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	Reference CC.QP.22-23.02	Version v.2	Date Mar. 30, 2023
	Canteen Committee - Qingpu		

Meeting minutes

1. Time: Mar. 30, 2023, 10:30am to 11:45am
2. Present:
- LFS:
 - Ms Livia RAFIDISON, CEO/COO
 - Mr. Willy BONGA, Support Services Manager (reporting)
 - Ms. Qian MA, Support Services Assistant
 - Ms. Amélie DESCHAMPS, Vie Scolaire of Primary School
 - Ms. Corinne OUZEAU, Nurse
 - Ms. Tania SANCHEZ, Staff Representative
 - Mr. Alexis HERVE, Parent Representative
 - Mr. Ethan VIENNE, Student Representative
 - Ms. Chloé LAO, Student Representative
 - Mr. Jerry SU, Student Representative
 - DSS:
 - Ms. Kerstin Tobias, Deputy Head of Kindergarten
 - Ms. Xue Li, Admission
 - Ms. Iris Kaiser, Parents Representative
 - Ms. Beate Diao, Parents Representative
 - Ms. Christina Lu, Parents Representative
 - Common team:
 - Mr. Claude Cerbolles, Representative of Chartwells on both campus
 - Ms. Sara Chen, Qingpu Site Manager of Chartwells
 - Mr. Beltran Bove, Chef of Chartwells
3. Absents excused:
- LFS:
 - Mr. Eric LANZI, Education Counselor
 - Mr. Loïc LE BRONEC, Staff Representative
 - Ms. Gloria JIA, Parent Representative
 - Ms. Emmanuelle BLANC-TORES, Vice Headmaster
 - Mr. Jean KURDZIEL, Director of Primary school
 - Ms. Lydia Lin-Yan HE, Parent Representative
 - Mr. David BEUTIN, Parent Representative
 - Mr. Danio DANIO, Staff Representative
 - DSS:
 - Mr. Jürgen Lesch, Chief Administrative Officer (DSSH)
4. Agenda:
- 1) Canteen committee framework
 - 2) Roundtable members presentation
 - 3) Canteen service organization
 - 4) Survey on canteen
 - 5) Canteen indicators
 - 6) Yearly promotion of 2022-23
 - 7) New projects
 - 8) EPOS App
 - 9) Q&A

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5. Development:

1) Canteen committee framework

The basic rules described in the slide are explained by Mr. Willy Bonga,

2. COMMITTEE REGULATIONS – BASIC RULES

GOAL

Committees are dedicated to handle regular questions related to the topics of Canteen. Generally, Committees promote a mutual, healthy and transparent relationship between Schools, parents, staff and student representatives, as to improve the general service quality, within its existing constraints, by sharing information about works, projects in progress, and answering questions about areas of concern.

LIMITS OF SCOPE

Committee Members are not a decision-making body, but a consulting body. Decisions will be made by schools' services, principal and boards. Committee Members shall set aside any personal conflict of interest during Committees.

2. COMMITTEE REGULATIONS – BASIC RULES

COMPOSITION OF COMMITTEES


Committees are joint Committees of both LFS and DSS schools.

TIME FRAME

Joint LFS/DSS Committees are in-person Committees and take place at least twice per school year, on the Schools' initiative.

When events require it, Schools can call for extraordinary Committees with 3 days of forewarning. They can be in-person or online Committees.

Dialogue and feedback to the Schools are possible all along the school year, as well as informal Committees involving LFS only or DSS only.

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2) Roundtable members presentation

The committee members of LFS and DSS schools are as follow:

3. COMMITTEE ORGANIZATION

Composition of the LFS – DSS QINGPU Canteen Committee

LFS

- Ms Livia RAFIDISON, CEO/COO
- Ms. Emmanuelle BLANC-TORES, Vice Headmaster
- Mr. Jean KURDZIEL, Director of Primary school
- Mr. Willy BONGA, Support Services Manager
- Mr. Eric LANZI, Education Counselor
- Ms. Amélie DESCHAMPS, Vie Scolaire of Primary School
- Ms. Corinne OUZEAU, Nurse
- Ms. Gloria JIA, Parent Representative
- Ms. Lydia Lin-Yan HE, Parent Representative
- Mr. David BEUTIN, Parent Representative
- Mr. Alexis HERVE, Parent Representative
- Mr. Danio DANIO, Staff Representative
- Ms. Tania SANCHEZ, Staff Representative
- Mr. Loïc LE BRONEC, Staff Representative
- Mr. Ethan VIENNE, Students Representative
- Ms. Chloé LAO, Students Representative

DSSH

- Mr. Jürgen Lesch, Chief Administrative Officer (DSSH)
- Ms. Kerstin Tobias, Deputy Head of Kindergarten
- Ms. Xue Li, Staff Admission
- Mr. Heiko Baum, Principal Primary School
- Ms. Iris Kaiser, Parent Representative
- Ms. Beate Diao, Parent Representative
- Ms. Christina Lu, Parent Representative
- Ms. Mandy Jahnz
- Ms. Naomi Paeslack

CHARTWELLS

- Mr. Oscar BELTRAN BOVE, Head Chef
- Mr. Sara CHEN, Site Manager
- Mr. Claude CERBOLLES, Operation Leads-East

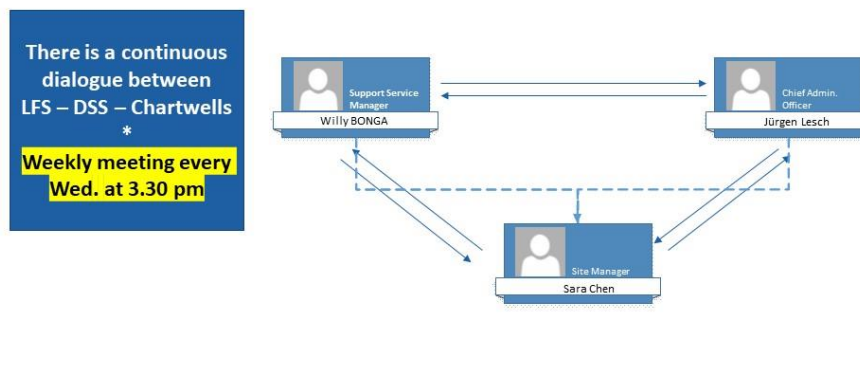


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3) Canteen service organization

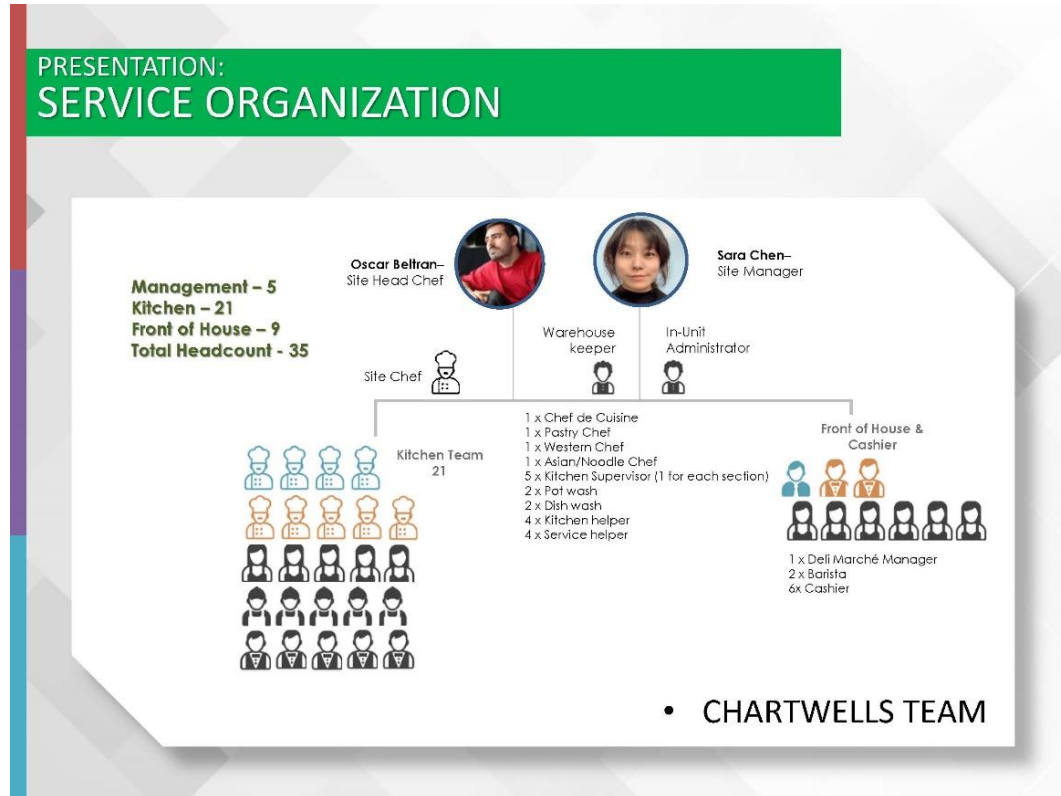
Mr. Willy Bonga explains the catering service organization within LFS and DSS schools.

4. CANTEEN SERVICE ORGANIZATION – QINGPU EUROCAMBUS



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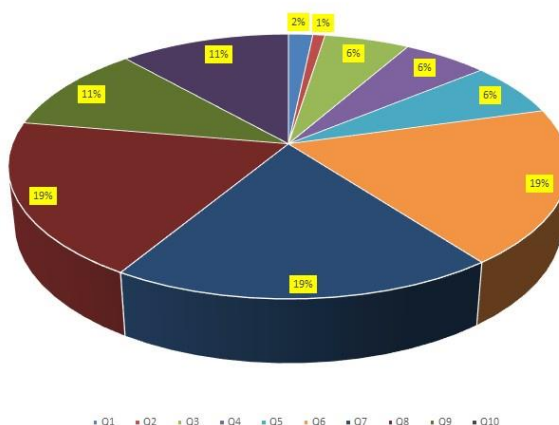
Ms. Sara Chen, Chartwells’s Site Manager explained the composition of the Chartwells onsite team in Qingpu Campus.



4) Survey on canteen

Mr. Willy Bonga presented the result of a canteen survey conducted among school staff. In overall, staff are satisfied with the catering service proposed by Chartwells.

QUALITY OF THE FOOD



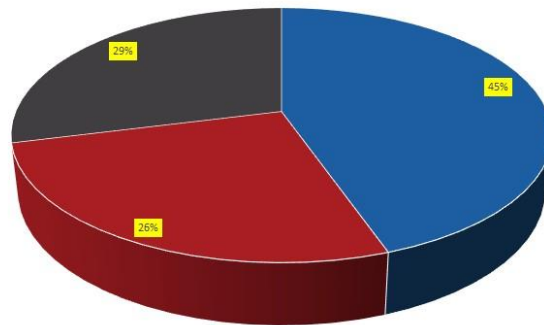
Q1 (1/10)	2
Q2 (2/10)	1
Q3 (3/10)	7
Q4 (4/10)	7
Q5 (5/10)	8
Q6 (6/10)	23
Q7 (7/10)	23
Q8 (8/10)	23
Q9 (9/10)	13
Q10 (10/10)	14
Total	121

Those who gave a quality equal of over 5/10 are 104 persons out of 121, means 86%.

This is a good score showing that the quality is estimated good by a large majority of staff.

REDUCTION OF MEAT CONSUMPTION

Reduction of meat consumption

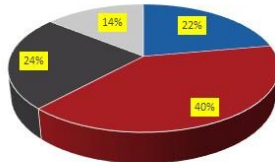


No	54
No opinion	32
Yes	35

• No • No opinion • Yes

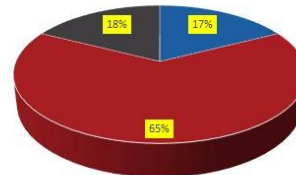
SATISFACTION LEVEL OF STAFF

Satisfaction level for staff over 5 years



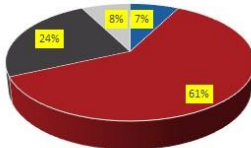
• Very sat • Satisfied • Little sat • Non sat

Satisfaction level of staff 3-5 years



• Very sat • Satisfied • Little sat • Non sat

Satisfaction level of staff 1-2 years



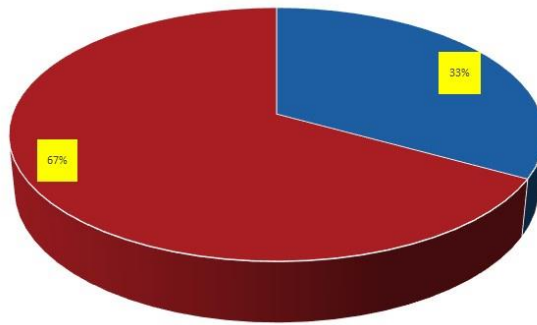
• Very sat • Satisfied • Little sat • Non sat

As we can see in the figures, the global satisfaction is good :
Over 5 Years: 62% satisfied, 24% Little, 14% Not satisfied
3 to 5 years: 83% satisfied, 17% little
1 to 2 years: 68% satisfied, 24% Little, 8% Not satisfied

EXISTENCE OF WECHAT PROGRAM?

Do you know the wechat program?

No	40
Yes	81
	121



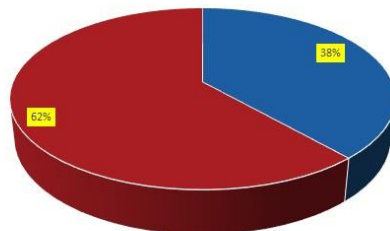
1/3 of staff does not know the existence of a wechat program with all possibilities offered by this system. School needs to give more information and train them.

■ No ■ Yes

EXISTENCE OF CANTEEN COMMITTEE

Do you know the canteen committee?

Canteen committee	
No	45
Yes	72



38% of staff does not know the existence of the canteen committee. School needs to give more information about the role of this committee and how staff can use it to improve the canteen service.

■ No ■ Yes

SYNTHESIS FOR QINGPU



Note	Overall Satisfaction	Food quality
Less than the average	36	18
Over the average	74	58
Total	110	76
Satisfaction rate	67%	76%

Number of remarks	Progress
Appreciation	7
Reviews	22
Total	29
Satisfaction rate	24%

Type comments/suggestions	NB
Diversity (meat, vegetables, fruit, starch etc.)	28
Diversity type product/meal	23
Quality : Food/nutrition/taste	26
Quantity served	5
Servant service	4
Price	11
Communication	6
Environmental protection	20
Menu composition	4
Presentation	1
Event	1
Others	2

SYNTHESIS FOR YANGPU



Note	Overall Satisfaction	Food quality
Less than the average	22	12
Over the average	62	51
Total	84	63
Satisfaction rate	74%	81%

Number of remarks	Progress
Appreciation	7
Reviews	14
Total	21
Satisfaction rate	33%

Type comments/suggestions	NB
Diversity (meat, vegetables, fruit, starch etc.)	10
Diversity type product/meal	8
Quality : Food/nutrition/taste	18
Quantity served	5
Servant service	1
Price	2
Communication	2
Environmental protection	18
Menu composition	0
Presentation	0
Event	1
Others	3

COMMENTS AND SUGGESTIONS – QINGPU

1. Please, do not put pastas into the salad bar. There are pastas everywhere in the other stations. People going to salad bar want vegetables and good diet options.
2. Chili and color
3. More variety: sometimes, there is only pasta or rice on all lines.
4. Replace sweet snacks and offer healthy snacks
5. Instead of offering everyday three types of meat (!!) maybe offer fish more often / sea products or two vegetarian options.
6. The price is not up to the standard of the food.
7. I would like to have real authentic food from each respective stands(sometime really not a good fusion of the food)
8. Improve quality and choices
9. More options for vegetarian and vegan
10. More cooked vege, as carrots for example. New sauce , like japanese one for salad Var. About sugar, asked for Brown, not only White and we have now. more fruits choices for lower price. Nothing else in mind now.
11. Give much more vegetables and proteins. We often have a lot of rice but not enough proteins and vegetables in my opinion.
12. Strengthen staff training. Some service staff are really rude to teachers and students and have no service concept.
13. Effectively improve the quality of dishes, improve the quality of delimarche desserts, and increase the proportion of beef, mutton and pork.
14. Delimarche is priced too high. The quality of the pastries has declined. It is common to hear students complain.
15. Is it possible to have a menu: like first, meal and dessert.
16. A fruit should be included in the menu without paying extra. The products of the Delimarche is over priced.
17. Taste of dishes should be improved
18. Increase the quantity of meat and the diversity of cooking
19. Increase the types, quantities, and cooking methods of meat foods!
20. offering french mustard instead of mayonnaise

COMMENTS AND SUGGESTIONS – QINGPU

21. Remember that loud-mouth complaints only represent a small proportion of staff opinion. It's great that the canteen takes all feedback into account, but the overall accomplishments and service of the team are admirable in how they support the wellbeing of a large community.
22. Display macros and energy information for the meals (carbs, fat, protein and calories). It's useful and brings more awareness of how/what we eat.
23. Buy healthy, fresh and cheap products. Cook in batch and re-use in a creative way after. Greatly decrease the use of industrial food
24. Raise the prices of unhealthy products (ice-creams, doughnuts, pizzas and so on)
25. 1 banana costs 7 rmb. It's not acceptable in a school . Less choice but better quality . Donuts soda and fast food should be reserved only to adults .
26. Offer more diverse starches
27. The egg salad was great. Pulled pork has been popular. However, there seems to be too many pasta options.
28. More variety of choices
29. It would be better if you could enrich the variety of dishes in the Chinese food area and reduce the frequency of chicken and duck in meat dishes.
30. In respect of ingredients of meal : use more fresh meat instead of the frozen ones
31. Having more thematic days (around a country, a culture, an event celebrated at school) would be great. Want to get to know more about food of the country of the Chefs.
32. Make sure that the quality and the quantity of the food served at noon are the same as at 1pm (same choices, warm and appetizing. For the salad bar, i have noticed that sometimes it's the leftover of what have been served earlier).
33. A piece of bread should be included with a soup not an extra. Meal set
34. The salad bar must open even if the German school is closed
35. Less choice, better quality
36. Make the vegetarian dish more delicious
37. Try to give more choices of the plates, more kind of vegetables


COMMENTS AND SUGGESTIONS – QINGPU

GENERAL COMMENTS AND SUGGESTIONS

1. Eradicate plastic bottle (we already have fountain), plastic cutlery, plastic box for fruit.
In conclusion eradicate plastic.
2. Environmental protection at the canteen is adequate! Thank you for all of your hard work!
3. Reinstate the vegetarian day!
4. Remove plastic, emphasize the use of personal cups for staff for coffees, display the calories and macros information per product, display some diet tips around/at the canteen and cafeteria
5. Showing how many litres of water is needed to get 1 kilo of the item children are choosing (especially meat...)
6. Price reduction for people with reusable water bottle and buying beverage (quince juice, lemon/mint juice...)
7. Showing everyday at the entrance of the canteen how many kilos of food has been wasted at the canteen the day before and how many people in the need could have eat with that quantity of food.
8. Use seasonal vegetables (no tomatoes in winter...)
9. Effectively improving the quality of dishes is what we care most about.
10. Only use plates, knife, spoon, fork that you can wash.
11. Find ways to increase awareness about recycling and waste of food, less plastic.
12. No plastic cup for fruits, drinks etc
13. Reducing the use of plastic when it is not necessary (cups, etc.)
14. Let's make the meal first
15. Let's make the meal first

COMMENTS AND SUGGESTIONS – QINGPU

16. Continue monitoring waste, take photos and measurements and communicate them to the community, so we can try to waste less. Keep in mind the monumental footprint of animal products, and their health properties, to help decide and communicate regarding environmental initiatives.
17. Replace all the plastic.
18. Forbid or control food waste. Use local and if possible biological products. Buy fresh products in local markets (cheap, convenient, healthy, pro-environment)
19. Less meat, give less but offer refill
20. A lot of food is prepared. Sometimes students waste a lot. Maybe curb wastage.
21. Post phrases such as "Don't waste food" and "Clean Plate Campaign, start from me" on the table in canteen.
22. Less plastics cutlery (for juice, cake, ...)
23. yes no more paper cups. Bottle of water on the table.
24. Less plastic containers and dining ware
25. I have seen a lot of food waste in the canteen...is it due to the quantity served or the quality of the dishes... this is question I have and got no answer... There could be a survey to reduce the waste...
26. The display presenting benefits of vegetarian day for the planet is ignored or over looked, from being up so long. Maybe rotate it, so we can have fresh images/text.

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COMMENTS AND SUGGESTIONS - YANGPU

1. Replace sweet snacks and offer healthy snacks
2. Maybe use more products (fruits, vegetables) of the season (cheaper and better products)
3. Please be on time for the 10.55am service. Thank you for your work.
4. There should be more meat in some meals (sandwiches and Chinese food)
5. Where is the sugar free yogurt ? Now every yogurt has a lot of sugar inside.
6. Fruits should vary more with the seasons : oranges/mandarines/apples/pears in winter and watermelon/melon in summer. No tomatoes in the fruits cups.
7. Bring back takeaway dinners!
8. Increase the types, quantities, and cooking methods of meat foods!
9. Making simple, good quality food
10. Display macros and energy information for the meals (carbs, fat, protein and calories). It's useful and brings more awareness of how/what we eat.
11. Buy healthy, fresh and cheap products. Cook in batch and re-use in a creative way after. Greatly decrease the use of industrial food. Raise the prices of unhealthy products (ice-creams, doughnuts, pizzas and so on)
12. It would be better if you could enrich the variety of dishes in the Chinese food area and reduce the frequency of chicken and duck in meat dishes.
13. More choices. It's always the same. Also the meat quantity serving is too poor.
14. To get teachers and admin to provide timely feedback on the dishes offered, I suggest placing laminated QR code sheets at each table. Where it is located at the moment is not conducive to get people to participate.
15. Having more thematic days (around a country, a culture, an event celebrated at school) would be great. Want to get to know more about food of the country of the Chefs.
16. Less choice better quality.

COMMENTS AND SUGGESTIONS - YANGPU

17. Use bio and organic sauce to cook
18. More variety / Better quality food / Option to add more and change parts of a dish
19. Hope YP salads bar can have heating service. Also I prefer more hot vegetables.
20. Improve vegetarian meals (wellington, pizza, quiche, ...). Delimarché could have the 0% no sugar yogurt back (the white and blue one).

GENERAL COMMENTS AND SUGGESTIONS

1. Remove plastic, emphasize the use of personal cups for staff for coffees, display the calories and macros information per product, display some diet tips around/at the canteen and cafeteria
2. Recycling food waste by doing compost ?
3. If fruits were cheaper maybe the students would buy it more ? If it's the same price as doughnuts their choice is easy. Food waste + the importance of overproduction of animals would be good to emphasized for kids.
4. Students and staff could sort their waste (recyclable and non recyclable).
5. Make the good meal first
6. Reducing the use of plastic when it is not necessary (cups, etc.)
7. Forbid or control food waste. Use local and if possible biological products. Buy fresh products in local markets (cheap, convenient, healthy, pro-environment).
8. Post phrases such as "Don't waste food" and "Clean Plate Campaign, start from me" on the table of the canteen.
9. No more paper cup. Bottle of water on the table.
10. Smaller servings, and offer seconds. Give children options since it is the children who regularly do not eat their meals
11. Encouragement for using your own cup instead of paper cups

5) Canteen indicators

Mr. Claude Cerbolles explained that the 2nd KPI of year 2022-23 has finished on 27th Mar. 2023. The score gotten was 97.

PRESENTATION: CANTEEN MAIN INDICATORS

- 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

		CONCLUSION	
1	Customer satisfaction	10	/10
2	Menus	7	/10
3	Service time	11	/11
4	Food incident	10	/10
5	Fresh ingredients	10	/10
6	Hygiene	10	/10
7	Expiry date	11	/11
8	Equipment maintenance	8	/8
9	Health & Safety	10	/10
10	Documents & SOP	10	/10
TOTAL SCORE		107	/110

ACCEPTED
W/Accepted

Need improvement and a clear action plan W/A

Mr. Claude Cerbolles showed the main indicators concerning the catering service since Sep. 2022, including the service line temperature, the wastage status, and the sales.

For food temperature, it is found that the food served to kindergarten kids is a little bit low because of the time passed from the cuisine to the service on table (considering the distance between kitchen and classrooms, the operation timeslot) and Schools will work with Chartwells to improve the service, such as shorten the service preparation time and/or find a better warm box.

PRESENTATION: CANTEEN MAIN INDICATORS

- KPI- Service line temperature





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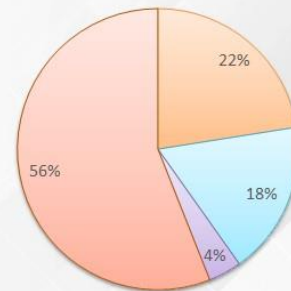
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Mr. Claude Cerbolles reported the wastage data in January and February 2023 as well the improvement on this subject.

PRESENTATION: CANTEEN MAIN INDICATORS

Wastage Jan. – Feb. 2023 QP

FGS-QP 明细 Description	Jan	Feb	Total
食品废弃合计 (kg)	2,268	3,582	5,850
烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)	479	837	1316
服务线上未卖出的菜品 Wastage from service lines (kg)	443	591	1034
留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)	97	126	223
套餐餐盘浪费 Eat Global Wastage of Plates (Kg)	235	292	527
餐厅餐盘浪费 Wastage of Plates (Kg)	1,014	1,736	2,750
供餐份数 Meals Number	20,223	37,123	57,346
供餐天数 operating days	16	20	36
平均每天浪费 wastage/ Day (kg)	142	179	160
平均每天 每餐浪费 average wastage / meal/Day (Grams)	62	55	58

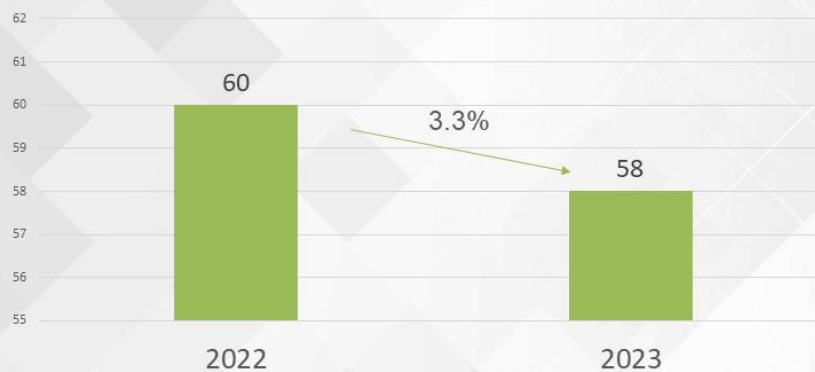


- 烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)
- 服务线上未卖出的菜品 Wastage from service lines (kg)
- 留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)
- 套餐餐盘浪费 Wastage of Plates (Kg)

PRESENTATION: CANTEEN MAIN INDICATORS

Wastage – Comparison QP

平均每天 每餐浪费 average wastage / meal/Day (Grams)



- Reason for decrease
- 1- All this wastage excluding soup
 - 2- Let them refill the starch & veggie to avoid wastage



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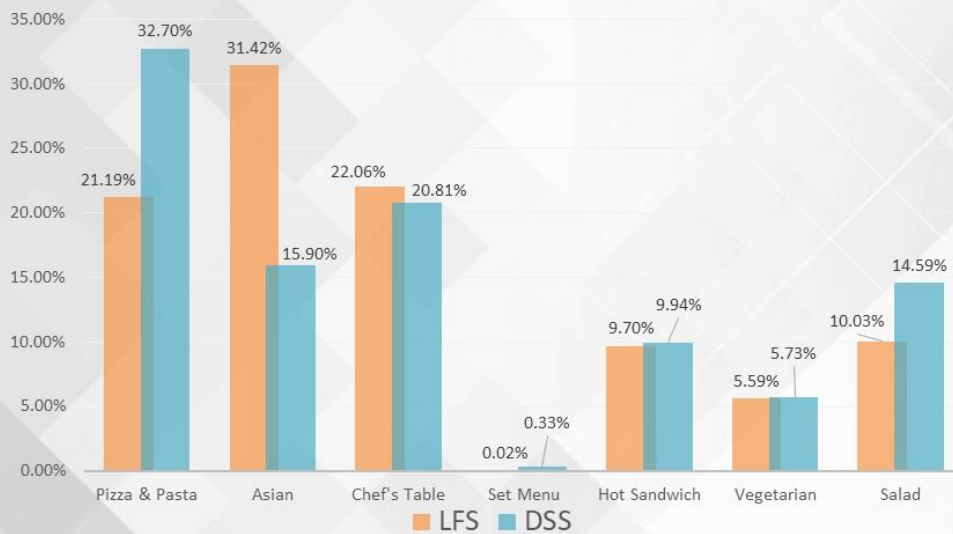
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Mr. Claude Cerbolles reported that according to sales recorded, LFS students & staff prefer Asian cuisine and DSS community loves most the pasta and pizza.

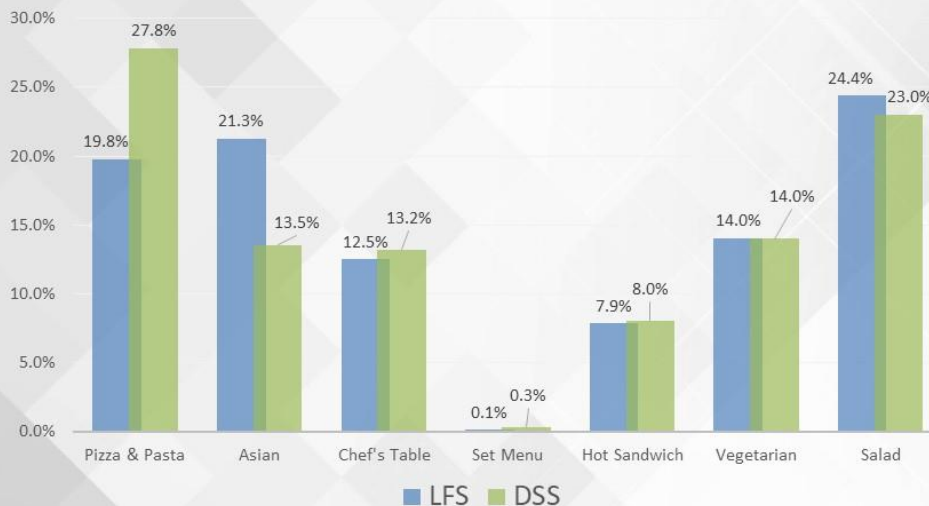
PRESENTATION: CANTEEN MAIN INDICATORS

- Sales Mix % according to service line - QP Campus MONTHLY 2023



PRESENTATION: CANTEEN MAIN INDICATORS

- Sales Mix % according to service line - QP Campus MONTHLY 2022



Mr. Claude Cerbolles presented the results from the catering survey via Wechat Mini program, canteen Ipad and the overall satisfaction is higher than 85%

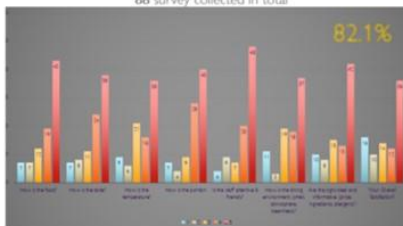
PRESENTATION: CANTEEN MAIN INDICATORS

Satisfaction from Survey

DEC 2022

	🔴	🟡	🟠	🟢	🟤
How is the food?	7	7	12	19	43
How is the taste?	7	8	11	24	38
How is the temperature?	9	6	21	16	36
How is the portion?	7	4	9	28	40
Is staff attentive & friendly?	4	9	7	20	48
How is the dining environment?	11	3	19	18	37
Are the signs clear and informative?	10	8	15	13	42
Your overall satisfaction?	16	10	14	12	36

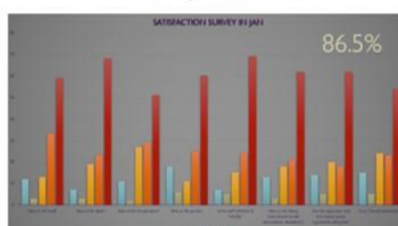
88 survey collected in total



JAN 2023

	🔴	🟡	🟠	🟢	🟤
How is the food?	12	3	13	33	59
How is the taste?	7	3	19	23	68
How is the temperature?	11	2	27	29	51
How is the portion?	18	6	11	25	60
Is staff attentive & friendly?	7	5	15	24	69
How is the dining environment?	13	3	18	21	62
Are the signs clear and informative?	14	5	20	18	62
Your overall satisfaction?	15	5	24	23	54

120 survey collected in total



PRESENTATION: CANTEEN MAIN INDICATORS

Satisfaction from Survey IPAD

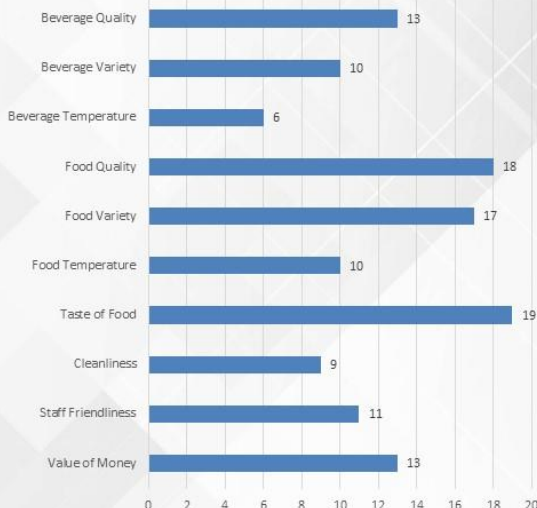
FEB 2023

日期	反馈内容	反馈人	反馈时间
1	2023/2/1 反馈	菜品质量	2023/2/1
2	2023/2/1 反馈	菜品质量 菜品口味 菜品卫生 性价比	2023/2/1
3	2023/2/1 反馈	菜品质量 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
4	2023/2/1 反馈	性价比	2023/2/1
5	2023/2/1 反馈	菜品质量 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度	2023/2/1
6	2023/2/1 反馈	菜品质量 性价比	2023/2/1
7	2023/2/1 反馈	菜品质量	2023/2/1
8	2023/2/1 反馈	菜品质量	2023/2/1
9	2023/2/1 反馈	菜品质量 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度	2023/2/1
10	2023/2/1 反馈	性价比 菜品质量 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味	2023/2/1
11	2023/2/1 反馈	性价比 菜品质量 菜品口味 菜品卫生 性价比	2023/2/1
12	2023/2/1 反馈	菜品质量 菜品口味	2023/2/1
13	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
14	2023/2/1 反馈	菜品质量 性价比	2023/2/1
15	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
16	2023/2/1 反馈	菜品质量 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度	2023/2/1
17	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
18	2023/2/1 反馈	菜品质量	2023/2/1
19	2023/2/1 反馈	菜品质量	2023/2/1
20	2023/2/1 反馈	菜品质量 性价比	2023/2/1
21	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
22	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
23	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
24	2023/2/1 反馈	菜品质量	2023/2/1
25	2023/2/1 反馈	菜品质量 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味	2023/2/1
26	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
27	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
28	2023/2/1 反馈	菜品质量	2023/2/1
29	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
30	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
31	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
32	2023/2/1 反馈	性价比 菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
33	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
34	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
35	2023/2/1 反馈	菜品质量	2023/2/1
36	2023/2/1 反馈	菜品质量	2023/2/1
37	2023/2/1 反馈	菜品质量 性价比	2023/2/1
38	2023/2/1 反馈	性价比	2023/2/1
39	2023/2/1 反馈	性价比 菜品质量	2023/2/1
40	2023/2/1 反馈	性价比 菜品质量	2023/2/1
41	2023/2/1 反馈	菜品质量 菜品口味 性价比 菜品温度 菜品品种 菜品新鲜度 菜品口味 菜品卫生 性价比	2023/2/1
42	2023/2/1 反馈	菜品质量 菜品口味 性价比	2023/2/1
43	2023/2/1 反馈	性价比	2023/2/1
44	2023/2/1 反馈	菜品质量 性价比	2023/2/1

44 survey collected in total

84.1%

Popular Categories



6) Yearly promotion of 2022

Mr. Claude Cerbolles summarized the yearly promotions conducted in 2023. Some snapshots of the special menus and activities since beginning of this year have been presented. Other special cuisine promotions are also planned.

**PRESENTATION:
2023 SNAPSHOTS**

Jan. Chinese New Year



Feb.
Lantern Festival & Valentines Day

**PRESENTATION:
2023 SNAPSHOTS**



DSS Opening Day
on Feb 25th

PRESENTATION: 2023 SNAPSHOTS



March Promotions



PRESENTATION: YEARLY PROMOTION PLAN

Yearly Promotion

2023	Jan	Feb	Mar	Apr	May	Jun
节假日 Festivals	1/21 除夕夜 Chinese New year eve	2/5 元宵节 Lantern Festival 2/14情人节 Valentine's Day	3/8 妇女节 Women's Day	4/9 复活节 Easter 4/22 地球日 Earth Day	5/8 微笑日 Smile Day 5/14 母亲节 Mother's Day	6/5 环保日 Environment Day 6/18 父亲节 Father's Day 6/22 端午节 Dragon Boat Festival
活动名称 Promotion	CNY Promotion - Chinese Style BBQ - Chinese Dessert Cooking Class - Cake of king	Lantern Festival rice ball Valentine's Dessert MEX PROMO (chicken enchiladas- sour cream-salsa)	Girl Power Female Guest chef Brings Philippine Cuisine	Easter egg and benny @Delimache 4/22 20% discount for bring your own mug (coffee only)	Dish with Smile Faces Mother's Day Cake (If possible invite one Papa Chef)	Father's day BBQ Cooking class Dragon Boat Festival Zongzi
	2	0	2	3		

7) New projects

Firstly, a new bigger lunch set menu is proposed. A communication will be launched later to all LFS community.

PRESENTATION: IMPLEMENTATION

LUNCH FORMULA SET (FORMULE ENJEUNER COMPLET) PROPOSAL.						
STATION	ORIGINAL PRICE	PLUS ADD	FINAL PRICE	ACTUAL SELLING PRICE	STUDENT SAVE	PHOTOS SAMPLE
ROOTS & SEEDS	¥21.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/ SOUP/ SALAD BOWL	¥32.00	¥35.00	¥3.00	
BIG SALAD	¥21.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/ SOUP/ SALAD BOWL	¥32.00	¥35.00	¥3.00	
BIG SOUP BOWL	¥22.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE	¥32.00	¥35.00	¥3.00	
WOK	¥23.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/ SOUP/ SALAD BOWL	¥32.00	¥34.00	¥2.00	
PASTA & PIZZA 30%	¥20.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/ SOUP/ SALAD BOWL	¥32.00	¥34.00	¥2.00	
PASTA & PIZZA 30%	¥26.00	ROTATION + BANANA/ PEAR + YOGHURT/ PROVOLONE CHEESE/ SOUP/ SALAD BOWL	¥32.00	¥36.50	¥4.50	

Secondly, in the Eat Global menu, a new type of imported cheese is added.

PRESENTATION: IMPLEMENTATION

- Eat Global

Provolone New cheese twice per month offer @Eat Global

Rotation of Milk & Yoghurt daily @Eat Global.

In terms of salad bar, daily served protein is more various.

PRESENTATION: IMPLEMENTATION

- Salad Bar



Mixed Beef Salad



Tuna



Smoked Duck

More varieties of Protein in the salad bar. Rotation's of protein daily basis.

By encouraging people take their own mug and using the biodegradable cup, Chartwells engages more in the environmentally friendly actions.

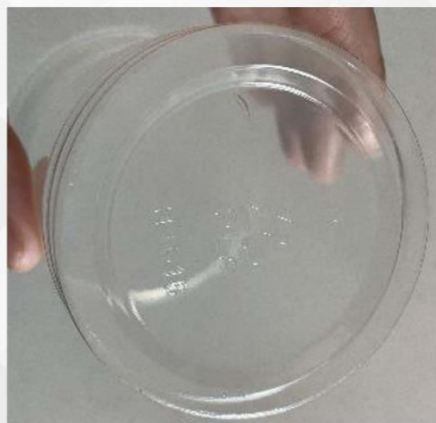
PRESENTATION: IMPLEMENTATION

- Delimarche

Bring your own Mug



Biodegradable Cup



To encourage the consumption of healthier snack, Chartwells has increased the price of sweets but decrease that of fruit and Veggies.

PRESENTATION: IMPLEMENTATION

- Price

Product Name	Previous Price	Current Price
Doughnut	¥10.00	¥11.50
Oreo Doughnut	¥11.50	¥13.50
Whole Fruit	¥7.00	¥5.50
Fruit/ Veggie Cup (Small)	¥6.00	¥6.00
Fruit/ Veggie Cup (Big)	¥12.00	¥10.00



New posters are also designed and put on the canteen tables to decrease food wastage.

PRESENTATION: IMPLEMENTATION

- Wastage



- “Clean your Plate” Activity on April (Earth Day)

PRESENTATION: IMPLEMENTATION

- Survey



The program of Chef's cooking class is welcomed by students.

PRESENTATION: IMPLEMENTATION

- Chef's Cooking Class



RECETA	
CHOCOLATE CAKE (TARTES DE CHOCOLATE)	
INGREDIENTS	
CREAM	100 ML
BUTTER	50 GR
CHOCOLATE	200 GR
SUGAR	50 GR
EGG	2 UNITS
DESCRIPTION	
Melt the cream and butter in a pot over medium-low flame, until it comes slightly around the sides. Remove from the heat, add the chocolate and stir until it well incorporate, add the sugar and the eggs. Pour the filling into the cooked tart shell and bake at 160 °C for 15 minutes.	
MUSHROOM STEW	
INGREDIENTS	
BUTTER	200 GR
POTATO	1000 GR
ONION	100 ML
GREEN PEPPER	150 ML
TOMATO SAUCE	90 GR
CHICKEN STOCK	270 ML
DESCRIPTION	
Dice all the ingredients, over a hot pan cook the onion, pepper until golden brown, add the butter and potatoes, pour the stock, tomato sauce and let it cook until the potato is done, around 10 minutes	

8) EPOS App

In terms of the EPOS mini program in Wechat, Chartwells introduced the basic functions of this App and showed 2 new features, that is, how to look up the menu details of transactions and how to issue e-fapiao for the money tossed up by the user himself.

PRESENTATION: CANTEEN MINI PROGRAM – NEW FUNCTIONS

- How to check transaction details

Transaction details

Record	Amount	Balance
consumption 2022-03-01 12:17:48	-21	Balance 514
红葱肉饭 Braised Pork in Soy Sauce with Fried Egg	x1 ¥ 21	
consumption 2022-03-10 12:46:49	-21	Balance 393
越南炸鱼饭 Fish Ca kho to (vietnamese braised fish)	x1 ¥ 21	
consumption 2022-03-10 07:39:28	-26	Balance 618
摩卡 Mocha	x1 ¥ 17	
白莓杯优惠 Discount	x1 ¥ -1	
松饼 Muffin	x1 ¥ 10	

PRESENTATION: CANTEEN MINI PROGRAM – NEW FUNCTIONS


- How to issue fapiao in mini program

Tap E-Invoice
点击电子发票

Filter date to find the transaction
筛选日期找到交易

Select the transaction and tap Next Step
选取需要开票的交易，点击下一步

Tips:
Only Recharge transaction can apply for the invoice.
小贴士：
只有现金充值可开票开具电子发票。

	CANTEEN		Minutes of meeting		Page 22/25
	Reference CC.QP.22-23.02		Version v.2		Date Mar. 30, 2023
	Canteen Committee - Qingpu				


A new feature to set message reminder is presented during the commission meeting.

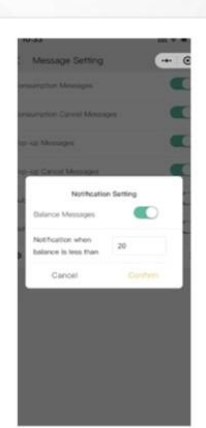
PRESENTATION: CANTEEN MINI PROGRAM – NEW FUNCTIONS

- How to set message reminder?

1、please scan QR code below and follow subscription to receive message

请扫描下面的二维码关注订阅接收消息

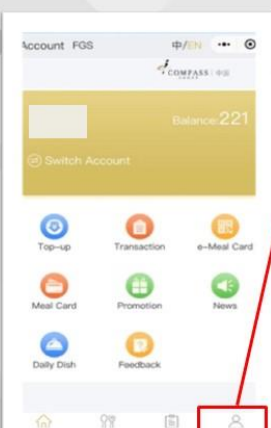


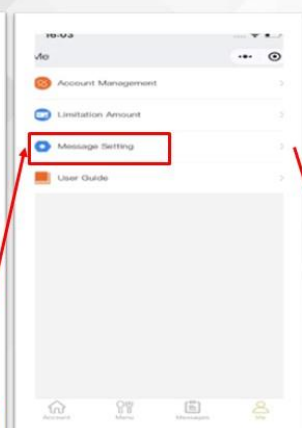


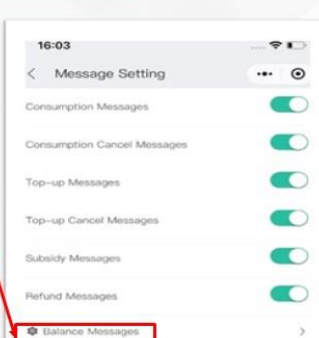
Follow Compass Group Official WeChat Subscription. Set an Amount for the Notification.

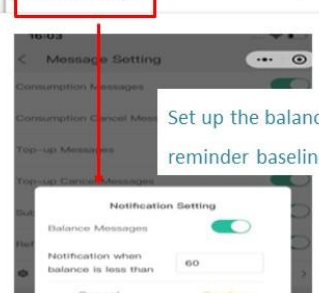
PRESENTATION: CANTEEN MINI PROGRAM – NEW FUNCTIONS

- How to set Message Reminder










Set up the balance reminder baseline

Tips:
App is Mini Program in WeChat, consumers/parents DO NOT need to install additional Apps in mobile phone

Besides, LFS parents are complaining that they have problem with the QR code and wish Chartwells to send them QR code to every family for every school year. LFS will work with Chartwells to study this issue. DSS parents requested Chartwells to cancel the service fee while doing transactions via Mini program. However, Chartwells replied that this is charged by WeChat not by Chartwells.

	<h1>CANTEEN</h1>	Minutes of meeting		Page 23/25
		Reference CC.QP.22-23.02	Version v.2	Date Mar. 30, 2023
		Canteen Committee - Qingpu		

6. Q&A:

a. Parent representatives: **Students have found bits of eggshell in food that.**

LFS: We will pay more attention for the egg preparation on the Salad Counter. Will briefly pay attention and re-emphasize training to our internal employees. It would be helpful if any incident happens people can report immediately to Canteen Manager or School Management.

b. Parent representatives: **Many students think that the “carbonara” sauce from the pasta section is too creamy. It’s better if it’s lighter.**

LFS: Usually Carbonara sauce is creamy, so we will try to have it less creamy, but most probably some people will complain it’s too lighter taste!

c. Parent representatives: **Coffee or drinks (such as slushies) sold in Deli Marché usually don’t have that much quantity if we were to remove all the ice. A lot of students think that the quantity isn’t proportional to the high price.**

LFS: Slushies is made of freshly fruit Watermelon & Honey Melon. After the preparation will transfer the freshly made fruit juice to the slushy machine, the machine itself make it frozen. We had never added any extra ice. Coffee is based on 236 ml; the ice coffee is 350 ml cup so there is no less portion of coffee.

d. Parent representatives: **Last year, we started the "menu of the day" to secondary students, that would have included: One appetizer, one main and one dessert, for a price on or close to the allocation proposed by the school. The goal would be to encourage the students to eat a balanced menu, and to rotate between the stands, rather than eating everyday pizza or panini. Can you please show the pictures of the menu offered and what is the results with the students so far? Was there communication sent to kids and parents about the initiative?**

LFS: This has been implemented and been communicated from canteen to the Management of both campus. Due to Covid closure we have started this set lunch package since Jan. 2023.

LUNCH FORMULA SET (FORMULE ENJEUNEUR COMPLET) PROPOSAL						
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BIG SALAD	¥21.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/SOUP/SALAD HOT	¥32.00	¥35.00	¥3.00	
BIG SHEP BOWL	¥22.00	ROTATION + BANANA/ PEAR + SODA BISCUIT + PROVOLONE CHEESE	¥32.00	¥35.00	¥3.00	
WK	¥23.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/SOUP/SALAD HOT	¥32.00	¥34.00	¥2.00	
PASTA & PIZZA 30%	¥30.00	ROTATION + BANANA/ PEAR + SODA BISCUIT/ BREAD + PROVOLONE CHEESE/SOUP/SALAD HOT	¥32.00	¥34.00	¥2.00	
PASTA & PIZZA 20%	¥26.00	ROTATION + BANANA/ PEAR + YOGHURT/ PROVOLONE CHEESE/SOUP/SALAD HOT	¥32.00	¥36.00	¥4.50	



e. Parent representatives: I noticed the vegetarian day was canceled rather abruptly, based on simple request from student. Was this submitted to vote also of the LFS side? Can we see the results of the vote on both side? Last year, there were many campaigns to explain students how much CO2 were saved thanks to this menu. Was it also done this year (post covid)? Did we take the time to educate students / post additional communications about the positive impact to the planet of eating less animal proteins? Or could we start doing that, using the vegetarian stand? It seems very important to educate students to the importance of the impact of what they eat to the planet.

LFS: Vegetarian day was cancelled since Jan. 11, 2023, for both campuses. Canteen can make some posters to show the comparison of eating vegetarian & non-vegetarian for children to read.

f. Parent representatives: Si c'est encore possible, un collègue m'a parlé d'une discussion entre parents concernant les repas du primaire à Qingpu. Au cours de leurs échanges, ils estiment que :

- Le fromage est de très mauvaise qualité (qualifié de « plastique »)
- Le yaourt est excessivement sucré et pauvre en lait

LFS: The cheese was in the set for long time, but we have alternative cheese offered 2 times per month. The yoghurt we are using contains >90% of Milk. We propose to school admin and was both agree to add this special yoghurt in set menu once a month.



g. Parent representatives: Les légumes sont absents, ou manquent.

LFS: Vegetables depends on kids' choices as they choose their food in the set Menu Service Line.

h. Parent representatives: Le repas consiste de féculents majoritairement.

LFS: The kids choose in the service line.



- i. **Parent representatives:** **A lasting concern from last year: the soup and salad self-service: Will there be staff/volunteer/teacher to encourage the kids, even if they don't show interests or simply being shy?**

LFS: School management from canteen is helping but there is no improvement.

- j. **Parent representatives:** **For young kids the % of daily protein is quite low on Pasta Day, usually coming only from the sauce! Can this be improved? Maybe extra cheese or egg item to balance the dietary needs?**

LFS: Bowl of mozzarella cheese was set up in the service line counter. Volunteer will help the children for cheese and Children can help by themselves.



- k. **Parent representatives:** **As from the feedbacks I received, food temperature has been an issue for young kids, whose food are served before they sit. If any improvements on dinning procedures can be made, especially during cold days?**

LFS: Will review the organization of classroom arrival to canteen.

- l. **Parent representatives:** **Are there group reviews on food suppliers' quality / pricing/ service? Who are participating in discussion? What's the time basis?**

LFS: Quality and service: OK
Pricing: OK
Participating: Only Chartwells+ internal suppliers

- m. **Parent representatives:** **Parents like to visit the canteen every two months. 10 families from LFS and 10 families from DSS.**

DSS: Can be once per trimester. Due to Hygiene risk there will be 2 representative for each school. 2 for LFS & 2 for DSS. School will organize the schedule for both campus representative.