Food

- Packed Meal Distribution
- Meal Duties

Packed Meal Distribution

Staff and groups get packed meals for some excursions. Everybody gets packed lunches at weekends in most centres, and some groups get packed meals on arrival/departure

Packed meal distribution is usually carried out by the Activity team with supervision from the AM, PM and SWO

Procedure Overview

1. Collect a list of groups from your AM/PM/SWO. This will tell you how many meals are required for each group
2. Take spare paper and a marker so you can label meals
3. Collect trolley/trays of packed meals from the canteen (ensure the total matches what you expect)
4. Transport the trolley/trays to the distribution area (ask your AM/PM/SWO if you’re not sure where this is)
5. Set aside packed meals for people with special dietary requirements - these should be labelled as such
6. Count the paper bags into the right amounts for each group (taking into account the different types of sandwiches - ensure a fairly even distribution). Make sure to set aside packed meals for staff too
7. Label each group clearly so when the group leader comes to collect, you know which is the right pile of bags
8. Give the group leader their packed meals.⚠ Don’t give packed meals to unaccompanied students
9. Clear up the distribution area of any paper/empty bags etc

All special dietary requirements must be clearly indicated on the groups list. In case of any doubt regarding allergies/intolerances, consult the AM/PM/SWO and liaise with the relevant group leader

The groups list must also include staff as a group - at weekends residential teachers and those on time off may not be present in the canteen to collect their packed lunch in person

The overview above will be different for arrival; likely the AM/PM/SWO will ask for packed meals to be placed in fridges in the students' flats

> The overview above will be different for departure; likely the AM/PM/SWO will ask for packed meals to be distributed at the coach pick up point

Dietary Requirement Abbreviations

V = Vegetarian

Vn = Vegan

LF = Lactose free

GF = Gluten free

H = Halal

Meal Duties

> Meal Duties are normally carried out by the Activity team with supervision from the AM, PM and SWO

The canteen is one of the busiest locations on campus and requires good organisation and staff presence to ensure the smooth running of mealtimes (breakfast, lunch, and dinner). Staff on meal duty play a vital role in ensuring a positive experience for all students during these times; here's how to carry out your meal duty effectively.

> In all canteens, dishes should be clearly labelled so as to easily identify what is in the dish e.g. if it contains meat, or if it is halal/kosher

> Students, staff and group leaders are issued with 'allergen cards' so they may easily explain to catering staff what they can/cannot eat (in some campuses, the university provides these cards). These should be carried in the plastic wallet attached to the lanyard

Procedure Overview

Confirm the meal times and the designated dining area(s) with the AM/PM/SWO. Be punctual and ready to assist as students arrive. The duty consists of:

Crowd Control and Queue Management

- Position yourself strategically to help manage the flow of students entering the dining area.
- Encourage students to form orderly queues and move through in a calm and respectful manner.
- Be visible and approachable to address any congestion or minor disruptions.

Tray Clearing Assistance

- Monitor the designated tray disposal areas.
- Encourage students to clear their own trays after finishing their meals and keep an eye out for students leaving their trays on the dining tables.
- Offer gentle reminders and assistance to students who may need help understanding the process.
- Ensure the tray disposal areas remain tidy and organised.

Support for Students with Lower Levels of English

- Be patient and use clear, simple language when communicating with students who have limited English proficiency.
- Utilise visual cues or gestures to explain instructions regarding queueing, tray disposal, or accessing different food options.
- Direct students to another staff member or speak to their GL if you are unable to understand their needs.

Ensuring Proper Eating and Addressing Meal Issues

- Circulate through the dining area to observe if students are eating adequately.
- Be attentive to students who may seem hesitant to eat or are experiencing difficulties with their meal.
- Encourage students to try different foods and ensure they are consuming a balanced meal (for many students this will be their first experience of ‘British’ food and may be resistant or hesitant to try it).
- If a student has a problem with their meal (e.g., it's incorrect or there's an issue with quality or quantity), listen to their concern calmly and seek to resolve the issue with the appropriate catering staff immediately.

Dietary Requirements

- Be aware of students with special dietary requirements, including allergies, intolerances, halal, kosher, and others. Your AM/SWO/PM will provide you with this information.
- Familiarise yourself with how these meals are typically identified or distributed in the canteen.
- If a student with a dietary requirement seems to have received the wrong meal, intervene and ensure they receive the correct one by liaising with the catering staff.
- Be vigilant to prevent cross-contamination if students suffer from allergies or intolerances and require a separate meal (e.g. celiac disease or nut allergies).
- **Be mindful that some students may unintentionally select food that does not meet their dietary requirements** (e.g., halal students accidentally taking pork products). Observe students, and if you notice a potential issue, discreetly intervene to offer support and help them find a suitable alternative. Alert catering staff if necessary.

Important Considerations

- Maintain a positive and encouraging attitude to create a pleasant dining environment.
- Work collaboratively with the canteen staff and communicate in a polite and professional manner.
- Work collaboratively with other staff members on meal duty to ensure comprehensive coverage of the dining area.
- Be proactive in identifying and addressing potential issues before they escalate.
- If you are unsure about how to handle a situation, don't hesitate to ask a more senior staff member (e.g., your AM/SWO/PM) for guidance.
- Report any significant issues or concerns to your AM/PM after the meal duty.

- Neither you nor the canteen staff are responsible for clearing students’ trays. Ensure students clear up after themselves to allow for other students to sit at the dining tables when they have finished.

AM/PM/SWO Responsibilities

- Clearly communicate the meal duty schedule and locations to all staff members.
- Provide staff with a list of students and their known dietary requirements where necessary.
- Inform staff about the process for identifying and distributing special dietary meals.
- Brief staff on any specific instructions or concerns related to mealtimes.
- Ensure there is adequate staff coverage for each meal duty period (allocate each staff member a specific area/role within the canteen).