 <p>LYCÉE FRANÇAIS DE SHANGHAI 上海法国外籍人员子女学校</p>	<h1>CANTEEN</h1>	Minutes of meeting		Page 1/9
		Reference CR.QP.20-21.2	Version v.3	Date March 31, 2021
		Canteen committee - Qingpu		

Meeting minutes

1. Time:

March 31, 2021,
8:15 am to 9:45am: LFS/DSS meeting

2. Present:

- **LFS:**
 - Ms. Laurence MASSON-DELLYS, Chief Operating Officer
 - Ms. Cécile MACAUX, Director of Primary school
 - Ms. Fabien DU FAYET DE LA TOUR, Vice Head Master
 - Ms. Floriane NICOLAS, Support Services Manager
 - Mr. Thomas YVON, Education Counselor
 - Ms. Cintia ORSA, Vie Scolaire of Primary School
 - Ms. Hélène WYREBSKI, Nurse
 - Mr. Alexis HERVE, Parent Representative (visio)
 - Ms. Séverine CLEMENT, Staff Representative
 - Mr. Benoit GABORIAU, Staff Representative
 - Ms. Amélie YE, Student Representative
 - Mr. Théodore GOYON, Student Representative
- **DSS:**
 - Mr. Jens BAARS, Chief Administrative Officer (DSSH)
 - Ms. Laura HÄUSLER, Admission Kindergarten
 - Mrs. Iris KAISER, Parents Representative (visio)
 - Mrs. Beate DIAO, Parents Representative (visio)
 - Mrs. Christina LU, Parents Representative (visio)
 - Ms. Carolin SEYLER, Student Representative
 - Mr. Mika WEIBERT, Student Representative
- **Chartwells team:**
 - Mr. Claude Cerbolles, Manager of Chartwells
 - Mr. Oscar BELTRAN BOVE, Head Chef of Chartwells
 - Ms. Sara CHEN, Site Manager of Chartwells
 - Mr. Jeremy Chen, IT Manager of Chartwells
 - Mr. Xing Xu, IT Manager of Chartwells

3. Absents excused:

N/A

4. Agenda of the committee meeting:

- 1) ROUNDTABLE MEMBERS PRESENTATION
- 2) CHARTWELLS NEWS
- 3) CUSTOMERS' SATISFACTION SURVEY RESULT
- 4) Q&A DSSH
- 5) Q&A LFS

5. Development of the committee meeting:

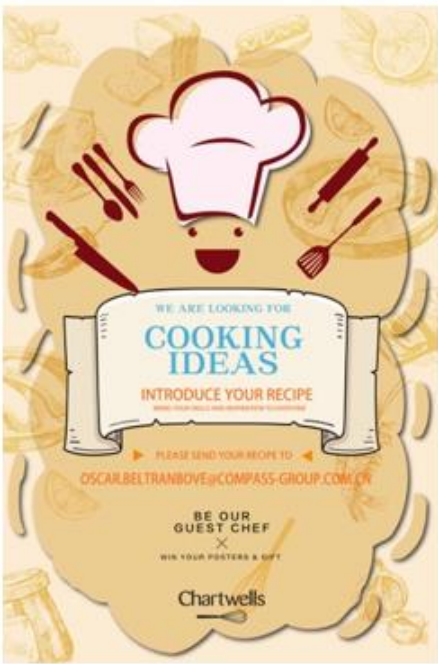
1) Chartwells News

Chartwells has a new Regional Office Manager: Mr. Claude Cerbolles, who is on board since mid of January 2021.

Mr. Cerbolles presented to the committee the upcoming promotion – Annuua Calendar Ethnic Days of April and May, with on April 23rd: Chef Jason Lin (China) and May 21st Chef Simon Sunwoo (Korea), who will be cooking for our Qingpu Campus.

He also introduced 2 new projects to be launched from April, part of their Community Engagement project “Beyond food”:

Community Engagement: **Beyond Food**



- Be our guest chef (Long Term)
- Deli marche poster designing competition (April 1st to May 30th)

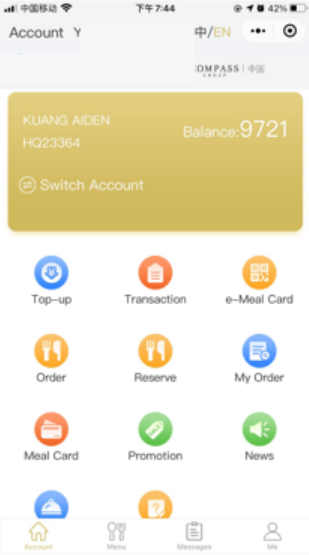
✂ OPEN TO EVERYONE!

2) New E-POS system

From April 15th, Chartwells will have a new E-POS management system, via the wechat mini-program. Parents and students (if the parents give them access) will be able to follow the menus proposed, the daily consumptions and the balance amount with the possibility to top up if needed.

With the new system, parents can set up their parameter to have a notification when they reach a limit (e,g: 20RMB), so that they will have a reminder to add money in the account.

Personal QR code will be sent via email after May holidays to each family, Chartwells will start to send to secondary students first, and then in a 2nd stage to primary students.



Function	Description
Switch Account	Consumers/Parents can switch different account if have multi accounts
Top-up	Consumers/Parents can top-up self
Transaction	Consumers/Parents can inquiry transactions self
e-Meal Card	Consumers can use e-Meal card for consumption instead of physical meal card
Meal Card	Consumers/Parents can manage meal card self via App (report loss and report gain)
Promotion	Consumers/Parents can access promotion information provided by canteen
News	Consumers/Parents can access updated news provided by canteen
Daily Dish	Consumers/Parents can access daily dish information provided by canteen
Feedback	Consumers/Parents can submit feedback any time and submit survey provided by canteen
Menu	Consumers/Parents can access updated menu information provided by canteen
Messages	Consumers/Parents can access updated real time messaged pushed by system (top-up, consumption, balance notifications)

Function	Description
Me	Consumers/Parents can update individual information <ul style="list-style-type: none"> ● Profile: name, e-mail address, mobile phone number, allergen ● *Security: password online paid by meal card ● Account Management: unbind account ● Message Setting: manage to receive messages pushed by system or not, and balance notification minimum amount ● User Guide: online App user guide

Tips:

1. App is Mini Program in Wechat, consumers/parents DO NOT need to install additional Apps in mobile phone
2. *: functionalities will be available for specific canteens based on business requirements

1 account per student
Parent will be the manager of the account.

3) Customer's satisfaction – survey results

Ipad and QR code are available at the exit of the canteen: students and staff (admin and teachers) can give the score and comments, to improve our canteen service. Analysis and action plan are discussed during LFS/DSS weekly meeting.

Comments can be shared during each commission. Below are the results for December 2020 / January 2021/ February 2021 and March 2021 – **but results are not 100% objectives, knowing that it is mostly if you are not satisfied with the service that you will put your comments.**

8. Customer Satisfaction 客户满意度



OVERALL SUMMARY FOR THE MONTH CUSTOMER SATISFACTION
月度客户满意度情况概述

	Excellent	Good	Fair	Poor
Taste	2	1	1	1
Temperature	2	1	1	1
Freshness	2	1	1	1
Portion	2	2		1
Presentation & Visual Experience	1	1	2	1
Cleanliness of Disposables and Utensils	2	1	1	1
Availability & Convenience of Disposables & Utensils	3	1		1
Is staff attentive & friendly?	3	1		1
Are the signs clear and informative?	2		2	1

In December we collected 5 survey, the overall satisfaction is Good. Need to improve the presentation and signs.
Not too many customer submit the survey, need to make more clear signs.

8. Customer Satisfaction 客户满意度



OVERALL SUMMARY FOR THE MONTH CUSTOMER SATISFACTION
月度客户满意度情况概述

	Excellent	Good	Fair	Poor
Taste	2	7	6	3
Temperature		7	10	1
Freshness		8	5	5
Portion	2	10	6	
Presentation & Visual Experience		4	7	7
Cleanliness of Disposables and Utensils	3	13	2	
Availability & Convenience of Disposables & Utensils	4	14		
Is staff attentive & friendly?	12	5	1	
Are the signs clear and informative?	6	11	1	

18 survey collected in total
 - Need to make clear allergic notice (Already improved)
 - Lentil Burger tasted not good (Will change the vegetarian burger)
 - Soup was too hot (Cool down a little bit before serve)

8. Customer Satisfaction 客户满意度



OVERALL SUMMARY FOR THE MONTH CUSTOMER SATISFACTION
月度客户满意度情况概述

	Excellent	Good	Fair	Poor
Taste		3	2	2
Temperature	1	3	2	1
Freshness	1	4	1	1
Portion	1	6		
Presentation & Visual Experience		4	2	1
Cleanliness of Disposables and Utensils	1	5	1	
Availability & Convenience of Disposables & Utensils	2	5		
Is staff attentive & friendly?	6	1		
Are the signs clear and informative?	2	5		

7 survey collected in total
 - Too much duck in kindergarten (Already improved)
 - Too much tomato sauce in kindergarten (Will change the menu with canteen menu)

- Survey system will be updated by the end of March, will also be involved in the mini program

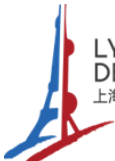
8. Customer Satisfaction 客户满意度



OVERALL SUMMARY FOR THE MONTH CUSTOMER SATISFACTION
月度客户满意度情况概述

	Excellent	Good	Fair	Poor
Taste	15	3	8	6
Temperature	17	7	4	4
Freshness/ Choices	13	11	2	6
Portion	15	9	2	6
Presentation & Visual Experience	16	6	4	6
Cleanliness of Disposables and Utensils	6	6	2	0
Availability & Convenience of Disposables & Utensils	10	3	1	1
Is staff attentive & friendly?	13			2
Are the signs clear and informative?	9	3		3

32 survey collected in total
 - March 3rd noodles is tasteless (Already told chef to improve the flavor)
 - Long lines during rush hour (We tried to get enough food and serve quickly to avoid long queue, if ramen, because we make the noodles one by one so might have a long queue)
 - Change the flavor of Egg & Tomato (Already told chef to improve the flavor)
 - Need to give more portion
 - (Training staff to give proper portion to each client. Stick to the refill policy.)

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4) Questions in 1st committee:

After the 1st committee, Chartwells would like to propose the following healthy snacks:



Original Flavor Popcorn



Rice Crackers



Dried Fruits

Also, they have added the mini fruit & vegetable cups (6RMB).

So below is the combination to have a full healthy menu under 31RMB.

We will ask Chartwells to put this as a poster, to let the children know what options they could choose.

	Initial dish price RMB	Small Veggie cup	Fresh fruit	Yogurt	Mini deserts	Small Fruits cup	Total price RMB
Crave service line - sandwich / panini	21			4,5	5		31,5
Roots & seeds salad bar (big plate)	20		7	4,5			31,5
Trattoria service line - Pizza & Pasta	19	6				6	31
Roots & seeds Vegetarian dish	19			4,5		6	29,5
Taste of Asia - Noodle soup	19				5	6	30
Taste of Asia - Chinese dish	21	6		4,5			31,5

5) Q&A DSSH

Questions from students:

Keeping canteen food hot needs improvement

We have temperature gage in every service line. Will keep monitor and increase the warmer temperature.

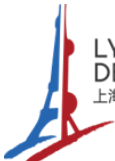
Vegetables often cut unevenly

Well noted, we will improve training to Chartwells team and standard of cutting vegetable.

Improved lactose disclosure would be helpful

News information forms will be displays

Is it possible to have bigger coffee cups or make the small coffee cups cheaper?

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The coffee cups size is 350ML(request of the contract).If there will be a request we can provide smaller and bigger cups, students, teacher and staff that bring their own cup are served with-out any extra cost, promoting the environment free and saving paper cups.

Questions from parents:

Promote vegetables also as side dishes -> can some vegetables (optionally) be added at the pasta/pizza corner

Chartwells: Yes, we will do it.

Inviting friends or taking additional drinks occurs on the bills but cannot be explained by first/second graders -> verify with cashiers that products are only charged once

In the payment method should automatically printed the receipt. With the new APP parents can monitor on the daily basis. They can check what are they ordering or can set-up a budget for their kids.

Daily budget limitations / food station restriction (e.g. Italian corner only 2x per week) on cards

In the new EPOS system there will be a function for this.

Possibility to go into debit for one meal (e.g. 30rmb) in case money runs out one day

In new EPOS system can set-up a budget for a meal.

New canteen mini-program:

When is the launching date? Target Date will be middle of April 2021.

Will there still be a charging fee? Yes, 0.06RMB per transaction. These are bank fees related.

6) Q&A LFS

Questions from parents:

Time and availability of food: choice is reduced and it seems at 1pm, when the secondary students arrive there is no more Eat Global menu choice.

Eat global service line is a set menu line for primary students, in order to avoid waste and after the primary kids had the lunch, this line is still open to all the grades until the quantity is finish.

If still have food we open until 13:30 pm

Fruits: there is not enough fruit for the primary students and it seems they can't have at the end of the lunch.

- Mondays & Fridays canteen offer a variation of Banana, Mandarin & pear due the preference of the kids some times one of the fruits can finish until the staff refill it.
- Tuesdays canteen offer Watermelon and Wednesday mix Macedonia fruit days we always there are left over.

Diversity and quantity:

- 1) *Fruits and vegetables are always the same. Children need real rotation otherwise they won't eat always the same thing (for fruits: it is always watermelon and for vegetables: carrot and cucumber)*

Chartwells will increase offer 3 kinds of fruit cups in Deli Marche & service line (big size: 12 RMB / small size: 6 RMB)

- Fruit Cup-Watermelon/Honey Melon/Grapes/Dragon Fruit.,
- Fruit Cup-Orange & Watermelon,

- Grapes & Watermelon

Chartwell will increase the vegetables cup to 2 options (big size: 12 RMB / small size: 6 RMB)

- Vegetable Cup-Carrot & Cucumber.
- Vegetable Cup-Cherry

Middle of April we will start to offer fresh juice the Canteen.

2) Not enough quantity for the secondary students: 5 raviolis for 35RMB seems not reasonable

One time per month in the chef table we offer 7pcs ricota & spinach raviolis 30 grms each per pc with the selling price of 32 RMB per serving. Chinese pork soup and vegetables for a 28 RMB, Just beef, lamb and dishes that contain french fries are charge for 35RMB.

3) Burgers: can we have burgers with beef meet? The burgers with vegetarian meat is not very good

We have vegetarian burger only once a month during vegetarian day/Wednesday. Once a month we will propose burger with meat.

Balance and quality of the set menu: It seems that now it is 25% chinese, 25% french et 50% german – is it possible to have 33% of chinese, 33% of french and 33% of german?

In the set menu main proteins: Asian dish option & a western dish options however if it is necessary, we can increase dishes with French roots (based suggestions).

Here below is an example of a set menu on the week. It is well balanced:

WEEK 5	MONDAY (22-3-2021)	TUESDAY (23-3-2021)	WEDNESDAY (24-3-2021)	THURSDAY (25-3-2021)	FRIDAY (26-3-2021)
EAT GLOBAL (Set menu)	Onion Soup	Vegetables Soup	Potatoes & leek Soup	Mushroom Soup	Soup
	Chinese cucumber salad	cherry tomatoes & black olives salad	Egg & corn salad	Southwestern lentils Salad	Russian salad
	Side bread & cheese	Side bread & cheese	Side bread & cheese	Side bread & cheese	Side bread & cheese
	Beijing Duck noodles with soya bean paste	Duck breast in oyster sauce with peppers	Meat balls in tomato sauce	Sauerbraten or German Beef stew	Sweet & sour pork with vegetables
	Pork stew spanish style	Egg & tomato	Duck confit	Chicken Butter Masala	Baked fish in butter lemon sauce
	Green beans with Garlic & onion	Green peas, carrots & corn	Vegetables Mirepoix	Broccoli & corn	Grilled sweet corn
	French fries	Steam rice	Pasta	Steam potatoes	Vegetables fried rice
	Yogurt / Cheese	Yogurt / Cheese	Yogurt / Cheese	Yogurt / Cheese	Yogurt / Cheese
	Banana / Mandarin / Pear	watermelon	Mix fruit Macedonia	Sponge cake	Mandarin / Banana / Pear

■ Pork
■ Beef
■ Chicken
■ Fish
■ Vegetarian

Nutritional Reading: *

Red Meat 5%
 Fish 2%
 White Meat 10%
 Vegetables 47%
 Fruits 10%
 Starch 23%
 Deep fried 1%

* Calculated over the whole week

2- For the quantity, one plate is equivalent to **350-420 GRMS**.

Main protein: 80-120grms. With sides of vegetables and starch.

Pasta by plate: 350grms



3-Fries: 2 times / month | Fast food: 2 times / month (including pizza).

Preparation & control temperature: How is controlled the temperature of the served plate? Some students report that the cheese is frozen, some are too cold, some are too hot?

Food is kept in the warmer to 65-80C until the students arrive, after that warm tables and heaters keep the food warm.

Cheese is in the chiler 0-2C and transfer to the service lines before students arrive.

Can the parent's representative receive the comments and results from the survey? We can present the survey result at each commission.

Vegetarian day: can we change it to another day with no ASC? School would like to make a communication together with our Environment Committee about this vegetarian day. The amount of protein is same as a meat meal and our school would like to re-enforce this idea and improve the communication among the community.

Water: can we have cups in the corridor? Insist on water bottle usage?

At the canteen:

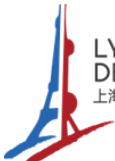
Small primary children: glass directly on tables and canteen parents can help to serve them with the water pitchers.

Big primary students: there are 2 trolleys with glasses near the water fountain.

Secondary students & staff: there are colored and white re-usable cups near the water fountain.

For the cups outside of the canteen, we need to discuss during our environment committee.



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Average budget for secondary: can we choose a budget by default? Or to have an option to increase the budget when the children register instead of refill every month. Or we can have an alert when the budget is low:

With the new application, Chartwell will try to implement an alert when the budget is lower than TBC RMB and the parents could choose to install a daily maximum limit.

Price to replace a lost card: 50 rmb represent the cost of the unit card and the service fees to re-activate the card.

Questions CVC & Vie Scolaire

Is it possible to configurate the software to avoid print the meal tickets? Too much paper waste.

With our new POS system we will stop print tickets automatically. Only print for the one who needs it..

Is it possible to put some balance check post (to check how much is in my account?)

In canteen every cashier can check the balance. With the new POS system on mini-program, it will be easier to check the balance via wechat.

Choice respect / Quantity served: Is it possible to ask Canteen staff to respect the request of students to avoid waste (to not serve what the students do not want? Is it possible to better regulate the quantity served to avoid waste?

Always when there is a reasonable request the staff will respect. For the Eat Global service lines, for the primary, we have to balance the plate as there will be starch, protein, vegetable and fruits per plate.

Bread à volonté: Is it possible to have bread à volonté and to have choice between white bread and whole wheat bread? March 29, 2021 we already open the salad bar buffet, dressing, fruit and bread variation will be self service.

Ice cream: following previous commission, to offer 1 ice cream per month for primary: it has not been respected? Yes, it will start on 2nd week of April 2021._

Access to pains au chocolat / croissants: is it possible to give again the opportunity for the 6e and 5e to have pain au chocolat and croissants?

It is written in the internal rules LFS that Delimarche is only open to students from 4e. Therefore, for healthy reasons and after the last commission discussion with all actors: parents can put snacks each day if necessary (email sent by our nurses) and Delimarche is open only for fruits & vegetables for students of 6e and 5e.