

Food service FAQs



When you make changes to the food and drinks in a community venue, customers (especially the regulars) may ask a few questions. Remember, Fuel to Go & Play™ aims to help create a menu that makes sure the healthy choice is the easy choice.

It's important to discuss the changes with food service staff so they feel confident answering questions.

ACTION/CHANGE: new items have been added to the menu

Customer question: *"I have noticed some new foods on the menu, why has the menu changed?"*

Sample responses:

- We care about the health of the community members that come to our venue so we added some new healthy choices
- We are implementing the Fuel to Go & Play™ program and using a traffic light system.
This means:
 - Green choices fill the menu
 - Amber choices are selected carefully
 - Red choices are limited.
- We are excited to offer more fresh, healthy choices
- High fat and high sugar foods aren't good for us so we've taken them off them menu and added some new fresh foods.



ACTION/CHANGE: removed sugary drinks (red), replaced them with diet drinks (amber)

Customer question: *"Diet drinks have artificial sweeteners in them, aren't they bad for you?"*

Sample responses:

- Sugary drinks such as soft drinks with added sugar, do not offer any nutritional value and are classified as red
- We recommend choosing water instead (green)
- We have a range of healthy drinks such as water, juice and milk
- According to Food Standards Australia and New Zealand (FSANZ), artificial sweeteners pose no risk to our health in the quantities available in our food and drinks
- However, there is evidence that suggests that artificial sweeteners do increase our craving for sweet foods, which is why artificially sweetened products are classified as amber

ACTION/CHANGE: range of 'red' choices reduced to small sizes only

Customer question: *"I'm worried my favourite items will be removed (for example, chocolates, sugary drinks, hot chips etc.)"*

Sample responses:

- We have changed some of the food and drink choices to make it healthier, but we still have lots of items our customers love!
- We kept a few 'red' choices in small sizes only as it's not good for our health to eat them often
- Some items will still be available, but they may not be displayed or promoted as they aren't the healthier option
- We still sell some chocolates, but our most popular choices are (insert examples specific to your venue).

ACTION/CHANGE: gluten free muffins are not offered

Customer question: *"Why don't you sell gluten free muffins? They are way healthier than regular muffins"*

Sample responses:

- For most people, eating gluten is not a problem (people medically diagnosed with Coeliac disease must avoid gluten)

Note: Gluten is in wheat products. If you have customers requesting gluten free foods, you can find out more about what foods you can offer from the Coeliac Australia website. Remember, fresh is best, offer fruit, yoghurt, and rice based dishes and snacks.

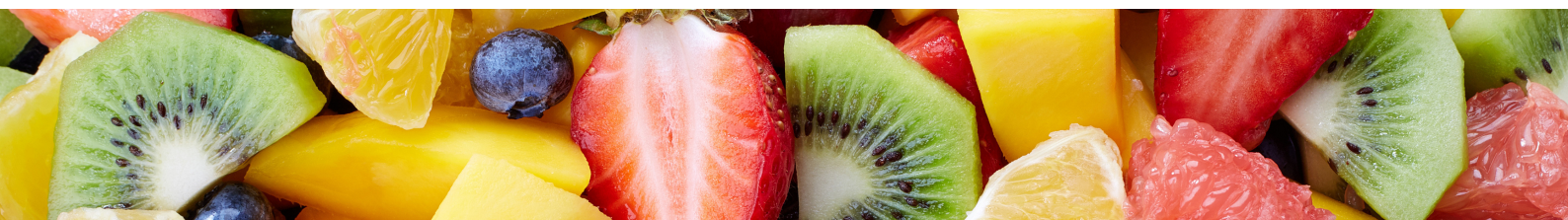
ACTION/CHANGE: fresh fruit is always available

Customer question: *"Isn't fruit high in sugar? Is too much fruit bad for you?"*

Sample responses:

- Fruit naturally contains fruit sugar called fructose. It is also high in fibre and a variety of vitamins, minerals and antioxidants
- It is recommended we consume two serves of fruit per day as part of a healthy balanced diet
- The only risk if you consume too much fruit is if this replaces other food groups
- It is recommended to consume fruit in its whole form, rather than as juice which can be high in energy
- We sell fresh, seasonal fruit as it's delicious
- Whole fruit keeps us fuller, for longer - try a banana for pre-game energy or to re-fuel after sport/activity.

Note: Whilst a customer is unlikely to ask this much detail it's a good tip to remember that it takes about 5-6 oranges to make one cup (250mL) of juice. However, most people wouldn't eat 5-6 oranges in one sitting!



ACTION/CHANGE: small serves of flavoured milk is available

Customer question: *"Why is flavoured milk a green choice when it has sugar in it?"*

Sample responses:

- Plain and flavoured milks are a great source of calcium, essential for strong bones, protein, necessary for muscle growth and repair, and a variety of vitamins and minerals found naturally in dairy products
- The sugar in flavoured milk is about half natural milk sugar, called lactose, and half added sugar
- Milk is a great post-training/game drink.

ACTION/CHANGE: only reduced fat milk is available

Customer question: *"I've heard that reduced fat milk has added sugar and full cream milk is healthier?"*

Sample responses:

- Plain milk does not contain any added sugar
- There is more calcium in reduced fat milk, which is important for strong bones
- When you remove some of the fat in the milk, the overall proportion of natural sugars in the reduced fat milk is higher

Note: According to the Australian Dietary Guidelines, reduced fat milk is the preferred option for the general population over the age of two years.

ACTION/CHANGE: the range of sports drinks has been reduced as they are 'red'

Customer question: *"If I'm playing sport, I need a sports drink, why are they 'red'?"*

Sample responses:

- Water is the best choice when playing sport
- Sports drinks are high in energy, have added sugar and no vitamins or minerals
- Check out the Fuel to Go & Play™ [Fuel up your menu](#) fact sheet for healthy snack ideas
- Only endurance athletes or people exercising in very hot or humid environments may benefit from a sports drink



Remember: In sport, especially junior sport, it is really important to teach players to train hard and have faith in their own abilities rather than believing a sports drink will give them the winning edge.

Note: If you drink a sports drink during a shorter exercise session, you may actually add more energy than you burn off during exercise, which may lead to excess weight gain.

Do you have questions?

Contact the Fuel to Go & Play™ team on
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