



# AGENDA



1. Committee Organization - QINGPU EUROCAMPUS
2. Committee regulations – Basic rules
3. Canteen service organization – QINGPU EUROCAMPUS
4. 1st KPI Audit – SODEXO
5. LFS QP Canteen organization
6. DSS QP Canteen organization
7. Catering Tender 2026
8. Digital Payment Ban
9. Continuous Improvement Proposal
10. SODEXO presentation with Q&A



# 1. COMMITTEE ORGANIZATION QINGPU EURO CAMPUS

# 1. COMMITTEE ORGANIZATION –QINGPU EUROCAMBUS



LFS Administration	
CEO	Mr. Benjamin BILTERYST
COO	Mr. Willy BONGA
Support Service Manager	Mr. Guojun JIANG
Deputy Headmaster	Mr. Alex CAPOT
Head of Primary School	Mr. Jean KURDZIEL
Nursery	Mrs. Morgane HERMANNNS
CPE / Assistant of Vie Scolaire Secondaire	Mr. Thomas YVON
CPE / Assistant of Vie Scolaire Primaire	Mrs. Elise TANG / Mrs. Milin IP
Staff Representative	Mr. Kan CHEN/ Mr. Benoit GABORIAU
Parent Representatives	
Parent Representative	Mrs. Marine KONG
Parent Representative	Mrs. Iris KAISER
Parent Representative	M. Robin SABY
Student Representatives	
Student Representative	Mr. Calliste VERNET (TB)
Student Representative	Mrs. Ulysse VERNET (3QB) /Mrs. Tiffany ZHONG (3QA)
Student Representative	Mrs. Mabel YIN (CM2D) /Mrs. May ZAGURY (CM2B)
Student Representative	Mrs. Victoria WACHTER GARCIA (4QA)

DSS Administration	
Deputy Headmaster	Mr. Julian Mueller
Head of Operations	Mrs. Ann-Claire Fötsch
Head of Primary School	Mrs. Franco Miceli
Head of COCU	Mr. Christoph Waldhuber
Kindergarten Teacher	Mrs. Vivian Horn
Administration / Assistant of the principal	Mrs. Corinna Derichs
Parent representative	Mrs. Nicole Mertin
Parent representative	Mrs. Danijela Dogan
Students representative	Mrs. Estella Sperrle
Students representative	
Students representative	
Students representative	

SODEXO TEAM	
Qingpu- Yangpu Manager	Mr. Claude Cerbolles
Qingpu Site Manager	Mrs. Sara CHEN
Kitchen Chef	Mr. Raphael VETRI



## 2. COMMITTEE REGULATIONS – BASIC RULES

## 2. COMMITTEE REGULATIONS – BASIC RULES

- **Definitions**: Define the participants of the Committee
- **Goal**: Define the goal of the Committee
- **Limits of scope**: Define the nature of the Committee
- **Composition**: Define the composition of the Committee
- **Timeframe**: Describe the frequency of the committee meetings

# 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.



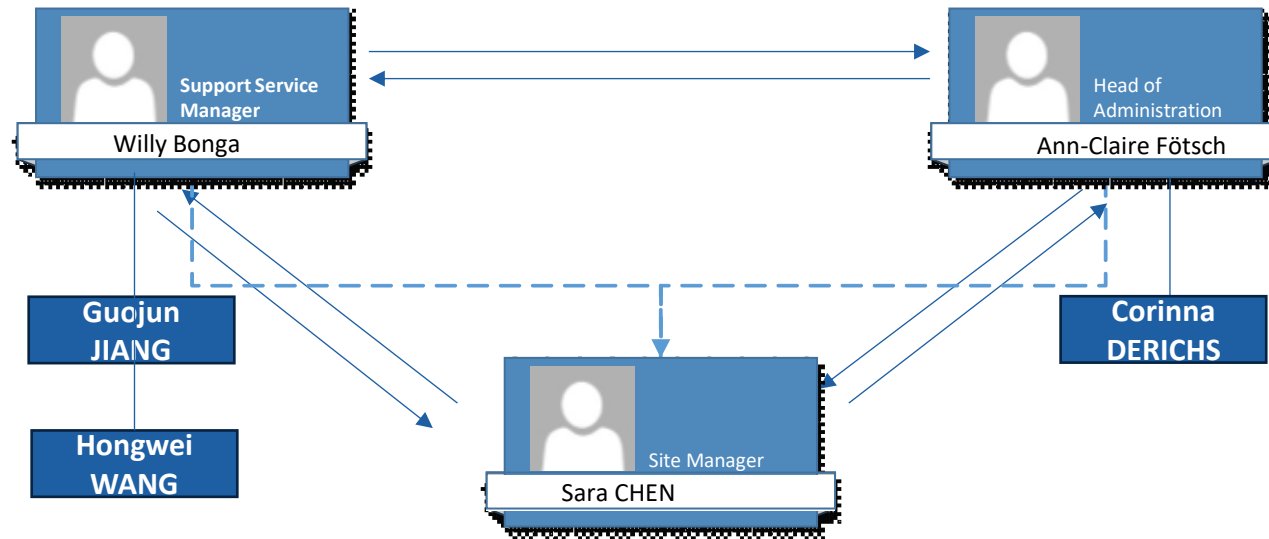
### 3. CANTEEN SERVICE ORGANIZATION QINGPU EUROCAMBUS

# 3. CANTEEN SERVICE ORGANIZATION –QINGPU EUROCAMPUS

There is a continuous dialogue between LFS – DSS – SODEXO

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Weekly meeting every Monday at 15:30





## 4. 1st KPI Audit – SODEXO

# 4. 1st KPI AUDIT – SODEXO

## 1<sup>st</sup> KPI AUDIT





### EVALUATION GENERAL INFORMATION

Version: V2(22 October 2025)

Campus

Date & time of the evaluation	2025 november 10th	Auditor(s) LFS: Name / Department	Willy Bonga
Supplier participants	Sodexo - Claude Cerbolles and team	Auditor(s) DSS : Name / Department	Ann-Claire Fötsch
Evaluation # - Semester #	E2025-2026 - S1	Announced audit?	Yes

### CONCLUSION

items			
1	Customer satisfaction		7.5 /14
2	Menus		9 /12
3	Service lines		11 /12
4	Food incident		11 /11
5	Fresh ingredients		10 /10
6	Hygiene		9 /10
7	Expiry date		7 /7
8	Equipment maintenance		8 /6
9	Health & Safety		6 /8
10	Documents & SOP		8 /8
<b>TOTAL SCORE</b>			<b>88.27%</b>
<b>NEED IMPROVEMENT &amp; ACTION PLAN</b>			

88.27

Lost points for 1<sup>st</sup> KPI Audit: 12 points

1. Regarding service quality, there are more than five written complaints each month.
2. Some problems are still pending and awaiting resolution.
3. A written follow-up is missing; it exists but needs to be sent to the schools.
4. The entrance displays are not clear.
5. The trays and cutlery are not always clean.
6. One staff member did not wear their mask properly.



## 5. LFS QP CANTEEN ORGANIZATION

# 5. LFS QP CANTEEN ORGANIZATION

- **KINDERGARTEN**

- DAYS : Monday, Tuesday and Thursday
- TIME : 11h00 to 12h00
- MANAGEMENT : 1 parents + 1 assistant per class

DAYS : Wednesday and Friday

TIME : 11h45 to 12h30

MANAGEMENT : 2 parents per class

- **PRIMARY SCHOOL**

- DAYS : Monday, Tuesday and Thursday
- TIME : 11h00 to 12h00
- MANAGEMENT : 9 parents and 4 Vie Scolaire Scolaire

DAYS : Wednesday and Friday

TIME : 12h00 to 12h40

MANAGEMENT : 9 parents and 4 Vie

- **SECONDARY SCHOOL**

- DAYS : From Monday to Friday
- TIME : 12h00 to 12h35

## 5. LFS QP CANTEEN ORGANIZATION - Information on volunteer

A total of **29** parents volunteers, **11** of whom are new for the 2025-26 school year.

**15** parents for Mondays, Tuesdays and Thursdays.  
(**6** in kindergarten and **9** in the primary canteen)

**20** parents for Wednesdays and Fridays.  
(**11** in kindergarten and **9** in the primary canteen)



## 6. DSS QP CANTEEN ORGANIZATION

# 6. DSS QP CANTEEN SERVICE ORGANIZATION

## KINDERGARTEN

- DAYS : From Monday to Friday
- TIME : 11.15 to 12.00
- MANAGEMENT : kindergarten teachers & assistant teachers within the group

## SCHOOL

- |  |  |
|--|--|
| • DAYS : From Monday to Thursday           | DAYS : Friday                          |
| • TIME : 12.55 to 13.40                    | TIME : 11.30 to 11.45 & 12.30 to 13.00 |
| • MANAGEMENT : 1 Cocu staff in the canteen |  |

## Introduction of ice cream voucher and opening of the café for sale

*Opening of café for sale for primary school in Yangpu*



  
**DSS Eisgutschein**  
Dieser Gutschein berechtigt zu einem Eis.  
Vorname: \_\_\_\_\_  
Nachname: \_\_\_\_\_  
\_\_\_\_\_  
Unterschrift Eltern

## Wish Dish event in Hongqiao



## Parents lunch in the canteen

### Elternessen

Lernen Sie unsere Kantine  
kulinarisch kennen!





## 7. CATERING TENDER

# 7. TIMELINE CATERING TENDER 2026

**In preparation for the catering tender in 2026, here is a proposed timeline for this tender.**

- Identification of potential candidates – 14/11/2025
- Finalization of the tender documents - 28/11/2025
- Meeting with canteen committee (parents, students, employees representatives) and school management to integrate their opinion in the specifications – 05/12/2025
- Meeting LFS DSS to validate the tender documents and candidate list – 12/12/2025
- Sending the tender documents by email to the candidates – 15/12/2025
- On site visit of the candidates during the Christmas holidays
- Receipt of first round offers from candidates – 16/01/2026
- Presentation of the offers by candidates – from 19 23/01/2026 to 23/01/2026
- Receipt of second round offers from candidates – 30/01/2026
- Evaluation by the school tender committee and proposal of short listed candidates – 13/02/2026
- Negotiation with the short listed candidates – 02/03/2026 – 07/03/2026
- Receipt of last round proposals – 09/03/2026
- Testing of the last round candidates (by involving the canteen committee and school management) – 13/03/2026
- Evaluation and final ranking of the last round candidates – 16/03/2026
- Recommendation of the finalist to the school management and board – 20/03/2026
- Decision and notification of the tender result – 27/03/2026
- Signature of the contract – mid april 2026
- On site implementation of the catering service provider – from April to July 2026



## 8. Digital Payment Ban

## 8. DIGITAL PAYMENT BAN

**Background:** In French schools, students in kindergarten, primary school, and the first two years of secondary school (6e and 5e) are not permitted to purchase sugary foods and beverages. To help cafeteria staff easily identify these students, the French school made yellow school ID cards at the beginning of the 2025 academic year. However, some students still use personal electronic payment devices to buy such products. To strengthen the management of students' dietary habits, the European Campus of the German-French School has jointly formulated the following measures:

- All students must use their school ID cards for purchasing permitted food and beverages on campus. Digital payment is not accepted by the counter anymore.
- If secondary school students forget or lose their cards, they may register at the Vie Scolaire Office to receive a meal voucher, which allows them to get food at the salad bar in the canteen.
- This regulation is scheduled to take effect on December 1, 2025.



## 9. Continuous Improvement Proposal

# 9. CONTINUOUS IMPROVEMENT PROPOSAL

- **Background:** During the peak lunch hour, the crowded tray return area—currently a one-way passage—often leads to congestion and incidents where trays are knocked over. To improve this, we propose adding an exit door on the courtyard-facing wall of the tray return area, allowing individuals to leave the cafeteria directly after returning their trays.





## 10. SODEXO Presentation with Q&A