



THE BRITISH SCHOOL OF GUANGZHOU

A NORD ANGLIA EDUCATION SCHOOL

Lunch Action Plan 2022/23

Aim: To allow students, staff and parents a platform to have their say and the ability to provide valuable feedback to help further improve school food and the catering services provided by Chartwells.

Student Council Input

Student councils will meet with their peers prior, to meeting with Jean Liu and gather feedback. This will then be used to guide their suggestions and the changes that we make to the monthly school menu (Primary and Secondary) and the coffee shop (Secondary only).

School Lunches

Item	Responsibility	Date
Monthly menu sent to Jean Liu	Vezir/John Pan – Chartwells	20 th Monthly
Primary and Secondary student councils to meet with Jean Liu to make suggestions/changes to the menu.	Jean Liu Head of Secondary - Secondary Laura Elsmore - Primary	21 st -24 th Monthly
Danielle and Jean Liu to review the EYFS menu and make suggestions/changes.	Jean Liu	21 st -24 th Monthly
Monthly menu to be published on the website	Stuart Geraghty	26-28 th Monthly

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	Jean Liu Head of Secondary – Secondary	21 st -24 th Monthly
Feedback to Chartwells	Jean Liu	25 th -28 th Monthly

Parent Focus Groups

- Once a term Chartwells to invite phase PSG parents in for a school lunch focus group.

Term 1 – 21stSeptember 2022 (Secondary parents, discuss the Secondary canteen)

Term 1 –12th October 2022 (Primary parents, discuss the Nanhu canteen)

Term 2 –22nd February 2023 (Primary parents, discuss the Nanhu canteen)

Term 2 –14th March 2023 (EYFS parents, discuss the South Park canteen)

Term 3 –19th April 2023 (Secondary parents, discuss the Secondary canteen)

Term 3 –24th May 2023 (Primary parents, discuss the Nanhu canteen)

- We 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 30 mins.

Surveys

Survey Name	Participants	Responsible	Date
Parent Satisfaction Survey	Parents	Cory Dickson	October
Primary Student Survey	Primary Students	Laura Elsmore /Jean Liu	Term 3
Secondary Student Survey	Secondary Students	Head of Secondary /Jean Liu	Term 2
Staff Survey	EYFS/Secondary and Primary Staff	Jean Liu	March

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
Secondary (Staff/Parent/Student)	Jean Liu	September 2022
Primary (Staff/Parent)	Jean Liu	October 2022
Primary (Student/Staff/Parent)	Jean Liu	February 2023
EYFS (Staff/Parent)	Jean Liu	March 2023
Secondary (Student/Staff/Parent)	Jean Liu	April 2023
Primary (Student/Staff/Parent)	Jean Liu	May 2023

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
Secondary (Staff/Parent/Student)	Jean Liu	September 2022
Primary (Staff/Parent)	Jean Liu	October 2022
Primary (Student/Staff/Parent)	Jean Liu	February 2023
EYFS (Staff/Parent)	Jean Liu	March 2023
Secondary (Student/Staff/Parent)	Jean Liu	April 2023
Primary (Student/Staff/Parent)	Jean Liu	May 2023

Lunch Spot Check – Check List

1. Did you see 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?

.....

.....

.....

.....

.....

5. What would you improve?

.....

.....

.....

.....

.....

6. How would you rate today's lunch?



Awful



Not very good



Good



Really good

Coffee Shop Spot Check – Check List

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)

.....
.....

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?

.....
.....
.....

9. What would you improve?

.....
.....
.....