

Canteen committee

Meeting minutes

Date: Dec. 1, 2016

Present: Ludovic Chikli, COO, LFS
Jean-François Lamy, Head of Elementary, LFS
Fabrice Fröhlig, Support Services Manager, LFS (reporting)
Robin Saby, Parents Representative, LFS
Virginie Le Carval Gonnord, Parents Representative, LFS
Gilles Aygalenq, Parents Representative, LFS
Stéphanie Scheidegger, Parents Representative, LFS
Santa Lorenzoni, Teachers Representative, LFS
Esther Devillers, Students Representative, LFS
Aude Faynet, Students Representative, LFS

Karl Stigler, Head of Administration, DSS
Wiebke Stegemeier, Vice Head of Kindergarten, DSS
Maria Schmidt, Parents Representatives, DSS
Nina List, Parents Representatives, DSS

Raphaël Vetri, Head Chef, Chartwells Group

Absent: Samuel Jourdan, Head of Secondary, LFS
Michael Liu, General Manager, Chartwells Group
LFS nurses

Agenda:

1. Introduction of the members
2. Framework of the committee
3. Introduction of the supplier company and service
4. FDA visits
5. Improvements since 2015-2016
6. Ongoing projects
7. What we can do for you
8. Q&A

Development:

1. **Introduction of the members**
2. **Framework of the committee**
3. **Introduction of the supplier company and service**

THE CATERING SERVICE BY CHARTWELLS:

- A high quality supplier: a Center for Excellence
- 16 years collaboration
- A team of 48 people on the Eurocampus
- About 2000 meals served every day
- A major sponsor for Eurocampus events

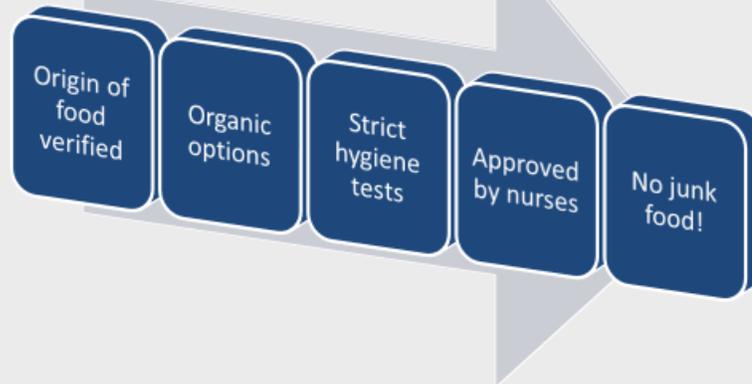


THE MENUS:

- Healthy
- Varied
- Offering a high value



HEALTHY:



VARIED:

- Different lines:
 - Pasta station
 - Chef special station
 - Wok and noodles station
 - Vegetarian station
 - Carving and grill station
 - Sandwiches station
 - Set menu area (LFS elementary)
 - Salad bar
 - Fruits, snacks and desserts by Délimarché
 - Ice yoghurt



Regarding these slides, it was noted that some parents do not agree on the item: “no junk food”. Indeed, some menus are considered less healthy. It is especially the case with smaller kids, who are offered too many sweet desserts. Cakes could be replaced by fruits, for instance. Ms. List noted that local yogurts (still offered to smaller pupils) were considered too sweet, and thus not healthy. An imported product could be considered, if costs could be controlled. Also, the way of cooking (fried meat, etc.) has been put into question. LFS and DSS are to explore solutions with the service provider, as to offer healthier choices.

OFFERING A HIGH VALUE:

By menu:



LFS and DSS made sure to control the cost of items offered. This year, Chartwells proposed seasonal items in the usual price range, with satisfactory feedback.

4. FDA visits

FDA AND CERTIFICATIONS:



Regular visits from the **Shanghai Food and Drugs Administration**: renewal of the “green face” in Sept. 2016
Center for Excellence
Only ISO unit for China in the Compass Group, certifications renewed



5. Improvements since 2015-2016

IMPROVEMENTS SINCE 2015-2016:	
What was done?	Why?
Change of the bains-maries, and addition of heating lamps in all the service lines	Keep the food hotter for a longer time
Change the wok equipment at the Chinese station	Improve the quality of the Chinese food cooked
Removal of the kindergarten canteen and implementation of a classroom delivery of food cooked on-site	Gain space and improve food quality



Some pieces of equipment have been changed, as to improve the general quality of the service. Among others, bains-maries have been upgraded and radiant heating lights have been placed above dishes, in the service lines, as to keep the food hotter, a longer time. The fact that children had to sometimes eat colder food has been reported last year, and steps have been taken by Chartwells, as to significantly improve that aspect.

Another step is put into consideration: the set menu service line serve hot food earlier than cold food (salads, etc.), which is deemed worthy of improvement to keep food warm. This is mainly to facilitate the traffic of pupils. Indeed, younger students might not be very comfortable with queuing and getting served with a tray of salad, etc.

However, the process could be revised, and some thinking can be done regarding that aspect.

The kindergarten canteen room (used by some LFS groups only) has been turned into classrooms, and 100% of the French and German smaller children eat in their classes, thanks to isotherm boxes containing food now prepared in the main canteen. This alternative makes quality, as well as choice, higher.

A smaller problem in the process has been noted: the traffic of catering boxes impacts the accessibility to the elementary building: indeed, doors sometimes stay open. It is requested that doors are duly closed after passage.

6. Ongoing projects

ONGOING IMPROVEMENTS:

What is being done at the time?	Why?	What is the status?
Update all the POS system	Gain internal efficiency and provide customers with the ability to use e-payment in the future	Still in the test phase
Implementation of a food waste weighting system	Make the pupils sensitive to food waste and help educate to reduce waste, via a screen in the canteen	The system is collecting data, and will be running soon



CANTEEN REFURBISHING:

- Project started in 2015-2016
- Acoustic studies have been done, leading to several technical proposals
- General dB level: around 80dB
- General project is being currently reviewed by the Euroboard, as to achieve the following goals over time:
 - Lower the sound levels;
 - Improve the lightning quality
 - Improve the general design
 - Refurbish problematic areas (e.g. dishwashing areas)



The studies are continuing for redesigning the canteen, the project having started at the start of 2016.

The canteen refurbishing (total or partial) is under review at the Euroboard.

CURRENT SOUND LEVELS:



7. What we can do for you

WHAT WE CAN DO FOR YOU:

- Kitchen visits (4 to 5 people, for 20 min.)
- Canteen visits
- Lunch
- Answer questions

Parents are welcome to register and visit the kitchen, as well as the canteen. Our teams on site are keen to answer all questions and put their expertise to the task, as to continue improving the service.

8. Q&A

- a. **Aude Faynet: “Some secondary pupils do not have enough money at the end of the month, as to eat, and request money from their siblings or friends. What can we do to rectify this situation? Also, some do not have enough time to eat, because they do their homework.”**

In the ensuing discussion, the question of having a negative credit on the canteen cards is raised. However, this option is not technically possible yet. Indeed, there is no IT alarm system in place (to the admin or parents), that could get triggered at 0RMB or less. E-Cash does not offer such an option. The new POS could maybe have that option, and the question is still to be seriously explored.

In the meanwhile, pupils are to manage their budget in a reasonable way.

Regarding the time issue, one hour is systematically available to eat. It is the pupils' task to manage their time, as to eat, and do their homework at some other times.

- b. **Ms. List: “Can we change the yogurt offered to elementary pupils, for a German imported brand? Could we also offer different kinds of bread, not only baguette.”**

Raphaël Vetri: Imported products are costlier, and may not fit into the costs framework. The question is to be explored. For yogurts, Japanese brands could be tried too.

The next meeting is set for the 2nd trimester of 2017. The date will be confirmed later.

Means of communication between representatives and parents can be offered through a post in the newsletter.