

Walk-in Failures & Emergency Assistance with Orders

Managers and AFSS can directly contact the warehouse for assistance with food pickups, storage, and warehouse deliveries.

Refrigeration/Freezer Not Working – Need Food Picked Up and Stored

Please email or call the contact below based on the time of day.

2:30 am – 7:00 am

Email Johnny Avina johnny.avina@lausd.net and Leonard Santangelo l.santangelo@lausd.net

Or call (562) 654-9004

7:00 am – 4:00 pm

Email Food Order Desk FoodOrder@lausd.net or Call (562) 654-9008

4:00 pm – 9:00 pm

Email Raymundo Flores raymundo.flores@lausd.net and Leonard Diaz leonard.diaz@lausd.net

Or call (562) 654-9004

Refrigeration/Freezer Not Working – Need to CANCEL DELIVERY or CHANGE DELIVERY DATE

7:00 am – 4:00 pm

Email Food Order Desk FoodOrder@lausd.net or Call (562) 654-9008

After 4:00 pm – for deliveries scheduled the next day

Email Food Order Desk FoodOrder@lausd.net AND Call (562) 654-9004

Refrigeration/Freezer Not Working – Partial delivery needed

7:00 am – 4:00 pm

Email Food Order Desk FoodOrder@lausd.net or Call (562) 654-9008

After 4:00 pm – for deliveries scheduled the next day

Email Food Order Desk FoodOrder@lausd.net AND Call (562) 654-9004

If the order has already been wrapped and loaded, the cafeteria manager will be allowed to return items back to the warehouse. The Food Order Desk, warehouse supervisors, and truck operations will work to inform the driver and assist with the returns.

With all of the above situations, once the refrigeration/freezer has been repaired, the cafeteria manager or AFSS should contact the Food Order Desk to arrange for deliveries to be returned, rescheduled, resumed, etc.

For After Hour Assistance (after 3pm) with next day NNC deliveries

Please contact Javier Gutierrez via text or phone at (213) 503-5854 or

Florence Simpson via text or phone at (213) 923-9634

Please contact Gold Star, Driftwood, and Clearbrook directly to assist with emergency deliveries.