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Compte-rendu de la 2nd commission du 23 mars 2021

1) Bienvenue et introduction des membres de la commission

Administration representatives

Director of Operation	Laurence MASSON-DELLYS
Service support Manager	Willy BONGA
Deputy Headmaster	Christine GUITTON
Director of primary school	Joël KELLER
Principal Education Advisor /Secondary school life Assistant	Stephanie DELACOUSSAYE

Staff representative

Staff representative (not necessarily EC members)- 3 seats	Mme Anne-Laure FOURNIER
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Parents and student representatives


Parents representatives (not necessarily EC members, if possible 1 per level)	Elise DUCCELLIER Erin RAMSEY Miko Qian Zhang
Student representatives (not necessarily EC members) normally: 1 holder, 1 substitute per level)	Eugénie GRATTON (3Y) Youssef ZAHNOUN (5YB) PRIMAIRE (CM à venir)

Service provider

1 representative of the service provider CHARTWELLS	Claude Cerbolles
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DSS:

Mr. Holger Noll, Head of Administration
 Mr. Ivo Krüger, Head of Curricular Activities
 Ms. Vivian Horn, Coordinator of Kindergarten
 Ms. Sabrina Bock, Student Administration
 Ms. Sherlyn Chee, Parent Representative (Online)
 Mr. Matthias Brüggmann (staff board)

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2) Agenda




Canteen service organization
 Canteen KPI
 Canteen wastage
 Chartwells presentation
 Presentation Epos system
 Q & A

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CANTEEN

2. CANTEEN COMMITTEE : KPI

WEEKLY KPI: Canteen / KD


	date & time	
	check temperature of the meat	how much
	check portion size (eventually weight)	how big
	check 5 days if there is issue with kid (no badge/related trip/target)	how much
	extra catering	how many
	check 5 days of parent feedback about the app	number of -
	check 5 days of any feedback	number of -

FROM: TO:

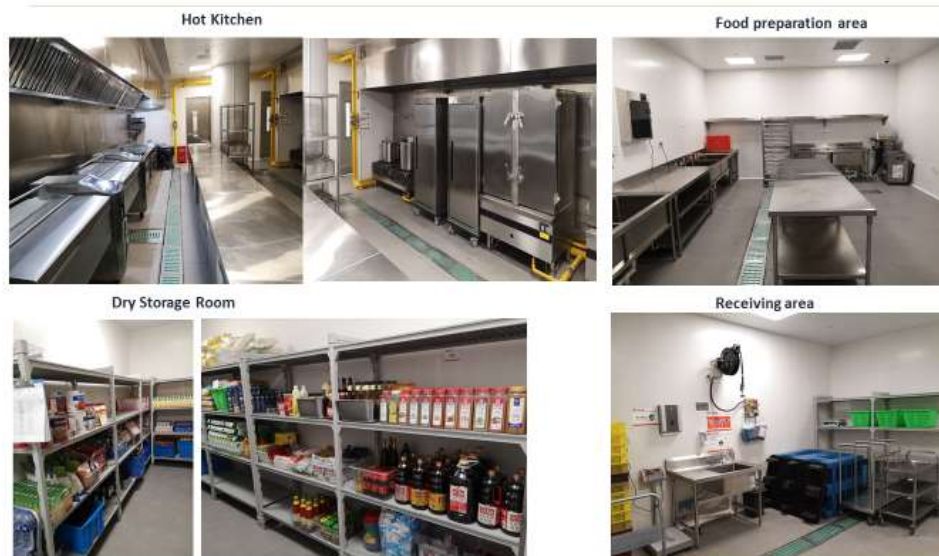
		date & time		temperature		portion size		speed		extra		app		feedback
Monday		2/1		75°C		400g		6		-				
Tuesday		2/2		76°C		435g		5		-				
Wednesday		2/3		75°C		421g		7		-				
Thursday		2/4		78°C		451g		6		-				
Friday		2/5		78°C		425g		6		✓				

2. CANTEEN COMMITTEE : KPI

CANTEEN			
1	Customers satisfaction	10	
	We must have a customer satisfaction survey for this question	0	9
2	Quality of menu served	10	
	Documents to check	8	
	Nurse one day auditor week		10
3	Cleanliness of the place and equipment / service time	10	
	Score to audit: 49% or below	0	
	Score to audit: 50% to 59%	3	
	Score to audit: 60% to 69%	5	
	Score to audit: 70% to 79%	7	
	Score to audit: 80% to 89%	9	
	Score to audit: 90% or above	10	
4	Food incidents	10	
	An incident occurs	0	
	No incident occurs	10	
5	Food conditions	10	
	Score to audit: 49% or below	0	
	Score to audit: 50% to 59%	3	
	Score to audit: 60% to 69%	5	
	Score to audit: 70% to 79%	7	
	Score to audit: 80% to 89%	9	
	Score to audit: 90% or above	10	
		10	
6	Hygiene of staff and kitchen	10	
	Score to audit: 49% or below	0	
	Score to audit: 50% to 59%	3	
	Score to audit: 60% to 69%	5	
	Score to audit: 70% to 79%	7	
	Score to audit: 80% to 89%	9	
	Score to audit: 90% or above	10	
7	Safety food	10	
	Less than 100% of controlled item comply	0	
	100% of controlled item comply	10	
8	Maintenance of equipment	10	
	100% of operations are done with delay over 1 week	0	
	100% of operations are done with delay under 2 weeks	5	
	100% of operations are done with delay under 3 days	7	
	100% of operations are done on time	10	
9	Sanitation and health and safety inspection / Deep cleaning	10	
	None of the operations are done	0	
	Some operations are done	3	
	All operations are done	10	
10	Written procedure / registration of information	10	
	Score to audit: 49% or below	0	
	Score to audit: 50% to 59%	3	
	Score to audit: 60% to 69%	5	
	Score to audit: 70% to 79%	7	
	Score to audit: 80% to 89%	9	
	Score to audit: 90% or above	10	
		10	
		100	87%

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2. CANTEEN COMMITTEE : KPI




3. CANTEEN COMMITTEE : WASTAGE

明细 Description	Kg
餐盘未食用	
1 Wastage from plate (kg)	329
烹饪废弃物	
2 Wastage during the preparation (Cold and Hot production) (kg)	31
服务线上未卖出的菜品	
3 Wastage from service lines (kg)	27
留样菜品和菜品展示	
4 Wastage from HSE sample and dish display (kg)	28
5 Total waste (KG)	415
6 供餐份数 Meals Number	9,233
7 每餐食品浪费 average wastage / meal (g)	11



LFS students have 10 times more wastage compared to DSS students. It is probably due to the fact that DSS students can choose their food, while for primary school LFS impose based on the directive of "éducation nationale". Nurses will propose some improvements to try to improve this situation.

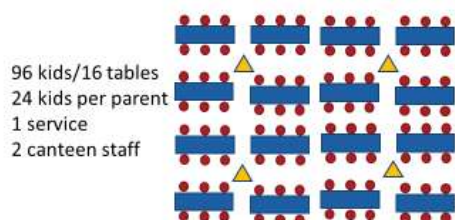
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4. French KG Canteen

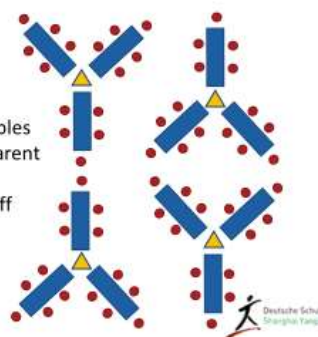
Preparing 2021-22, it is necessary to organize canteen with a potential increase of student.

But we need first to keep in mind that lunch time is important to socialize at youngest age. As it is to understand our community, social behave and rules, enjoying diversity, testing senses.

In order to achieve this pedagogic mission, all operational staff: Vie Scolaire, support, teachers, headmaster
 Are testing new organization and schedules. We are recording the impact two services with less kids (45 instead of 90)
 on school facilities and supplier flexibility.
 Parents are already involved: they reported them needs, them constraint and them wishes.
 School is involved: proposing options and re-organizing to test each of them.
 Supplier is involved: providing extra support and being aware that reactivity is the key of success.



45 kids/12 tables
 15 kids per parent
 2 service
 3 canteen staff




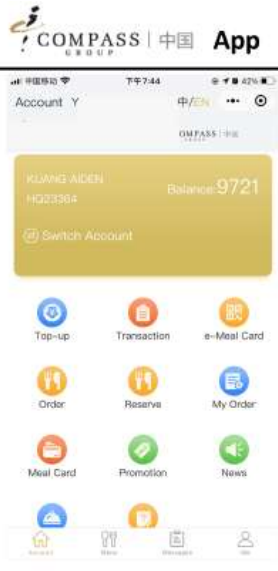
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5. NEW E-POS SYSTEM

Each family will receive a QR per child to enable them connect with the new application which will have more functionalities than the previous one. Parents can follow the daily consumption of their children.

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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 messages 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 We chat, consumers/parents DO NOT need to install additional Apps in mobile phone
2. *: functionalities will be available for specific canteens based on business requirements

Compass ePOS Solution

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6. Q&A

2. Status of the canteen feedback.

What is the status of the surveys that have been filled out? Who reviews them, can we see them?

The result of the survey in the canteen is the following:

	Excellent	Good	Neutral	Poor
Taste	5	9	3	2
Temperature	6	6	4	4
Freshness	6	6	5	2
Portion Click to add text	8	4	8	0
Presentation & visual experience	6	9	4	2
Cleanliness of disposables and utensils	7	7	2	1
Availability & convenience of disposables & utensils	10	3	4	1
Is staff attentive & friendly?	12	3	2	1
Are the signs clear and informative?	10	5	2	1
Overall	5	10	3	1
Synthesis (Number) & (Percentage)	75 & 40%	62 & 33%	37 & 19%	15 & 8%

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3) Parents questions

Menu

Menu should be posted on the website before the month begins. Add pictures or more details about the options listed on the menu.

Menu are prepared for a period of 4 weeks in order to respect nutrition regulation and published on School website. In order to keep accurate information to parent we will inform our website manager to up-date as soon as possible. This publication shall soon be easier and include pictures, with a new APP available on IOS & Android.

The primary plate is often cold when served.

Schools are recording a daily check on both Primary & Kindergarten canteen, in order to evaluate supplier quality. This record is part of a monthly KPI that financially impact the supplier with a fine. Thermometer have been installed on each line since September to allow student to check the meal temperature when they are taking their plate. No incident has been noticed yet, but improvement has been done to KG that include counter box for delivery and stove.

Can you use one station per main course or offer one meat main course and one vegetarian main course each day?

Stations offer one to two main course to increase available choice for student. It was requested by schools and parents that two stations shall offer meat main course even when occurs a vegetarian promotion. Beside, vegetarian meals are proposed every days on a dedicated station.

Increase the number of stations available in the primary line.

Two lines are fully dedicated to primary school.

Time to queue is recorded in order to evaluate supplier quality through a monthly KPI, and service average is counted in few seconds. No new station is needed regarding this aspect. Menu are created by the chef and checked by the supplier nutritionist before our both school nurses validate it. Having one more station will be incompatible with scholar nutrition regulation because kids will have a choice to avoid strict diet. We remind everyone that schools are operating a canteen.

Children with allergy/intolerance have little variety of choice.


Well noted, we will analyze this feedback and ask Chartwells to pay an extra care: variety shall be proposed even with less material allowed, to educate kids having test and enjoying food.

Side Dishes

Offer simple choices (plain rice, pasta or bread) Let the children season their own food (soy sauce/salt/pepper).

We remind that Menu shall respect GEM-RCN, so kids are not allowed to add salt and vinegar themselves.

Increase the quantity and variety of fresh fruit and vegetables offered. Can the packaged salads and sandwiches be offered to the primary children or open the station for a second cold option for the primary children?

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Fruit quantity is respecting GEM-RCN, this is roughly one ball per kid but we remind that refill is free. Variety have been recorded on our monthly KPI and is published on Menu, it respect seasons in order to offer local fruit with a low environmental impact (chemical, transportation, cold storage...)

Too many carbohydrates offered in one day.

Means too much potatoes and pasta.

Too much rice offered.

If no potatoes and pasta either, is the parents feedback means carbohydrates free canteen ?

This is not allowed by scholar regulation. Could parent precise their feedback ?

Yogurts and Ice Cream offer basic ice cream flavors (chocolate, vanilla) no pea.

Schools are focusing on nutrition to insure that Ice Creams are not too fat or too sweet.

Flavors are depending on the test of the student and there is many Chinese kids that likes it.

We fully trust our supplier to adjust their offer on the test of the people going on this station.

Chartwells can give his feedback.

Secondary Issues.

Reduced price of fruit from 9rmb per piece.

It has been compared with three other international suppliers proposals to prepare a bidding. Prices haven't changed since 2015 despite life cost increase and labor cost in Shanghai. All of these has been settle by contract to insure no additional cost for parent during few years.

Provide information about the Chartwells APP to the parents through email about the service.

This hasn't been done yet because a new APP way better is on testing. This phase of test is almost complete and we are preparing a launch at Yangpu campus to prepare next year. A complete tutorial and details will soon be sent to parents in order to test and fully offer a new service to parents in future.

Who is reviewing the feedback? How often? How are the issues addressed? The committee would like responsibility to review feedback or be a part of the team that reviews.

The feedback is reviewed every week during the weekly meeting. Follow-up is done by schools and Chartwells. We can send you the feedback and once a month discuss them with you.


Offer clean cups and silverware for the children, not coffee/tea-stained cups.

Shanghai Scholar Ministry came for control on February 22, FDA came for inspection on February 26. These two inspection, beside the one that is done on daily basis by schools for KPI- with financial fines, have shown a fully high quality service and safety cleaning.

Question of paper cup instead of glass (plastic or silver) have been analyzed at Pudong campus with students,

government, school administration and previous canteen manager. Result has been recorded that environmental impact

of cleaning chemical is heavier than providing recycled paper cup and insuring they are well collected at school.

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School is insuring that collected waste are well treated even if student may not consider, and have to pay a fine

(or no collection) by Shanghai authorities if recycling is not properly done.

Provide food waste report for review (it was not provided after requested at the last meeting)

We apologize for the delay.

If children were dismissed on time; would this make a difference in the canteen schedule.

Canteen fees are part of registration fees. Adjustment are done monthly regarding the student situation

with the Financial department to the parent. Canteen is operated 10 days in advance, that allow adjustment

At a class level which is used by teachers to order special event. No individual treatment is allowed for

Sickness or travel absence because scholar fees is engaging both schools and parents.