



THE BRITISH SCHOOL OF GUANGZHOU

A NORD ANGLIA EDUCATION SCHOOL

Lunch Action Plan 2017/18

Aim: To allow students, staff and parents regular feedback opportunities with the aim of monitoring and improvement of school catering services provided by Chartwells.

Student Council Input

Student councils will meet with peers to gather feedback prior to meeting the Catering Coordinator (jean.liu@bsg.org.cn) each month. Feedback will then be used to guide improvement and changes to the monthly school menu (Primary and Secondary) and the coffee shop (Secondary only).

Lunches

Item	Responsibility	Date
Monthly menu sent to The Catering Coordinator	John Pan – Chartwells Cindy Li - Chartwells LF	15 th Of each month.
Primary and Secondary student councils to meet with The Catering Coordinator to make suggestions/changes to the menu.	The Catering Coordinator Charlotte Giles -Secondary Andrew Cunliffe - Primary	15 th – 19 th Of each month.
Katherine Weir, Helen Jones and The Catering Coordinator to review the EYFS menu and make suggestions/changes.	The Catering Coordinator	15 th – 19 th Of each month.
Monthly menu to be published on the website	Stuart Geraghty	23 rd Of each month.

Coffee Shop

Item	Responsibility	Date
When the student council meet to discuss the school menu we will also discuss any feedback that students have provided regarding the coffee shop	The Catering Coordinator Charlotte Giles –Secondary	15 th – 19 th Of each month.
Feedback to Chartwells	The Catering Coordinator	19 th -20 th Of each month.

Parent Focus Groups

Once a term Chartwells to invite a Parent Support Group (PSG) focus group for a school lunch and meeting.

- Term 1 – 22nd September 2017 (Secondary parents, discuss the Secondary canteen)
- Term 2 – 22nd February 2018 (Primary parents, discuss the Nanhu canteen)
- Term 3 – 18th April 2018 (EYFS parents, discuss the Lakefront canteen)
- Term 3 – 22nd May 2018 (Primary parents, discuss the Hillside canteen)

The school will ask PSG members in advance what they would like to discuss with Chartwells in order for them to adequately prepare for each focus group. The meeting will last for 1 hour.

Newsletter

Advertise Catering Coordinator's contact in every newsletter asking for staff, students and parents to forward feedback, the lunch action plan will also be highlighted through a link along with upcoming survey dates.

Newsletter Dates:

- Issue 1 – 19th September 2017
- Issue 2 – 28th November 2017
- Issue 3 – 6th February 2018
- Issue 4 – 20th March 2018
- Issue 5 – 24th April 2018

Surveys

Survey Name	Participants	Responsible	Date
Parent Satisfaction Survey	Parents	Paul Corr	March
Primary Student Survey	Primary Students	Andrew Cunliffe /The Catering Coordinator	Term 3
Secondary Student Survey	Secondary Students	Garry Russell /The Catering Coordinator	Term 2
Staff Survey	EYFS/Secondary and Primary Staff	The Catering Coordinator	January

Spot Checks

School Lunches

For staff and students a sample of people in the canteen will be selected and given the checklist below to assess their overall school lunch experience. Parents will be invited in through the PSGs to come and rate the lunch and provide feedback of their experience.

Who	Responsibility	Date
Primary (Staff/Parent/Student)	The Catering Coordinator	September 2017
Lakefront (Staff/Parent)	The Catering Coordinator	October 2017
Secondary (Student/Staff/Parent)	The Catering Coordinator	November 2017
Primary (Student/Staff/Parent)	The Catering Coordinator	December 2017
Lakefront (Staff/Parent)	The Catering Coordinator	January 2018
Secondary (Student/Staff/Parent)	The Catering Coordinator	February 2018
Primary (Student/Staff/Parent)	The Catering Coordinator	March 2018
Lakefront (Staff/Parent)	The Catering Coordinator	April 2018
Secondary (Student/Staff/Parent)	The Catering Coordinator	May 2018
Primary (Staff/Parent/Student)	The Catering Coordinator	June 2018

Coffee Shop

A sample of people in the coffee shop will be selected and given the checklist to then assess their overall coffee shop experience.

Who	Responsibility	Date
Primary (Staff/Parent/Student)	The Catering Coordinator	September 2017
Lakefront (Staff/Parent)	The Catering Coordinator	October 2017
Secondary (Student/Staff/Parent)	The Catering Coordinator	November 2017
Primary (Student/Staff/Parent)	The Catering Coordinator	December 2017
Lakefront (Staff/Parent)	The Catering Coordinator	January 2018
Secondary (Student/Staff/Parent)	The Catering Coordinator	February 2018
Primary (Student/Staff/Parent)	The Catering Coordinator	April 2018
Lakefront (Staff/Parent)	The Catering Coordinator	May 2018
Secondary (Student/Staff/Parent)	The Catering Coordinator	June 2018

Lunch Questionnaire

1. Were you able to locate and read the menu?

Yes

No

2. How long did you have to queue up for your food?

1 – 5 minutes

5 – 10 minutes

10 – 15 minutes

15 – 20 minutes

3. Were the staff friendly and helpful?

Yes

No

4. What did you like?

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5. What would you improve?

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6. How would you rate today's lunch?



Awful



Not very good



Good



Really good

Coffee Shop Questionnaire

1. Did you see the menu?

Yes No

2. Were any specials available?

Yes No

3. Were the opening times visible?

Yes No

4. Was the coffee shop and seating area clean? (tables and chairs looking tidy, tables and counter tops clean and clear)

Yes No

5. Did you have to wait a long time to be served?

Yes No

6. Were all items on the menu available?

Yes No

7. Were the staff friendly and helpful?

Yes No

8. What did you like?

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9. What would you improve?

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