

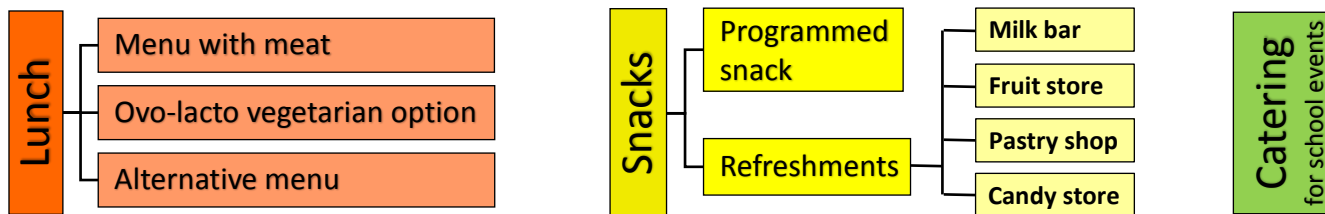
Newsletter 01/2019

Dear parents:

Since the beginning of current year 2019 we, the company **ESPRELLA FOOD & CATERING (EFC)**, are **in charge of the daily services at the Dining room and Cafeteria**, as the Calvert School's new concessionaire. We have ample experience in school nutrition services and are attending several schools at present.

SERVICES OFFERED

The services we offer to the educational community during the year 2019 are the following:



EFC's STAFF AND PROVIDERS

Our services are being provided by an **interdisciplinary team** which includes a nutritionist, a pre-graduate food engineer, several professional gastronomists specialized in cooking and confectionery as well as a public health expert, all of them with **wide experience in the design and preparation of school menus** which comply with Bolivian law No. 622 on "Complementary school nutrition" and the pertinent local **regulations** and which consider official recommendations from North America and Europe.

Due to the nature of our service (school nutrition), EFC is very careful in selecting its **providers of raw and processed inputs**. It is standard procedure in our company to ask the providers for their SENASAG register and for the nutritional data sheets of every product, so that **we guarantee the highest quality possible** as well as the **compliance with valid regulations** regarding school nutrition.

BASIC DESIGN CRITERIA FOR OUR LUNCH MENU

- Every week there will be a meal the main component of which is **pasta**. In a given month there will be at least 2 days with **fish** as a main course and 2 days **without** animal protein (**meat**).
- Our guests will have **fruit** every day, be it in form of juices or desserts.
- **Dairy products and byproducts** will be on our menu between 3 and 4 times a week.
- We include at least once a month the **meals preferred by our guests** (bestsellers), in forms and presentations that comply with nutritional requirements as far as possible; this is intended to be a certain relief for the students, rewarding their palates with food items that they normally accept eagerly (pizza, *pique macho*, nuggets etc.).
- We have a **salad bar which includes raw and cooked options as well as soups**, so that consumption of vegetables is being promoted by giving the guests the opportunity to choose from several options.
- Lunches include **natural soft drinks or table water for unlimited consumption** during lunch time.

SNACKBAR SERVICE

Our snack service includes:

- a **milk bar** which provides processed **dairy products** such as fruit juices, shakes, desserts, malted milk, etc., a service which includes also the serving of **cold and hot beverages**;
- a **fruit store** where you can get **fruit of the season**, both processed (chopped) or in its natural state, such as banana, apple, kiwi, etc., while all the fruits are being washed and disinfected so that the guests can ingest them immediately;
- a **pastry service** which provides products made on the same day by our own confectionery staff, e.g. cakes, *empanadas*, *salteñas*, pizzas, sandwiches, etc.;
- a **candy store** that offers sweets, chocolates, and other snacks, most of them industrially manufactured products bought from external providers and which comply with national school food regulations.

PRICES FOR PROGRAMMED AND UNPROGRAMMED SNACKS

The **programmed school snacks** target students at Pre-school and Primary level and follow a previously established weekly menu. Their **price is fix at 7,- Bs.** per serving.

The **freely selectable (unprogrammed) snacks** are available to any guest and have differing prices, ranging between Snacks **from 0,50 Bs.**, Fruits from 1,- Bs., Pastries and sandwiches from 3,- Bs. and a **maximum of 15,- Bs.**, a price limit that no snack item will exceed.

LUNCH PRICES

The prices agreed between the Calvert School and the concessionaire EFC for 1 lunch are as follows:

HALF TRAY LUNCH 600 to 700 kCal per person/lunch For students up to 12 years of age		
Service	Code	Bs.
1 serving of soup OR salad	A2	7,-
1 complete lunch	C2	16,-

FULL TRAY LUNCH 750 to 850 kCal per person/lunch For students from 13 years of age onwards		
Service	Code	Bs.
1 serving of soup OR salad	A3	9,-
1 complete lunch	C3	19,-

A **complete lunch** ("C" code) **includes** salad and soup from the salad bar, a dessert and natural soft drink or table water, these beverages being available **for unlimited consumption (refill)** within the dining room.

Any **lunch ticket will be on sale** latest until 09:00 a.m. on the intended day of consumption, and any **cancellation of an ordered lunch service** is due as well by 09:00 a.m. on the intended day of consumption. After this **deadline** no lunch ticket will be sold and no lunch cancellation will be accepted for the same day.

Every day there will be an **alternative lunch** to the regular menu of the day. It will have the same price and conditions as the regular lunch. It will consist of roast beef or grilled chicken or breaded beef or chicken, plus the side dish of the day or otherwise rice.

FORMS OF PAYMENT

We offer two alternative ways of payment for our services, being the first one the **traditional cash payment** when ordering a service and the second one a **handy pre-payment system** run with the help of an electronic system which we describe in the following.

PRE-PAYMENT VIA AN ELECTRONIC SYSTEM WITH INDIVIDUAL ACCOUNTS

Under this modality, any required service will be provided after a **global advance payment (credit)**, the amount of which can freely be determined by the client. We handle a rather novel, convenient and practice proven computerized **pre-payment and billing system of our own** which has been taylormade for our company some years ago. This system requires a **registration** as EFC client, filling in and signing an **registration form** and a **service contract**.

Any service (lunch or snack) will be **charged when ordered** with the help of a personalized **RFID¹ card**. There is one individual card for a guest (student or teaching/administrative staff) to handle, and it is valid for one year. For more convenience and safety, the card is accompanied by a device in form of a **RFID tag or bracelet** which performs the same function as the card, so that there are two alternative devices facilitating access to the pre-paid funds. The system links the guest's identity through the card, tag or bracelet to a **data base** which contains the guest's individual account. By holding the card, tag or bracelet near an electronic reading device, the system will immediately show on EFC's screen (i) the current account **balance** and (ii) the **information contained in the registration file**, namely the requests and instructions given by the student's parent or tutor on the registration form. The system also registers and lists (iii) all **consumption incurred** during the current year. Should there be any doubts, the guest or client can ask any time for a print-out or a sending by email of his account's status showing the dates and details of every consumption and transaction occurred.

The **price for opening an account** including the purchase of the RFID card and the tag or bracelet is **Bs. 40,-** per guest. This payment is due once and can be done at any moment during a year –ideally at the beginning– and covers the operation of these devices throughout the rest of the current year. In case of **loss**, a copy of the card, tag or bracelet can be obtained against a payment of another **Bs. 20,-** per device.

ADVANTAGES OF THE ELECTRONIC SYSTEM

- Students do **not** need to handle **cash**.
- Parents or tutors can **set limits** for expenditure, define restrictions on consumption, and agree other service conditions.
- Parents/tutors and/or their children can commit to **lunch on freely selectable fix days**.
- The system **minimizes queuing times** in front of the food counter.
- The system allows **access at any time to the information** contained therein and is prepared for **monthly reports** on a regular basis.
- Parents or tutors can have a **precise control** over the dates of acquisition and the kind of products and services consumed by their children, by checking the **monthly reports** received in print or by email.
- Any **positive balance** of the amounts payed into the account **does never expire**. Moreover, in case of not requiring EFC's services any more, a simple verbal or written request by the parent or tutor without

¹ **RFID** = **R**adio **F**requency **I**dentification. The fundamental purpose of this technology is to transmit an object's identity (similar to a unique serial number) through radio waves. It's a system for remote data storage and retrieval which uses proximity devices for transmission such as cards, labels, tags and transponders. The different RFID technologies are grouped in a category called "Auto ID" = Automatic Identification.

mentioning a reason will be enough to have the residual amount returned, be it in cash (with no retention at all) or deposited into a national bank account as indicated by the client (minus the transfer fee).

Thus the pre-payment system represents the **most handy way** to access the diner and cafeteria services.

FORMS OF PAYMENT UNDER THE ELECTRONIC SYSTEM

The **initial pre-payment**, i.e. the first payment into the account in a given year, may be operated by a parent or tutor on any date, be it anticipating a later lunch or other purchase or be it in the very moment of a first purchase. Further **credit recharges** are up to the client's **free choice** and may be done whenever he prefers (a monthly frequency would supposedly be the best for both parties, client and EFC).

Any pre-payment may be operated **in cash** at Calvert's dining room before and after break and lunchtime hours (see below), or otherwise by a **money deposit or transfer into any of the following bank accounts** belonging to the concessionaire EFC:

<i>Datum</i>	<i>Account No. 1</i>	<i>Account No. 2</i>	<i>Account No. 3</i>
Holder:	Calvin Kioshi De Ugarte Esprella	Calvin Kioshi De Ugarte Esprella	Calvin Kioshi De Ugarte Esprella
Account type:	savings account (fit for money transfers)	savings account (fit for money transfers)	savings account (fit for money transfers)
Number:	301-5090459-3362	3500428847	4061173578
Currency:	Boliviano (BOB, Bs.)	Boliviano (BOB, Bs.)	Boliviano (BOB, Bs.)
Bank name:	Banco de Crédito de Bolivia S.A. (BCP)	Banco Nacional de Bolivia (BNB)	Banco Mercantil Santa Cruz (BMSC)

A copy of the **proof of payment must be sent** to EFC's administration via WhatsApp or Email (data see below) or be handed over to EFC's cashier at the school; otherwise it will not be possible to assign the received credit to the correct account.

For the payment of an amount related to consumptions actually made, the concessionaire EFC will issue an **invoice** (i.e. the Bolivian "*factura de ley*") on behalf of the name and the tax number (i.e. the Bolivian "*NIT*") as indicated by the parent or tutor on the registration form. The **minimum period** covered by an invoice will be **1 calendar month**, which means that there will be no more than one invoice per month and guest (there is a bookkeeping reason for this: the invoice shall be accompanied by the standard monthly consumption report).

DISCOUNTS

This year –2019– a discount of **5%** will be granted for a **pre-paid continuous lunch service ordered beforehand for a whole calendar month** (i.e. for every school day in that month), no matter in which of the offered lunch categories (see above), provided that such service is not even once cancelled during that month.

RULES AGREED

The **contract** between the Calvert School and our company EFC contemplates the following **rules**:

1. Any **lunch ticket will be on sale** latest until 09:00 a.m. on the intended day of consumption, and any **cancellation of an ordered lunch service** is due as well by 09:00 a.m. on the intended day of consumption. After this **deadline** no lunch ticket will be sold and no lunch cancellation will be accepted for the same day.
2. Lunches and snacks will be **served exclusively during the times of day agreed** with the School, as **advertised on signs** and posters in the diner area.
3. **Lunch** ingestion shall take place **exclusively in the diner area**.
4. All students are obliged to **keep the tables clean**, without any food rests, napkins, throw-away containers, etc. on them; therefore every table is equipped with a litter basket.
5. The tables where the guests shall sit down for lunch are not being attended by waiters; therefore every guest is responsible for leaving behind a **table and surrounding area free of garbage** and for **handing over his or her used lunch tray** to the EFC staff in charge.
6. It is strictly **forbidden to share** during lunch **glasses or cups of unlimited soft drink** among several students. In that event EFC will charge a **fine of 5,- Bs.** to the guest who purchased the lunch and will notify his or her parents/tutors.

Best regards

Your EFC Team

CONTACTS:

Esprella Food & Catering (EFC)

Monday thru Friday
07:30 – 12:30, 14:30 – 18:30 h.

Administrator: **Dunia Esprella**

- **esprellas.food@gmail.com**
- Phone: (591-4) **4 22 21 96** (landline)
- Mobile incl. WhatsApp: (591-4) **70 71 19 01**

Menu for January 7th thru February 1st, 2019, Calvert School



MENÚ DE ALMUERZO ESCOLAR
7 de Enero al 1º de Febrero

	Lunes	Martes	Miercoles	Jueves	Viernes
7	Plato fuerte Opción veggie Guarnición Postre Refresco SOPA ALTERNATIVO	8 Milanesa de pollo Milanesa de berenjena Arroz primavera Flan c/caramelo Limonada Quinoa Res a la plancha	9 Brochetas de carne Brochetas de queso Yuca frita Sandía Mocoichinchi Chake de trigo Pollo a la plancha	10 Filete de pollo a las hierbas Huevos rellenos Pasta a la pomarola Yogurth c/mermelada Tumbo Sémola Milanesa de carne	11 Slipancho Slipancho veggie Arroz/papa Ensalada de frutas Ajonjolí Maní Pollo a la plancha
14	Plato fuerte Opción veggie Guarnición Postre Refresco SOPA ALTERNATIVO	15 Keperi al horno Pimentones rellenos Arroz c/queso Alfajor Tostada Repollo Pollo a la plancha	16 Roll de pollo Chop suey de vegetales Tallarines salteados Papayas c/ leche condensada Té helado Costilla Res a la plancha	17 Tallarines cuatro quesos Tallarines cuatro quesos Pan de ajo Gelatina Piña c/hierba buena Arroz c/pollo Milanesa de carne	18 Hamburguesa Hamburguesa de lenteja Arroz c/calabaza Budín de vainilla Tumbo Maní Pollo a la plancha
21	Plato fuerte Opción veggie Guarnición Postre Refresco SOPA ALTERNATIVO	22 Lasaña Lasaña veggie Pan de ajo Frutillas Mocoichinchi Chairó Pollo a la plancha	23 Lechón Torrajas de queso Papa/choclo Panacota de piña Pera Papalisa Res a la plancha	24 Pique macho Pique macho Papa frita Helado de leche Maracuyá Crema de champiñones Milanesa de pollo	25 Majadito de pollo Majadito veggie Arroz Ensalada de frutas Piña Maní Res a la plancha
28	Plato fuerte Opción veggie Guarnición Postre Refresco SOPA ALTERNATIVO	29 Canelones Canelones Pan de ajo Ensalada de frutas Tostada Quinoa Res a la plancha	30 Gulash Gulash de soya Arroz Gelatina Papaya c/limón Chake de trigo Pollo a la plancha	31 Tallarin c/pollo Pasta a la pomarola Tallarines Compota de pera Piña Sémola Milanesa de carne	1 Surubi a la tártara Calabacín relleno Mii hojas de papa Queque marmolado Tumbo Maní Pollo a la plancha

Note:

This menu has been revised and approved by Lic. Jeny Anais Gil Rodríguez, a graduate in Nutrition and Dietetics, Professional register No. G-35