



INFORMATION HANDBOOK



This brochure is intended to provide general information about our products and services. You should always seek further advice on any particular issue or requirement you might have. Whilst we make every reasonable effort to ensure the accuracy of the information contained in this brochure, we do not accept responsibility for any inaccuracies or errors which might be contained in it.

apetito HOT MEAL DELIVERY

To request a large print version of this booklet, please contact the head office.
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welcome

WELCOME TO THE *apetito* HOT MEAL DELIVERY SERVICE. WE HOPE THAT YOU ENJOY THE MEALS AND SERVICE THAT WE OFFER. *apetito* ARE DEDICATED TO PROVIDING PEOPLE IN NEED WITH TASTY AND NUTRITIOUS MEALS, DELIVERED BY FRIENDLY AND COURTEOUS STAFF.

Please take the time to read this booklet, as it contains information which may be useful to you. Local service details are provided on the back page, and any correspondence should be directed there unless otherwise stated.

We look forward to seeing you!

Kind Regards



how does our service work?

From your personalised menu, you will be able to choose two courses from a daily selection of meals. Menus are distributed and collected on a weekly basis and your driver will be happy to assist if you require any help to complete it.

Should you require a soft, pureed or ethnic meal, please inform the local office so that we can help you with your requirements.

Similarly, we cater for a wide range of special dietary needs including:

DIABETIC

LOW FAT

1 OF 5 A DAY

LOW SALT

GLUTEN FREE

VEGETARIAN



did you know...?

apetito have been delivering meals for over 50 years, and are absolutely committed to providing a top quality service which you can enjoy all year round — whatever the weather.

did you know..?

the apetito Chefmobil has a computerised oven on board which heats your meal to its optimum delivery temperature, ensuring the meal is at its best at the point of service.



Your meal will be cooked en route in our innovative Chefmobil and will be delivered to you in either a foil or plastic tray. The meal will be piping hot, so for your own safety and enjoyment, please ensure that your lunch is eaten straight away.

If you require your meal to be plated, please ask your driver who will happily oblige.



PLEASE DO NOT REHEAT YOUR MEAL

when do I get my meals?

Lunch time delivery will take place during a set window, as detailed on the back page. Please phone the office in advance to let us know if you have a lunchtime appointment, as our drivers are not permitted to leave the meal at your door. We may be able to deliver to you at a later time if at all possible. If we have posted a 'no reply' card through your door, please phone the office at your earliest convenience.

We will always make contact with you to ensure that you are safe and well. If your mobility is limited, it would be beneficial to us if you could provide any entry codes or key safe numbers to help us to deliver your meal. Please rest assured that all personal details given to us will remain strictly confidential.

If you would like to cancel a meal for a particular day, please inform us by **10am** by phoning your local office or speaking to your driver in advance. **Regrettably, you will be charged for your meal if you do not cancel it in time.**

did you know..?

every year, we use 4.5 million sausages, 86 lorry loads of peas and carrots and 1600 tonnes of potatoes for mashing — the equivalent of 145 fully laden double decker buses!

our staff

For security purposes, all of our drivers have been CRB checked to an advanced level and carry an *apetito* identity card. You can look forward to regular visits from the same team of drivers, but if you are unsure of the person at your door, please ask to see their identity card and then telephone your local office for verification. If the driver is in any way concerned about your wellbeing, they will inform your local office.



did you know...?

working in partnership with AA Drivetechnology all of our staff have met an approved assessment of driving and have attended bespoke driver training workshops.

frequently asked questions

How do I provide feedback about the service *apetito* provides?

Simply ask your driver for a comments card and let us know what you think! We are always happy to hear from you, after all it's your meal service. For any other questions, simply call the number highlighted overleaf.

Are there chances to purchase any optional extras?

Depending on where you live there may be opportunities for you to purchase additional items - such as cream teas or a tea-time box - for you to eat later in the day. For those with larger appetites, you may be able to purchase a third course to enjoy with your meal.

Do you provide a drink?

If you ask your driver, they will happily pour you a glass of water to drink with your meal. Hydration is an important part of a healthy diet and *apetito* actively encourage it.

Can you tailor my menu if there is a particular food that I am allergic to or don't like?

apetito's advanced computer systems enable us to ensure that every meal you eat is to your own liking and preferences. For example, if you do not like rice, we will ensure you don't receive any meals containing rice and will provide a suitable alternative.

What if there are changes to my service?

There may be times when *apetito* need to review their rounds. If this has any impact on your delivery time, we will inform you personally.