

## Central Kitchen Meal Model (CKMM) – Parent FAQs

S/N	FAQs
<b>Food Quality, Hygiene, and Safety</b>	
<b>Q1</b>	Will the food be healthy, fresh, and non-processed?
<b>A1</b>	Yes. Meals are freshly cooked daily in accordance with the <i>Healthy Meals in Schools Programme</i> guidelines.
<b>Q2</b>	What time will the food be cooked? If left outside from packing to deliver till recess time, will it spoil or accumulate bacteria? Will the food still be warm when collected?
<b>A2</b>	The food is cooked in batches following the SFA 4-hour guideline. Meals are delivered to schools and stored in temperature-controlled lockers maintained at 65°C to keep them warm and safe.
<b>Q3</b>	Is it only brown rice or mixed grain rice? Are there no options for white rice?
<b>A3</b>	Menu follows the <i>Healthy Meals in Schools Programme</i> guidelines. Besides brown rice, there are pasta and noodle options. Do note that rice will be a mix of 20% brown and 80% white. Students can also choose noodle-based meals.
<b>Q4</b>	Is the portion too big for one person?
<b>A4</b>	Portions are designed according to the <i>Healthy Meals in Schools Programme</i> standards to suit students' age and appetite.
<b>Q5</b>	How does Chang Cheng ensure there is no cross-contamination between halal and non-halal food (e.g., bento boxes, lockers, preparation)?
<b>A5</b>	Halal and non-halal bentos are prepared separately and stored in different lockers, each with dedicated utensils and color-coded packaging.
<b>Q6</b>	How do you differentiate between halal and non-halal packaging?
<b>A6</b>	The reusable bento boxes are color-coded to clearly distinguish between halal and non-halal meals.
<b>Q7</b>	Can Chang Cheng guarantee high hygiene standards (kitchen and dishwashing) to prevent gastroenteritis?
<b>A7</b>	Yes. The central kitchens are ISO and HACCP certified, and the QA team closely monitors hygiene and food safety at every stage.
<b>Q8</b>	Should parents indicate a child's allergies when ordering?
<b>A8</b>	Yes. Parents should indicate their child's food allergies in the AMI App when placing orders so that the caterer can ensure appropriate handling and safety.
<b>Q9</b>	What is the difference between a light meal and a normal share? For example, is it about 70% of a normal share?
<b>A9</b>	A light meal is approximately 20% smaller than a normal share.
<b>Q10</b>	How often will the food lockers be cleaned?
<b>A10</b>	The food lockers will be cleared after recess time and cleaned by our team.

S/N	FAQs
<b>Meal Collection and Procedures</b>	
<b>Q11</b>	How do you ensure that students collect their food instead of playing and skipping meals under this new programme?
<b>A11</b>	The AMI School system tracks each student's meal collection and notifies the school if a meal is not collected. Parents will also be notified through the AMI app when the food has been collected.
<b>Q12</b>	How many meal dispensers are assigned per card scanner? Will this cause long queues?
<b>A12</b>	There are more lockers than the number of students and distributed them strategically to minimise queuing time. Food Lockers are allocated by classes for easy retrieval and to eliminate queuing.
<b>Q13</b>	How do students collect their food?
<b>A13</b>	Students will collect their pre-ordered food using their AMI card by simply scanning the QR code. Please refer to the instructional video link provided.
<b>Q14</b>	How many lockers are there?
<b>A14</b>	There will be 24 lockers allocated to the school. Each locker has 40 compartments.
<b>Q15</b>	If my child misses collection during recess, can they collect it after school?
<b>A15</b>	No. The caterer must comply with the SFA 4-hour food safety guidelines.
<b>Q16</b>	If a meal was ordered for recess, by what time will it be cleared? Will it remain warm?
<b>A16</b>	Meals will be cleared after recess ends. Yes, food is kept warm in the locker until collection.
<b>Q17</b>	Can food ordered for recess be kept for lunch?
<b>A17</b>	No. Lunch meals are delivered in a separate batch to ensure freshness.
<b>Q18</b>	What time does meal collection start?
<b>A18</b>	Meal collection begins at the start of each recess. For 2026, there will be 3 recesses at 9.30am, 10.00am and 10.30am.
<b>Q19</b>	May I see how the locker looks?
<b>A19</b>	A booth will be set up by Chang Cheng on 21 November (1.30pm – 3.00pm) at the school hall, where sample food lockers and food containers will be displayed.
<b>Q20</b>	Will students receive a briefing about the new Central Kitchen Meal Model? Will they get to practice using or see the physical lockers?
<b>A20</b>	Yes. Students were briefed on 29 October during pre-assembly. You are also welcome to bring your child to view the food lockers on 21 November (1.30pm – 3.00pm) at the school hall. When school reopens in January 2026, Chang Cheng staff will be on-site to assist students with their food collection.

<b>Q21</b>	Are students allowed to bring food containers back to class and return them later?
<b>A21</b>	No. Students must eat in the canteen and return containers immediately after their meal.
<b>Q22</b>	Do students need to return the utensils and meal boxes to the locker? What if they forget to return?
<b>A22</b>	Students should return the bento box to the return station after eating. If they accidentally take it home, they must return it the next school day.
<b>Q23</b>	Will 24 lockers be enough if there's high demand?
<b>A23</b>	Chang Cheng has assessed the capacity and confirmed that 24 lockers will adequately serve all students.
<b>Q24</b>	Are the collection for a student terminal fixed, or do they change daily?
<b>A24</b>	Collection terminals are allocated based on the cuisine type of your first meal order. Once assigned, your collection terminal will remain fixed and will not change daily.
<b>Q25</b>	My child may forget what food we ordered for him. In such cases, how will he know which locker to go to?
<b>A25</b>	Each bento box will have a label indicating the student's details and the food item, so your child can easily identify the correct locker.
<b>Q26</b>	What happens if a child accidentally drops their meal? Will there be extra meals available at the snack stall? How will the child make payment if they have no cash and no remaining credit in the app?
<b>A26</b>	If a child accidentally drops their meal, Chang Cheng staff will provide a replacement meal based on availability. Payment arrangements will be handled accordingly by the school and vendor.
<b>Q27</b>	If a child accidentally goes to the wrong locker and tries to scan, will there be an error sound or message to let them know they are at the wrong collection area?
<b>A27</b>	The locker will not open if the child scans at the wrong one. Chang Cheng staff will be on-site to assist and guide the child to the correct locker.

S/N	FAQs
<b>Ordering, Payment &amp; Refunds</b>	
<b>Q28</b>	What if we forget to order for the next day? How early can we book?
<b>A28</b>	Parents can place orders up to one day in advance before 3pm for the next day's meal. Orders open one week ahead, starting from 22 December 2025 onwards.
<b>Q29</b>	What are the meal prices?
<b>A29</b>	Meal prices range from \$1.80 to \$2.70.
<b>Q30</b>	How about lunch for students who stay back for CCA or school activities?
<b>A30</b>	Lunch orders are available. Parents may pre-order for lunch.
<b>Q31</b>	What if we pre-order but the child cannot attend school that day (e.g., on MC)? Can we cancel and request a refund?
<b>A31</b>	Parents can submit an official Medical Certificate (MC) through the AMI School App within 7 calendar days. Once verified, the meal credits will be refunded to your AMIAPP account.
<b>Q32</b>	By what time will lunch be available?
<b>A32</b>	Lunch will be ready for collection 15 minutes before the scheduled lunch break.
<b>Q33</b>	How many days in advance can we order?
<b>A33</b>	Orders can be placed up to one day in advance before 3pm, and up to one week ahead.
<b>Q34</b>	If we top up extra credits in the app, can we request a refund?
<b>A34</b>	Refunds for unused top-up credits are not available, but balances remain for future orders.
<b>Q35</b>	Do we need to order one month in advance or just one day in advance?
<b>A35</b>	Parents can pre-order meals daily or weekly, as preferred. Meals intended for the following day must be pre-ordered no later than 3.00pm on the previous day.
<b>Q36</b>	Can both parents have access to the app for ordering?
<b>A36</b>	Only one parent account can be used to pre-order meals for each child.
<b>Q37</b>	For weekly advanced orders, can we make changes later?
<b>A37</b>	Yes, but you must cancel and reorder before the cut-off time i.e. 3pm for the next day's meal.
<b>Q38</b>	Can we request less rice? When ordering, are we able to add special requests, such as no rice?
<b>A38</b>	Currently, there is no option to reduce or remove rice, as our portions are set according to HPB guidelines. Chang Cheng offer light meal which is 20% lesser portion than the regular meal

S/N	FAQs
<b>AMI Card, App Usage &amp; Snack Stall</b>	
<b>Q39</b>	Will the child's name be on the card?
<b>A39</b>	Parents are encouraged to write the child's name on the AMI Card.
<b>Q40</b>	Can drinks be bought with cash at the snack stall?
<b>A40</b>	Yes.
<b>Q41</b>	Are there any fees for lost cards, and how long to get a replacement?
<b>A41</b>	Yes. A \$10 replacement fee applies, payable via the AMI School App. Replacement cards can be collected at the snack stall.
<b>Q42</b>	Can my child buy food on the spot without pre-ordering?
<b>A42</b>	No. All meals must be pre-ordered.
<b>Q43</b>	If a lost card is later found, can it still be used?
<b>A43</b>	No. Once reported lost, the QR code becomes invalid and cannot be paired again.
<b>Q44</b>	What's the name of the app and where can I download it?
<b>A44</b>	The app is AMIAPP School, available on Google Play and the App Store.
<b>Q45</b>	What if someone uses a lost card?
<b>A45</b>	Please report the loss via the feedback form. CCTV footage will be reviewed with the school if necessary.
<b>Q46</b>	If the card is lost before recess, how will the child get their meal?
<b>A46</b>	The students should approach Chang Cheng staff or the snack stall for assistance.
<b>Q47</b>	Is there CCTV at the collection point?
<b>A47</b>	Yes, CCTV cameras monitor each locker area for security. The school can review footage if misuse is suspected.
<b>Q48</b>	Is the snack (e.g., dim sum) halal-certified?
<b>A48</b>	Yes, the dim sum will be halal-certified. All snacks sold at the stall are halal and come with a valid halal certificate.
<b>Q49</b>	When ordering on the app, can the dish photo be displayed together with the dish name? It would be helpful for our selection.
<b>A49</b>	Yes, the app will display each dish photo alongside its name to make selection easier.
<b>Q50</b>	When will the AMI card be issued?
<b>A50</b>	The AMI Card will be issued to all students by Term 4, Week 10, before the last day of school.

S/N	FAQs
<b>Student Meal Options and Preferences</b>	
<b>Q51</b>	Can parents still pack home-cooked food for their child?
<b>A51</b>	Yes, parents may still pack home-cooked meals.
<b>Q52</b>	If a student has remedial lessons, can they order two meals; one for recess and one for after-school?
<b>A52</b>	Yes.
<b>Q53</b>	If my child forgets to collect food at recess and remembers after school, can they take it home?
<b>A53</b>	No, uncollected meals will be disposed of after the recess period for food safety reasons.
<b>Q54</b>	Can we order lunch even if there is no CCA or remedial?
<b>A54</b>	Yes, students may order lunch even if there is no CCA or remedial.
<b>Q55</b>	What if my child wants to order extra to share with friends?
<b>A55</b>	Parents may order add-ons at an extra cost.
<b>Q56</b>	If two meals are ordered (recess and lunch), can the student choose which to eat first?
<b>A56</b>	No. Recess and lunch meals are delivered separately at different times.
<b>Q57</b>	If we order three bentos, how does it work? Does the card need to be scanned three times?
<b>A57</b>	Yes. Each bento is assigned to one locker slot, so the card must be scanned three times for three bentos.
<b>Q58</b>	Does the app indicate which food items are spicy or non-spicy?
<b>A58</b>	Yes. The app displays ingredients, nutritional information, and spiciness levels.

S/N	FAQs
<b>Vending Machines</b>	
<b>Q59</b>	Do vending machines accept the AMI Card or cash?
<b>A59</b>	The vending machines only accept cash and SMART Buddy.
<b>Q60</b>	Do you know how much the iJooz costs? Is it priced differently across Singapore?
<b>A60</b>	The iJooz will be priced at \$2 per cup.

S/N	FAQs
Operations, Support & Contingencies	
<b>Q61</b>	Is this programme compulsory for all students?
<b>A61</b>	No. Parents may opt out by not pre-ordering but must prepare food for their child's recess and lunch.
<b>Q62</b>	Are there microwaves available?
<b>A62</b>	No, microwaves are not provided in school to ensure student safety, as the use of microwaves may cause burns or accidents. If your child brings home-cooked food, please pack items that can be consumed safely at room temperature.
<b>Q63</b>	Is the menu limited to what was shown on the slides, or are there more options?
<b>A63</b>	The menu is refreshed weekly and rotated monthly to provide variety.
<b>Q64</b>	What are the school's mitigation measures in case of a system-wide issue with Chang Cheng food ordering?
<b>A64</b>	In the event of a system-wide issue, the school will coordinate with Chang Cheng to ensure alternative meal arrangements, so no student goes without food.
<b>Q65</b>	Will Chang Cheng staff be on-site daily or only for the first few weeks?
<b>A65</b>	Yes. Chang Cheng staff will be on-site daily, managing the snack stall and assisting students as needed.
<b>Q66</b>	When will the menu change, and on which day?
<b>A66</b>	Chang Chen updates the menu every Monday. However, parents can always view the upcoming seven days of meals in advance. For example, if today is 8 November, parents will be able to see the scheduled meals from 8 November to 14 November.
<b>Q67</b>	What happens if the system breaks down halfway during collection? What happens thereafter?
<b>A67</b>	If the system breaks down, Chang Cheng staff on-site will assist the students with their collection.
<b>Q68</b>	How long will the recess last for each level?
<b>A68</b>	The recess period for each level will be 30 minutes.
<b>Q69</b>	Will the recording be sent to parents who did not attend the two meetings held yesterday and today?
<b>A69</b>	The recording will not be sent. Instead, parents are invited to attend a physical briefing session on 21 November 2025, at 3.00pm in the school hall. A booth will also be set up by Chang Cheng to showcase the food locker and bento boxes.