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	Canteen Committee - Yangpu		

Meeting minutes

1. Time:

Mar. 26, 2024, 10:45am to 11:45am

2. Present:

- LFS:
 - Mr. Benjamin BILTERYST, CEO
 - Ms. Livia RAFIDISON, Chief Operating Officer
 - Mr. Willy BONGA, Support Services Manager
 - Ms Xiaoqian WANG, SG Coordinator
 - Mr. Joël KELLER, Director of Primary School
 - Mr. Wei GU, Vie Scolaire of Secondary School
 - Ms. Jie LI, Vie Scolaire of Primary School
 - Ms. Emmanuelle NICOLE, Nurse
 - Mr. Achille MESSI, Staff Representative
 - Mr. Denis BOISSEAU, Parent Representative
 - Mr. Jonathan CLAESEN, Parent Representative
 - Moyon Louis Francois, Student Representative
 - Hugo Crye, Student Representative

- DSS:
 - Mr. Holger NOLL, Head of Administration
 - Ms. Rebekka WANG, Parent Representative

- Common team:
 - Mr. Claude CERBOLLES, Representative of Chartwells on both campus
 - Ms. Connie SHEN, Yangpu Site Manager of Chartwells
 - Mr. Roger MAURER, Chef of Chartwells

3. Absents excused:

- LFS:
 - Mr Jean-Joseph KOUDAYA, Director of Secondary School
- DSS:
 - Mr. Alexander DIEFENBACHER, student administration

4. Agenda:

1. Committee Organization
2. Committee regulations – Basic rules
3. Canteen service organization – YANGPU EURO CAMPUS
4. LFS Canteen organization
5. DSS Canteen organization
6. COMPASS presentation

5. Development:


1) Roundtable members presentation

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

1. COMMITTEE ORGANIZATION –YANGPU EUROCAMBUS	
LFS Administration	
CEO	Mr. Benjamin BILTERYST
COO	Mrs Livia RAFIDISON
Support Service Manager	Mr. Willy BONGA
Deputy Headmaster	Mr. Jean-Joseph KOUDAYA
Head of Primary School	Mr. Joël KELLER
Nursery	Mrs Emmanuelle NICOLE
CPE / Assistant of Vie Scolaire Secondaire	Mrs. Wei GU
CPE / Assistant of Vie Scolaire Primaire	Mr. Dominique GIRARD
Staff Representative	Mrs. Anne-Laure FOURNIER Mr. Achille MESSI
Canteen service coordinator	Mrs Xiaogian WANG
Parent Representative	Mr. Denis BOISSEAU
Parent Representative	Mr. Thierry Laurent
Student Representative primary	BONNISSEAU Joëlle CM1 - CM2
Student Representative secondary	Lara EZZEDINE Lea ROVERA
DSS Administration	
Head of administration	Mr. Holger NOLL
COCU	
Student Administration	Mr. Alexander DIEFENBACHER
DSS Parents representatives	
DSS Students representatives	
	Jessie Ren
	Peidi Wang
CHARTWELLS TEAM	
Yangpu-Qingpu Manager	Mr. Claude CERBOLLES
Yangpu site Manager	Mrs Connie SHEN
Kitchen Chef	Mr. Roger MAURER

2) Canteen committee framework, regulations and members

The basic rules described in the slide are as follow:

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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.

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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.

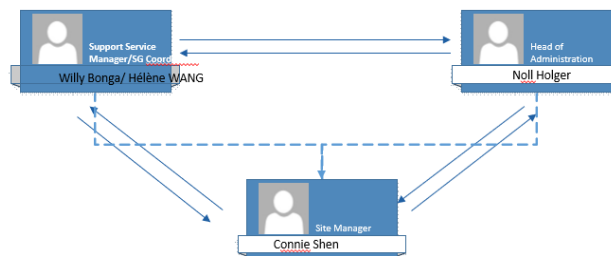
When events require it, Schools can call for extraordinary Committees with 3 days of forewarning. They can be in-person or online Committees.

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

3. CANTEEN SERVICE ORGANIZATION –YANGPU EUROCAMPUS

There is a continuous dialogue between LFS – DSS – Chartwells
*
Weekly meeting every Thursday at 14.30 pm



KPI - the 2nd LFS&DSS Chartwells Audit of 2023-24

CONCLUSION				
Items				
1	Customer satisfaction	12	/14	
2	Menus	12	/12	
3	Service lines	12	/12	
4	Food incident	8	/10	
5	Fresh ingredients	10	/10	
6	Hygiene	10	/10	
7	Expiry date	6	/6	
8	Equipment maintenance	8	/8	
9	Health & Safety	8	/8	
10	Documents & SOP	10	/10	
TOTAL SCORE		96		
				ACCEPTED
Need improvement and a clear action plan <90				90< Accepted

The score of the 2nd LFS&DSS Chartwells Audit of 2023-24 is 96.

- For the question "Is the lpad tool and QR code or paper survey showing more than 80% of satisfaction (excellent + good) result per month?" Lost 2 points
- For the question "Is there any shortage on Chartwells offer of tea, coffee, milk and sugar served to staff after lunch?" Lost 2 points

4) LFS Canteen organization

Information on volunteer parents – Yangpu canteen

A total of **27** parents volunteers, **7** of whom are new for the 2023-24 school year.

12 parents for Mondays, Tuesdays and Thursdays.

7 parents for Wednesdays and **9** parents for Fridays.

CANTEEN SERVICE ORGANIZATION –YANGPU EUROCAMBUS-LFS

- **KINDERGARTEN**
 - DAYS : Monday, Tuesday and Thursday DAYS : Wednesday and Friday
 - TIME : 10h50 to 12h05 TIME : 10h50 to 11h30
 - MANAGEMENT : 3 or 4 parents, 2 staff of Vie Scolaire MANAGEMENT : 0 parents, 2 staff of Vie scolaire
- **PRIMARY SCHOOL**
 - DAYS : Monday, Tuesday and Thursday DAYS : Wednesday and Friday
 - TIME : 10h50 to 12h35 TIME : 10h50 to 12h30
 - MANAGEMENT : 9 parents for Mondays, Tuesdays and Thursdays.
8 parents for Wednesdays and 7 parents for Fridays.
- **SECONDARY SCHOOL**
 - DAYS : From Monday to Friday
 - TIME : 12h00 to 12h35



Titre de la présentation / Title of the presentation

12

For the LFS side, a lot of volunteer parents help the daily running of the Canteen Service.

Volunteer parents - schedule

	1	2	3	4	5	6	7	8	9	10	11
10H50-11H25	COUR MATERNELLE	CANTINE MATERNELLE	CANTINE MATERNELLE	CANTINE PRIMAIRE Surveillance Dynamique	Responsable du lavage des mains	Responsable des sorties (Petites tables)	Responsable des sorties (Grandes tables)	Responsables de la file d'attente	Responsables de la file d'attente	Responsables du Stand Salade	CANTINE PRIMAIRE
11H25-12H05	COUR* MATERNELLE	COUR* MATERNELLE	COUR* MATERNELLE	Couloir (poste1)	Couloir (poste 5)	STADE (poste 6)	STADE (poste 7)	Structure (poste 2)	Structure (poste 3)	Couloir (poste 4)	Surveillance Dynamique
12H00- 12H25	CANTINE PRIMAIRE (Grandes tables)	CANTINE PRIMAIRE (Grandes tables)	CANTINE PRIMAIRE (Grandes tables)	CANTINE PRIMAIRE Surveillance Dynamique	Responsable du lavage des mains	Responsable des sorties (Petites tables)	Responsable des sorties (Grandes tables)	Responsables de la file d'attente	Responsables de la file d'attente	Responsables du Stand Salade	CANTINE PRIMAIRE
12H25-13H15	STADE (Poste 10)	STADE (Poste 9)	STADE (Poste 8)	Couloir (poste 1)	Couloir (Poste 5)	STADE (Poste 6)	STADE (poste 7)	Structure (Poste 2)	Structure (Poste 3)	Couloir (poste 4)	Surveillance Dynamique
	*Sauf Mercredi et Vendredi pas de sieste ni de récréation										

KINDERGARTEN (Grey)

ELEMENTARY SCHOOL (all others colors)



13

Volunteer parents - schedule

	LUNDI	MARDI	MERCREDI	JEUDI	VENDREDI
1	Parent 1	Parent 1	/	Parent 1	/
2	Parent 2	Parent 2		Parent 2	
3	Parent 3	Parent 3		Parent 3	
4	Parent 4	Parent 4	Parent 1	Parent 4	Parent 2
5	Parent 5	Parent 5	Parent 2	Parent 5	Parent 3
6	Parent 6	Parent 6	Parent 3	Parent 6	Parent 4
7	Parent 7	Parent 7	Parent 4	Parent 7	Parent 5
8	Parent 8	Parent 8	Parent 5	Parent 8	Parent 6
9	Parent 9	Parent 9	Parent 6	Parent 9	Parent 7
10	Parent 10	Parent 10	Parent 7	Parent 10	Parent 8
11	Parent 11 et 12	Parent 11 et 12	/	Parent 11	Parent 9



5) DSS CANTEEN ORGANIZATION

For the DSS side, the catering service is organized as follow:

CANTEEN SERVICE ORGANIZATION –YANGPU EUROCAMBUS

KINDERGARTEN

DAYS : From Monday to Friday

TIME : 11.15 to 12.00

MANAGEMENT : 3 kindergarten staff

SCHOOL

DAYS : From Monday to Thursday

TIME : 12.55 to 13.40

MANAGEMENT : 1 Cocu staff

DAYS : Friday

TIME : 11.30 to 11.45 & 12.30 to 13.00

New since this schoolyear: Grade 1 and 2 eat together with the teacher



6) COMPASS presentation



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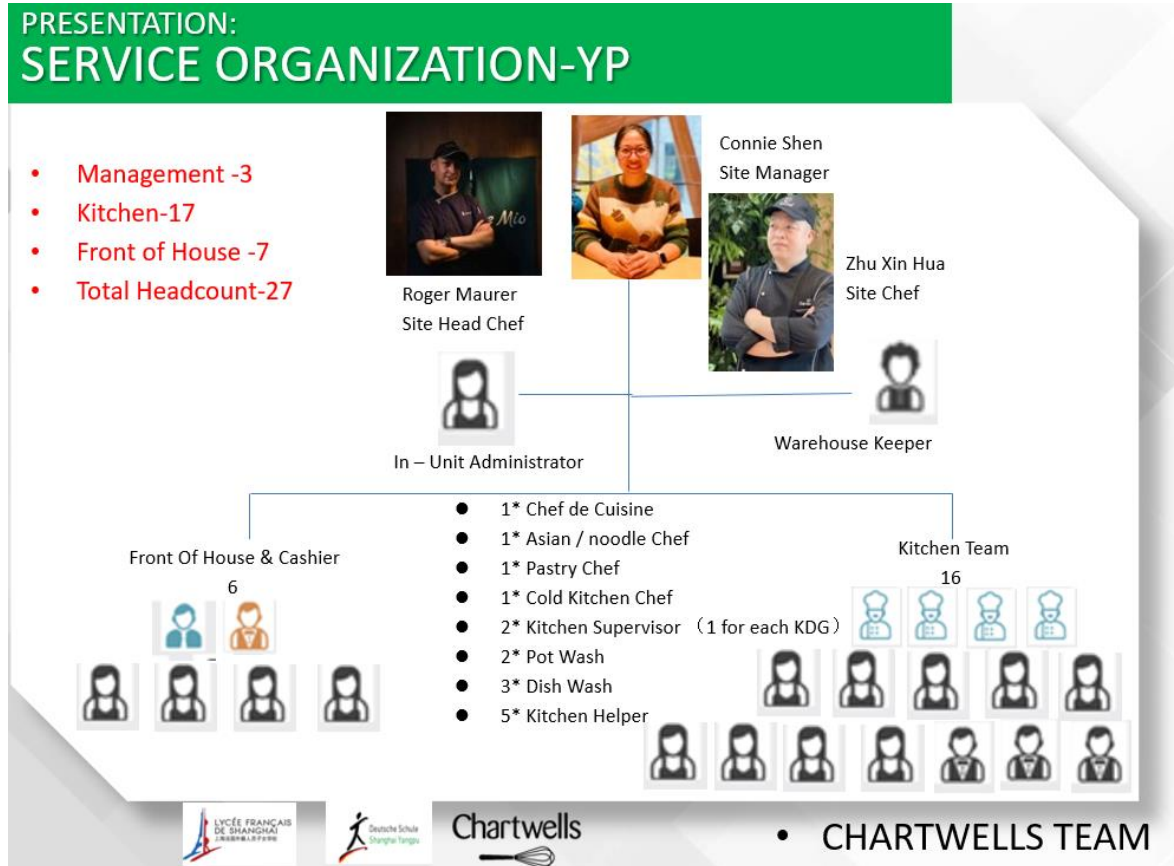
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Canteen Committee - Yangpu

Mr. Claude CERBOLLES, Representative of Chartwells on both campus introduced the overall situation of the canteen of the YP campus.



Mr. Claude CERBOLLES explained that the 2nd KPI of year 2023-24 has finished and the score gotten was 96.



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Canteen Committee - Yangpu

PRESENTATION: CANTEEN MAIN INDICATORS

- KPI- 2st Quarter KPI Result 96%

1. Customer satisfaction
2. Quality of menu served
3. Cleanliness of place & service time
4. Food incident
5. Food quality

6. Hygiene equipment
7. Expiration Date
8. Maintenance of equipment
9. Health & Safety inspections
10. Documents and certificates

		CONCLUSION	
Items			
1	Customer satisfaction	12	/14
2	Menus	12	/12
3	Service lines	12	/12
4	Food incident	8	/10
5	Fresh ingredients	10	/10
6	Hygiene	10	/10
7	Expiry date	6	/6
8	Equipment maintenance	8	/8
9	Health & Safety	8	/8
10	Documents & SOP	10	/10
TOTAL SCORE		96	
		Need improvement and a clear action plan: 90	
		ACCEPTED	
		90: Accepted	

Xiangqian
WJH
 Xiangqian result 21/03
San

Connie Shen
Clear

PRESENTATION: CANTEEN MAIN INDICATORS

- Service line temperature



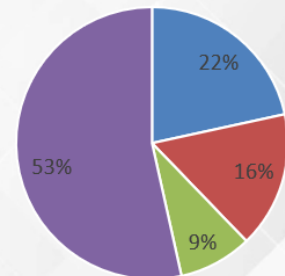
Wastage situation are as below

PRESENTATION: CANTEEN MAIN INDICATORS

- Wastage. 2023 YP

FGS-YP 明細 Description	Jan	Feb	Mar	April	May	June	Sept	Oct	Nov	Dec	Total
食品废弃合计 (kg)	1240	1889	1967	1044	1587	1794	1423	1215	1556	1319	15034
烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)	343	420	385	232	350	350	302	295	365	204	3246
服务线上未卖出的菜品 Wastage from service lines (kg)	123	282	366	124	195	244	330	212	335	223	2434
留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)	91	126	135	71	108	323	119	108	135	97	1313
套餐餐盘浪费 Eat Global Wastage of Plates (Kg)	281	362	340	209	319	133	366	309	315	309	2943
餐厅餐盘浪费 Wastage of Plates (Kg)	402	699	741	408	615	743	306	291	406	486	5097
供餐份数 Meals Number	13707	20672	20397	11313	17486	20171	21132	16781	26171	14648	182478
供餐天数 operating days	16	20	23	12	18	20	20	17	22	16	184
平均每天浪费 wasteage/Day (kg)	78	41	86	87	88	90	38	37	39	82	82
平均每天 每餐浪费 average wasteage / meal/Day (Grams)	50	51	53	55	53	43	32	36	28	54	44

Wastage 2023 YP



- 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)
- 餐盘浪费 Wastage of Plates (Kg)



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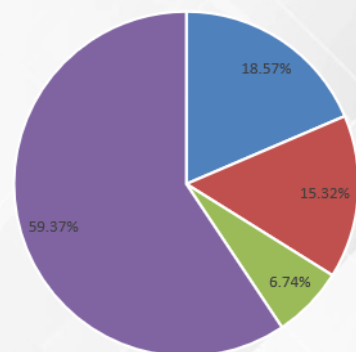
Canteen Committee - Yangpu

PRESENTATION: CANTEEN MAIN INDICATORS

Wastage Jan-Feb 2024 YP

FGS-YP 明细 Description	Jan	Feb	TOTAL
食品废弃合计 Wastage in total (kg)	680	471	1151
烹饪废弃物 Wastage during the preparation (Cold and Hot production) (kg)	325	201	526
服务线上未卖出的菜品 Wastage from service lines (kg)	247	187	434
留样菜品和菜品展示 Wastage from HSE sample and dish display (kg)	108	83	191
供餐份数 Meals Number	18912	13786	32698
供餐天数 operating days	18	15	33
平均每天浪费 wastage/ Day (kg)	36	31	33.7
平均每天 每餐浪费 average wastage / meal/Day (Grams)	54	51	52.5
Set menu	340	223	563
Cover	360	361	721
平均每天浪费 wastage/ Day (kg)	18.89	18.58	18.7
平均每天 每餐浪费 average wastage / meal/Day (Grams)	52.5	51.48	52.0

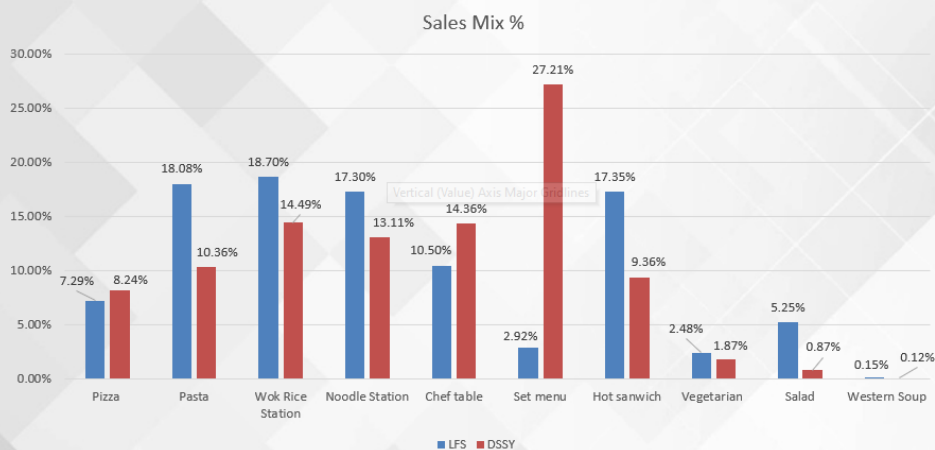
Wastage 2024 YTD



- 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)
- 餐盘浪费 Eat Global Wastage of Plates (Kg)

PRESENTATION: CANTEEN MAIN INDICATORS

Sales Mix % according to service line - YP Campus 2023



- DSSY Grade 1 & Grade 2 eat set menu
- More students take Asian food

PRESENTATION: CANTEEN MAIN INDICATORS

- Satisfaction from Survey- 44 Surveys Jan.-Feb. 2024 QR

	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? Temperatur	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	77.27%	77.27%	77.27%	68.18%	65.91%	75%	75%
Dissatisfied	22.73%	22.73%	22.73%	31.82%	34.09%	25%	25%



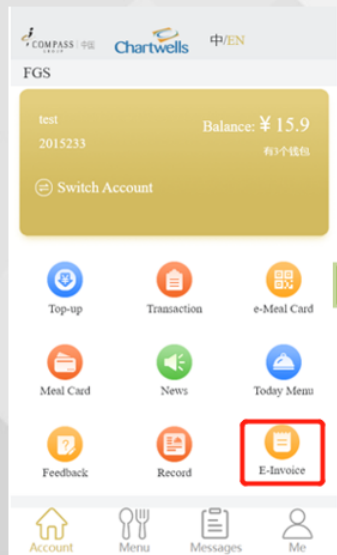
PRESENTATION: CANTEEN MINI PROGRAM – NEW CHANGE

- No Bank Charge Start on Oct. 1, 2023

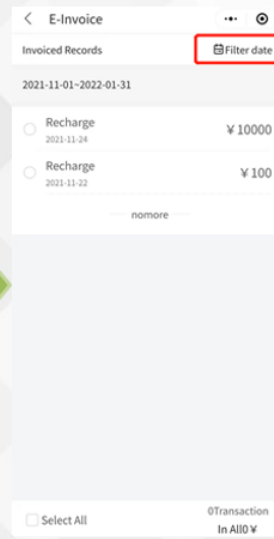


PRESENTATION: CANTEEN MINI PROGRAM – NEW FUNCTIONS

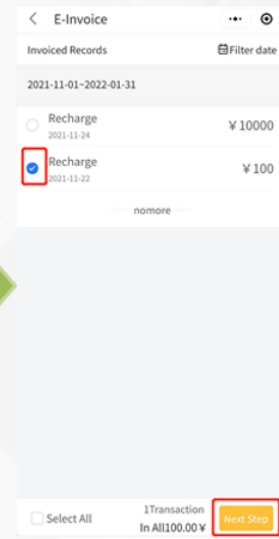
- How to issue fapiao in mini program



Tap E-Invoice
点击电子发票



Filter date to find the transaction
筛选日期找到交易

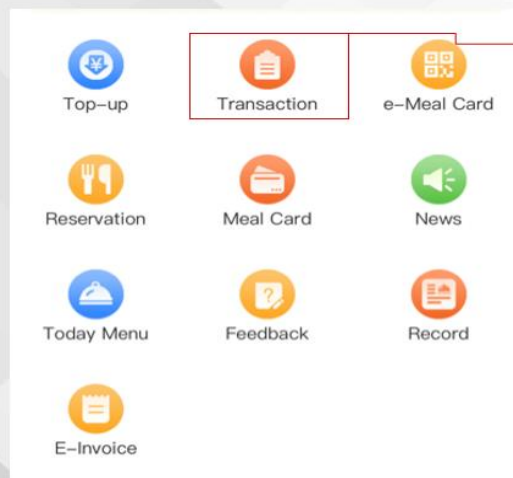


Select the transaction and tap Next Step
选取需要开票的交易，点击下一步

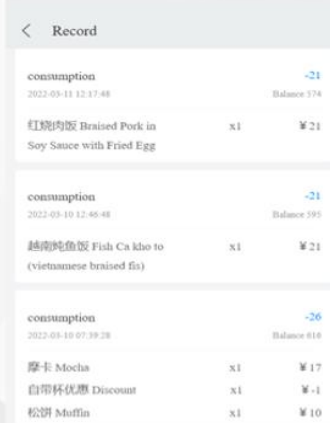
Tips:
Only Recharge transaction can apply for the invoice.
小贴士：
只有现金充值可申请开具电子发票。

PRESENTATION: CANTEEN MINI PROGRAM – NEW FUNCTIONS

- How to check transaction details



Transaction details



PRESENTATION: 2023 SNAPSHOTS



World Soil Day @ 5th-Dec

PRESENTATION: 2023 SNAPSHOTS

Merry Christmas



Strawberry Santa for all
Eat global Students



Christmas Yule Log Cake



Homemade Christmas Ham

PRESENTATION: 2024 SNAPSHOTS

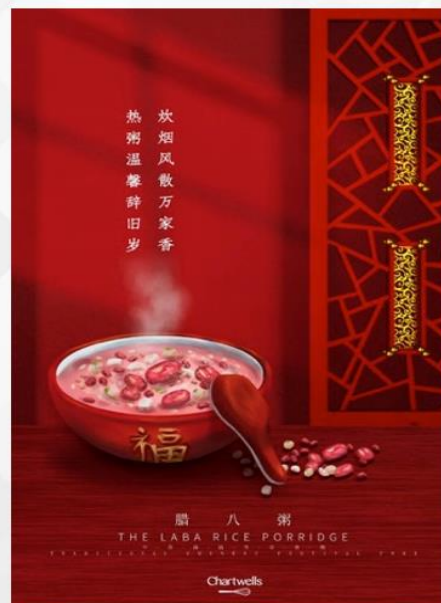


PRESENTATION: 2024 SNAPSHOTS



Chinese Traditional Congee

Galette des rois



PRESENTATION: 2024 SNAPSHOTS

Chinese New Year



PRESENTATION: 2024 SNAPSHOTS

International Women's Day



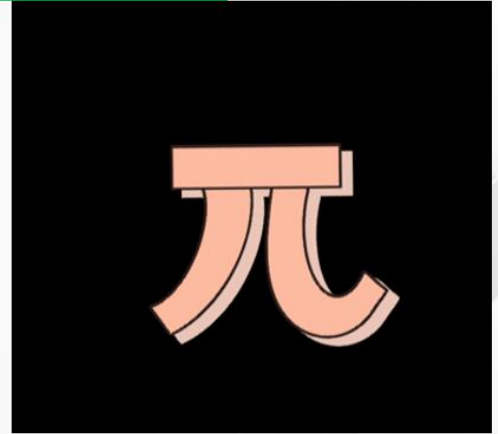
红豆薏米水
Red bean & coix Seeds water



洛神菊花茶
Roselle chrysanthemum tea

PRESENTATION: 2024 SNAPSHOTS

World PI Day



PRESENTATION: 2024 SNAPSHOTS

Carnaval Day



PRESENTATION: IMPLEMENTATION

- Occasionally New Big Soup to Bring More Choices!



- Borscht soup
- Beef Goulash
- Onion soup & cheesy Baguette
- Mulligatawny curry soup
- Toscana & sausage soup
- Greek lemon soup & chicken

PRESENTATION: IMPLEMENTATION

- Delimarche



Hot Drinks



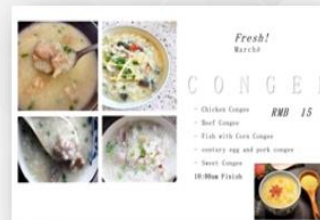
Oatmeal Cup



Salmon Bagel



Mango Pomelo Sago



Congee in Winter

PRESENTATION: IMPLEMENTATION

- New Salad Bar Dish



Grilled Bell Pepper



Lotus Roots



Potato & Egg Pancake



Tofu



Quinoa Salad



Mixed Okra Salad

PRESENTATION: IMPLEMENTATION

- New Dish



Clay Pot



Dongpo Braised Pork



Boiled fish with pickles,
vegetables and rice

BIRTHDAY CAKE

Napoleon Cake
Tiramisu Cake
Chocolate Cake
Cheese Cake
Carrot Cake
Chocolate Banana Cake

Small Size 12-16 Pax
RMB 168

Big Size 22-30 Pax
RMB218

• ORDER METHOD
Please kindly place your order by Email in two days advance

Email Address: fds.y@compass-group.com.cn

• PAYMENT METHOD
Meal Card, Ali Pay, We Chat Pay acceptable at canteen.



Cake List

PRESENTATION: IMPLEMENTATION

- Homemade Dish



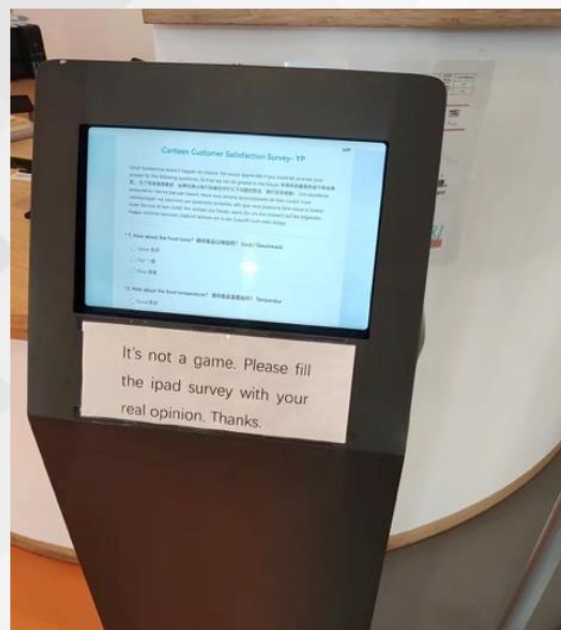
Beef Meat Loaf



Fish Cake's

PRESENTATION: IMPLEMENTATION

- IPAD Survey





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CANTEEN SERVICE ORGANIZATION –YANGPU EURO CAMPUS



KINDERGARTEN

DAYS : From Monday to Friday
TIME : 11.15 to 12.00
MANAGEMENT : 3 kindergarten staff

SCHOOL

DAYS : From Monday to Thursday
TIME : 12.55 to 13.40
& 12.30 to 13.00
MANAGEMENT : 1 Cocu staff

DAYS : Friday
TIME : 11.30 to 11.45

New since this schoolyear: Grade 1 and 2 eat together with the teacher



Below is the questions collected and the answers.

Q&A

1. Can we have access to warm water in the canteen? Because currently we only have cold water, tea and coffee

Réponse : The hot water machine is only located in Deli Marche, if anyone may need they can just ask for canteen colleague to assist with them.

2. Staff and students would like to have more French crepes.

Réponse : On daily basis we have freshly cook crepes during morning time. Currently we already increase the preparation from 10 pieces to 30 pieces.

3. Some people would like to have Nian Gao sometimes to have a little bit change.

Réponse : We have this dish in our WOK station will discuss internally to increase the monthly menu on WOK station. Twice in 1 month.

4. It happened once that inside of Youpuomian(homemade noodle by Chartwells) hasn't been well cooked. Probably need more time to cook.

Réponse : We will discuss with the noodles counter to pay more attention of cooking time for the noodles. Training will be implemented for this type of noodles.



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Q&A

5. The shredded cheese that is served from the pasta is sometimes not fully defrosted. Please kindly check the status before serving.

Response: We make sure that cheese will be fully defrosted with chilled temperature before serving.

6. Ice-cream: Is it possible to check the weather before giving the ice-cream ? Sometimes it might not be ideal to give ice-cream in a freezing weather.

Response: We will not serve ice cream during winter period. We will propose alternative desserts on winter period.

COMPASS ANNOUNCEMENT


Starting Jan. 26, 2024 Compass have reached an agreement with Sodexo to acquire 100% of Compass (China) Management Services Company Ltd ("Compass China") and Shanghai Eurest Food Technologies Service Company Ltd ("Shanghai Eurest").

The transaction is currently being reviewed by China's competition authority, the State Administration for Market Regulation ("SAMR"). During this period, the two businesses will operate entirely independently from Sodexo, and all services provided to French and German School will continue as before, business as usual.

We are committed to working closely with the new owners to ensure a smooth transition and can confirm, to the best of our knowledge, that on completion of the transaction Sodexo intends to continue all client services in China without interruption, with the same experienced operational teams remaining in place to maintain the high-quality food, health & safety, and great service that you expect.

In line with China's Anti-Monopoly Law, if and when SAMR approval is received and the transaction completes, Sodexo will be in touch directly with your team to formalize ongoing arrangements and share more details about their plans for bringing the businesses together and their vision for the future.

As per latest internal discussion verbally there will be a transition period that will effectively started on April 2, 2024. At latest information that all in unit staff uniform's of compass will be change with Sodexo brand. There will be a minimum of 3-6 month transition period until will be officially completed the transition for both parties.

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	Canteen Committee - Yangpu		

Other Q&A:

- a. Staff representatives:** **Any initiatives, new features, winter menu etc. since the last meeting. Any suggestions for next winter?**
- Canteen:** We have new winter drinks, congee, etc. However, the sales of porridge are not very good. We will make adjustments before giving suggestions for next winter.
- b. Staff representatives:** **How about the kindergarten menu, what feedback have you had since changing the menu?**
- Canteen:** We have specially designed a set menu for kindergarten, and made the food smaller or cut it into smaller pieces for the convenience of children.
- c. Parent representatives:** **Some parent volunteers reported that vie Scolaire staffs were not taking care of the children during meal time, and they went to eat by themselves.**
- LFS:** This is wrong. Our vie Scolaire staffs take care of the children not only in the canteen but also in the playground. Some students finished the lunch early and play in the playground. They also did the job support the children.
- d. Student representatives:** **Do you have any measures to deal with waste? Will canteen staff advise children to take less?**
- Canteen:** Yes, we will discourage children from taking too much. But generally we will give it according to the set meal. If the children have finished eating all, they can come back to pick it up. If they have not finished eating all, we will suggest that they come back to pick it up after eating all.
- e. Parent representatives:** **Can German school also have the parent?**
- DSS:** So far no, we now have enough teachers looking for the children. And in comparison, LFS children have earlier meals, so they will need parent volunteers.