



fresh & tasty
by Zátíší Group

CAFETERIA INFORMATION



Dear Parents,

The purpose of this leaflet is to familiarize you with the daily meal options provided by Fresh & Tasty, a division of the Zátíší Group.

Our mission is to listen to and learn from our families and students while we teach them how to make healthy choices.

All of our food is made exclusively from fresh ingredients; we make everything the very same day it is served (or, in some cases, the night before).

We are absolutely confident in the quality of our ingredients, and we invite you to come, see and taste our food, or visit our canteen anytime to see for yourselves!

Stay safe and healthy

We are still monitoring the current situation around Covid-19 pandemic and the cafeteria is operated according to a modified schedule and current government regulations to keep your children safe.

What we do to protect your children:

1. we use masks to protect you if recommended or mandate
2. we monitor our health
3. we regularly wash and disinfect our hands, we use gloves
4. at regular intervals, we disinfect tables and chairs with professional products
5. we often ventilate the dining room
6. we have provided hand disinfection at the entry points



Basic information about cafeteria organization

If you would like us to provide nutritious and delicious lunches for your child, here is information about how the cafeteria meals are organized.

All students have the ISP ID card, which automatically registers them also in our system and activates their accounts. There is now no need for any further registration (except children from ECF 5, Grade 1 and Grade 2 - read later). **You simply deposit money into your account and the ISP ID card works as a debit card.**

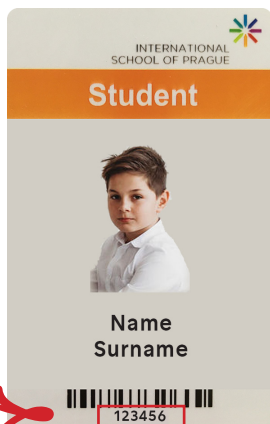
The ISP ID card is used for identification to enable your child to collect lunch or to purchase any food and drinks we serve in the cafeteria. **Please make sure that your child brings the card to school every day.**

If a student loses their ISP ID card, they should notify the school immediately so that the original card can be blocked and a new card will be issued. Please note that Fresh & Tasty and the Zátíší Group cannot be held liable for any misuse of a card prior to notification of its loss.

In the event a student forgets the card, they will be required to wait patiently until those students in the queue with cards are served and **a manual trace of the student's name is carried out in the cashier database.**

Why is the ISP ID card so important?

ISP ID card allows you to manage your school account very easily. Simply log onto **www.freshandtasty.cz/isp**. and enter your **ISP ID card number** (the number displayed on the front of the card) in the “**username**” and “**password**” boxes.



There, you can do the following:

- Check your child's most recent dining choices on a daily basis
- Check the balance of your account
- Check and print out our weekly menu
- See a complete lists of ingredients for the dishes being served
- Give us feedback
- Recommend recipes to be used in the Cafeteria
- Proceed online card payment (will be available very soon)

How can I pay for lunches?

You can deposit money into your account by:

1. Paying in cash/card at the cafeteria

(please note that the admission of parents to school grounds may be restricted during the Covid-19 pandemic)

2. Online Card Payment

Newly, you can pay online with your Visa or Maestro card. You can find the link to payment gate after logging in at **www.freshandtasty.cz/isp** (will be available very soon)

3. Via a bank transfer to:

Zátiší Catering Group a. s.,
Novotného lávka 5, 110 00 Praha 1
VAT ID: 15269574

Bank: Česká spořitelna
Account No. 6136152/0800

Variable symbol: **ISP ID card number (the number displayed on the front of the card)**

Currency: CZK

BAN: CZ54 0800 0000 0000 0613 6152

BIC: GIBA CZ PX

Important information: Please don't forget to fill in the Variable Symbol correctly, because without it we will not be able to identify the payment and change your account balance accordingly. We also recommend filling in the 'Message for Recipient' space with your child's name.

Please note that the bank transfer could take up to one week.

In case of insufficient funds on your card, no food can be purchased.



What is on offer for my child?

ECF, 1st and 2nd Grade:

Lunch is served as a menu consisting of a main course, beverage (water, milk or 100% juice) and soup, dessert, (from homemade cake selection) or other snack (fruit, vegetables, yoghurt, cheese, et.). The menu can only be changed in case of a child's specific dietary needs. This menu costs CZK 89 and contains 30% organic ingredients. In case of insufficient balance on your account, lunch cannot be ordered.

The ECF3 and ECF4 lunches are paid by the school.

3rd – 12 th Grade:

Children can choose from four main courses (including vegetarian and pasta options), soup and a selection of sandwiches, baguettes, sushi, etc. Hot lunches start at 80 CZK.

The menu is listed weekly on our website on www.freshandtasty.cz/isp.

Registration

(only for ECF5, 1st and 2nd Grade)

Students from ECF5, 1st and 2nd Grade need to be registered for a lunch. Can be done very simply by clicking on the link they receive in the e-mail from the canteen. It is important to fill in the registration

form also in case you don't require the lunch on daily basis – this will allow you to order lunches in future.

How can I order or cancel lunch for Elementary School? (ECF5, 1st and 2nd Grade)

We publish menus 2 weeks in advance every Thursday. You can find the menu on the Fresh & Tasty website or ask cafeteria staff.

Lunch for ECF5, 1st and 2nd grade is set up as the default menu.

You may change or cancel your lunch:

- online by login at isp.septim.cz
- Write an email to isp@zatisigroup.cz

The alternative main course option is marked with the “ES” symbol.

We accept cancellations one day in advance (till midnight). In exceptional cases (e.g. sudden illness of a child) of the current day but no later than 8 AM and only **by telephone or sending an email to our floor manager** isp@zatisigroup.cz.

Sweets Policy (Elementary school)

Sweet snacks, ice cream, pastries, yoghurts, smoothies etc., are only allowed as special treats on Fridays. Children can buy on daily basis from Cafeteria offer: fresh fruit or fruit



salad, fresh vegetables or vegetable salad, drinks without sugar (water, milk, fresh juice, homemade ice tea or lemonade without sugar, etc.)

Parents must be present at the cashier to purchase this food in the afternoon during after-school activities.

How can I check what my child eats?

Go to our website, **freshandtasty.cz**, and log in to your account by entering your **ISP ID card number** (the number displayed on the front of the card) in the “username” and “password” boxes. There you will be able to see a history of all purchased items.

How am I informed in case of a low account balance?

You will be informed by email once your account balance reaches CZK 500. You can also check your balance regularly on our website by login at isp.septim.cz.

Lunch cannot be ordered without a sufficient balance on your account.

What if a regular lunch isn't enough for my child?

There will always be at least one dish that will be served as seconds, free of charge. Double portions of meat or fish (such as a hamburger, fillet of salmon, schnitzel.....) will be billed as an extra charge.

How can I get my money back when I leave ISP?

If your child will no longer be attending ISP and you would like to be reimbursed for the balance of your account, please **contact our Floor Manager**.

Wellness Policy

The purpose of our Fat & Sweet policy is to help the students and staff of the International School of Prague achieve greater levels of health and wellness by making informed, sensible diet choices and adopting a balanced, healthy lifestyle.

We believe that feeding children in a group settings is more than getting food into children. Our project integrates concepts from nutrition, child development, and food safety and also includes best practice in child nutrition.

Under the new plan, the school will encourage the use of healthy foods such as wholegrain products, milk, fresh fruit, vegetables and 100% juices. Certain foods, such as full-fat dairy products, pies and doughnuts, will be allowed on a limited basis.

These simple guidelines are being prepared in cooperation with Margit Slimáková, a professional nutritionist.



Say NO to single-use plastics

At the request of ISP we no longer use single-use plastics containers. So together we help to save the Earth.

We do not want to fill up the planet with unnecessary waste, we want to swim with fish, not with garbage. That is why our canteen does not provide disposable plastic containers anymore. You may use our Fresh&Tasty cups or bottles to take away your beverage.

Thank you for your support and understanding. We only have one planet and we want to pass it on to the next generations in a better shape than we got it.

During the Covid-19 pandemic, the cafeteria will be operated according to a modified schedule to keep your children safe. Therefore, more plastic packaging may be used than normally. Please excuse this situation – it is only temporary.

Cafeteria Committee

The purpose of the Cafeteria Committee is to help the school and the canteen to achieve and maintain a high level of service and satisfaction for the diners.

The Committee is comprised of representatives from the canteen and the school as well as parents and students. Meetings are chaired by the Business and Operations Manager.

The Committee meets three to four times a year. Meetings are open to the public and the minutes are published.

Individuals may submit ideas or suggestions to any member of the Committee for consideration. Please feel free to contact us any time in person or via the contacts listed below.

Additional information

The ISP cafeteria is normally open **Monday through Friday, from 8:15 a.m. to 4:45 p.m. The opening hours are subject to change during the Covid-19 pandemic and admission may be limited according to the special opening schedule.** Information will be presented in greater detail at the cafeteria and on the Fresh & Tasty ISP website.

We offer breakfast, lunch, takeaway and a catering service, including inventory rental. As part of the Zátíší Catering Group, we can also provide catering for dinner parties, birthday parties and any celebration for which you need professional assistance.

GIVE US FEEDBACK

How can I give my feedback?

We very much appreciate all feedback and offer the following ways for you to leave your comments:

Online – **freshandtasty.cz**, where you can share your comments with others.

You can put a note with your comments or feedback on one of our boards in the corridor by the cafeteria, or in the feedback box near the cashier.

By contacting the Fresh & Tasty team anytime via email at **isp@zatisigroup.cz** or in person.

THANK YOU!

Contact details:

Radmila Vobořilová

FLOOR MANAGER ISP CAFETERIA

M: +420 731 534 427

E: isp@zatisigroup.cz

www.freshandtasty.cz

