

ZfA Deutsche Auslandsscholarbeit International



EURO CAMPUS SHANGHAI 上海欧洲校园



# 2nd Canteen Committee Yangpu Campus

May 21, 2026

# AGENDA

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1. Committee Organization - YANGPU EUROCAMBUS
2. Committee regulations – Basic rules
3. Canteen service organization – YANGPU EUROCAMBUS
4. 2nd KPI Audit – SODEXO
5. LFS YP Canteen organization
6. DSS YP Canteen organization
7. Catering Tender 2026
8. SODEXO presentation with Q&A

# 1. COMMITTEE ORGANIZATION –YANGPU EUROCAMPUS

LFS Administration	
CEO	Mr. Benjamin BILTERYST
COO	Mr. Willy BONGA
Deputy Headmaster	Mr. Jean-Joseph KOUDAYA
Head of Primary School	Mrs. Nathalie MOTTET
Nursery	Mrs. Caroline LAFAGE-BOURIAU
CPE / Assistant of Vie Scolaire Secondaire	Mrs. Liming XU
CPE / Assistant of Vie Scolaire Primaire	Mrs. Jie LI
Support service manager	Mr. Jiabin LI
Operation project Manager	Mrs. Stella SHI
Staff Representative	Mr. Pierre DUDZIAK/ Mrs. Jiayu FAN
Support service Coordinator	Mrs. Xiaoqian WANG
Parent Representatives	
Parent Representative	Mrs. Flora LIU
Parent Representative	Mr. Denis BOISSEAU
Student Representatives	
Student Representative	Mr. Clément LARGUIER (3Y)
Student Representative	Mrs. Leya ZHENG (2Y)

DSS Administration	
Head of Operations	Mrs. Ann-Claire Fötsch
Head of Primary School	Mr. Franco Miceli
CoCu Representative	Mr. Kenan Dizdarevic
Kindergarten Teacher	Mr. Matthias Brueggemann
Administration	Mrs. Corinna Derichs
Parent representative	Mrs. Rebecca Wang
Students representative	Mr. Felix Lin

SODEXO TEAM	
Qingpu- Yangpu Manager	Mr. Claude Cerbolles
Yangpu Site Manager	Mrs. Connie SHEN
Kitchen Chef	Mr. Roger Maurer

## 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.

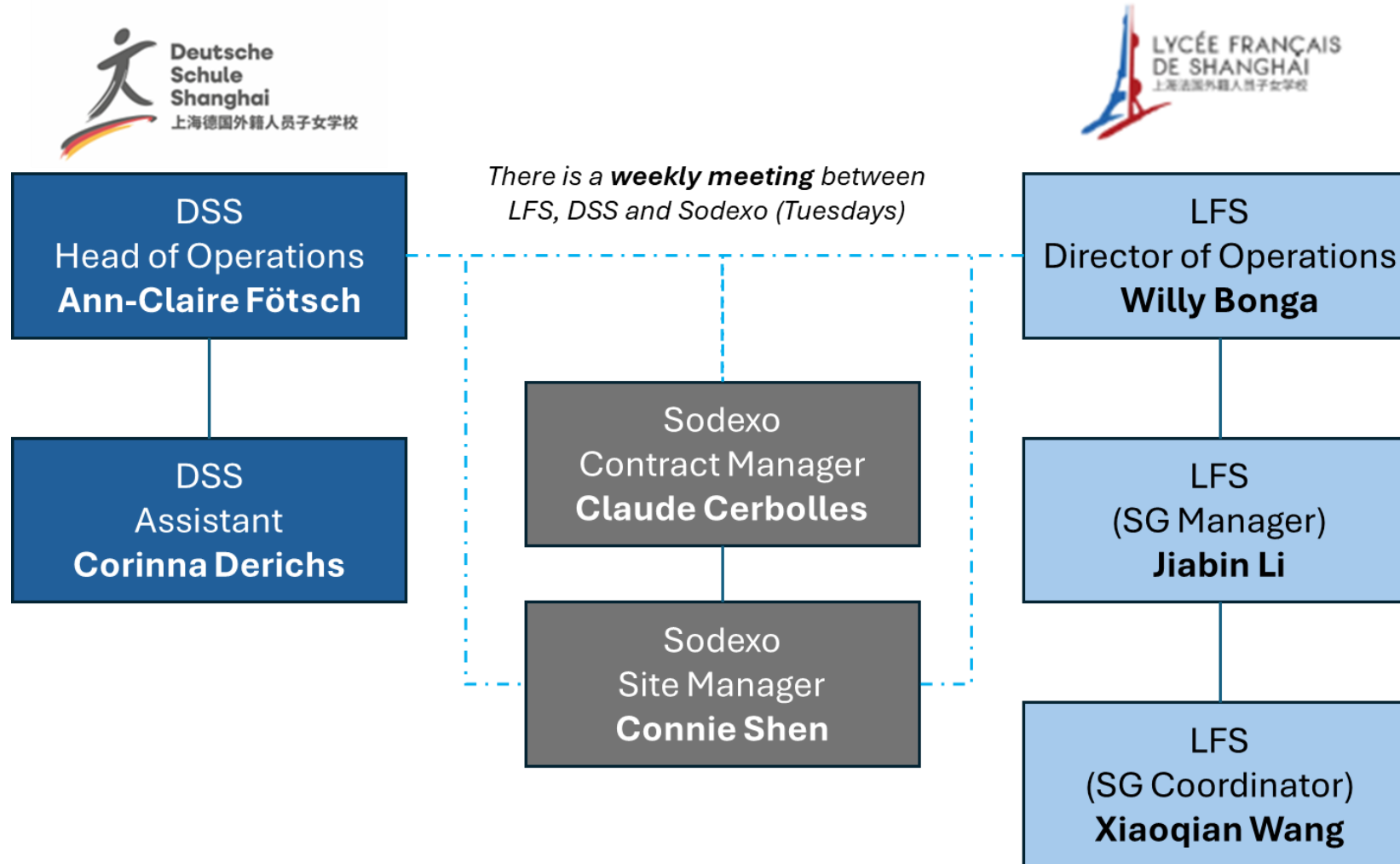
## TIME FRAME

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 –YANGPU EUROCAMPUS





## 4. 2nd KPI Audit – SODEXO

# 4. 2nd KPI AUDIT – SODEXO

## 2<sup>nd</sup> KPI AUDIT

### EVALUATION GENERAL INFORMATIONS

Campus *yangpu*

Version: V2(22 October 2025)

Date & time of the evaluation	<i>23.04.2026</i>	Auditor(s) LFS: Name / Department	Willy Bonga, Jiabin Li, Stelle Shi, Helene Wang
Supplier participants	Sodexo - Claude Cerbolles and team	Auditor(s) DSS: Name / Department	Ann-Claire Fötsch, Anna Wang
Evaluation # - Semester #	E2025-2026 - S2	Announced audit?	Yes

### CONCLUSION

items			
1	Customer satisfaction	9	/14
2	Menus	11	/12
3	Service lines	10	/12
4	Food incident	11	/11
5	Fresh ingredients	7	/10
6	Hygiene	10	/10
7	Expiry date	7	/7
8	Equipment maintenance	8	/8
9	Health & Safety	8	/8
10	Documents & SOP	7	/8
TOTAL SCORE		88	
NEED IMPROVEMENT & ACTION PLAN			
Need improvement and a clear action plan 590 90=Accepted			

**88**

### Lost points for 2nd KPI Audit: 12 points

1. We had complaints in written during the survey: 2 point
2. Some suggestions are rushed with no full alignment: 1 point
3. Ipad tool and QR code or paper survey showing less than 80% of satisfaction: 2 point
4. Price of yoghurt at the coffeeshop was incorrectly shown: 1 point
5. Cutlery is sometimes running low and need restock: 1 point
6. Forks must be sorted out if they are no longer straight: 1 point
7. English translation of SOP should be available as customer is foreign: 1 point
8. 45% of products imported and follow the % for specific products - Schedule 4 p. 42 : 3 points



## 5. LFS YP CANTEEN ORGANIZATION

# 5. LFS YP CANTEEN ORGANIZATION

## • KINDERGARTEN

- DAYS : Monday, Tuesday and Thursday
- TIME : 11h00 to 12h00
- MANAGEMENT : 1 Vie Scolaire + 1 parent + 2 assistantes  
TPS-PS : 2 assistants

DAYS : Wednesday and Friday

TIME : 11h00 to 11h30

MANAGEMENT : 1 Vie Scolaire + 1 parent

TPS-PS: 2 assistants

## • PRIMARY SCHOOL

- DAYS : Monday, Tuesday and Thursday  
TIME : 11h00 to 12h00
- MANAGEMENT : 13 parents and 3 Vie Scolaire

DAYS : Wednesday and Friday

TIME : 11h00 to 11h30 & 12h00 to 12h30

MANAGEMENT : 8 parents and 4 Vie Scolaire

## • SECONDARY SCHOOL

- DAYS : From Monday to Friday  
TIME : 12h05 to 13h00

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

A total of **22** parents volunteers, **5** of whom are new for the 2025-26 school year.

**13** parents on Mondays, Tuesdays and Thursdays.

(**1** in kindergarten and **12** in the primary canteen)

**7** parents on Wednesdays and **8** parents on Fridays.

(**1** in kindergarten and **7** in the primary canteen)



## 6. DSS YP CANTEEN ORGANIZATION

# 6. DSS YP CANTEEN SERVICE ORGANIZATION

## KINDERGARTEN

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

## PRIMARY SCHOOL

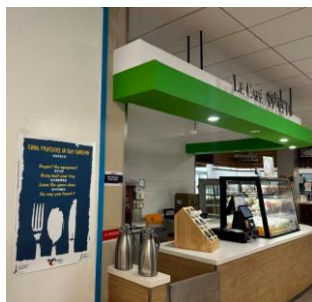
- DAYS : From Monday to Friday
- TIME : 11.20 to 12.00
- MANAGEMENT : 1 Cocu staff in the canteen

## SECONDARY SCHOOL

- DAYS : From Monday to Friday
- TIME : 12.45 to 13.30

# News from the school

## Acting Quickly on Incidents



*Additional thermo containers for the extra broth*



## Ongoing Improvements

*More seasoning possibilities*



## Further promotions



*Parents Lunch*



*Language Week*



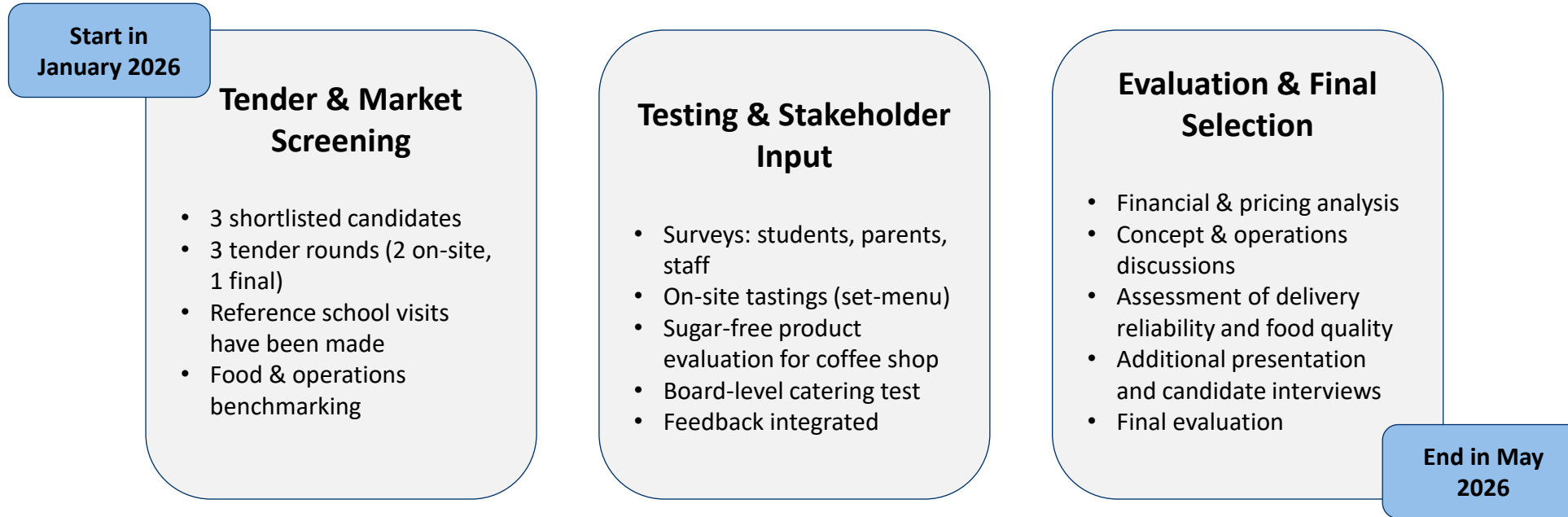


## 7. CATERING TENDER

# 7. UPDATE ON CANTEEN TENDER 2026

## Canteen Tender – Process in a nutshell

A structured, multi-phase approach ensuring quality, transparency, and stakeholder alignment



**Current Status: Contract negotiations are up and running with our preferred choice. A communication to the entire school community will be made soon.**





## 8. SODEXO Presentation with Q&A