



THE BRITISH SCHOOL OF GUANGZHOU

A NORD ANGLIA EDUCATION SCHOOL

Lunch Action Plan 2019/20

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 peer prior, to meeting with Jean 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	Vezir/John Pan – Chartwells Cindy Li - Chartwells LF	20 th Monthly
Primary and Secondary student councils to meet with Jean to make suggestions/changes to the menu.	Jean Paul M– Secondary Matthew C– Primary	20 th – 24 th Monthly
Danielle and Jean to review the EYFS menu and make suggestions/changes.	Jean	20 th – 24 th Monthly
Monthly menu to be published on the website	Stuart	25 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 Paul M– Secondary	20 th – 24 th Monthly
Feedback to Chartwells	Jean	25 th Monthly

Parent Focus Groups

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

PSG lunch invitation

Item	Responsibility	Date
PSG parents invited for a school lunch	Jean Paul M – Secondary Matthew C - Primary Danielle M/Helen J-EYFS	Sep, Jan, April, May
Feedback to Chartwells	Jean	Sep, Jan, April, May

Term 1 – September 18th2019 (*Secondary parents, discuss the Secondary canteen*)

Term 2 – January 15th 2020 (*Primary parents, discuss the Nanhu canteen*)

Term 3 – April 15th 2020 (*EYFS parents, discuss the Early Years canteen*)

Term 3 – May 19th 2020 (*Primary parents, discuss the South Park 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 take place @ 11:30am and will last for half an hour.

Newsletter

Advertise in every newsletter Jean's contact email for people to forward their feedback, the lunch action plan and upcoming survey dates.

Item	Responsibility	Date
The advertise/article for newsletter to let people know for forwarding their feedback and opinions to jean	Jean	20 th September
Term 1 & 2 lunch feedback	Jean	17 th January

Surveys

Survey Name	Participants	Responsible	Date
Parent Satisfaction Survey	Parents	Director of Admissions & Marketing	March
Primary Student Survey	Primary Students	Matthew C/ Jean	Term 3
Secondary Student Survey	Secondary Students	Paul M/ Jean	Term 2
Staff Survey	EYFS/Secondary and Primary Staff	Jean	February

Spot Checks

School Lunches

For staff and students few random people in the canteen will be selected and given the checklist to then 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 Parents	Jean	September 2019
Primary Parents	Jean	January 2020
Primary Students	Jean	March 2020
EYFS Parents	Jean	April 2020
Primary Parents	Jean	May 2020
Secondary Students	Jean	June 2020

Coffee Shop

Few random 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/Parents)	Jean	September 2019
Lakefront (Staff/Parents)	Jean	January 2020
Secondary (Students/Staff/Parents)	Jean	March 2020
Primary (Staff/Parents)	Jean	April 2020
Secondary (Students/Staff/Parents)	Jean	May 2020
Lakefront (Staff/Parents)	Jean	June 2020