

# Lakewood Catholic Academy

## Dining Services

### FAQ

#### ACCOUNT MANAGEMENT

- Q. How do create my child's school account?
- A. *To create an account, simply follow the steps provided in [this document](#). Smart phone users can also download a free mobile app -- Mobile MSA by Food Service Solutions.*
- Q. How do I put money into my child's account?
- A. *There are two ways to deposit money into your child's account. You can either log on to [www.myschoolaccount.com](http://www.myschoolaccount.com) and click on the "Deposit Funds" tab on the Dashboard page, or you can send cash or check to **Lago Dining Services** via the school office.*
- Q. Is there a fee to deposit money into my child's account electronically?
- A. *Yes, there is a \$2.00 fee to deposit money into your child's account electronically. Please note that the fee is assessed each time an electronic deposit is made, but is in no way associated with the amount being deposited.*
- Q. How do I know if my child's account is low?
- A. *You can find out if your child's account is low by signing up for low balance notifications. To do so, log on to [www.myschoolaccount.com](http://www.myschoolaccount.com) and click on "Manage My Account". Scroll down to the box titled "Notifications" and check your preferences.*
- Q. How can I see what my child is purchasing for lunch?
- A. *You may view your child's lunch purchases by logging into [www.myschoolaccount.com](http://www.myschoolaccount.com) and clicking on "View History" on the Dashboard page.*
- Q. How can I put notes on my child's account?
- A. *Notes can be added to your child's account by sending an email to [dining@lakewoodcatholicacademy.com](mailto:dining@lakewoodcatholicacademy.com). Please put "SPECIAL NOTES" in the subject line of your email. Appropriate notes include requests to place a daily spending limit on a student's account or restrict a student's ability to purchase a particular item.*

## DINING SERVICE

- Q. What is included in a hot lunch?
- A. *A hot lunch consists of the main hot lunch feature or a fresh sandwich, choice of soup or salad bar, and a milk or water.*
- Q. Is the kitchen peanut and tree-nut free?
- A. *Lago Dining Services at LCA is committed to being a tree-nut/peanut free program. We will not include nuts of any kind in any of our recipes or menus. However, we cannot guarantee that products we receive, or the facility in which they are produced, will have the same nut free commitment. We make most items from scratch, but certain staples, such as bread, will be outsourced.*
- Q. If my child purchases a hot lunch, can he/she purchase additional items? What is the cost?
- A. *Yes, students who have purchased a hot lunch may purchase additional items as well. If your child chooses to have another full hot lunch, the cost is \$4.25. A la carte items, including fresh fruit, wraps, salads and parfaits range in price from \$0.50 to \$3.95 per item.*
- Q. What happens if my child forgets his/her lunch?
- A. *If a student is without a lunch, one will be provided. If the student has money on his/her dining account, those funds will be used to pay for that meal. If a student does not have money on his/her dining account, a student's account will reflect a negative balance as a result of the meal issued. All student accounts will be capped at -\$15.00, meaning a student will not be permitted to accrue a balance-owed of more than \$15.00. In the event that a student with a -\$15.00 balance is without a lunch, that student will be provided an alternative, nut-free lunch such as a simple cheese sandwich.*

## VOLUNTEER OPPORTUNITIES

- Q. How can I sign-up to volunteer to help in the cafeteria?
- A. *Volunteers are always welcome in the LCA dining hall. To volunteer, simply email [dining@lakewoodcatholicacademy.com](mailto:dining@lakewoodcatholicacademy.com).*
- Q. How long is the volunteer commitment, and what am I asked to do?
- A. *Volunteers are asked to stay for the entire lunch service, which is 2-2 ½ hours. Lunch service typically begins at 11:00am, but time may change depending on the students' schedule for the day. Volunteers are asked to help serve food.*