

 CANTEEN	Minutes of meeting		Page 1/15
	Reference CC.QP.23-24.01	Version v.1	Date Dec. 4, 2023
	Canteen Committee - Qingpu		

Meeting minutes

1. Time: Dec. 4, 2023, 11:30am to 12:45
2. Present:
- LFS :
 - Mr. Benjamin BILTERYST CEO
 - Mrs. Livia RAFIDISON, Chief Operating Officer
 - Mr. Willy BONGA, Support Services Manager
 - Mrs. Amélie DESCHAMPS, Vie Scolaire of Primary School
 - Mrs. Elise TANG, Vie Scolaire of Primary School
 - Mrs. Morgane HERMANNNS, Nurse
 - Mrs. Emmanuel Danion, Parent Representative
 - Mr. Sebastien FERRY, Parent Representative
 - Mr. Loïc LE BRONEC, Staff Representative
 - Mrs. Laetitia LEMONNIER, Student Representative
 - DSS:
 - Mr. Susanne Heß, Head of Administration
 - Mrs. Saudia Leopold, Deputy Head of Primary
 - Mrs. Vivien HORA, Staff Representative
 - Mrs. Eva FRIELING, Staff Representative
 - Mrs. Iris Kaiser, Parents Representative
 - Mr. Maxim, DSS Student Representatives
 - Common team:
 - Mr. Cerbolles, Representative of Chartwells on both campus
3. Absents excused:
- LFS:
 - Mrs. Emmanuelle BLANC-TORES, Vice Headmaster
 - Mr. Jean KURDZIEL, Director of Primary school
 - Mrs. Tess VOLPINI, Education Counselor
 - Mr. Achille MESSI, Staff Representative
 - Mr. Yun CLERGUE, Parent Representative
 - Mr. Audrey LIU, Student Representative
 - DSS:
 - Mr. Christoph Waldhuber, COCU
 - Mr. Jan Van LOON, DSS Parent Representative
 - Mr. Jamie, DSS Student Representatives
 - Mr. Aron, DSS Student Representatives
 - Ms. Chen, Qingpu Site Manager of Chartwells
 - Mr. Beltran Bove, Chef of Chartwells
4. Agenda:
- 1) Canteen committee framework
 - 2) Roundtable members presentation
 - 3) Canteen service organization
 - 4) Canteen indicators
 - 5) Yearly promotion of 2023
 - 6) New projects
 - 7) EPOS App
 - 8) REFILL POLICY IN EAT GLOBAL
 - 9) Q&A

5. Development:

1) Canteen committee framework

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

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.

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.

2) Roundtable members presentation

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

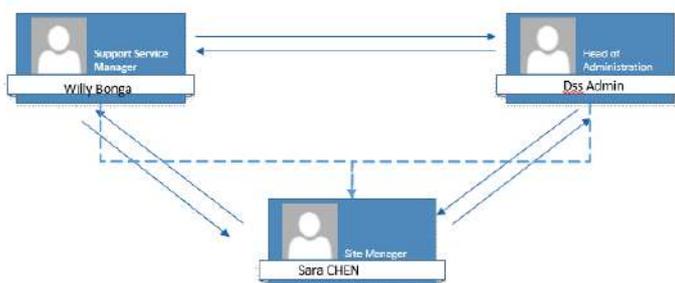
COMMITTEE ORGANIZATION – QINGPU EUROCAMBUS	
LFS Administration	
CEO	Mr. Benjamin BILTERYST
COO	Mrs. Livia RAFIDISON
Support Service Manager	Mr. Willy BONGA
Deputy Headmaster	M.Emmanuelle BLANC-TORES
Head of Primary School	Mr. Jean KURDZIEL
Nursery	Mrs Morgane HERMANNIS
CPE / Assistant of Vie Scolaire Secondaire	Mrs. Tess VOLPINI / Mr. Eric LANZI
CPE / Assistant of Vie Scolaire Primaire	Mrs. Amelie DESCHAMPS/ Elise TANG
Staff Representative	Mr. Achille Messi Mr. Loic LE BRONEC
Parent Representatives	
Parent Representative	Yun Clergue
Parent Representative	Emmanuel Danion
Parent Representative	Sebastien FERRY
Student Representatives	
Student Representative	Audrey LIU Laetitia LEMONNIER
DSS Administration	
Head of administration	Susanne Heß
COCU	Christoph Waldhuber
Student Administration	Saudia Leopold (Primary)
DSS Parents representatives	
	Iris Kaiser
	Jan Van Loon
DSS Staff Representatives	
	Vivien HORA
	Eva Frieeling
DSS Students representatives	
	Jamie
	Aron
	Maxim
CHARTWELLS TEAM	
Qingpu- Yangpu Manager	Claude Cerbolles
Qingpu Site Manager	Sara CHEN
Kitchen Chef	Mr. Oscar Beltran Bove

3) Canteen service organization

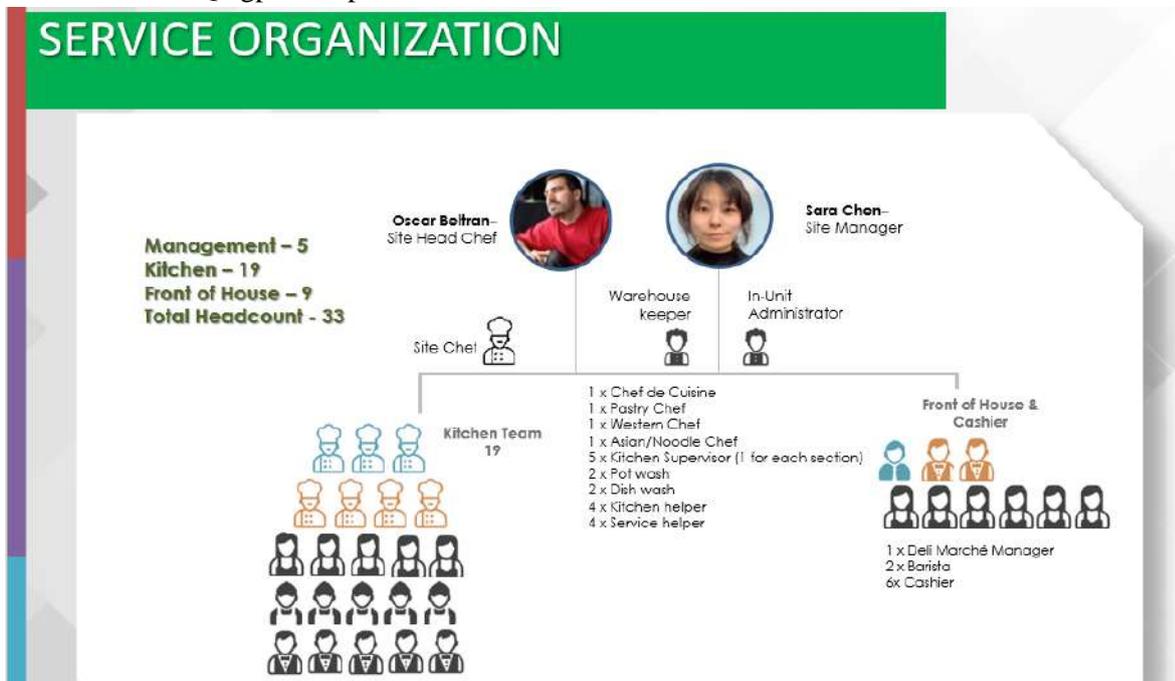
Mr. Willy explains the catering service organization within LFS and DSS schools.

3. CANTEEN SERVICE ORGANIZATION –QINGPU EUROCAMBUS

There is a continuous dialogue between LFS – DSS – Chartwells
*
Weekly meeting every Wednesday at 15.30 pm



Mr. Claude Cerbolles Chartwells’s Site Manager explained the composition of the Chartwells onsite team in Qingpu Campus.



4) Canteen indicators

Mr. Claude Cerbolles explained that the 1st KPI of year 2023-24 has finished on 1st Dec. 2023. The score gotten was 96.

PRESENTATION: CANTEEN MAIN INDICATORS

- KPI- 1st Quarter Result 96%

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

SEMESTER EVALUATION #1		Date	
<p>1. Customer satisfaction</p> <p>2. Quality of menu served</p> <p>3. Cleanliness of place & service time</p> <p>4. Food incident</p> <p>5. Food conditions</p>		<p>6. Hygiene of staff and kitchen</p> <p>7. Edible food</p> <p>8. Maintenance of equipment</p> <p>9. Sanitation, health, safety inspection, deep cleaning</p> <p>10. Written procedure / Registration</p>	
CONCLUSION			
<p>01/05/2023</p> <p>2023/12/10</p> <p>Claude Dec. 1, 2023</p>			

PRESENTATION: CANTEEN MAIN INDICATORS

- KPI- Service line temperature



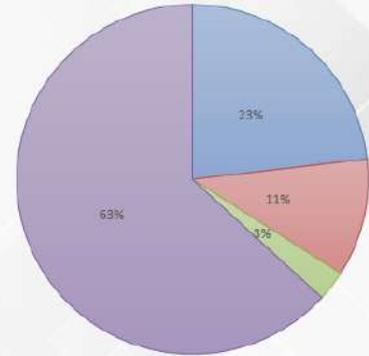
Mr. Claude Cerbolles showed the main indicators concerning the catering service over the year 2023 and compared with that of year 2022.

The average wastage rate has decreased in both Qingpu campuses in 2023 comparing with 2022.

PRESENTATION: CANTEEN MAIN INDICATORS

Wastage 2023

FGS-QP 明细 Description	Jan	Feb	Mar	Apr	May	June	Sept	Oct	Nov	Total
食品废弃合计 Total (kg)	808	1537	1418	703	2812	3141	3369	2942	3372	20102
烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)	479	834	816	459	708	764	731	655	820	6276
服务线上未卖出的菜品 Wastage from service lines (kg)	443	591	493	187	258	249	235	198	299	2953
留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)	61	103	109	57	84	87	86	77	89	753
餐厅餐盘浪费 Wastage from Plates (Kg)	1108	2180	2369	1182	1762	2041	2317	2002	2164	17125
供餐份数 Meals Number	14727	33582	37145	17082	27992	33938	35699	28424	31286	259875
供餐天数 Operating days	16	20	23	12	18	20	20	17	22	168
平均每天浪费 Wastage/ Day (kg)	97	139	124	114	112	115	128	129	112	120
平均每天 每餐浪费 Average wastage / meal/Day (Grms)	75	65	64	69	63	60	65	70	69	66



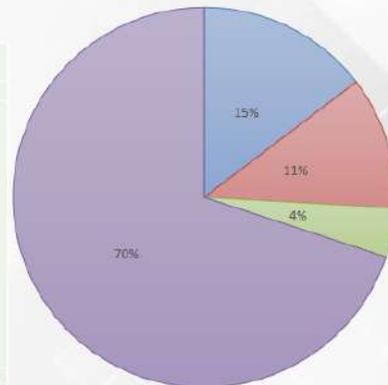
■ 烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)
■ 服务线上未卖出的菜品 Wastage from service lines (kg)
■ 留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)
■ 餐厅餐盘浪费 Wastage from Plates (Kg)

- Wastage from plate percentage go down in 2023 by 7%
- Cut and wash raw materials more carefully to avoid foreign object

PRESENTATION: CANTEEN MAIN INDICATORS

Wastage 2022

FGS-QP 明细 Description	Jan	Feb	Mar	Sept	Oct	NOV	DEC	Total
食品废弃合计 (kg)	3075	2430	1388	2978	1578	905	522	12876
烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)	302	270	147	587	300	487	261	2454
服务线上未卖出的菜品 Wastage from service lines (kg)	456	330	185	267	177	282	195	1892
留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)	140	123	64	109	66	136	66	704
餐厅餐盘浪费 Wastage of Plates (Kg)	2177	1707	992	1915	1035	2464	1452	11742
供餐份数 Meals Number	35401	28308	14890	33342	18637	37164	14242	181984
供餐天数 operating days	19	16	8	21	11	22	12	109
平均每天浪费 Wastage/ Day (kg)	139	127	147	104	110	125	137	125
平均每天 每餐浪费 average wastage / meal/Day (Grams)	61	60	67	57	56	66	102	65

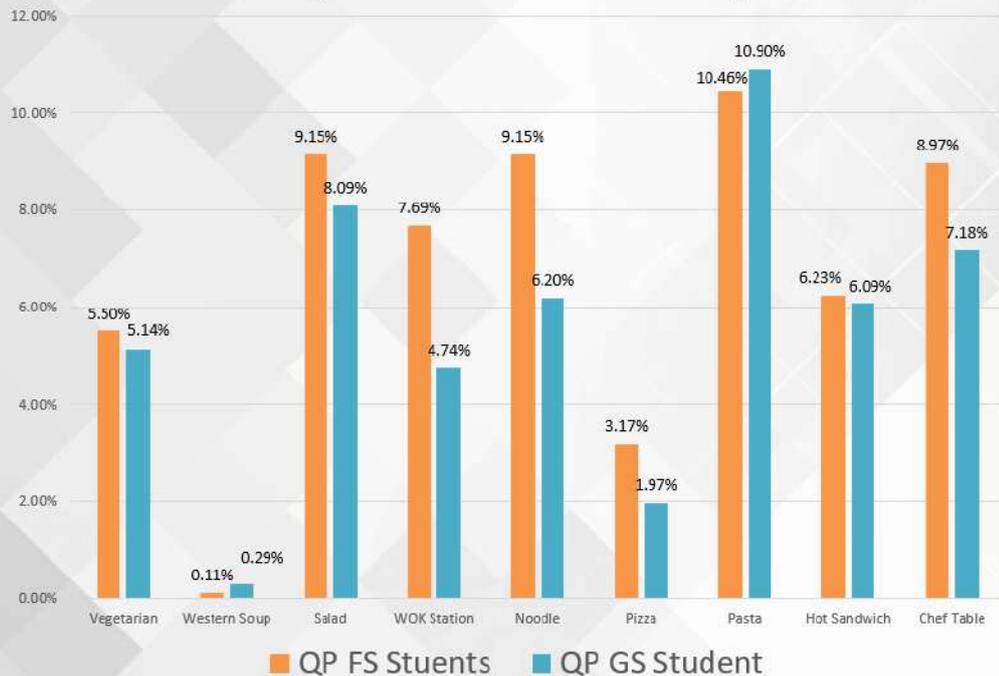


■ 烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)
■ 服务线上未卖出的菜品 Wastage from service lines (kg)
■ 留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)
■ 餐厅餐盘浪费 Wastage from Plates (Kg)

Mr. Claude Cerbolles reported that according to sales recorded, LFS students & staff prefer salad, noodle and workstation, DSS community loves most the pasta.

PRESENTATION: CANTEEN MAIN INDICATORS

• Sales Mix % according to service line - QP Campus

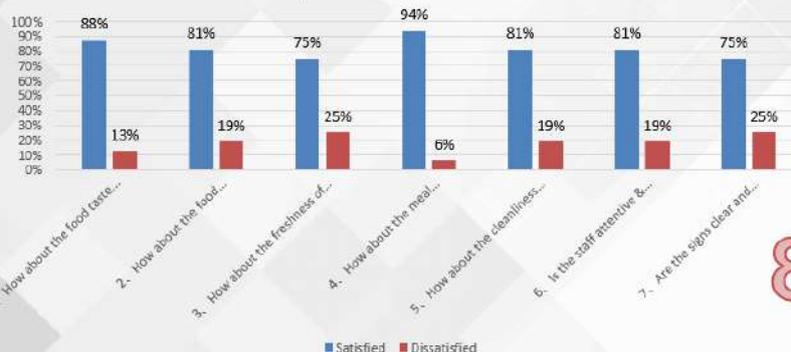


PRESENTATION: CANTEEN MAIN INDICATORS

• Satisfaction from Survey QR Code

	1、How about the food taste? 请问菜品口味如何? Goût / Geschmack	2、How about the food temperature? 请问食品温度如何? Températur	3、How about the freshness of the good ingredients? 请问食材新鲜度如何? Fraicheur / Frische	4、How about the meal portion? 请问食品份量如何? Portionsgröße	5、How about the cleanliness of the disposables & utensils? 请问餐具的清洁程度如何? Propreté des couverts / Sauberkeit	6、Is the staff attentive & Friendly? 服务人员是否服务贴心, 亲切? Le personnel est-il attentif et aimable? War das Personal aufmerksam und freundlich	7、Are the signs clear and Informative? 餐牌等标识是否清晰, 内容丰富? Les panneaux sont-ils clairs et informatifs? Sind die Kennzeichnungen klar und informative?
Satisfied	88%	81%	75%	94%	81%	81%	75%
Dissatisfied	13%	19%	25%	6%	19%	19%	25%

SEPT-NOV, 16 SURVEY COLLECTED

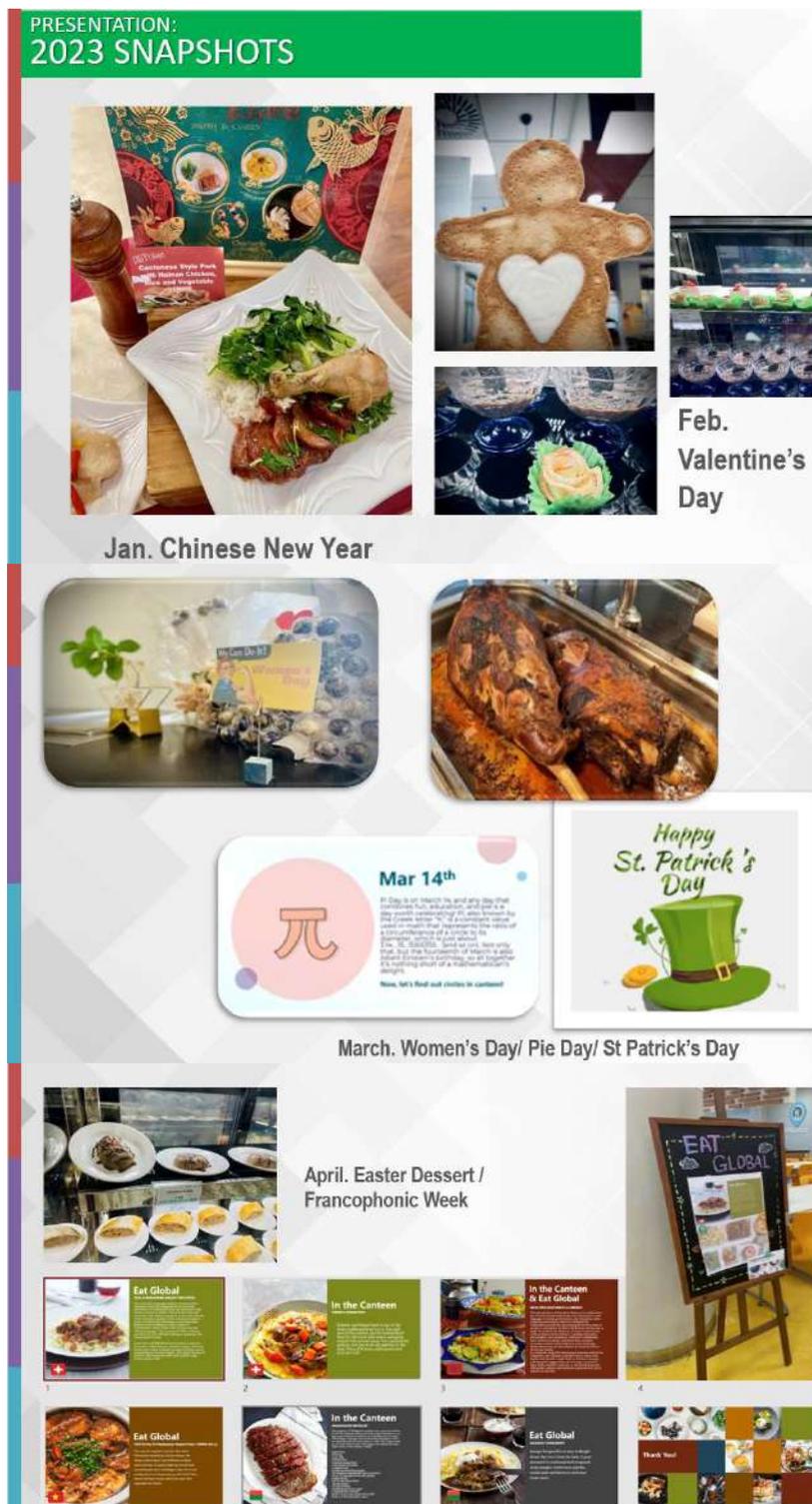


82%

5) Yearly promotion of 2023

Mr. Claude Cerbolles summarized the yearly promotions conducted in year 2023. Some snapshots of the special menus and activities over 2023 have been presented. The special cuisine promotions for 2024 are also planned.

**PRESENTATION:
2023 SNAPSHOTS**



Jan. Chinese New Year

Feb. Valentine's Day

March. Women's Day/ Pie Day/ St Patrick's Day

April. Easter Dessert / Francophonic Week

EAT GLOBAL

In the Canteen

Thank You!

PRESENTATION:
2023 SNAPSHOTS



MAY LANGUAGE WEEK



JUNE Summer BBQ



SEPT Chef's Pastry Time /
Teachers' Day/
Mid-Autumn Festival

PRESENTATION:
2023 SNAPSHOTS



Oct. Halloween



NOV. Thanksgiving

Promotions for 2023 and 2024:

PRESENTATION:
YEARLY PROMOTION PLAN

Yearly Promotion

2024	Jan	Feb	Mar	Apr	May	Jun
Festivals	1 st - Happy New Year	10 th - Chinese New Year 14 th - Valentine's Day 24 th - Lantern Festival	8 th - Women's Day 14 th - Pie Day	9 th - Easter 22 nd - Earth Day	8 th - Smile Day 14 th - Mother's Day	1 st - Children's Day 22 nd - Dragon Boat Festival
Promotion	King Cake	CNY Promotion & Lantern Festival Rice Ball Valentine's Dessert	Women's Day Gift for Ladies Finding Pie in Canteen	Discount for Bringing Own Mug in <i>Déjeuner</i>	Smile Faces on Dishes Mothers' Recipe	Cartoon Dessert & Cute BBQ Cooking class Dragon Boat Festival Zongzi
	2	0	2	4		

PRESENTATION:
YEARLY PROMOTION PLAN

Yearly Promotion

2023	Sep	Oct	Nov	Dec
Festivals	10 th - Teacher's Day 29 th - Mid-autumn Festival Teachers' Day Mini Cookies	16 th - World Food Day 31 st - Halloween Eve	8 th - Beginning of Winter 23 rd - Thanks Giving Day Homemade Jiaozi	5 th - World Soil Day 25 th Christmas Week Soil Themed Cake Christmas Themed Menu for the Last Week of 2023
Promotion	Homemade Mooncake	Stop Food Waste Activity Halloween Themed Dessert	Thanksgiving Turkey	
	2	0	2	3

6) New projects

a) Refill Policy in Eat Global



b) The new dishes



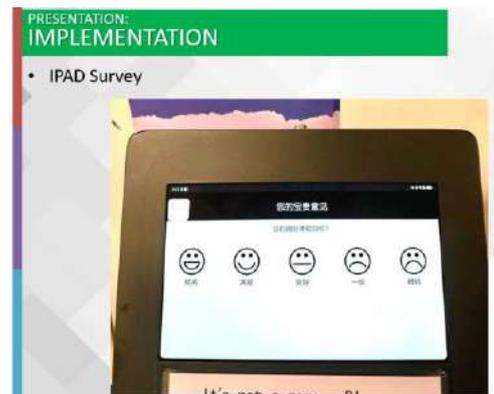
- c) The use of new equipment: controllable temperature insulation box:



- d) Interested courses: cooking workshop:



- e) Increase the channels for expressing suggestions and the result:



7) EPOS App

In terms of the EPOS mini program in Wechat, Chartwells explains that Recharging on the app will not require payment of a service fee



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.



8) REFILL POLICY IN EAT GLOBAL

REFILL POLICY IN EAT GLOBAL

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

COMPOSITION DU SET MENU

ENTRÉE Soupe à la crème / Pommes frites

PLAT PRINCIPAL Filet de bœuf / Pommes frites / Salade verte

PRODUIT LAITIÈRE Yaourt / Fromage

DESSERT Tarte aux pommes / Glace

AUTRES Pain / Boisson

They have the salad following the menu. If they want something more, they can ask to volunteers.

PRIMARY LUNCH Action Plan: the same method as YP



1. Step 1- Chartwells will prepare plates with bread and fruits.

2. Step 2- Serve the hot dish between 1-2 Minutes before the kids come to service line in eat global.



5. Step 5- After that they can come to Salad counter. Will prepare the small square plates. Volunteers will help for the food refill.

6. Step 6- Rotation of milk/cheese & yoghurt Volunteers will help and distribute to the kids. Location 1



3. Step 3- Arrange all plates in line into the service area ready for kids pick-up.

4. Step 4- Students will Queue in the line and pick-up the prepared plates with food they can go to the table.



7. Step 7- Rotation of Milk/Cheese & Yoghurt Volunteers will help and distribute to the kids. Location 2

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9) Q&A

- a. **Parent representatives:** **Monotonous food pairing in the restaurant menu**
The food in the restaurant menu only takes into account the nutritional composition, and the variety of food is poor, with little choice.
Although it cannot satisfy everyone's wishes, I hope the school can improve to a certain extent.”
- LFS:** ANS- Set menu is compose from Salad, Bread, Dairy, Vegetables, Main protein & Starch. Service area Main protein, Starch & Vegetable. Salad bar 12 choices of Vegetable protein & Protein. Service line if free refill of Vegetable & starch except for Salad bar. Set menu is validated by school nurse.
- b. **Parent representatives:** **I hope that the restaurant can increase the nutrition and quantity of food.**
If the children don't have enough to eat, they have to queue up again and sometimes they don't have time for a second refill, so they don't get enough to eat.”
- LFS:** ANS- It will be answer in the below action presentation.
- c. **Parent representatives:** **Is it possible to provide mineral water bottles? It should be spring water without additives.**
- LFS:** **Admin Will answer.**
- d. **Parent representatives:** **(There aren't enough fruits in the canteen, but there are too many watermelons and melons. Can we have oranges, grapes, and tangerines to change?)**
- LFS:** **In the set menu the fruit are rotation. There are Apple /Orange/Banana/grape/Mandarin/Pear**
- e. **Parent representatives:** **Can we have bigger ice cream?**
- LFS:** **Students eat ice cream every two weeks. Ice cream contains a large amount of sugar. This is not good for the body. students should take a small amount.**
- f. **Parent representatives:** **Can we choose a menu for a certain day of the year like secondary students do?)**
- LFS:** **This is an idea shared with SG to do the service for CE2 and CM1 once a year. CM2 will choose various stations in June.**
- g. **Staff representatives:** **Nurse’s proposal: please no French fries on the date of ASC (demand of vie Scolaire). Fries + quiche Lorraine + bake pumpkin, too much starchy food.**
- LFS:** **We will adjust the menu move the fries on other days due to sports day as mention.**
- h. **Staff representatives:** **Is it possible to have a microwave in the eating area next to the teacher's coffee/tea serving table?**
- LFS:** **Teachers pantry for the LFS side have microwave. It is prohibited in the canteen due to safety and cross contamination.**

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- i. Staff representatives:** The staff hope to have more Asian breakfast options at Délimarché. We like to eat baozi, shaomai, or similar foods.
- LFS:** There are steam corn and Dec. 1, 2023, there will be a rotation of Congee will be available at the Délimarché. For Baozi will discuss as during lunch time there is one the service line.
- j. Staff representatives:** TPS-PS mostly provides potatoes and does not offer rice as a staple food. How to balance the diversity of staple foods?
- LFS:** TPS-PS Most of the time, potatoes are served without rice as the staple food. How to balance the diversity of staple foods?
The actual situation is that last year we provided a pairing of potatoes and rice, but some people asked why this pairing was possible. They believed that these were two staple foods and should not be paired. So, we later cancelled this combination. Provide only rice or only potatoes.
Solution: After investigation, it was found that most students do not have such a need. We will provide potatoes and rice to students who have a need, with the permission of the nurse, and allow them to choose for themselves. This measure will be implemented for a week, and the effect will be observed before making adjustments to the menu.