



Lunch Program 2019-2020 Frequently Asked Questions

Who is the new lunch service provider?

- A Chicagoland area school food service called [Gourmet Gorilla](https://www.gourmetgorilla.com/what-we-do/). Gourmet Gorilla lunches are cooked from scratch and strive to use mostly local and sustainable sourced ingredients with a kitchen that is working towards becoming a zero-waste kitchen. Meats used for lunches are free range, grass fed and all natural, and have not been subjected to artificial growth hormones and antibiotics, or artificial preservatives. The Gourmet Gorilla kitchen is peanut and tree nut free. Gourmet Gorilla promotes helping the local economy, food security, and encourage environmental responsibility.
- Find out more about their company at <https://www.gourmetgorilla.com/what-we-do/>.

Am I obligated to order a lunch?

- No. Parents may opt to supply a lunch from home. Please be sure to pack appropriate lunches, following school policy.

How do I pay for a lunch for my child?

- Parents pay for each lunch ordered via Gourmet Gorilla's secure credit card payment system. Parents can add credit card information via their Gourmet Gorilla home page under "My Credit Cards" section.

How do I order a lunch?

1. Go to Gourmet Gorilla's website at <https://orders.gourmetgorilla.com/> to set up a student profile for your child.
2. Once registered, you can click the 'Place Order' link on the left side of the screen to select the day (s) you want to order a lunch.
3. You can order as many days in advance as the lunch calendar will allow. Parents will not be able to order lunches on days MSLF is closed, there is a half day or Club Days. **REMEMBER: Lunch orders must be placed by Wednesday at midnight for the next week's meals so ingredients can be ordered.**
4. **Be sure to review all of your lunch order(s) in your cart for accuracy before checking out.** You will not be able to modify your order after the order deadline on Wednesday at midnight for the next week's lunches.

What are all the options listed on the Gourmet Gorilla order page?

- **Al La Carte** items are main dishes without sides. Due to packaging restrictions, sides are not able to be ordered with Al La Carte items.
- **Lunches** include the option of two sides that must be selected individually.
- **Sides** can only be ordered with Lunches and are not available with Al La Carte selections.
- **Extras** are items that can be added to either Lunches or Al La Carte at an additional charge.
- A **Snack Pack** is a pre-packaged add on to a Lunch or Al La Carte item at an additional charge.

When is the last day to order a lunch?

- Lunch orders must be placed by **Wednesday at midnight** for the next week's meals

Why is there a different menu for the Toddler division?

- The Toddler Division must follow Illinois regulations regarding food practices for DCFS Licensed Daycare Centers and supply a lunch in accordance to these regulations.

Are there ingredient lists?

- Yes. Please visit the MSLF website at <https://www.mslf.org/lunch-program/> for the ingredient lists.

My child has an allergy and/or dietary restriction. What is offered?

- Gourmet Gorilla Kitchen is nut free
- Primary and Elementary parents will need to order lunches that accommodate allergies or follow their child's dietary restrictions. Ingredient lists can be found at <https://www.mslf.org/lunch-program/>.
- Toddler families will need to inform their child's teacher and the Health Office in writing about a dietary restriction or allergy.

Gourmet Gorilla Online Ordering Questions

Why are sides not being added to my cart when I click on them?

- Sides are only available to Lunch options. If you have selected an Al La Carte item, you will not be able to select a Side.
- Lunches are limited to 2 sides. If more food is needed, parents can add a Snack Pack or Extra (s) to the order.

I need to cancel a lunch. How do I do this?

- On-line: If the lunch is canceled before the midnight deadline on the Wednesday prior to the week the lunch is ordered, parents can go to the Place Order option, selecting the day the lunch needs to be canceled on the monthly calendar, and select Delete Order. The account will be automatically credited the amount of the canceled lunch which can be used towards future orders.
- By Phone: Parent can call the Gourmet Gorilla at 877-219-3663, give the customer service operator the MSLF School Code of MS010 and the student's name.
- **To receive the account credit for a cancelled lunch, lunches must be canceled 48 hours prior to 8AM on the day the lunch is served.** The cancellation time frames are as follows:
 - ◆ For Mondays - cancellation notification by 8AM Thursdays
 - ◆ For Tuesdays - cancellation notification by 8 AM Fridays
 - ◆ For Wednesdays - cancellation notification by 8 AM Mondays
 - ◆ For Thursdays - cancellation notification by 8AM Tuesdays
 - ◆ For Fridays - cancellation notification by 8AM Wednesdays
- Lunches cancelled after the 48 hour time frame are not subject to credits or refunds due to lunch components have already been ordered/assembled
- To help avoid waste, lunches cancelled after the 48 hour time frame will have the components donated to shelters/food banks in the Pilsen area of Chicago.

What if my child is absent from school?

- No credits or refunds given for uneaten lunches for unanticipated absences.

Can I order more than one lunch at a time?

- Yes, you can order as many lunches as the ordering calendar will allow. No matter how many lunches you order, **please be sure to check the order for accuracy before checking out.**

The repeat an order button does not repeat all the order. What should I do?

- The repeat order option button has a glitch that does not allow an order to repeat completely. We have reported this to Gourmet Gorilla. **Please be sure to check the cart for each day to make sure the order is correct and adjust as needed before checking out.**

I did not select sides for my child's cold lunch yet the cart will allow me to check out. What should I do?

- Lunches (which include 2 sides) that do not have side selected will be sent without sides. It is important that you select sides.
- **Please be sure to check the order for accuracy before checking out.**

I found an error in a lunch I have already ordered. What do I do?

- Orders can be changed on-line up until the midnight deadline on the Wednesday prior to the week the lunch is ordered.
- Go to the Place Order option, selecting the day the lunch needs to be modified on the monthly calendar, and select Modify Order.
- **Lunches cannot be modified after the midnight deadline on the Wednesday prior to the week the lunch is ordered.**