



28/02/20

Dear Parents, Carers and Pupils

I am writing this letter on behalf of Principals by CH&CO. My name is Veronika Lorencova and I am the Area Manager managing the catering operations at St Luke's Primary School.

Please accept my sincere apologies for the inconvenience it has caused to the students at St Luke's for past few weeks during the lunch time service.

Through this communication, I would like to reassure you that from w/c 2<sup>nd</sup> March 2020 we are adding extra resources in the kitchen to ensure that we provide a great service during the lunch service.

Our team will be supported by one of our experienced manager and Development chef to ensure that standards are raised in the kitchen.

We have also spoken to our supply chain to ensure that we do not have any further issues with our supplies to St Luke's Primary School. Our team will be given a refresher training on the new menu, which we launched after the February half term.

I would like to propose a meeting with parents to get feedback personally and also reassure you that we will work very closely with the school community to keep the high standards for the lunch provided consistently. I will be in school on Tuesday 03 March at 9:00am.

Once again, sincere apologies for the inconvenience caused.

Veronika Lorencova

Area Manager London CH&CO