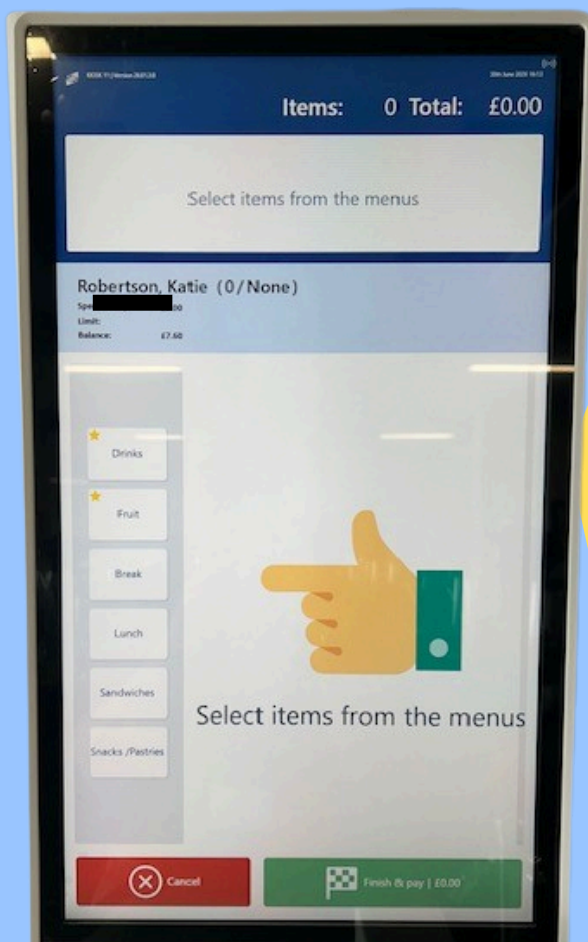


When available to take orders the tills will have a large Green 'Available' banner running along the top

*Please note that not all tills will be open at the same time i.e. - the Lightwell Kiosks will be open earlier for Breakfast on Friday, while none of the other tills will be available at this time

Press the '▶ Get started' button, then use your Right Index finger to login by placing it here

Or enter your 6 digit PIN



Once logged in you will find;

Balance total - This shows how much credit is available. If you have no available funds this will show £0

Limit- TGS has an £8 per day MAX spend limit

Spend today- Shows how much you have spent already that day

Menu buttons - split into categories Drinks/Fruit/Break/Lunch/Snacks & Pastries

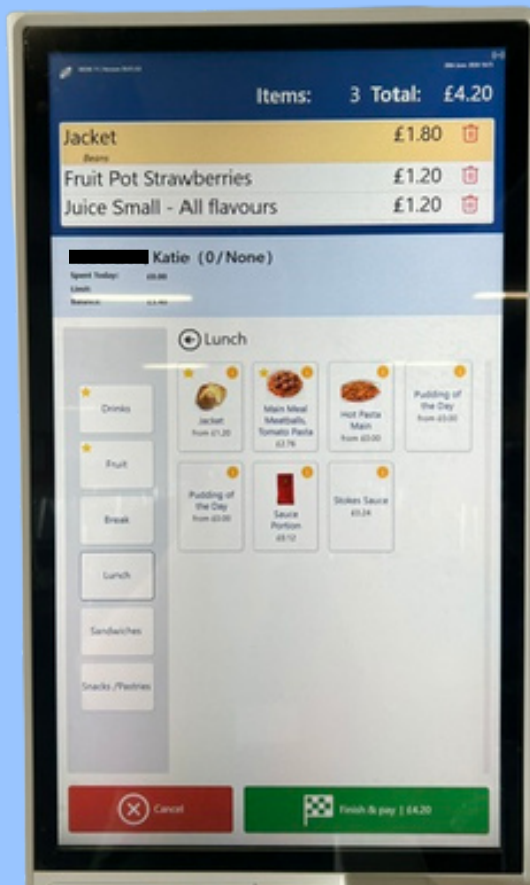
*Not all categories will be available at all times i.e. Breakfast is only available during breakfast, lunch only available during lunchtime



Self serve kiosk



HOW TO USE THE KIOSK



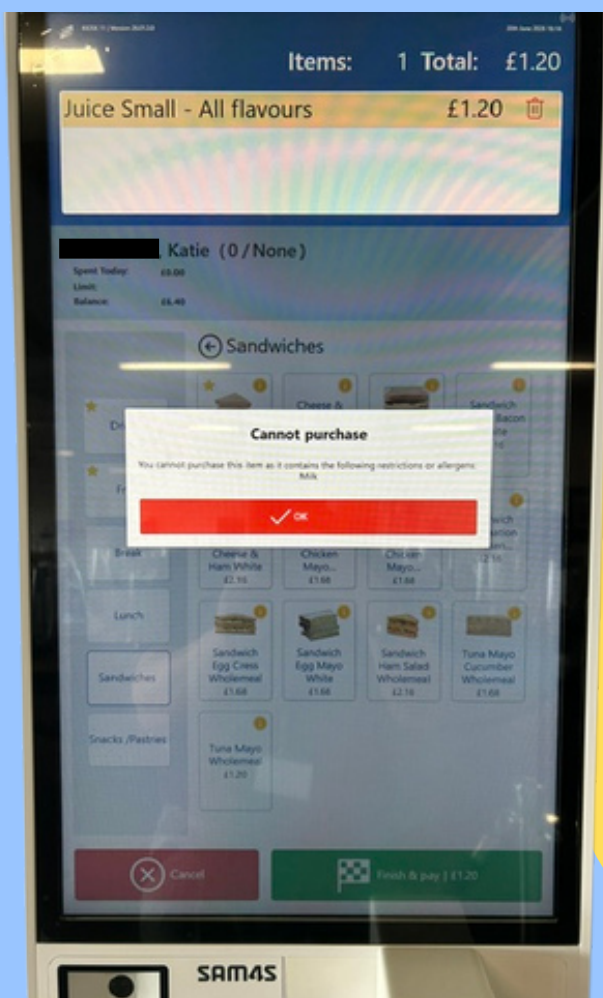
Choose your items.

To remove an item press the red bin button 

Some menu items will allow you to make additional choices i.e. Jacket Potato allows you to select toppings once the first button is selected

Once chosen, click finish & pay.
Collect your receipt and hand it to the catering team to collect your order.

Please note you MUST collect your order from the correct collection point –i.e. you cannot order at the JCR and collect at the Lightwell



Allergies & intolerances

If you have a recorded known allergy and select an item that contains the known allergen, you will be blocked from ordering those items

Allergy information is pulled from Arbor and relies on up to date student information- if you have any questions please speak to the catering team

If you have a recorded known intolerance you will be asked to confirm your choice, if that item that contains the known intolerance.

If your allergy or intolerance has changed please update our office team so we can update your record



Self serve kiosk



HOW TO USE THE KIOSK



To Order a 'MEAL DEAL'

Meal Deals are available on Main Meals or Sandwich Meal Deals- Both are only available to order from the Lightwell Kiosk Stations

How to Order a Meal Deal;

- Choose Main Meal - Choose between Main Meal of the day or Large Pasta
- Add to basket
- Choose Pud of the day or any £1 drink
- Add to basket
- Meal Deal Pricing is automatically adjusted ready for payment

Please note you MUST collect your order from the correct collection point -i.e. you cannot order at the JCR and collect at the Lightwell



How to Order a Sandwich Meal Deal;

- Choose any Sandwich up to the value of £1.40
- Add to basket
- Choose any £1 drink
- Add to basket
- Choose £1 Fruit pot, Popcorn/Popcrisps or Yoghurt Pot
- Meal Deal Pricing is automatically adjusted ready for payment