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	Canteen Committee - Yangpu		

Meeting Minutes

1. Time:

May 21st, 2026, 10:30am to 11:45am

2. Present:


- LFS:
 - Mr. Benjamin BILTERYST, CEO
 - Mr. Willy BONGA, COO
 - Mr. Jiabin LI, Support Service Manager
 - Mrs. Xiaoqian WANG, SG Coordinator
 - Mrs. Stella SHI, Operation project manager
 - Mrs. Hélène Jiaying WEI, Assistant of Operations
 - Mrs. Caroline LAFAGE-BOURIAU, Nurse
 - Mrs. Jie LI, Vie Scolaire Primaire
 - Mr. Clément LARGUIER (3Y), student representative
 - Ms. Leya ZHENG (2Y), student representative
- DSS:
 - Mrs. Ann-Claire FÖTSCH, Head of Operations
 - Mrs. Anna WANG, Reception
 - Mr. Kenan DIZDAREVIC, COCU
 - Mrs. Rebekka WANG, parent representative
 - Mr. Felix LIN, student representative
- Sodexo team:
 - Mrs. Kiki LEE, Headquarter of Sodexo
 - Mr. Thierry ZHONG, Headquarter of Sodexo
 - Mr. Claude CERBOLLES, Account Manager of Sodexo
 - Mrs. Connie SHEN, Yangpu Site Manager of Sodexo
 - Mr. Roger MAURER, Chef Cook of Sodexo

3. Absents excused:

- LFS:
 - Mr. Laurent FOUILLARD, Principal
 - Mr. Jean-Joseph KOUDAYA, Deputy Principal
 - Mrs. Nathalie MOTTET, Principal of Primary School
 - Mrs. Liming XU, Vie Scolaire Secondaire
 - Mr. Pierre DUDZIAK, staff representative
 - Mrs. Jiayu FAN, staff representative
 - Mrs. Flora LIU, parent representative
 - Mr. Denis BOISSEAU, parent representative
- DSS:
 - Mr. Julian MÜLLER, Deputy Principal
 - Mrs. Corinna DERICHS, administration
 - Mr. Matthias BRÜGGMANN, Kindergarten

4. Agenda:

1. Committee Organization – Yangpu Eurocampus
2. Committee Regulations – Basic rules
3. Canteen Service Organization – Yangpu Eurocampus
4. 2nd KPI Audit of 2025-26
5. LFS YP Canteen Organization
6. DSS YP Canteen Organization
7. Catering Tender 2026
8. Continues improvement
9. SODEXO presentation and Q&A

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5. Minutes:

Topic:	Questions raised:	Further information:
1. Self-introductions	No questions raised	Self-Introductions of the Participants at the 2nd Meeting of the Canteen Committee in the current academic year
2. Committee Organization – Yangpu Eurocampus	No question raised	
3. Committee regulations – Basic Rules	No question raised	
4. Canteen Service organization – Yangpu Eurocampus	No question raised	
5. 2 nd KPI Audit of 2025-26	No question raised	<p>Sodexo scored 88 points. They lost 12 points during this KPI audit. The lost points are as follows:</p> <ul style="list-style-type: none"> • We had complaints written during the survey: 2 points • Some suggestions are rushed with no full alignment: 1 point • iPad tool and QR code or paper survey showing less than 80% satisfaction: 2 points • Price of yoghurt at the coffee shop was incorrectly shown: 1 point • Cutlery is sometimes running low and needs restock: 1 point • Forks must be sorted out if they are no longer straight: 1 point • English translation of SOP should be available as customer is foreign: 1 point • 45% of imported products follow the % for specific products: 3 points <p>Important information: to promote the continuous improvement of their service and work quality, we will adjust the KPI indicators each semester based on the actual situation and problems encountered.</p>
6. LFS YP Canteen organization	No question raised	The eating times and organization differ across the kindergarten, primary school, and secondary school at LFS. Thanks to the teachers, the vie scolaire team, and especially our volunteer



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		parents for helping everything run smoothly every day during the week.
7. DSS YP Canteen organization	No question raised	
8. Catering Tender 2026	No question raised	<p>Catering Tender: Started in January 2026 and concluded in May. Process in a nutshell: a structured, multi-phase approach ensuring quality, transparency, and stakeholder alignment. The winner is Sodexo.</p> <p>The evaluation conducted by both schools (DSS and LFS) mainly focused on the following criteria: food quality and safety, service, user experience (especially from students), and financial considerations.</p> <p>The two canteens on the QP and YP campuses will be renovated during the upcoming summer holidays.</p> <p>Current Status: We announce that Sodexo won the bidding for a contract 3+2 years. We thank the school community for the feedback and survey.</p> <p>Several improvements are expected: a new canteen design, less noisy, better flow, better food offer, wider opening hours of Cafe Shop, Aspreto, etc. Contract negotiations are underway with Sodexo. A communication to the entire school community will be made soon.</p>
9. Continues improvement	No question raised	<p>1. Acting Quickly on Incidents: Since a DSS primary student from QP Campus suffered a burn injury at the noodle station, Sodexo has introduced additional thermos containers for the extra broth.</p> <p>2. Dish presentation table has been moved to the entrance of the canteen to change people's access habits from using one door to using two doors.</p> <p>3. More seasoning possibilities</p> <p>4. Parents' Lunch in the Canteen: Both DSS and LFS regularly invite parents to visit the canteen and the kindergarten's food delivery</p>



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		<p>process, as well as to have lunch with the management team for exchange of feedback about the canteen.</p>
<p>10. Sodexo and Q&A</p>	<p style="text-align: center;">Questions from the Nurse Station of LFS</p> <p>1. In order to raise awareness among everyone who visits the canteen about food waste, would it be possible to put up a sign at the entrance to the canteen showing the amount of food wasted each week?</p> <p>The aim is to encourage people to take responsibility, to improve, and to foster a positive attitude by highlighting the fact that – if this is the case – the amount of food wasted is decreasing from one week to the next. Example message (based on a model from a French secondary school in Vietnam): Well done! This week, 3kg less food was wasted!</p> <p>ANS: This is a good idea. We will take the initiative and discuss with SODEXO regarding implementation starting from the next school year.</p> <p>2. Is there a more effective way to prevent Grade 6 and Grade 7 students from accessing Caffè Aspretto?</p> <p>The current card system alone is insufficient, as these students often ask their friends in Grade 8, 9, or 10, or their older siblings to purchase items on their behalf.</p> <p>ANS: According to school regulations, Grade 6 and Grade 7 students can only purchase healthy products from the coffee shop, and we can identify them with their yellow cards. However, issues such as card borrowing or purchases made by siblings on their behalf are beyond our control. (Answered by SODEXO)</p> <p>3. Would it be possible to prevent all secondary school pupils from accessing the café Aspretto before 12:30 p.m.? Or at the very least, do not sell anything resembling a proper meal before that time? Some pupils go straight there at 12:00 noon to grab a doughnut or a pretzel and then immediately head off to play football or join their clubs.</p> <p>ANS: Secondary students can purchase food from the Café ASPRETTO during their break time. There are no specific time or type restrictions on the items they can purchase at the coffee bar on either campus Qingpu or Yangpu.</p>	