 LYCÉE FRANÇAIS DE SHANGHAI 上海法国外籍人员子女学校	CANTEEN	
	Minutes of meeting	
	Reference CC.QP.21-22.1	Version v.1
		Date Dec. 02, 2021
Canteen Committee - Qingpu		

Meeting minutes

1. Time:

Dec. 02, 2021, 10:30am to 11:45am

2. Present:


- LFS:
 - Mr. Pechoux, CEO
 - Ms. Nicolas, Support Services Manager
 - Ms. Ma, Support Services Assistant (reporting)
 - Mr. Kurdziel, Director of Primary School
 - Mr. Lanzi, Dean of Students of Secondary School
 - Ms. Orsa, Vie Scolaire of Primary School
 - Ms. Ouzeau, Nurse
 - Mr. Gaboriau, Staff Representative
 - Ms. Clement, Staff Representative
 - Mr. Jorby, Parent Representative
 - Mr. Herve, Parent Representative
 - Ms. Dubroeuq, Students Representative
 - Ms. Potvliege, Students Representative
- DSS:
 - Mr. Baars, Head of Administration
 - Ms. Menold, Administration
 - Ms. Kaiser, Parents Representative
 - Ms. Diao, Parents Representative
 - Ms. Lu, Parents Representative
 - DSS Students Representative
- Common team:
 - Mr. Cerbolles, Representative of Chartwells on both campus
 - Ms. Chen, Qingpu Site Manager of Chartwells
 - Mr. Beltran Bove, Chef of Chartwells

3. Absents excused:

- LFS:
 - Mr. Du Fayet De La Tour, Vice Headmaster
 - Ms. De Guillebon, Students Representative
 - Mr. Zhang, Students Representative
 - Mr. Fortin, Students Representative
 - Mr. Ricard, Students Representative

4. Agenda:

- 1) Roundtable members presentation
- 2) Canteen Committee Framework
- 3) Chartwells Presentation
- 4) Canteen Indicators
- 5) Validation Menu Process & Communication
- 6) Action plan
- 7) Q&A


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5. Development:

1) Roundtable members presentation

LFS Canteen Committee is composed as follows:

2021-2022 QINGPU CANTEEN COMMITTEE		
ROLE	APPOINTED MEMBER	ALTERNATE MEMBER
Representatives of the Administration		
CEO	M. David PECHOUX	
Support Services Manager	Mme Floriane NICOLAS	
Deputy Headmaster	M. Fabien DU FAYET DE LA TOUR	
Head of Primary School	M. Jean KURDZIEL	
Nurse	Mme Corinne OUZEAU	
Dean of Students of Secondary School	M. Eric LANZI	
Vie Scolaire of Primary School	Mme. Cintia ORSA	
Staff representatives		
Staff representatives (<i>not necessarily member of the School Council</i>)	M. Benoit GABORIAU	
1 Primary School		
1 Secondary School		
1 Administration	Mme. Séverine CLEMENT	
Parent and student representatives		
Parent representatives (<i>not necessarily members of School Council, 1 person per level if possible</i>) 4 seats	M. Gabriel JORBY	
	M. Alexis HERVE	
Student representatives (<i>not necessarily members of School Council</i>) 3 seats	Emma DUBROEUCQ (3A)	Allegra DE GUILLEBON (6D)
	Jacky ZHANG (TA)	Leo FORTIN (TA)
	Jade POTVLIEGE (CM2b)	Jules RICARD (CM2a)
Representative of the service provide Chartwells		
Representative of Chartwells 1 seat	Mme Sara CHEN	

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2) Canteen Committee Framework

The basic rules described in the slide are explained by Mrs. Nicolas and Mr. Baars.

2. CANTEEN COMMITTEE FRAMEWORK

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.

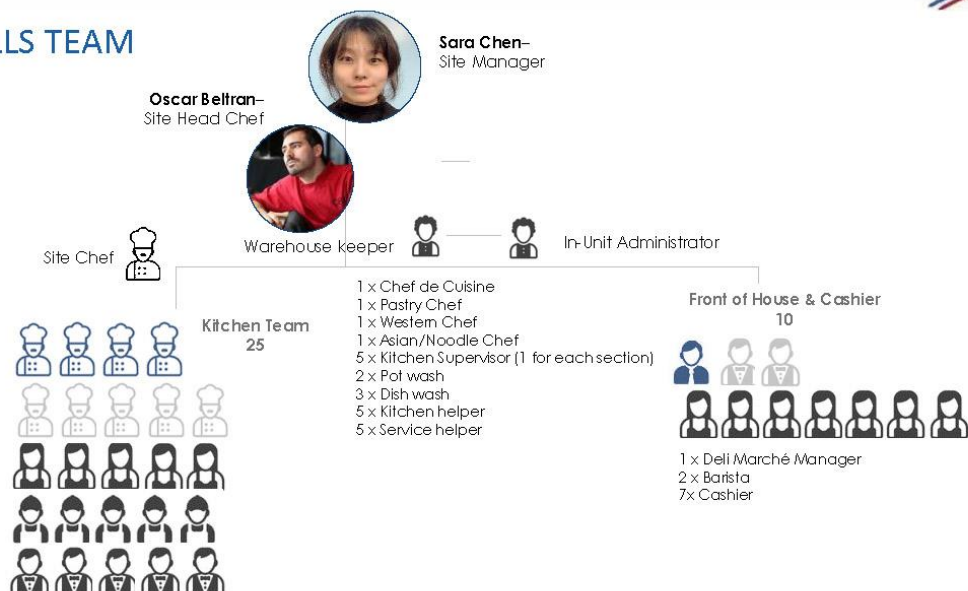
3) Chartwells Presentation


Mr. Claude Cerbolles, Chartwell's regional manager (Head of Mrs. Sara Chen and Mr. Oscar Beltran), explained the composition of the Chartwells onsite team in Qingpu Campus.

3. PRESENTATION: SERVICE ORGANIZATION

CHARTWELLS TEAM

Management – 5
Kitchen – 25
Front of House – 10
Total Headcount - 40



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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

3. PRESENTATION: NEW PROJECTS



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.



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.

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3. PRESENTATION: NEW PROJECTS

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 Tempurayaki 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.

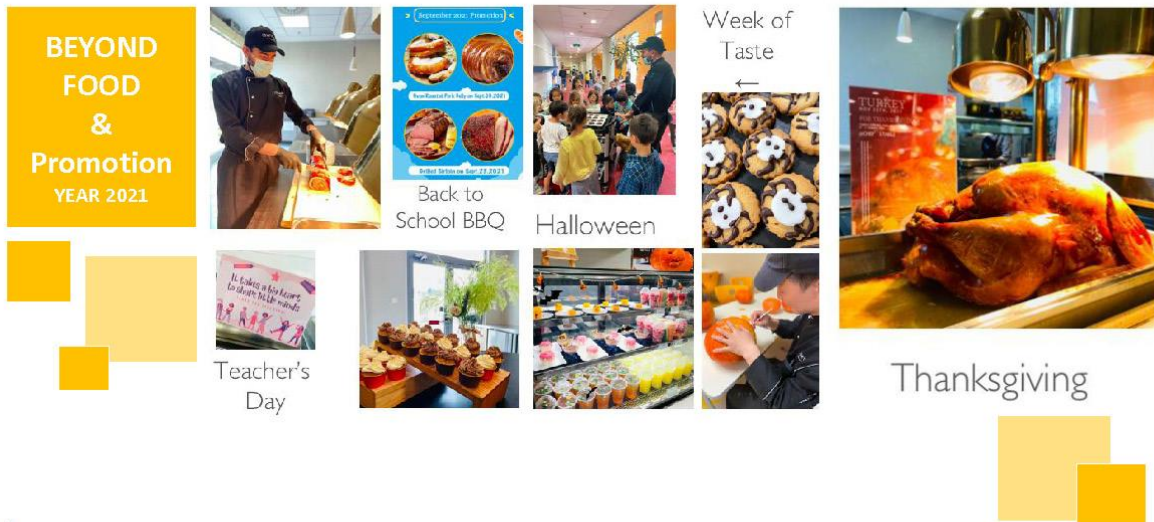
3. PRESENTATION: 2021 SNAPSHOTS



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3. PRESENTATION: 2021 SNAPSHOTS



4) Canteen Indicators

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 MAIN INDICATORS


I MEALS NUMBER

	Description	Data	Comments
1	Number of meals prepared per day	1900	Set Menu is prepared according to students number + 10%-15% for refilling and selling a la carte.
2	Number of meals sold per day	1850	Canteen staff 38 meals/day excluded.
3	Batch Cooking	2-3/day	First batch 85% to ensure enough food for the first and second waves. Second batch 15% to ensure the last wave have enough food. Third batch depends on the remaining food, mainly for the last wave.
4	Number of orders in Deli Marche per day	1250	For younger kids, our staff will recommend them to buy fruits.
5	Number of incidents	1	One worm was found in the plate of a teacher. To improve we have: - Trained the staff to clean the vegetables more carefully, - Cut the vegetable in smaller pieces to double check. - Communicated with purchasing to find auto washing sink for the kitchen.

I SUPPLIER KPI

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 equipment
9. Sanitation, health, safety inspection, deep cleaning
10. Written procedure / Registration

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Since the launch of the project “One Protein” on June 2021, it is found that the food wastage has indeed decreased. Parents advised that schools could compare the figures with other international schools in Shanghai, which may help the schools to have a better view.

Some school colleagues highlighted that kids may not be served as well as before as they have less choices. Parents proposed that improve the vegetables and serve the sauce separately may help children to eat better. This project will continue go on an observation period until next year, then both schools will review the effects of this project on the 2nd commission of the year and make a decision accordingly.

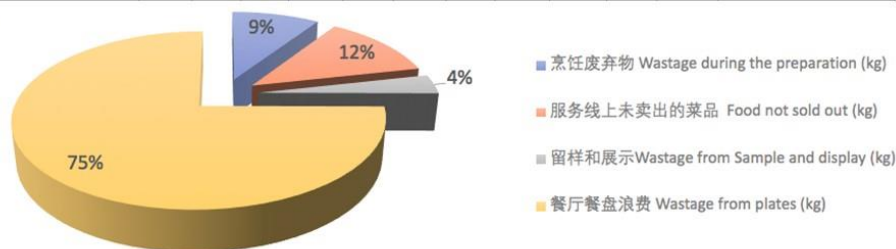
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4. CANTEEN MAIN INDICATORS

I FOOD WASTAGE

FGS-QP 明细 Description	Jan	Feb	Mar	Apr	May	June	Sept	Oct	Nov	Dec	Total	Comment
烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)	370	307	421	336	343	265	329	207	287		2865	Pure Compost
服务线上未卖出的菜品 Wastage from service lines (kg)	511	304	421	414	501	330	514	326	491		3812	Weight before canteen staff eat
留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)	152	100	171	135	129	122	128	75	154		1166	For check and display everyday
餐厅餐盘浪费 Wastage of Plates (Kg)	2700	2057	2850	2633	2974	2650	3016	1792	2613		23285	
供餐份数 Meals Number	37000	24050	42550	31450	38850	38850	37000	27750	40700		318200	
供餐天数 operating days	20	13	23	17	21	21	20	15	22	13	185	
平均每天浪费 wastage/Day (kg)	187	213	168	207	188	160	199	160	161		183	
平均每天 每餐浪费 average wastage/ meal/Day (Grams)	73	86	67	84	77	68	82	65	64		74	

* Wastage including sauce & soup.




Food Wastage – Eat Global 1 protein vs 2 protein

	MAY (20 Days, Estimate number)			JUNE (21 Days)			OCT 11 to NOV 5 (20 Days)		
	WASTAGE (KG/MONTH)	MEAL NUMBER	MAY AVERAGE (KG/PLATE)	WASTAGE (KG/MONTH)	MEAL NUMBER	JUNE AVERAGE (KG/PLATE)	WASTAGE (KG/MONTH)	MEAL NUMBER	OCT&NOV AVERAGE (KG/PLATE)
German KD /kg	300	2356	0.127	283	3144	0.090	210	3363	0.062
French KD/kg	175	2240	0.078	129	2352	0.055	120	2105	0.057
Canteen LFS&DSS/kg	880	7631	0.115	869	6968	0.125	671	8115	0.083
Total	1355	12227	0.111	1281	12464	0.103	1001	13583	0.074

- In May less meal numbers and at the beginning of 1 protein we still prepare more in case not enough food. In total decreased 5% only.
- In Oct and Nov we have more experience, and less wastage in salad bar, with less students, simple protein, we prepare less and decreased 23% wastage.
- Oct we have a more stable number, but it is not a full month so we take Oct 11th to Nov 5th as a full month to do the comparison.



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Since the App is available, most of the comments are sent by parents through App. Besides, parents can also send their remarks by email to both schools. In the meeting, students advised the supplier to put back the Ipad in the canteen, ideally next to the exit, for students who want to write down their comments. School and Chartwells will study the best solution for this Ipad.

CANTEEN MAIN INDICATORS

I COMMENTS (IN THE APP)

Suggestions & Feedbacks	Time	Comment
Too much pasta	2021/9/6 12:51	We had 1 pasta & 1 tofu in salad bar. We will pay more attention to the balance of the salad bar.
Poor choice salad bar	2021/9/6 12:52	
On 2021-9-1 the amount -7.5 was deducted twice.	2021/9/6 21:22	System fault, refunded.
Only 1 x -7.5 on 2021.9.01 is correct.	2021/9/6 21:36	
Leo Wang的扣费记录有问题	2021/9/9 11:06	System fault, refunded.
您好, 是不是有可能你们给Kita午餐照片都不对? 今天照片是明天的午餐?	2021/9/22 11:51	We keep the daily dish for 2 days for parents to check. On Sept 22nd was sausage & spatzel and we provide the same. Maybe parents check the day before.
Lunch photo of today is the menu for tomorrow?		
请问, 充值为何要交手续费? 你们在消费者充值的过程中, 产生了什么费用, 需要消费者承担?	2021/10/18 9:30	The service fee is charged by bank
Why there is service fee for top-up		
Amount based fees?? That's a big joke...	2021/10/28 20:51	The service fee is charged by bank



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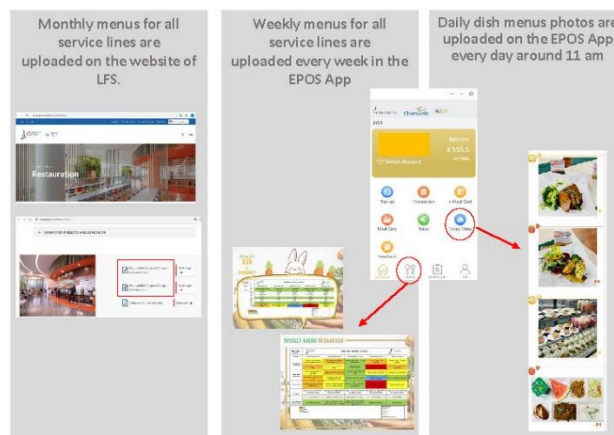
5) Validation Menu Process & Communication


Menus are validated by concerned staff and supplier of both campuses every two months. The validated menu then will be published both on the website (for LFS only) and in the App. The monthly menus of all the service lines are uploaded on the website of school (LFS). The weekly menus are uploaded every week in the EPOS App. And the daily dishes' photos are showed also in the app and are updated on a daily basis. The photos are generally kept for two days, but as requested by the parents, the photos will stay on the App for 5 days. Based on the parents' comments, the photo of Set Menu (Eat Global) will be put at first.

MENU VALIDATION PROCESS & COMMUNICATION

The menu is validated for one or two months and is common for both campuses (Yangpu & Qingpu)

- 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
- 1 YP-QP Chartwells Manager
- 2 Chief of Chartwells
- 2 Chartwells site Managers



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6) 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.

Actions



Actions



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6. Q&A:

- a. **Parents representatives:** **Fruits cost - Today, every fruit is sold for 7rmb. For example, for mandarines, taking 2 or 3 is not uncommon for a dessert, it would sum up to 21 rmb. For this reason, would it be possible to make the price of fruits more affordable or integrate it in some set menus? Like for example dish + fruit.**

LFS: Our prices are indeed fixed for 3 years (until July 2022). Schools are currently working with Chartwells, with the price menu to be worked together for next school year. Healthy items could be lower price (included fruits) and un-healthy items could be more expensive.

- b. **Parents representatives:** **Healthy menu - For secondary, could we propose everyday a 3 dish healthy menu (appetizer, main, dessert)? Today, lots of students eat the same type of dishes everyday, based on rice, French fries, pasta... a healthy set menu would allow to diversify the meal. We would like to offer this menu with a discount compared to the cost of each element separately, to motivate peoples to take it. We can counterbalance by increased prices on other less healthy products (fat or sweet...). Can chartwells study the question and make some proposals?**

LFS: To be analyzed with DSS and Chartwells for next school year. This topic could be discussed again at the 2nd committee session (in March)


- c. **Parents representatives:** **More dynamic communication - When there are some special events, parents are hardly made aware. In general, the community of parents do not have an appreciation of the canteen quality at the level of the reality. Pictures of the dishes are getting posted on the mini program but parents are not always quick enough to see the pictures and at weekend they are removed. Would it be possible to 1) push more communications to the parents, on a wechat account with history (?) 2) establish a day 1 introduction to the canteen when parents come to visit the school at the beginning of the year ; maybe with a stand, a special tour of the lines, example of menus, and answer key questions the parents may have. We could also make them install the app at this moment.**

LFS: LFS proposal:

- To make a notification on the App when there is some special/new event (to be analyzed by Chartwells IT)
- Keep for 5 days the daily menu on the App – Already started
- LFS open day (before school start): we will have a table there – same as bus – to present to parents the canteen system, presentation of the service lines, how works the card refill, presentation of the "Eat Global" menu.
- Website: information about guidelines for EPOS, FAQ, Contact

- d. **Parents representatives:** **Would it be possible to organize some recipes sharing, visit of the ASC cooking class, and other special events to make the kids like their canteen and know more about cooking?**

LFS: Chartwells: Promotion see Page 8 to 9. Canteen also would love to join more cooking classes. For some successful dishes, we will also let our chef share some popular recipes in the mini program.

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- e. **Parents representatives:** **Is it possible to know the average spend per day of a canteen service user in primary school, secondary school, staff, splitting German vs. French school?**
LFS: See charts below. For the moment we can only combine the students and teachers, separate by LFS & DSS. LFS Primary, kindergarten, DSS Kita, Grade 1 excluded in the chart. This is total average base on total orders/Revenue.

		DSS	LFS
Orders / Day	students	1053	1229
	teachers & staff	169	283
Amount/ Day	students	21787	19669
	teachers & staff	3351	6708
Average RMB/ Day	students	40	32
	teachers & staff	42	48

- f. **Parents representatives:** **Set Menu - 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.**

LFS: Eat global service line is a set menu line for LFS primary students (CP-CM2) and DSS Grade 1, 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.

Some actions:

- We propose to not serve the yogurt or desert on the plate for CP: Will offer to the students once they finish their meal.
- We propose to have simpler protein, sauce aside and simpler vegetables
- Chartwells need to work on the vegetables, to make them more attractive for kids


- g. **Parents representatives:** **0,6% service charge. Parents were told that part is taken by the bank. Most of restaurants take care of this part.**
Suggestion: half-half-split between canteen and parents. At least it needs to drop to 0,3%.

DSS: As communicated last committee meeting in March 2021. This is service fee is charged from China Union Pay. Chartwells will check with his Finance Department to check out whether he could share this service fee with parents.


- h. **Parents representatives:** **Will the canteen build up an E -invoice system? It will help the parents who want to have an invoice more easily.**

DSS: For the fapiao request, Chartwells gets 15 parents ask for fapiao per month, but already communicated with their IT, they are working on this function now.
Target date after Chinese new year to functional in the EPOS APP.

- i. **Parents representatives:** **Separate the outing package for kindergarten kids from elder kids. The canteen package is not friendly to younger kids.**
It was offered salami sandwich but with spice salami and peppers.

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- DSS:** Chartwells has already ordered a non-spicy salami product from their supplier. When they receive the order from teachers of kindergarten in the future, they will also double confirm the salami option with teachers.
- j. Student representatives:** **Can the vegan day be cancelled?**
- LFS:** Both school leaders agree that the Vegan Day shall not be cancelled. This is not only a day to let students and staff to eat more vegetables, but also an opportunity to remind people to pay more attention on a healthier life and a friendlier environment. Therefore, this project is very meaningful. Besides, students are invited to collect opinions from their schoolmates to brainstorm together and make the Vegan Day more attractive for students.
- k. Student representatives:** **Are there some ways to easily check the card balance, like to install a machine to facilitate the check by oneself ? Because to check in the salad bar, students need to make a long queue each time.**
- LFS:** Chartwells will think about this advice and work with schools to install one if possible.
- l. Student representatives:** **What is the price calculation? if students ask for smaller portions instead of a normal one (side dish/main dish)?**
- DSS:** We encourage kids to have a balanced diet, with main protein, starch food and veggies on the plate will be appreciated. Only main dish without veggies is not so healthy and will have more wastage. If kids don't want the main dish, the average price is between (20RMB) for vegetables choice or French Fries (22RMB).
- m. Student representatives:** **In case a student needs to pay in cash, the cashier needs to be prepared for it. If happens, that they don't have money to give change.**
- DSS:** Chartwells will prepare extra cash before breakfast time to make sure kids will not wait for too long. For hygiene and safety reason, if kids want to pay cash there will be a designated cashier in the salad bar as it is buffet, so their cashier never serve or touch any food.
- n. Staff representatives:** **How do you make sure that the CP level pupils in Elementary School have the choice between a cheese or a yogurt?**
- LFS:** On LFS CP side, the parents volunteer and the Vie Scolaire are here to see and will give the cheese. For the upper grade, Chartwells will have an employee on the service line to check if the student take either the cheese either the yoghurt.
- o. Staff representatives:** **What are the modalities for the regulation of the food quantity taken by the pupils? Are they served at will?**
- LFS:**

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CANTEEN

Flexibility in refilling is preferred to cater to every age need.

	Items	Refill policy
Appetizer	Salad bar or daily soup	Free refill
Main course	Meat or fish	No free refill
	Starch	Free refill (except French fries)
	Vegetables	Free refill
Dairy product	Yogurt	No free refill
Dessert	Fruit or dessert	Free refill for fruits only
Others	Bread	No free refill
	Water	Free refill

p. Staff representatives: Are there some ideas to avoid the food waste?

LFS: Some ideas are proposed during the meeting, such as close the service line which is finished and invite students go try other dishes., make new signs/posters to heighten people's awareness on the food waste etc.

7. Next meeting:

The **tentative** proposed date for the next meeting is: Mar. 30, 2022, at 10:30am,