

Circular 14 of 2017

Dear Residents

This circular contains a lot of information with regards to the new caterer, Royal Mnandi and their service offering. Please can I ask that you take the time to read through this and to familiarise yourself with everything that they have to offer.

I have also included a time line so that you know when what is happening.

The next catering information session will be on **Monday 31<sup>st</sup> of July at 4pm**. If you have any questions that are not clear after reading this circular you are more than welcome to ask these questions at the information session.

The kitchen levy remains at R600 per month which is made up as follows, a R324 contribution to the management fee and R276 you have available for meals.

#### **Cash alternative**

You have the R276 available to use on any of the Royal Mnandi options available.

The offerings available for you to spend your R276 on are for example;

- the meals available on the monthly meal plan,
- the coffee shop for coffee, cakes, scones, muffins etc.,
- the take me home meals and,
- the tuck shop from October 2017,

#### **Twelve meal alternative**

Based on feedback received from residents, Royal Mnandi agreed to include a 12 meal option which will be called B12 on the Plankomat booking system. The B12 will be a different meal to the Royal Mnandi meal that costs R40 or the Chef Special that costs R45. If you select the B12 meal option, you will have to book all twelve meals for the month straight away and changes to your days booked will only be accepted if you book an alternative day immediately.

If you would like to order more than the 12 meals, you will have to deposit cash and buy either Royal Mnandi meals at R40 or Chefs Special meals at R45 or any other items offered by Royal Mnandi.

#### **What is Royal Mnandi Offering?**

1. **B12 meal** – if you would like 12 meals for R600 this is the option available to you. This will only consist of a plate of food, you will not have any options between salads, veggies or soup and it will not include any beverages or dessert as the price has not been adjusted for inflation. Each unit will be limited to 12 B12 meals per month.
2. **Royal Mnandi meal** – The Royal Mnandi meal will consist of a protein, starch and two vegetables. You will have the choice to swop one of the veggies for salad and in winter for a soup. This meal also includes a choice of tea, coffee or juice and dessert twice a week. All for R40 per meal.

3. **Chef's Special** meal– The Chef's Special will consist of protein, starch and two vegetables. You will have the choice to swop one of the veggies for salad and in winter for a soup. This meal also includes a choice of tea, coffee or juice and dessert twice a week. All for R45 per meal.
4. **Vegetarian meals** – this will have a great variety and won't consist of just soy products. This also includes a beverage. All for R30 per meal.
5. **Diabetic** – provision has been made for Diabetic meals.
6. **Take me home meals** – this will be a whole meal that you can book for example roast chicken and veggies. These items will be shown on a separate heading on the Plankomat system.
7. **Coffee Shop** – they will serve all kinds of delicious coffees, cakes, quiches, scones, muffins etc. These items will also be shown on a separate heading on the Plankomat system.

### **Dates to remember**

**Friday 28<sup>th</sup> July** – Make sure that you don't have lots of extra funds left on your account. If you do, please make arrangements with the kitchen to refund you. Please bring along proof of banking details.

**Monday 31<sup>st</sup> July** – Royal Mnandi will be on site in the afternoon to start settling in, do stock take and to find their feet.

**Tuesday 1<sup>st</sup> August** – The Dining Room will be closed for this day. The Frail Care Centre will receive their meals and beverages as normal. Royal Mnandi will make arrangements to ensure continuity in the supply to the Frail Care Centre.

The Plankomat system will be operational. If you want to book a meal for Wednesday 2<sup>nd</sup> August you will need to do so before 14h00.

Before you can make the first booking your kitchen token will need to be linked to your profile on the new system. This can be done at the same time as your first booking. Please bring your existing kitchen token as usual.

**Wednesday 2<sup>nd</sup> August** – The Dining room will be open for Royal Mnandi's first meals to the residents.

### **New Arrangements**

- Take away meals must be collected before 5pm daily;
- Frail Care Centre will receive their meals as normal. The last meal will be delivered by 5pm;
- Home delivery times will be before 11am or after 2pm;
- No charge for delivery but residents will be charged for containers. For health and safety reasons we will no longer use reusable containers;
- Meal times will stay the same
  - 11.30am First Seating
  - 12.30pm Second Seating
  - 13.30pm Third Seating.

### **The Booking System**

The booking system will be a new Plankomat system, similar to what we currently have but with easier to use layouts.