

WELCOME TO CENTRAL KITCHEN MEAL MODEL

(CKMM)

wilmar



Start your Journey!

- ✓ NO QUEUES.
- ✓ NO UNCERTAINTIES.
- ✓ MORE RECESS TIME FOR YOUR CHILD.

HOW IT WORK?



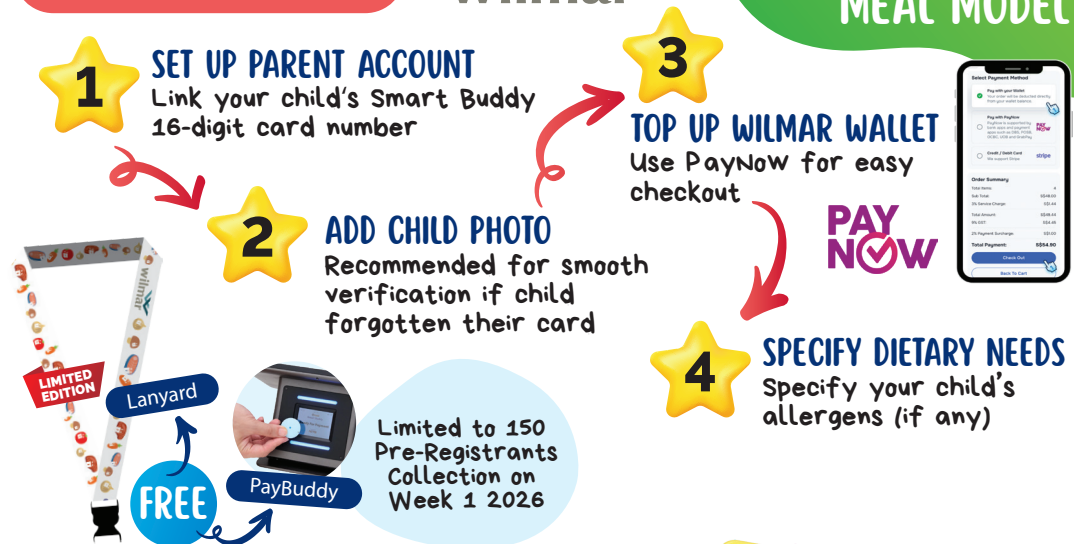
Scan to watch a video guide here!



GETTING STARTED

wilmar

CENTRAL KITCHEN
MEAL MODEL



HELPFUL INFORMATION

2 Tray types



Health Booster Packs

You can choose daily add-ons to supplement your pre-order meals!



*Cancellations are to be within 2 calendar days.
*Refunds will require email with MC within 10 working days

MEAL ORDERING



For your information,
please contact us:
wil-parentsupport@sg.wilmar-intl.com
Your trusted Central Kitchen School Meal Provider



MEAL EXPERIENCE

WHAT DOES EACH MEAL INCLUDE?

- * Every meal has rice, protein, vegetables, and fruit, in line with the Healthy Meals in School Programme standards.

WILL THERE BE FOOD TASTING? WHAT IF MY CHILD DOESN'T LIKE THE FOOD?

- * All meals have been tasted and approved by the school and MOE HQ team.
- * Menus rotate weekly, if your child dislike the pre-ordered meal, they may still purchase on-site, like noodles or snacks.

WHAT IF PORTIONS ARE INSUFFICIENT?

- * Our bentos come in 3 sizes - Small, Medium & Large.
- * Students can also get extra portions or snacks from our Daily Favourites station.

ARE THERE MEALS FOR AFTER-CLASS STUDENTS?

- * Yes, food is available from our on-site station.

WILL DRINKS BE AVAILABLE AT STALLS?

- * Drinks can be pre-ordered online or purchased on-site, though pre-ordering can minimise queue times.

ARE MEALS SERVED IN STAINLESS STEEL CONTAINERS?

- * We use food-grade polypropylene (PP) reusable trays - safe, hygienic, and sustainable.

ORDERING & FLEXIBILITY

CAN I PRE-ORDER FOR THE WHOLE WEEK?

- * Yes, please order by Friday 12pm for the following week.

CAN MY CHILD CHOOSE THEIR OWN MEALS DAILY?

- * Parents and students can choose their preferred meals through the pre-ordering Web app.
- * If you miss the cut-off time, meals can still be purchased from our on-site station.

CAN WE OPT OUT?

- * The school canteen operations will now be managed by Wilmar under the CKMM model.
- * We encourage pre-ordering for smooth service and shorter queues. If your child prefers not to have meals in school, there's no need to place an order.

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ORDER CHANGES

WHAT IF MY CHILD IS SICK AND NEEDS TO CHANGE MEAL?

- * Pre-orders can be cancelled up to 3 days in advance via the pre-ordering Web app.
 - * If your child is absent, please email the MC within 5 working days.
- Refunds will be processed within 10 working days.

WHAT IF THE DELIVERY IS DELAYED?

- * If there's a vehicle breakdown, our Business Continuity Plan activates an alternate delivery vehicle.
- * Meanwhile, the on-site station will serve temporary meals until delivery arrives.

PAYMENTS & COLLECTION

IS SMART BUDDY A MUST? CAN WE SKIP IT?

- * For Primary 1 students, Smart Buddy is needed until school smart cards are issued in April, as it helps us identify each student's order correctly.
- * Both Smart Buddy and EZ-Link can be used for pre-orders and meal collection.
- * Cash and EZ-Link remain available for on-site purchases.

CAN STUDENTS PAY CASH AT THE LIVE STATION?

- * Yes, cash is accepted, though we strongly encourage digital payments for faster, safer, and more convenient transactions.
- * This also supports the school's and MOE's move towards a smart, cashless environment.

CAN SMART BUDDY BE USED OUTSIDE SCHOOL?

- * Yes, it's accepted at over 10,000 NETS Merchants island wide.
- * Learn more here: posb.com.sg/smartbuddy

FOOD QUALITY & SAFETY

IS THE FOOD PREPARED FRESH OR FROZEN?

- * Meals are freshly prepared daily in our Central Kitchen and cooked on the same day before delivery.

HOW DOES WILMAR KEEP THE FOOD SAFE AND FRESH?

- * Meals are delivered in enclosed warmers and kept at safe temperatures until recess.
- * We strictly adhere to Singapore Food Agency (SFA) guidelines to ensure food safety and minimise risk of gastroenteritis.

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