

## **Afternoon Tea/ Evening snacks**

### **Service Information**

Dear customer

As part of our commitment to improve the service we offer to our customers we have broadened the service we offer to include the delivery of snack bags alongside your hot meal . The intention being to provide a meal option for tea or supper. The snacks are not designed to replace hot meals, which are at the core of our service and are designed to provide a nutritionally balanced meal.

**For operational and logistical reasons we are only able to deliver snacks with a hot or frozen meal.**

#### **What is provided?**

**The tea/evening snack will be delivered in a snack bag comprising:**

Your choice from a range of sandwiches or a sandwich ready for you to toast.

Your choice from a range of cakes or a scone with jam.

Your choice of either fresh fruit or a yoghurt.

#### **How is the meal provided?**

A driver will deliver the snack bag with you main meal on the appropriate day. Snack bags for the weekend will be delivered on Friday. Please immediately refrigerate sandwiches and refer to printed use by date. Sandwiches delivered on Friday will have sufficient shelf life to ensure they can be consumed on the day they have been ordered for, e.g. Saturday or Sunday.

Do not consume any food after the use by date.

Please note due to the short shelf life of fresh items we will make special arrangements for the Christmas and Easter holidays.

## **Changes**

If you wish to cancel or change orders on the afternoon tea/evening snack menu we need at least 48 hours notice. After this time we will be forced to charge for any cancelled or altered orders.

**The procedure for changes to the main meal service remains unchanged.**

## **Payment**

The price per day is £3.50. Payment is by monthly account, either by cheque made payable to Southampton City Council or by card. If you wish to discuss alternative methods of payment please discuss with your co-ordinator.

## **How to complete your order form**

You will receive an order form similar to that used for selecting main meals, this will be provided by your driver on a fortnightly basis. Please make your choice completing the form as follows:

1. From the sandwich section select one item for each day you wish to order.
  2. From the cake section select one item for each day you wish to order.
  3. From the other section again select one item for each day of your order.
  4. Add your round number and contact details.
  5. Fully complete your order for the two week period.
  6. If you need help to complete the order form please ask your driver.
  7. If you like we can make selections on your behalf. If you wish us to do this please tell our driver.
  8. Please return the order form to your driver, they will advise you of when you need to return them by.
- Please note it may be necessary for operational reasons to replace published dishes at short notice. We apologize for any inconvenience this may cause.

## **Suggestions**

If you have any suggestions for the service we would be glad to receive them.

We appreciate your comments and will follow them up as far as we are able.

Please contact your co-ordinator in the first instance.

Contact details -

### **East of Southampton**

Jane Simpson, City Catering, Southampton Civic Centre, SO14 7LP.

023 80 833867 (8.30 AM - 2.30 PM Monday to Friday)

### **West of Southampton**

Lynn D'Souza, City Catering, Southampton Civic Centre, SO14 7LP

023 80 833866 (9 AM - 5 PM Monday to Friday)