

INFORMATION SHEET FROM  
CHARTWELLS FOODSERVICE  
PROVIDER IN LÉMAN  
INTERNATIONAL SCHOOL

乐盟国际学校的 Chartwells 餐饮供应  
商信息表

**2019-2020**



Dear Parents and Students,

亲爱的家长和同学们,

We would like to thank you for your continuing trust and support in Chartwells (<http://www.compass-group.com/>) to be the chosen catering partner for LIS.

感谢您对我们 Chartwells (<http://www.compass-group.com/>) 的一贯支持和信任并选择我们作为成都乐盟国际学校的餐饮合作伙伴。

Chartwells is part of Compass Group and is 100% dedicated to providing nutrition to students and staff at Premium Education facilities worldwide. We practice a single-minded commitment to building strong bodies, sharp minds and establishing the foundation for a long, healthier life.

Chartwells 作为康帕斯集团的一部分，我们 100%致力于为世界各地的高端教育机构的师生提供营养膳食。我们专注于为您提供健康的身体，敏锐的思维，可持续的健康的生活的理念。

We would like to thank you in advance for your trust and choosing Chartwells catering services, and to invite you to contact us at any point with your suggestions, comments and why not your home recipes, to find the best nutritional approach to your children.

感谢您相信并选择了 Chartwells 作为餐厅服务商，您的任何建议，意见以及食谱建议都是我们所欢迎的，我们做所的一切都是为了给您的孩子提供最营养的膳食！

Sincerely,

此致,

**Chartwells team**



“WE PROVIDE GREAT FOOD AND SUPPORT SERVICES TO MILLIONS OF PEOPLE AROUND THE WORLD EVERY DAY.”

“我们每天为全球数百万人群提供健康的饮食和周到的服务”



## Worldwide facts & figures | 全球数据

WE EMPLOY OVER

**500,000**

GREAT PEOPLE  
我们的雇员超过  
500,000 人

WE SERVE OVER

**5 BILLION**

MEALS PER YEAR  
我们每年提供 50  
亿份餐

WE OPERATE IN OVER

**50**

COUNTRIES  
我们的业务遍布 50 多个  
国家

WE WORK IN OVER

**50,000**

CLIENT LOCATIONS  
我们服务超过 50,000  
个客户场所

## China's facts & figures | 中国数据

**200+**

Operations  
项目点

**4,400+**

Associates  
员工

**120,000+**

Safe & delicious meals per day  
每天的供餐数



Our clients along with their staff and customers rely on us every day to provide their breakfasts, lunches and dinners and make their lattes and cappuccinos.  
我们为客户、其员工和消费者提供一日三餐的饮食服务以及拿铁和卡布奇诺等日常饮品。

Food is our core competence and we pride ourselves on our ability to provide clients with a wide range of innovative dining solutions designed especially for them. Our vision is to be a world-class provider of contract foodservice and support service, known for our great people, our great service, and our great results.

食物就是我们最核心的竞争力，我们对自己为客户提供的创新食品解决方案引以为豪。我们的愿景是成为世界顶级的膳食服务专家，打造一流的服务团队，提供一流的服务，带来美好的结果。

We deliver great service to people at work, in schools and colleges, in hospitals and retirement homes, at major sporting and entertainment events, in remote mining sites and on offshore platforms.





我们的服务对象包括工作白领、学校师生、医务人员以及退休人员，服务类型涵盖大型体育和娱乐活动，服务地区远及深山矿区和远洋平台。



# CHARTWELLS KEY POINTS

## CHARTWELLS 要点



<p>服务</p> <p>Service</p>    	<p><b>High Quality Food and Personnel</b> 高质量的食物和员工</p> <p>Our licensed suppliers are only selected if they're conforming to our quality, hygiene and price requirements. All our vendors are under contract defining precisely the quality level, specification of the products. All our staff are trained continuously to achieve and maintain high-standards of personal hygiene and knowledge of operations.</p> <p>我们只选择符合我们的质量，卫生和价格要求的供应商。我们所有的供应商都是根据合同定义产品的质量水平和规范。我们所有的员工会被培训不断实现和保持高标准个人卫生和操作的知识。</p>
<p>控制</p> <p>Control</p>	<p><b>Contamination Control</b> 污染控制</p> <p>Raw material and cooked food are separated from each other. We use top-brand detergents, such as Johnson-Diversey, to keep the hygiene of our facility and equipments. Our staff also wears hats, masks and gloves during the operation to avoid cross contamination.</p> <p>原材料和熟食分开。我们用优质的洗涤剂，如 Johnson-Diversey，保持卫生的设施和设备。我们的工作人员也会戴着帽子、口罩和手套进行操作，避免交叉污染。</p>
<p>记录</p> <p>Record</p>	<p><b>Temperature Control and Record</b> 温度控制和记录</p> <p>In order to ensure food safety, we have specific requirements for food not only for storage, but also for serving (e.g. temperature of coolers is set between 0~6°C and freezers lower than -18°C). The equipment (coolers, freezers) are daily checked and the temperature logged to ensure they are well functioning.</p> <p>为了确保食品安全，我们有特定的食物不仅对存储有要求，也对设备也有一定的要求（如冰箱温度设置在 0 ~ 6°C 和冰柜低于-18°C）。设备（冰箱、冰柜）日常检查和温度记录，以确保它们运转良好。</p>
<p>顾问</p> <p>Advisors</p>	<p><b>Internal and External Advisors</b> 内部和外部顾问</p> <p>Not only we fully comply with the Chinese FDA, but we also have an internal department to perform random inspections at every base and a third-part consulting company for hygiene. Any feedback or suggestion is passed to local units which promptly hold staff-training meetings for a constant and continuous improvement to our service. Additionally, the suppliers are constantly inspected by Chartwells Quality Department as well.</p> <p>我们不仅完全遵守中国 FDA，同时我们也有一个内部部门进行随机检查，在每个基地和卫生都会有第三方咨询公司的协助。若有任何反馈或建议传递给地方单位，我们将立即举行员工培训会议，从而对我们的服务进行不断和持续的改进。此外，Chartwells 质量部门也会不断地检查供应商。</p>



<p>特殊膳食标准 操作流程</p> <p><b>Special Meal Standard Operation Procedures</b></p>	<p><b>Special Meal Standard Operation Procedures</b> 特殊膳食标准操作流程</p> <p>Chartwells provides allergy card filling with allergic students 'names, photos, and parents' contact information for emergency needs. The card highlights the foods that the child cannot eat. The chef prepare the substituted menu, audited by our Nutritionist. After preparation, the chef is in charge of serving the meal to the according kid.</p> <p>Chartwells为对某些食物过敏的学生定制卡片，卡片上包含“学生姓名、照片和家长紧急联系方式”等信息以便紧急情况发生。我们会在卡片上特别标注哪些食物是该学生不能吃的，厨师长则会依据此卡片准备代替菜单，并将代替菜单交由我们的营养师来评估，之后厨师长才负责管理孩子的饮食。</p>
<p>烹饪</p> <p><b>Cooking</b></p>	<p><b>Cooking policy</b> 烹饪的政策</p> <p>Chartwells is known among international schools for its healthy food. We do not use MSG, artificial flavor &amp; color and peanut oil and we prefer healthy cooking methods (e.g. limiting deep-fried dishes). Our Chefs prepare a biweekly menu, which has to be reviewed by our nutritionist to ensure that all meals are properly balanced on carbohydrates, proteins, fibers, vitamins and lipids.</p> <p>Chartwells 是在国际学校的健康食品。我们不使用味精，人工风味和颜色以及花生油，我们更喜欢健康的烹饪方法(如限制油炸菜肴)。我们厨师食谱必须由营养师审阅，以确保所有食物在正确平衡的碳水化合物，蛋白质，纤维，维生素和油脂标准内。</p>

## NUTRITION & WELLNESS MANAGEMENT

### 营养和健康管理



Chartwells nutritionist will be available for questions, inspect the adherence between menu and cooking method and the overall offer. We propose and monitor menu programs, the link between menu planning, labeling, healthy food promotional activities and your wider community.

Chartwells 的营养师将对你们问题尽力给予解答，并负责检查菜单、烹饪方式和整体菜品的合理性。我们会对菜单提出意见并对此监督执行，关注菜单计划、食物标注，健康食物的推广活动和社区的联系。

<b>NUTRITION</b> 营养	<b>FRESHNESS AND SAFETY</b> 新鲜和安全	<b>MENU DESIGN AND CHILDREN FRIENDLY FOOD</b> 适合孩子的菜单设计
<ul style="list-style-type: none"><li>•MSG (Sodium Mono Glutamate or aginomoto) is prohibited 禁止使用味精</li><li>•No peanut oil, horse beans in any form and kind 不使用花生油及蚕豆</li><li>•Only natural flavor enhancers in the cooking process 烹饪过程中只使用天然香料增加食物风味</li><li>•Healthy cooking practices (less oil, low salt &amp; sugar, limit to a maximum deep frying) 健康的烹饪方式（少油，低盐&amp;低糖，尽量避免油炸食品）</li><li>•Balanced meals, proposed by our Nutritionist 健康菜单交由公司营养师审核确保均衡饮食</li></ul>	<ul style="list-style-type: none"><li>•In-House made dessert items 自制甜品</li><li>•Daily green (vegetarian) items 每日蔬菜</li><li>•Daily assortment of fresh salads (ref. local FDA regulations) 每日新鲜沙拉（参照当地FDA标准）</li><li>•Healthy products sourced and produced to provide Snack options and menu choices 采购健康的产品来制作点心和菜品</li></ul>	<ul style="list-style-type: none"><li>•Developing tasty, creative, nutritious recipes that appeal to students 开发美味创新且营养的菜谱以吸引学生的兴趣</li><li>•Balanced menus depending on the requirement of the client. Ample choices of food 根据客户要求制定均衡菜单。食品选择多样</li><li>•Items will be provided in each meal period to suit the taste of students 每份餐为迎合学生口味，提供多种选择</li></ul>

## WHAT DO WE OFFER?

我们提供什么？



PK – SK

(Price RMB 30.00)

Are given a set menu, which is served at the table.

A set meal consists of

- A main dishes served with two hot vegetables and starch
- Raw vegetables, fruits and mixed salads

Note: second servings will be provided by our team or teacher assistants at their table upon request from a child.

PK – SK

(价格：30)

套餐的构成：

一份主菜，两份蔬菜和一份主食  
新鲜蔬菜和水果，调和沙拉

请注意：第二次添加食物应当由老师或者助教根据学生的需求在餐桌上完成。

G1 – G 12

(Price G1 – G6 RMB 30.00

G7 – G12 RMB 32.00)

A choice from the menu from our service line.

A set menu consists of

Free flow of raw vegetables and mixed salads

A choice between 2 main dishes served with vegetables and starch (Menu A or B) or a mix plate of the two dishes

Note: Second servings of vegetables and starch will be provided for free.

G1 – G 12

(价格G1 – G6：30.00元

G7 – G12：32.00元)

来自我们菜单和餐线的选择。

套餐的组成：

无限量供应的新鲜蔬菜和调和沙拉；

可二选一的主食，一份蔬菜和主食（菜单A或B）  
或适当选择搭配。

请注意：第二次添加蔬菜和主食应当在服务线上由我们的员工适量添加，第二次添加任何食物免费。

## MENU SAMPLE





	Monday 星期一	Tuesday 星期二	Wednesday 星期三	Thursday 星期四	Friday 星期五
Soup 汤	Beef Vegetable Soup 中式牛肉蔬菜汤	Pumpkin Soup 南瓜汤	Chicken Broth 鸡肉蔬菜清汤	Borsch 莫斯科红菜汤	Duck Soup 老鸭汤
Asian Dish 亚洲餐	Soya Braised Pork with Potato 土豆红烧肉	Sauteed Chicken with Mushroom 炒鸡肉滑子菇	Sauteed Pork Hunan Style 湖南小炒肉	Chicken Stew with Mushroom 香菇炖鸡	Chicken Yakitori 日式香烤鸡
	Sauteed Long Bean with Chili 干煸豇豆	Sauteed Green Chili 虎皮尖椒	Sauteed Spinach and Egg 炒菠菜鸡蛋	Soya Sauteed Tofu 红烧日本豆腐	Sauteed Celery and Lily 炒西芹百合
	Steam Rice 米饭	Steam Rice 米饭	Steam Rice 米饭	Steam Rice 米饭	Steam Rice 米饭
Western Dish 西餐	Roast Chicken Siciliana 西西里烤鸡胸	Brat Wurst 煎香肠	Soya Stew Shanghai Style Duck leg 上海酱鸭腿	Beef & Pork Lasagna 意大利肉酱千层面	Pan-fried Snapper with Lemon Sauce 香煎鲷鱼柳
	Gilli Mix Vegetable 扒什锦蔬菜	Sauteed Colorful Pepper 扒彩椒	Roast Vegetable 烤蔬菜	Pumpkin Vegetable Gatin 焗南瓜蔬菜	Roast Shallot and Cherry Tomato 烤小洋葱圣女果
	Roast Potato 烤土豆	Roast Pumpkin 烤南瓜	Baked Sweet Potato 焗白薯	Potato Gratin with Mushroom 焗焗焗土豆蘑菇	Roast Potato Chip 烤土豆条
Noodle Station	Traditional Sichuan Chicken Noodle with Chili 麻辣鸡丝面	Grilled Chinese Noodle with Pork and Vegetable 中式铁板蔬菜猪肉面	Taiwan DanZai Noodle 台湾蛋仔面	Traditional Sichuan DanDan Noodle 四川担担面	Cantonese Grandma BBQ Pork Noodle 广式阿婆叉烧猪肉面
Fruit 水果	Fruit 水果				
Saled Bar 沙拉吧	Daily Saled Bar 每日沙拉吧				

# CHARTWELLS ACTIVITIES

## 各类活动



## MONTHLY PROMOTIONS & ETHNIC PROMOTIONS

月度推广和国际美食推广

Theme day promotion such as Chinese Festival, Italian Day, Mexican Day, etc. will be provided monthly to further enhance the enjoyment of student dining.

每月举办主题活动日如中国美食节、意大利美食节、墨西哥美食节等活动，加强学生用餐的乐趣。



## BEYOND FOOD PROGRAM

BEYOND FOOD 计划

Chartwells will offer beyond food activities and talks during the year such as:

Chartwells 将在一年中提供 beyond food 系列活动以及交流平台，例如：



Food Knowledge  
食物知识

Reaction with  
Customers  
与消费者互动

Put Fun into Meals  
寓教于食

**Educate about hygiene & safety practices**

教育卫生与安全实践

**Encourage healthy eating habits**

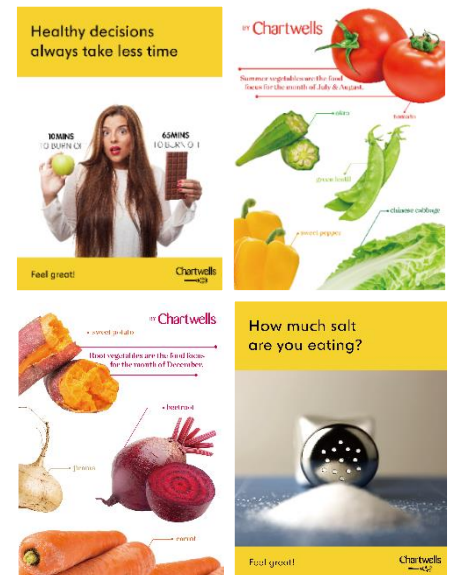
促进健康饮食习惯

**Communicate interactively about Compass standards**

以交互方式沟通方式来 Compass 标准

**Complement food related classroom education with real life examples and activities**

通过现实生活中的实例，举办活动来补充与食物相关的课堂教育



## COMMUNITY ENGAGEMENT

社区参与

Mails from parents regarding to catering (eg. supplier chain management, quality assurance, nutrition information, payment management, etc) may come to us directly for professional and on-time answer.

家长有关于供餐问题（如：供应链管理，质量监控，营养信息，支付服务等）的邮件可以直接至我方，将得到及时且专业。

## PAYMENT INFORMATION

支付信息



All students receive one lunch card when they join the school , please keep properly. In case of lost, please timely inform canteen cashier. The cashier will lock your lost card to avoid your credit loss. You can then apply to the school to request a new card.

新生可在注册日当天到餐厅申领餐卡，请妥善保管餐卡，如若丢失请立刻通知餐厅收银，我们的收银会挂失餐卡以避免你的损失，你可以去学习申请一张新卡。

## - HOW TO PAY? 如何支付?

Students need to pre-load a desired amount (to cover a quarter, semester or year according to different grade) of cash that will be recorded in our database. Please see below table for reference:

学生需要在餐卡中以现金方式预先存入餐费（建议根据不同的年级存入半学期，一学期或是一学年的餐费），系统将记录数据。。请查看以下表格中建议充值的金额：

	Price 价格	Quarter 46 Days 上学期	Semester 91Days 下学期	Year 181 Days 一学年
PK - SK 年级 1 - 6	30 RMB 30 元	1,380 RMB 1,380 元	2,730 RMB 2,730 元	5,430 RMB 5,430 元
Grade 1 - 6 年级 7 - 13	30 RMB 30 元 间点和午餐的价格区间	1,380 RMB 1,380 元	2,730 RMB 2,730 元	5,430 RMB 5,430 元
Grade 7 - 12 年级 7 - 12	32 RMB 32 元 间点和午餐的价格区间	1,472 RMB 1,472 元	2,912 RMB 2,912 元	5,792 RMB 5,792 元

When the student is ready to pay, he or she will pass the card through a magnetic field and their consumptions will be deducted from their balance. No cash sales are allowed in our cafeterias, and students must carry their cards all the time for purchasing items.

刷卡时，可将餐卡在读卡器处读卡即可在余额中扣减餐费。餐厅不接受现金消费，学生应当在购买食物的过程中始终携带餐卡。

## HOW DO I ADD MONEY TO MY CARD? 如何为我的餐卡充值?

Adding money to lunch cards can be easily done in the cafeteria for Junior and senior school students during operation time, preferably not during lunch time to avoid long queues.

在餐厅的营业时间内，初高中学生可以很容易的为餐卡充钱，但为避免排队请尽量在非用餐时间充值。

Chartwells will notify students when the balance is low, you can then send the money to top-up your child's card. When money is added to your child's balance, he or she will receive a receipt informing how much money was loaded. All consumptions are recorded in our database, which can be requested at the school cafeteria or found online at the School's website.

Chartwells 会在餐卡余额不足的时候提示学生，您为孩子充值后将会收到一张收据显示您充值的金额。所有的消费都会被系统记录，您可以在餐厅查询或者登陆学校网站查询。

## WHAT TO DO IF I LOSE OR DAMAGE THE LUNCH CARD?

如果丢失或损坏了一张卡，该如何解决?

If you lose your lunch card inform immediately our cashiers, who will block the card in case someone else would like to use it. You will not lose your balance in case you damage or lose your lunch card. Previous balance can be transferred to the new card.



当餐卡丢失时，请立即通知我们的收银员，我们会为您关闭账号以避免被他人使用。在您餐卡丢失或损坏并不会损失您的余额，账户余额将会被转到新卡中。



