## CITIZEN SPROUT

HONEST, DELICIOUS FOOD MADE FUN

New Parent Ordering Guide



# ABOUT US

Citizen Sprout is a delicious, organic, made-from- scratch school lunch delivery business.

Our aim is simple: we want to bring back the fundamentals of eating well by celebrating whole, fresh and healthful foods.

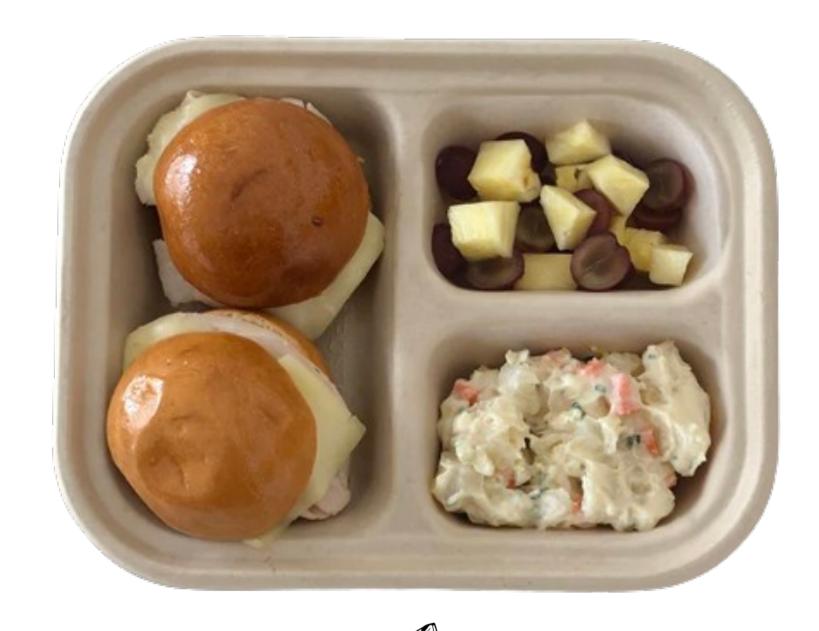
Everything is made from scratch in the Citizen Sprout kitchen in Los Angeles. We make all of our own sauces and snacks with simple, whole ingredients so that you can feel good about the food your child is eating.

Included in this packet is all the information you need to get started - including how to order, allergy information, contact information and our ordering/cancellation policies.

100% scratch-made goodness.

## School Lunches 101

We've created nutritious, balanced meals that any kid would be excited to eat.





100% Compostable Packaging

# What's included our school meals:

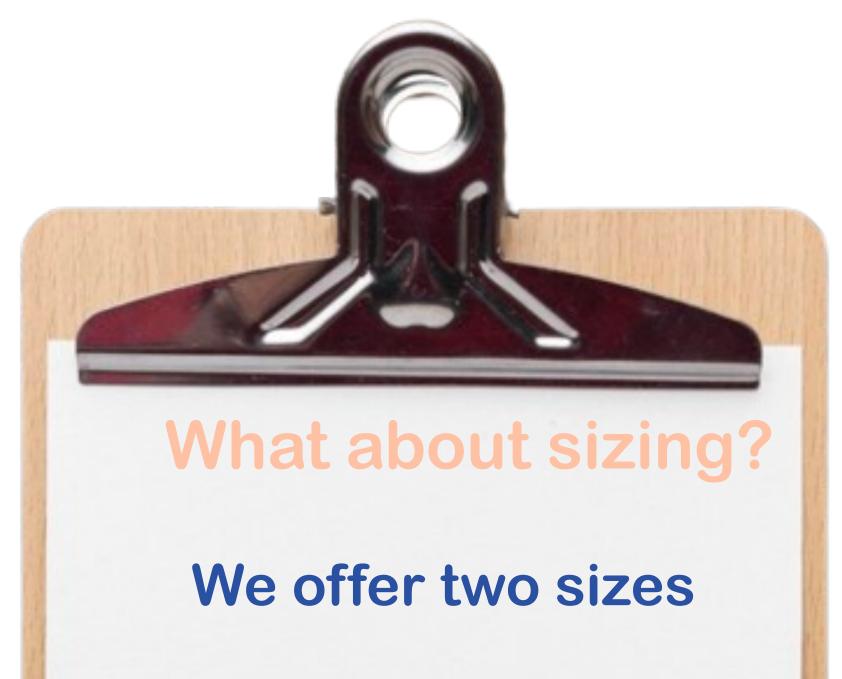
Organic Ingredients NO processed foods or artificial ingredients

Vegetarian, gluten-free and dairy- free options

ZERO peanuts or tree nuts

Local produce whenever possible

Grass-fed, wild and hormone/ antibiotic free proteins



"Little Kid"

Suggested for our preschool - elementary students

"Big Kid"

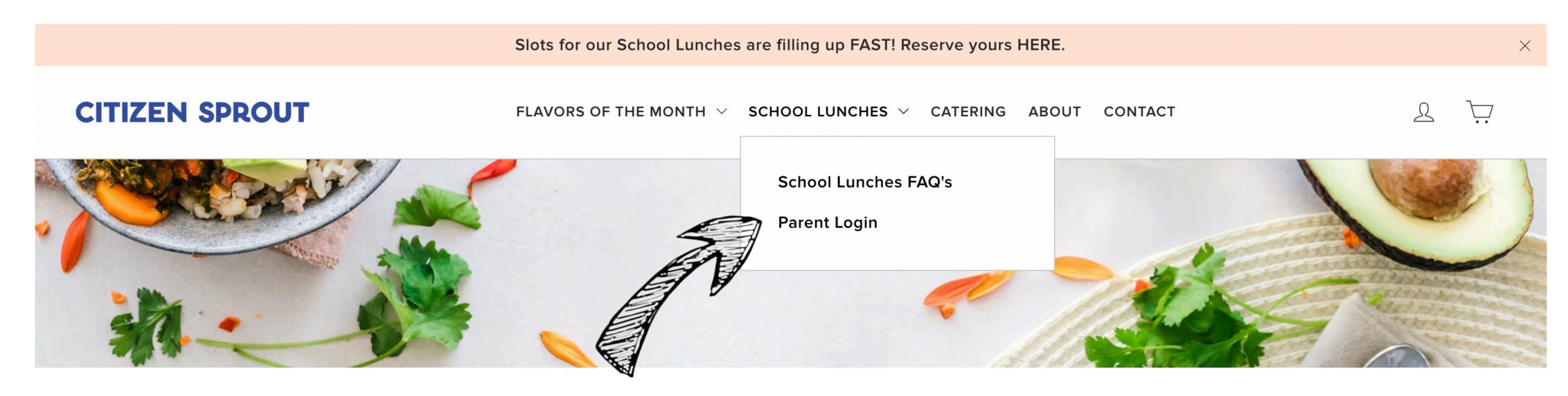
Suggested for our middle school - high school students



#### How to Order

### Step 1)

<u>Create your account.</u> Visit <u>www.CitizenSprout.com</u> and click on the "School Lunches" header. Once you reach this page, select "Parent Login" to create your account.

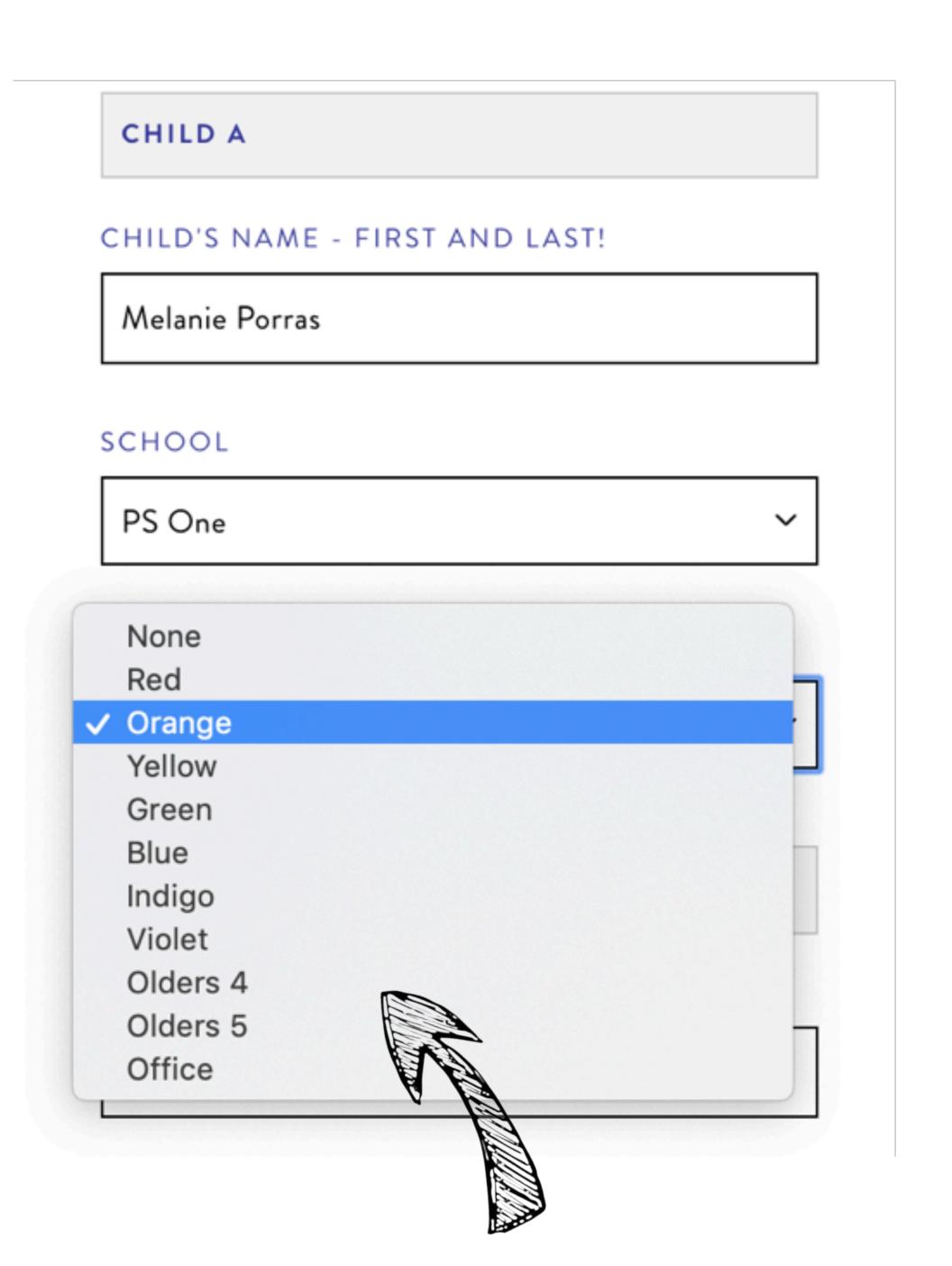


### Step 2)

Proceed with creating your account with your name, email and phone number and then create a profile for your child / children.

For each child, please select their school or camp, as well as the grade or group. A grade or group is required for each child.

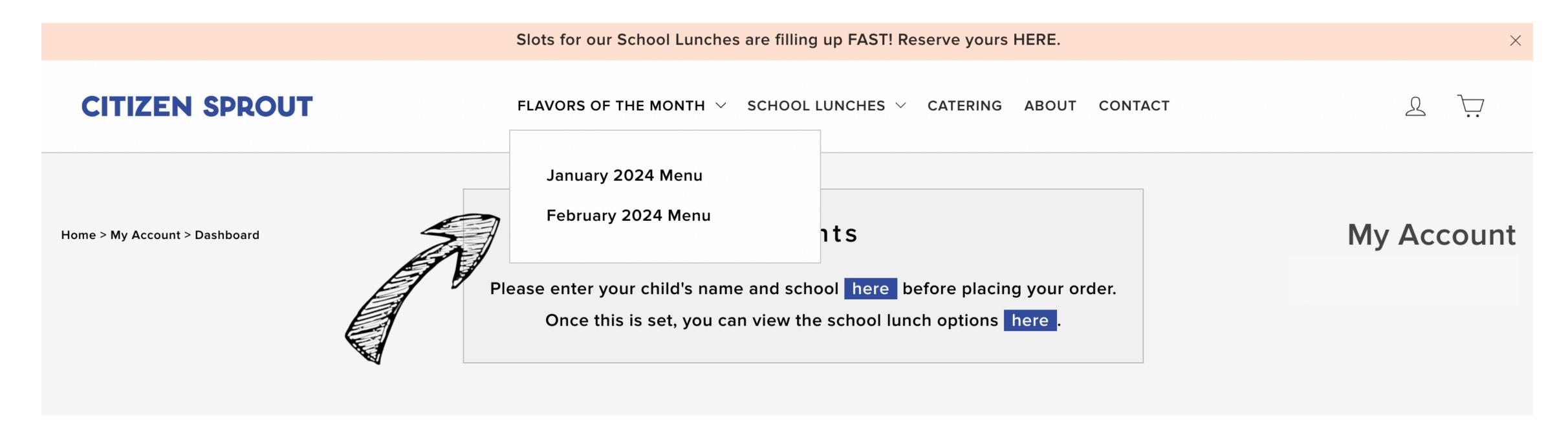
\* Note, if your child is already enrolled in our program with their school, but is going to camp, simply update their profile with their camp name and group for the duration of their camp time. You can always switch back to their school when they return.



### Step 3)

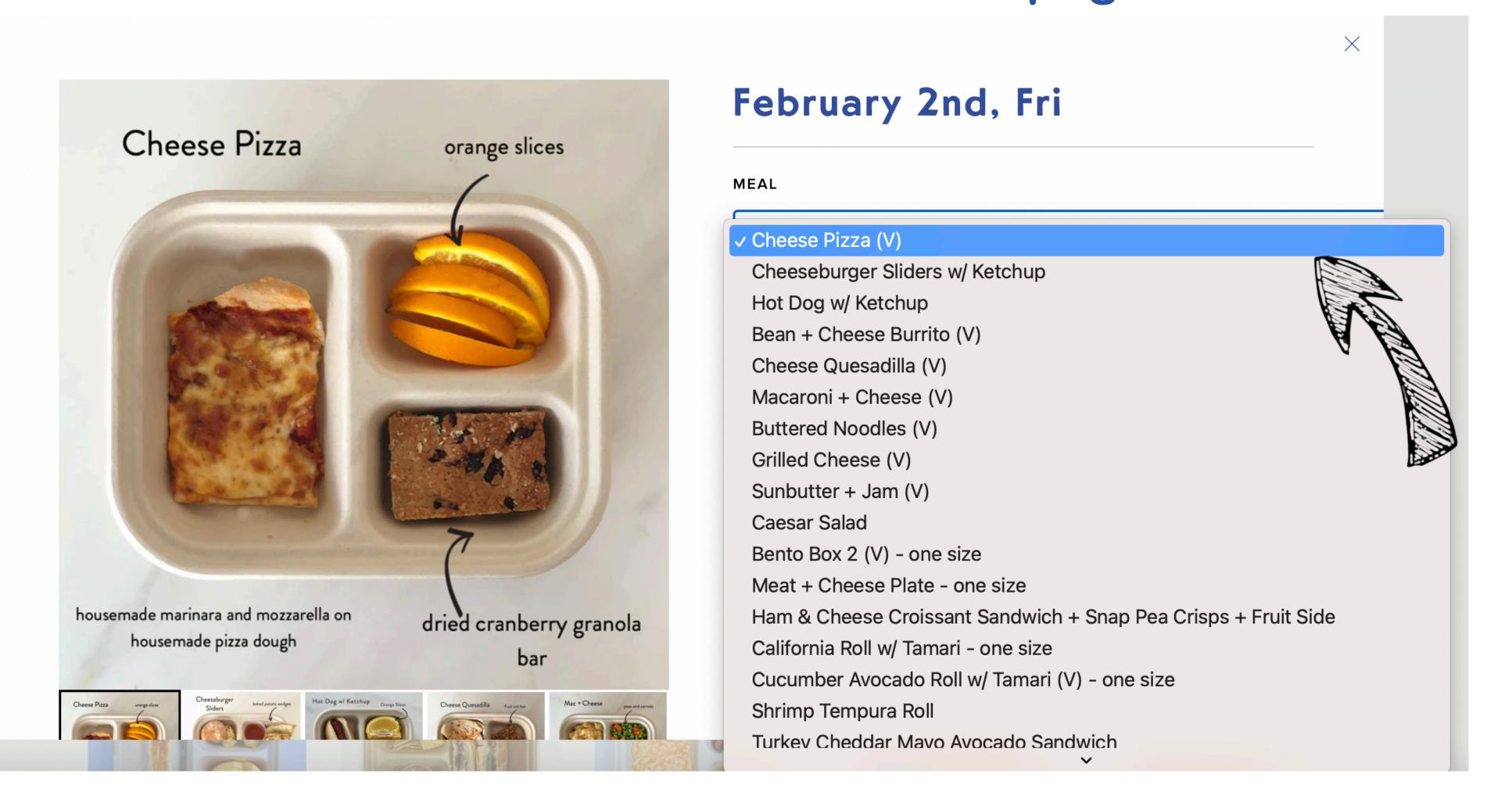
Once you're set up, click "SAVE" and head back up to the "Flavors of the Month" drop down on the header.

Select the menu of the month you'd like to see

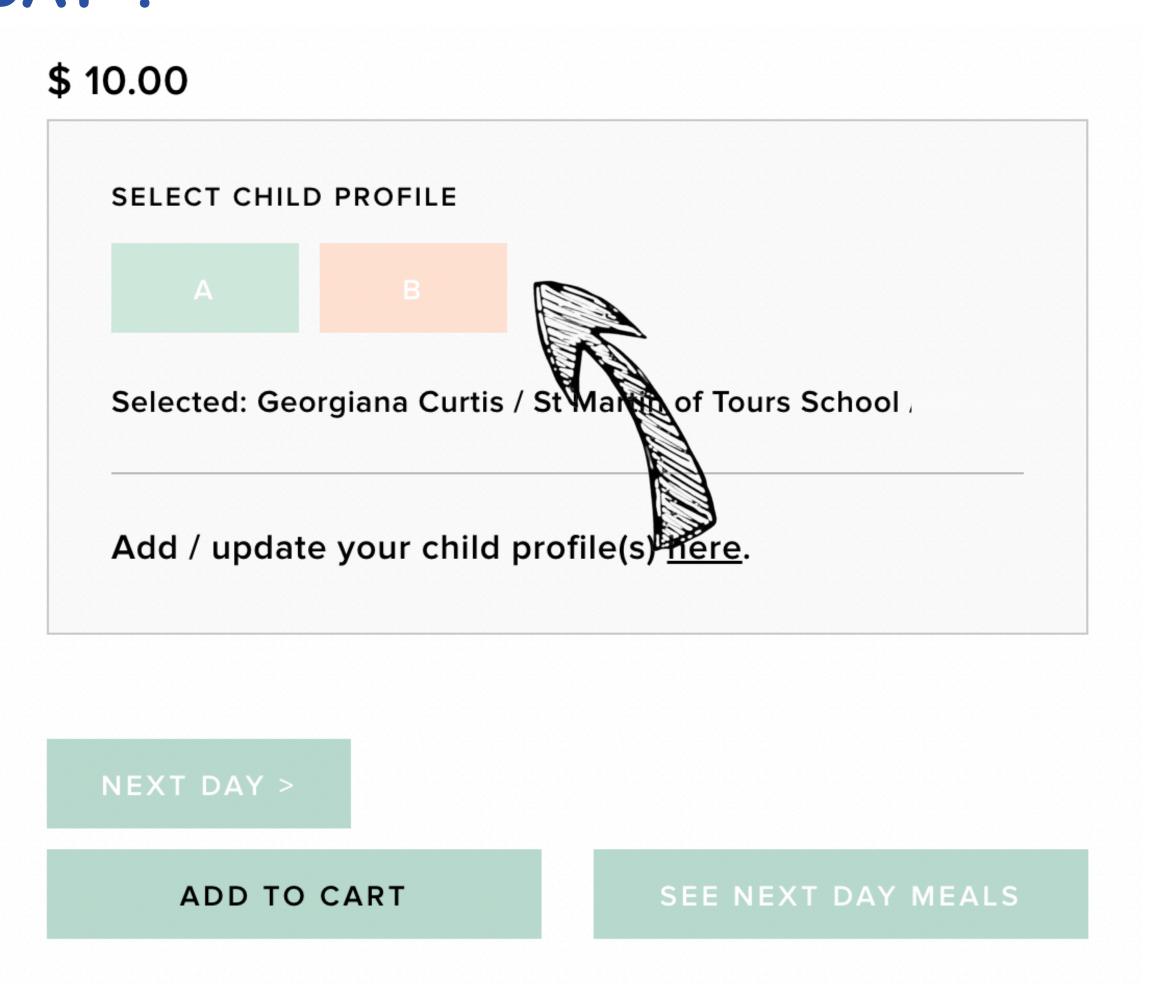


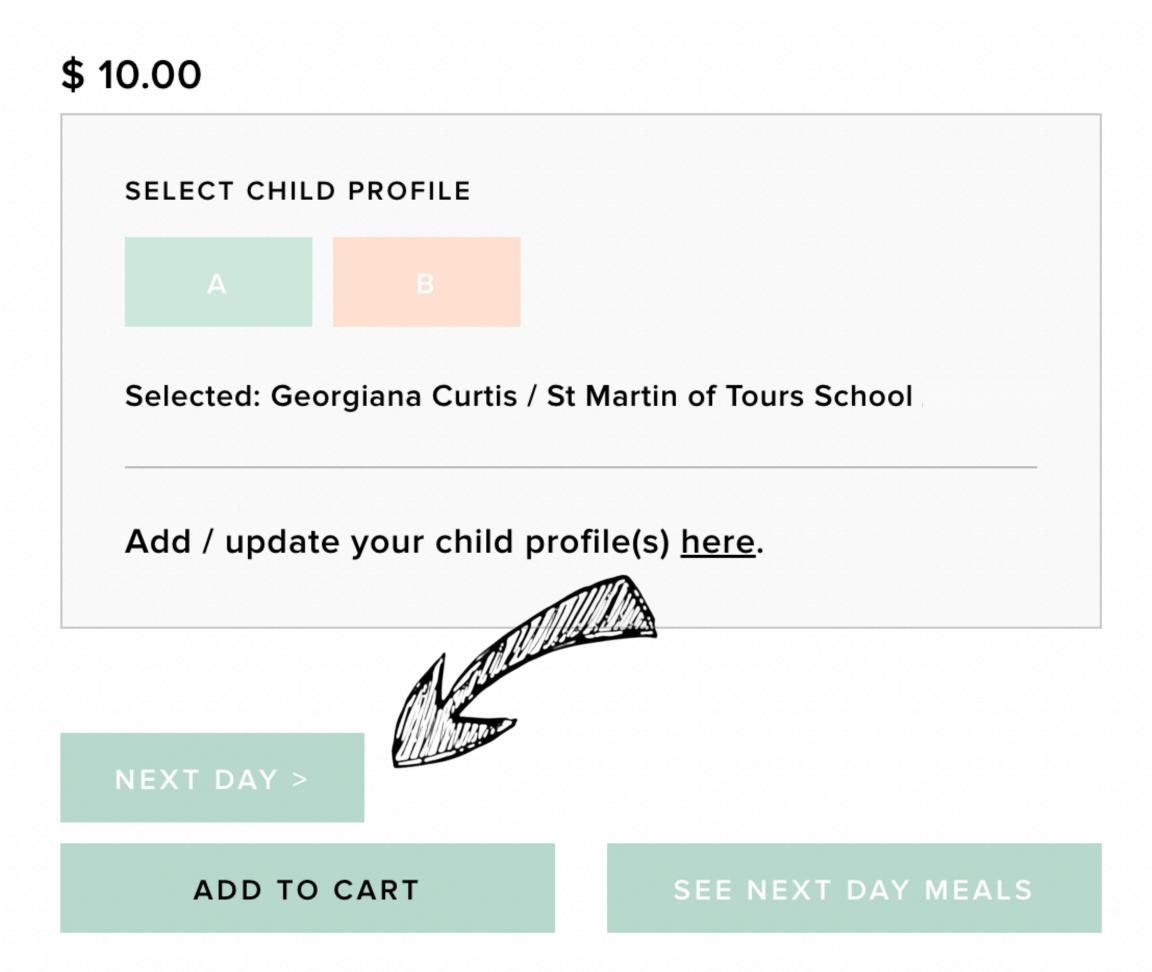
#### Step 4)

Your ready to start ordering! The whole month's menu will appear. Click the days you'd like to order. Once you're in the day's menu, you can make your selection for your main meal through the drop down. Snacks, drinks, allergies, add ons can all be added towards the bottom of the page.

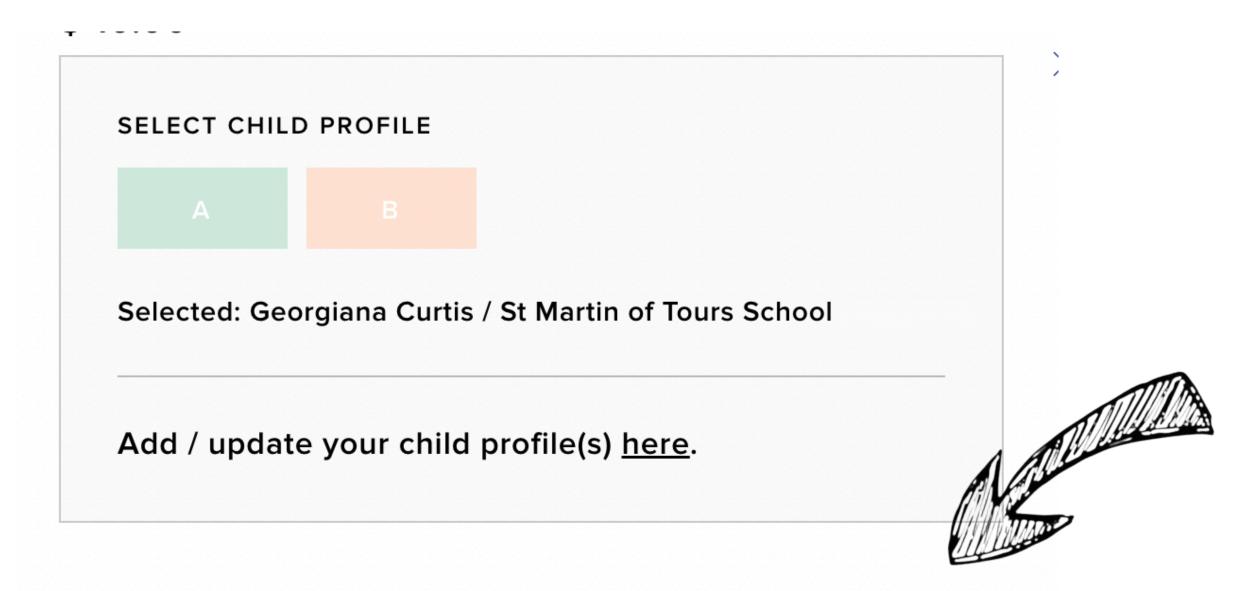


Once you've created your order, select the child and hit "ADD TO CART". If you have multiple children, no need to exit out of the page. Simply navigate back up to the top, select another meal, select the child and hit "ADD TO CART". You can proceed straight to the next days menu by clicking "NEXT DAY".





#### If your school or camp is closed that day, the below message will appear.



St Martin of Tours School is either closed or has no lunch service on this day. Please check your school's calendar and proceed to the next day.



#### Step 5:

# Proceed to check out and payment. Please check that ALL information is correct. And VOILA! Your order has been placed.



REMOVE

School: PS One

PS One Room: Orange



#### The Details & FAQs

Do I need to commit to a certain amount of days? Ordering is a la carte! Parents do not need to commit to a certain amount of days in the week or month.

How late can I place my order? Order cut off time is 11pm the night before. Same day orders are available for a \$2 fee and must be submitted before 7am via email.

How does delivery work? Our trusty drivers deliver your child's meals warm directly to your school in time for lunch!

What if my child has a special allergy? We take allergies very seriously and maintain a completely nut free kitchen. In addition, we can accommodate dietary restrictions such as dairy and gluten free. If your child has further needs, our staff is available to chat and determine if the program is a fit for your child.

What if I need to cancel?: Cancellations are accepted until 7am day off and will receive a credit towards a future order. Please send your request via email to <a href="https://example.com/hello@citizensprout.com/hello@cit

My school has set certain dietary restrictions. How do I know what to order?: We have the same menu available for all our schools. It is the responsibility of the parent to order per their school's dietary policies.

What if I want to show the staff a little extra appreciation? Can I add gratuity to my order? It takes a lot to make our little business tick and we not only depend on the hard work of our staff, but also their passion and dedication to the Citizen Sprout mission. Your gratuity goes a long way in showing them your appreciation for what they do. We appreciate you considering at least a 15% gratuity per order, which can be added at check out.

#### **Contact Info**

Our amazing staff members are ready and willing to help with any questions you may have.

Email: hello@citizensprout.com

Call & Text: (424) 209 - 7290

Monday - Friday 6am - 4pm