Dear Primary Parents,

Welcome back to the new school year. As in previous years, in cooperation with Rent a Cook, we will be striving to offer our students tasty, varied, nutritious, high quality and good value meals.

As of August 2019 all Early Learning and Primary students up to Grade 2 wishing to eat a school lunch, will be required to pre order a set meal on line via CHQ.

During the 2018 – 2019 school year we piloted a scheme whereby students in G3 – G5 did not pre order lunches but were allowed to select their own lunches and pay by card. The feedback from parents and staff has consistently been that this is not working and despite increased support to help and encourage students to make healthy and balanced choices this has often not been the case. As a result if you wish your child to receive a hot meal this school year all parents in G3 – G5 are requested to order meals online in advance via CHQ.

G3 – 5 students will still be able to purchase a meal, on the day using their ID cards. Please note however that they will ONLY BE ABLE to purchase either a full meal, a sandwich or a salad with their cards. There will be no snacks or drinks available for sale during primary lunchtime but jugs of water will be available on each table for all students. Students will still be able to use their cards to purchase things in the cafeteria before and after school at their parent’s discretion. G3-G5 parents should please also read the attached information explaining how to load money on to student’s cards on line and also how to view online exactly what your child has purchased with their card.

Online ordering can be done up until 08:00 of the day in question. If you chose not to pre order your child’s meals on line you are very welcome to send them with a packed lunch from home. All primary students, whether having a hot meal or packed lunch, will eat together in the school cafeteria.

In extenuating circumstance if you have been unable to order on line you can purchase a “same day” meal band in the cafeteria between 08:00 and 08:15. Please note that it will no longer be possible to order meals verbally at the cafeteria tills.

Below you will find detailed information about how to log in to the online site and order.

● Please first log into the BIS website:
  - Choose Community Login on the green bar on the right side of the page (§)
  - Then input the email address you provided to the school, and the password you have received (there is also a possibility to reset your password)

● Go to the cafeteria section:
  - Click then on the Cafeteria short link into the green bar on the right side of the page (🍴)
  - Scroll down to the Early Learning and Primary School paragraph
  - Choose the link you want to use:
    o Details and how to order
    o Menu options (overview without any order possibility here)

    o EL-G5 meal order quick link (order the meals for your children online via CHQ, our online ordering system)
Order online:

- Once you are under CHQ (our online ordering system), please select the child you want to order meals for, on the welcome page.

- Once the child is selected, you are able to order 4 weeks in advance, please click on the chosen week within the “activities” block (see below).

- The menu options are displayed per week at the top of the screen, you have then to record the option number per day at the bottom (instructions are on the screen).

- Once the “Submit” button is clicked, you receive an automatic confirmation email, and the days you have requested a menu choice are recorded on your child’s homepage.

- You are still able to cancel or change your choices up to 12:00 of the previous school day, before they are approved by Rent a Cook (the choices are marked approved on the homepage once they are recorded by Rent a Cook).

- You can switch to any of your other children’s profiles by clicking on the profile icon (👤) at the top of the screen and client “Select Profile”.

If you have any questions regarding the new look CHQ interface or experience any technical issues whilst ordering please contact the BIS Data Base Manager Asmaa Icher on asmaa.icher@bonn-is.de.

If you have any questions about the menu or other Rent a Cook services please contact Rent-a-Cook directly via Sarah Reinartz:

Phone: +49 (0) 179 – 74 22 838,
       +49 228 308 54 610
Email: rentacook@bonn-is.de
Internet: www.rent-a-cook.org
Office hours: Mondays – Fridays 9:00 – 12:00

You can contact Sarah either by phone, email or in her office close to the waves sports hall.

With many thanks for a healthy and happy new school year

Please feel free to contact me with any issues or concerns that cannot be resolved directly by Sarah.

With many thanks

Jo Junglas
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