

The following is a summation of the input collected from the parents returned the survey and from my own observations during lunchtime.

General:

Total number of parents responding: 11

Majority of parents responding had children in primary school.

The main concerns from the respondents were:

- 1) **Time to eat:** This was pretty much 50/50 on whether the parents / kids felt that they had enough time to eat.

I timed an entire lunch service. From my observations, the average line was shorter than 5 minutes. However, the longest line I saw was 8 minutes long from the last child to enter the cafeteria line until when they sat down.

The longer wait occurred with the middle / high school children who enter at 13:00. When only given 15 minutes for lunch, this can be problematic. I spoke with the headmaster and he said that they had created a special area for the older kids to come in and eat earlier and that the start of lunch had been moved forward by five minutes. This appears to have addressed the problem.

Action item: Please follow up with any feedback to see how this is working.

- 2) **Younger kids eating only rice / not choosing a full lunch:** For younger children there is a suggestion that they be given a set menu, where they are given a main, side and fruit / vegetables for whichever food selection they make (Chinese / western). Too many kids are coming home saying they only asked for rice and soy sauce everyday. There is also a suggestion to for the sauces to be regulated by the helpers for the younger children. From my experience, this is how it was done at the last school we were at in Beijing.

Action item: To be followed up with Chartwells to ensure the younger kids get a full lunch and more than just the rice when it is all that they ask for. Ask for the cafeteria helpers to help regulate the sauce usage. Work with our children to ask them if they are choosing a full lunch each day.

- 3) **Western food is too spicy (cooked with Sichuan flavors):** Some examples in this category were that the spaghetti, pizza, chicken wings and mashed potatoes were all being cooked too spicy.

Action item: Follow up with Chartwells to make sure that the western dishes are cooked with western flavors only.

- 4) **Food is too complex for younger kids:** A few respondents mentioned that the younger children don't like stews with meat and vegetables cooked together. Suggestion for the cafeteria should offer simpler items such as raw carrots, cucumbers, baguette or bread selections with the western dishes and to separate out the meats from the vegetables.

Action item: request Chartwells to provide the suggested items above.

- 5) **Portion sizes:** The report back was that they are generally consistent. When I observed the cafeteria lunch that day, I noticed some children received more than others. I stopped a number of them who had received more and asked if they had requested more and all of them said that they had.

Action item: Will work with Chartwells to ensure that kids are given what they are requesting within limits. Work with our children to make sure and ask for more if they are hungry.

- 6) **Requests for changes to the menu:** The overwhelming majority of the requests were for more simple western food items to be added to the menu. Hot dogs, sausages, non-spicy pizzas, tacos, sandwiches, French fries, etc. This echoes number 4 above and was suggested to address the fact that with such little time for lunch, that the kids are given something that they are more likely to eat in that time frame

Action item: work with Chartwells to make changes to the menu that would address this while keeping the options healthy

- 7) Finally: More than one person mentioned the taste of the water being different at the cafeteria than from around the campus.

Action item: make sure that the same bottled water is being used in cafeteria as with the rest of the school

If there is any other input, please feel free to contact me at [jeffgale@live.com](mailto:jeffgale@live.com).

Regards,

Jeff

As a reminder, the following was the survey sent out in September:

**1) Time:**

您的孩子有足够的时间点餐并吃完午餐吗？

Does your child feel they have enough time to order and eat their lunch?

他们是否感觉到在还没有吃完的情况下就被老师／阿姨引导离开餐厅？  
Do they feel that they are being rushed out of the cafeteria by the TA's / ayis before they are finished?

他们是否有足够时间再去拿第二次食物如果第一份没吃饱？  
Do they have enough time to get a second helping if they want it?

## 2) 餐食分量

### **2) Portion size:**

他们在第一次领餐时能拿到足够食物吗？

Is your child given enough food their first time through the lunch line?

他们觉得同学之间的餐食份量是否一样？

Do they think that the portion sizes are consistent for each students?

他们是否认为有很多学生浪费食物（例如将食物倒掉因为分量太大）？

Do they think there is an issue with many children wasting food (i.e. throwing away food because they were given too much)?

## 3) 菜单

### **3) Menu:**

您的孩子对餐食的口味和质量是否满意？

Is your child generally happy with the taste and quality of the food provided?

他们是否觉得有足够的食物选择？

Do they think there is enough selection?

菜单里是否有他们特别喜欢，或者特别不喜欢的食物？

Are there menu items your child really enjoys / really dislikes?

是否有您的孩子希望添加的食物？

Are there things your child would like to add to the menu?

4) 总结：我们的目标是每天都有一个西式、一个中式、一个素食选择，孩子们喜欢吃并有时间吃完。以上的问题是LFA已经收到的一些反馈，如果没有涵盖您想提出的问题也欢迎列出。

**4) General:** The goal is to have one western, one Asian and a vegetarian option daily that the children want to eat and have time to finish. The initial questions listed above are from concerns already raised to the LFA. However, please add other items or concerns you have in your reply.