

Slices Catering

Frequently Asked Questions

- **How do I pay for my child's meal?**

Slices operates a cashless payment system and payments can be made using the Slices online payment portal.

The features of the online portal include online payment, viewing transaction history and menus.

Using the cashless system has many benefits, most importantly:

- Parents can view a record of their children's purchases
- Reduce the chances of incorrect charging of items
- Eliminate the possibility of incorrect change to be given back to the students
- Expedite checkout lines in the school canteen
- Improve hygiene by eliminating exchange of cash

In order to register for student meals, please log onto www.pay.slices.ae and register your child's details.

Students in grades 3-12 will be able to use their DAA issued student ID at the Slices cafeteria once the parent registers the child's details and creates an account. Cash will also be accepted, however, we encourage you to try and use the Cashless system.

- **Do I need to pre-order?**

There is a meal delivery option for students in KG to Grade 2. Meals for KG1 to Grade 2 have to be pre-ordered 48 hours in advance and purchased through www.pay.slices.ae. Parents will be able to choose a meal option and the days they would like the child to receive the meal on. The meals will be delivered to the classrooms.

For the remaining grades, students can purchase meals at the canteen/cafeteria on a daily basis using their DAA Student card.

- **What if I forgot to top up, give lunch money or my child forgot the Slices card?**

We strongly encourage parents to ensure that there is always sufficient balance on the student's account. Students that have insufficient amounts on their cards or forgot their card will have to communicate it to the Slices staff at the canteen and go to the designated person within the school – we will do our best to make sure no child goes hungry but we trust your understanding and cooperation on this and will work with the school to ensure there is a system in place.

- **Are there vegetarian options available?**

Yes, at Slices we are very much focused on using freshly sourced vegetables and fruits, high-fibre wholemeal products, and have created a variety of tasty vegetarian options.

- **Are all Slices products Halal Certified?**

Yes, as per the UAE's law this is an absolute requirement.

- **Does Slices cater for children's' allergies?**

Yes, our kitchens and products are completely nut-free. If a child has any other allergies or food intolerances, please make sure this is communicated to both the school and the Slices Person in Charge. At this time, we do not cater to individual allergies - please refer to the [Slices Allergen Policy](#).

- **Are the Slices staff trained and experienced?**

Every school will have a permanent Person in Charge (PIC) on site during the hours of operation. This person will be in direct contact with the school and Slices at all times. All our staff are trained in the Food Hygiene Management system and regular refresher training is given by our experienced team of area managers and training records are available at all times. The contact at DAA is Ms. Shevine Reyes, who can be reached via telephone 054 792 7509. Alternatively, you can send an email to Mikhail@slices.ae

- **Does Slices follow local Municipal School Food Guidelines?**

Yes, all our products and dishes has been approved by the relevant Municipal School Food Guidelines and are designed to provide children with healthy, portion controlled meal options.

- **Whom do I contact if I have a question or suggestion about the school canteen food?**

Please use our dedicated platform for any feedback. Go to www.slices.ae >Login>Support to submit a ticket. We aim to respond to all queries within 48 hours. You can always leave feedback with the PIC at your school. We run regular surveys to make sure we are meeting your expectations and take all feedback into consideration.