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CANTEEN	Canteen Committee Yangpu			

CANTEEN

Minute 1st Canteen committee: 25 November 2021

Agenda

CANTEEN COMMITTEE YANGPU

SOMMAIRE / SUMMARY

1. Canteen committee : People introduction
2. Canteen service organization
3. Framework of Canteen committee
4. Canteen KPI
5. Canteen wastage
6. Menu validation
7. DSS Survey outcome
8. Chartwells presentation
9. Q & A



Titre de la présentation / Title of the presentation



1) People Introduction


1. CANTEEN COMMITTEE - YANGPU

LFS		DSS	
Administration		Mr. Noll,	Head of Administration (DSS)
Directeur Exécutif	M. David PECHOUX	Ms Inou,	Deputy Head of Cocu (DSS)
Responsable des Services Généraux	M. Willy BONGA	Ms. Christiansen,	Students admin (DSS)
Proviseure adjointe	Mme Christine GUITTON	Mr. Brüggmann,	Staff board (DSS)
Directeur primaire	M. Joël KELLER	Ms. Händel,	Parents Representative (DSS)
Coordonnateur des Services généraux	M. Simon LEPENHUIZIC	Ms. Chee,	Parents Representative (DSS)
Responsable des bus	M. Luc XU	Ms. Wang,	Parents Representative (DSS)
CPE / Assistant de vie scolaire secondaire	Mme Wei GU	Mr. Rolink,	Parents Representative (DSS)
CPE / Assistant de vie scolaire primaire	Mme Mehdi BENNIS	Mr. Lin,	Students Representative (DSS)
Administrative representative	M. Achille MESSI	Ms. Frenken,	Students Representative (DSS)
Parents representatives			
Students representatives		Chartwells representatives	
		Mrs Connie SHEN	Site Manager
		M. Claude CERBOLLES	Regional Manager
		M. Patrizio D'ORO	Head Chief



Titre de la présentation / Title of the presentation

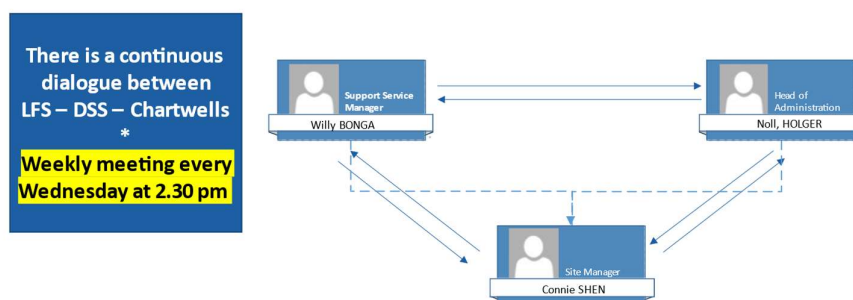


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2) Canteen Service Organization

2. CANTEEN SERVICE ORGANIZATION YANGPU EURO CAMPUS




3) Framework of Canteen Committee

3. FRAMEWORK (1/2)

The Committee meets to inform its members of the works in progress, and answer their questions, as to promote a healthy relationship and improve the general quality of service.

The Committee is not qualified to take decisions with a financial impact. Accordingly, these decisions are to be handled by the respective Boards.

The role of the members is to pass on the information to the users and provide feedback from them. Members are to set aside any personal conflict of interest during the Committee.

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3. FRAMEWORK (2/2)

Article 1:

The joint Committee meets at least once per trimester, on LFS and DSS Supervisors' initiative.

Article 2:

The LFS and DSS Supervisors set the dates and times of meetings. They send the invitations, proposal of agenda and preparatory documents 10 days in advance. All questions are to be sent at least one week before the meeting. The Supervisors send the meeting minutes.

Article 3:

The chairs persons from DSS and LFS are jointly conducting the Committee.

The Committee can only take place if enough members are present at the beginning of the meeting: at least one parent and one pupil from LFS side, as well as one parent from DSS side. In case the number of required parents or pupils is not reached, the meeting is postponed within 8 and 15 days. If the number is not reached then, the meeting is adjourned until the following trimester.

Article 4:

The Committee meets within 75 min. time. If questions cannot be addressed within that frame, they can be reported to the next meeting.



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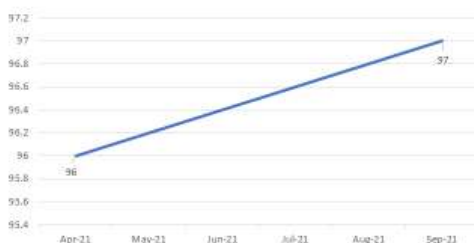
4) Canteen KPI

Schools reviewed every quarter the performance of the supplier with various criteria, such as general operation figures, incidents, satisfaction, maintenance et etc. Besides, meetings are hold on a weekly basis between schools and the supplier to go through the operations of the last period and prepare for the next week.

4. CANTEEN COMMITTEE : KPI

	Description	Data	Service Line except LFS Kindergarten & Primary school
1	Number of meals prepared per day	1250	830
2	Number of meals sold per day	1200	770
3	Number of meals bought to bring home	30 per month	
4	Number of incidents	1	0
5	Number of messages received by Chartwells	7	

CHARTWELL KPI - 2021



1. Customer satisfaction
2. Quality of menu served
3. Cleanliness of place & service time
4. Food incident
5. Food conditions
6. Hygiene of staff and kitchen
7. Edible food
8. Maintenance of equipments
9. Sanitation, health, safety inspection, deep cleaning
10. Written procedure / Registration



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
4. CANTEEN COMMITTEE : KPI

CANTEN		
1	Customers satisfaction	10
	We must have a customer satisfaction survey for this question	0
2	Quality of menu served	10
	Documents to check	0
	Nurse one day audit per week	8
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 Incident	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

6	Hygiene of staff and visitors	10
	Score to audit: 45% or below	0
	Score to audit: 50% to 59%	5
	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	Cable food	10
	Less than 100% of controlled items comply	0
	100% of controlled items 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 1 week	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	5
	All operations are done	10
10	Written procedure / registration of information	10
	Score to audit: 45% or below	0
	Score to audit: 50% to 59%	5
	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
	TOTAL	100
	COMPLIANCE	100

4. CANTEEN COMMITTEE : KPI

	date & time	temperature	poison site	speed	extra	app	feedback
Monday	11/1	75°	420g	7'	/	/	/
Tuesday	11/2	76°	430g	9'	/	/	/
Wednesday	11/3	75°	400g	8'	/	/	/
Thursday	11/4	77°	402g	5'	/	/	/
Friday	11/5	78°	413g	6'	/	/	/

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5) Canteen Wastage

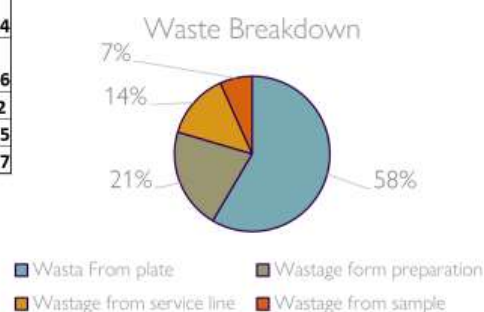
5. CANTEEN COMMITTEE : WASTAGE – September 2021

明细 Description	Kg
餐盘未食用	
1 Wastage from plate (kg)	437
烹饪废弃物	
Wastage during the preparation (Cold and Hot production)	
2 (kg)	210
服务线上未卖出的菜品	
3 Wastage from service lines (kg)	147
留样菜品和菜品展示	
4 Wastage from HSE sample and dish display (kg)	80
5 Total waste (KG)	874
6 供餐份数 Meals Number	20365
7 每餐食品浪费 average wastage / meal (g)	42,92




5. CANTEEN COMMITTEE : WASTAGE – October 2021

明细 Description	Kg
餐盘未食用	
1 Wastage from plate (kg)	238
烹饪废弃物	
Wastage during the preparation (Cold and Hot production)	
2 (kg)	144
服务线上未卖出的菜品	
3 Wastage from service lines (kg)	94
留样菜品和菜品展示	
4 Wastage from HSE sample and dish display (kg)	46
5 Total waste (KG)	522
6 供餐份数 Meals Number	10725
7 每餐食品浪费 average wastage / meal (g)	48,67



A deep analysis will be conducted by Chartwells to have a better clarity on wastage. Type of wastage, Food preferred by kids, etc...

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6) Menu Validation

6. MENU VALIDATION

The menu is validated for one or two months and is common for both campuses (Yangpu & Qingpu), always 3 or 4 weeks before it applies .

- DSS nurse Yangpu
- 2 LFS nurses Yangpu & Qingpu
- 1 DSS person from Kindergarten Qingpu
- 2 LFS "vie Scolaire (cocu)" Yangpu & Qingpu
- 2 LFS SG coordinators Yangpu & Qingpu
- Claude Cerbolles
- 2 Chief of Chartwells
- 2 Chartwells site Managers

The change of menu is not possible during the period for which it has been validated. There is only one difference it is for the set menu, there are 2 proteins for the Germans and one meat for the French.



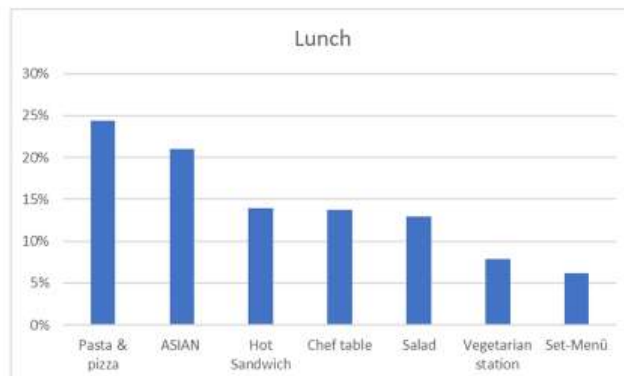
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7) DSS Survey Outcome

DSS has launched a survey on the canteen service among parents. We ask you to find in the following slides the result of this survey

Goals of the parents Board and the school management 2021/2022


1. Eat healthier - Less pizza, more set menu + healthy sandwich



Software must be able to evaluate separately according to student, level and staff.



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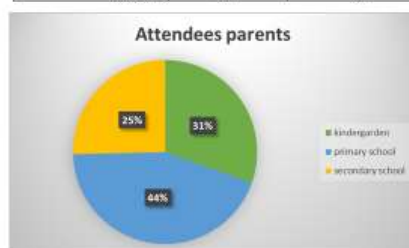
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Goals of the parents Board and the school management 2021/2022

2. Canteen Survey

	Attendees			
	parents	staff	Primary + secondary students	total
ask	319	77	226	624
attend	138	29	177	344
prozentual	43%	38%	78%	55%



High student participation
Canteen is important for parents in all departments



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HEALTHY eATING - Implementations

Main Courses Kindergarden

- Kindergarten children receive a choice from the set menu and the vegetarian menu.
- There is also a salad bar for the kindergarden students.

Pasta station

- Schoolchildren can get a free salad with pasta / pizza

Dessert

- Ice cream: Only one time per weeks for German students
- Yoghurt: 4 % Fat, no sugar

Lunch-Time

- Cocu supervises the canteen and discuss daily with the students about healthy food and gives also EUREST feedback about the menu.



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Canteen Survey



The feedback from the secondary students is fine. But we have to work on the feedback of the elementary school.

EUREST and Nadja works on the developed of the second protein dish. Parents have suggestions for "children's meals".



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Canteen Survey – Ideas for lunch-time




Soups as a main course too



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DSS is proposing more soup in the canteen, we already have some soup, but the request is to have Different soup.

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Canteen Survey – Ideas for Lunch-time



Lachs-Burger, potatoe pancakes




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Canteen Survey Ideas for Dessert/Salad



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Other ideas for lunch and for desserts. We ask Chartwells to study these proposals and get back to Us, with proposals on what can be implemented or with different proposals.

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Canteen Survey – Sandwich station 11/21



Situation at the moment:

- Full grain baguette only once a week.
- No full grain bread.
- No salmon – No Vegetarian spread
- Tuna only once a week.
- Cheese less quality



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Canteen Survey – Ideas Sandwich station



- Daily:

- full grain bread
- Salmon/ Tuna
- Vegetarian spread
- Cheese normally quality



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Some ideas for healthy sandwiches, also waiting feedback from Chartwells

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Canteen Survey - Delimarcé

Is the offer in the Delimarcé healthy?			
	yes	no	total
students / parents / staff	15%	85%	100%

Ideas:



Sandwich station open also in the afternoon.

Add fruit tea + herbal tea + more fruit juices

To much plastic in the delimarcé (Limonade)?

Limonade + Donuts too unhealthy?

Improve Software too block products

To discuss:



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Canteen Survey – Lunch time

The amount of the food					
	very good	good	acceptable	poor	total
primary school	28%	19%	45%	8%	100%
secondary school	24%	43%	28%	6%	100%
member of staff	21%	58%	11%	11%	100%
Total	26%	31%	36%	7%	100%

The temperature of the food					
	very good	good	acceptable	poor	total
students / staff	19%	22%	23%	19%	83%
	23%	27%	26%	23%	100%

freshness of the ingredients					
	very good	good	acceptable	poor	total
students / staff	14%	46%	27%	14%	100%

Duration Mealtime Secondary school					
	very good	good	acceptable	poor	total
	12%	23%	34%	31%	100%

waiting time					
	very good	good	acceptable	poor	total
primary school	16%	0%	73%	11%	100%
secondary school	3%	14%	42%	41%	100%
member of staff	32%	47%	16%	5%	100%
Total	13%	10%	55%	21%	100%




41 % of the secondary students have a poor waiting time.

31 % the mealtime is not enough.

Reasons?



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Canteen Survey – Action Plan to discuss

Software:

- Evaluation
- App Delimarc



Eurest

Menu:

- 2. Protein dish
- Soup
- Salad bar
- Sandwich station
- Offer + price delimarc



Team?

Process in the canteen

- Waiting time students



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8) Chartwells Presentation

Mr. Claude Cerbolles presented the new projects conducted since this school year:

- New food, such as Kebab, sushi roll and vegan burger have been added to the menu;
- New Chinese dim-sum, like Char-siu Baozi, start to be served, and more traditional food (Shrimp dumpling, Shaomai etc.) are planned to come out step by step in the future
- Healthier smoothies are under study at the moment by Chartwells and will be served from next year if possible

Step 1

Creating a Premium Menu

NEW MENUS WITH THE NEXT ADDS

- 2/MONTH Kebab
- 2/MONTH Veggie Rice Roll
- 2/MONTH Homemade Vegan Burger in Roots & Seeds



Step 2

Bringing More Popular Food

SELECTED CHINESE DIM-SUM

- Shrimp Dumpling
- Char-Siu Baozi
- Mushroom Shao Mai
- Shanghai Style Steamed Pork Bun



Step 3


Bringing More Healthy Drinks

SMOOTHIES

Using Fresh Fruit to make healthy smoothie, instead of the fresh juice, smoothie can be kept in the fridge for longer time and will not separate.



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Mr. Claude Cerbolles summarized the special events planned for this school year, like the special menus to promote the cuisines all over the world and the special dishes for the festivals in 2022.

Creating a premium menu – Step 4

YEARLY PROMOTION PLAN

According to school calendar & yearly calendar

Month	September, 2021		October, 2021		November, 2021		December, 2021		January, 2022	
Promotion /Service Line Location	Carving Promotion/ Chef Table		South East Asian Dish/ Taste of Asia Station		Italian Promotion		Christmas Holiday/ Chef table		Chinese New Year Promotion	
Promotion Details	Slow cook Roasted beef Brisket/Soft Tender	Roasted roll pork belly	Thai Dish	Vietnamese	Creamy Mushroom Risotto	Beef/Cheese Lasagna	Beef Wellington	Christmass Turkey	Peking Duck	Mixed Cantonese BBQ
Month	February, 2022		March, 2022		April, 2022		May, 2022		June, 2022	
Promotion /Service Line Location	Valentine day & Lantern Festival Promotion		Womens Day		Language Week		East European Promotion		Summer BBQ promotion/ Chef Table	
Promotion Details	Special Dessert	Sweet Sticky rice ball	Guest Chef to cook for Chef tables both campus preferable woman		QP Whole week promotion with different French Speaking Country	YP Whole week promotion with different French Speaking Country	Russian Dish	Turkish Dish	QP Indoor BBQ using Tempuraki Station	YP Outdoor BBQ area with grilled machine display outside




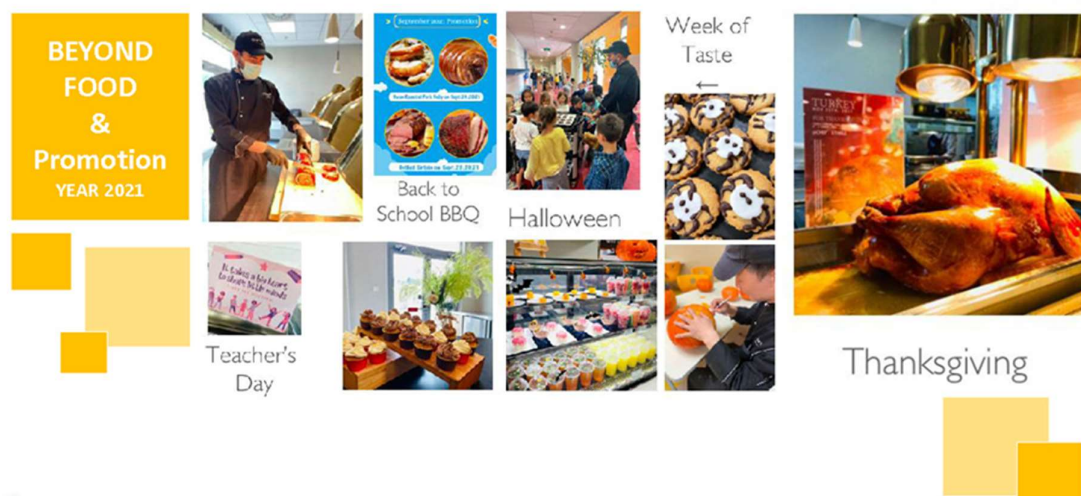
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Chartwells presented some photos of the activities over last school year and expressed that they were very pleased to teach in the cooking classes that schools organized and invited them to joint in, such as the sushi class in which they taught the children how to make sushis. Parents and schools would like to cooperate with Chartwells in the future in such workshops for children, if possible.




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1) Action plans

- For environmental protection, new colorful plastic cups are put everywhere in the canteen (beside water machines and service lines etc.) so that people can get them more easily.
- If the food contains any potentially allergenic element such as lactose, bean or gluten, an icon is highlighted under the description of the dishes on the daily menu. Colorful icons are also used to differentiate the meats (beef, pork, chicken, duck, fish etc).
- In Trattoria service line, vegetables are now provided as well to make students eat in a healthier way.
- Different sizes of veggie/tomato/fruit cup are available now according to the comments received last year. Students and staff can choose the size (big or small) that they want.
- Posters are posted at many places in the canteen to remind students and staff that starch and vegetables can be refilled freely. But people are invited to finish the plate before the free refill to avoid any wastage.

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Actions



Actions



**A VOLONTE
FREIER NACHSCHLAG
FREE REFILL
免费添加**

Après avoir fini votre assiette!
Nachdem man den Teller geleert hat!
After finished your plate!
请先“光盘”哦!

Chartwells EATglobal



COMPOSITION DU SET MENU

ENTRÉE (Main à volonté en buffet)
Croustille (à volonté)
Sauce (à volonté)


PLAT PRINCIPAL (à volonté)
Viande (à volonté)
Poisson (à volonté)
Vegetarien (à volonté)

PRODUIT LAITIÈRE (à volonté)
Yaourt (à volonté)
Fromage (à volonté)

DESSERT (à volonté)
Fruit (à volonté)
Dessert (à volonté)

AUTRES (à volonté)
Bouillon (à volonté)
Bouillon (à volonté)

Chartwells

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9) Q & A

9. Q&A

Is it possible to have sauce on the side of the meat, to let child decide if they need sauce or not

This is ok, it will be implemented soon

Regarding the rest of the food, is it possible for Chartwells to sell at a competitive price? This may attract staff to purchase and for Chartwells it will be less food to throw away.

Currently Chartwells propose 2 prices depending of the food : 15 RMB and 19 RMB. Chartwells is open to discuss this topic.

Time to eat is not enough

Time depends on schools, we need more details, which level are we talking about.

Portions are too small

There is a grammage to be respected by Chartwells, and we do audits to verify. We can confirm that the supplier complies with the requirement of the contract. In any case, if the students are still hungry, they have the possibility to refill.