



EAT



LEARN



LIVE

FOUNDATIONS
COMMUNICATION
CORPORATE RESPONSIBILITY
HSE
MAP
MARKETING
OPERATIONS
OUR PEOPLE
PURCHASING
SALES
SYSTEMS

Underpinning
everything we
do is a group
wide platform –
the Compass
Foundations

Dear Parents and students,

In this information sheet, you will find basic information about our services with the school and some frequently asked questions parents and students usually have at the start of the school term.

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

Contact us at:

Eurest@istianjin.net

Tel: (8622)28592001-8152

Sincerely,
Chartwells Management

Compass Group

- We employ more than 508,000 people in around 50 countries
- We serve around 4 billion meals a year
- We work in more than 50,000 client/locations
- 90 of Fortune 100 companies are our clients
- Our vision is to be a world-class provider of contract food and support service, renowned for our “great people, great service, and great results”
- You'll find us serving customers in offices, R&D Centers, factories; schools, universities, hospitals ,senior citizen living communities; major sports and cultural venues, remote mining camps and last but not least ,offshore platforms
- We are passionate about great food - for example, two of our restaurants in the UK hold Michelin stars

Compass Group in China

- 43 cities presence in mainland China
- 18 years' experience in China market
- Zero Tolerance against Kickbacks
- Catered at Beijing Olympics 2008
- 100% wholly owned by Compass Group PLC UK
- 70% Market share in the International Education Sector
- Strong Legal compliance
- Strong Business Governance



A close-up photograph of a chef, Michael, wearing a white chef's coat with a name tag that reads "Michael Head Chef". He is smiling and looking down at a black frying pan on a stove. The pan contains a colorful stir-fry of vegetables, including green beans, carrots, and yellow bell peppers. The background is slightly blurred, showing a kitchen setting with windows. The top right corner of the page has a solid green background.

HEALTH AND HYGIENE

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 level of quality and specification of the products we use. We sample daily all food to ensure traceability and transparency for our customers. Raw materials and cooked food are separated from each other. We use top-brand detergents and sanitizers, such as Johnson-Diversey, to best maintain the hygiene of our facility . Our staff are fully equipped and trained to comply with international standards.

In order to ensure food safety, we set specific requirements for food not only for storage, but also for serving (e.g. temperature of coolers is set between 0~5° C and freezers lower than -18° C).All the equipments are daily checked and the data logged to ensure they function well. 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 inspected by Chartwells Quality Department team members on a regular basis.

Chartwells is well known among international schools for its healthy food offer. We do not use Nuts, MSG, artificial flavor , Color and peanut oil and we prefer healthy cooking methods (e.g. limiting deep-fried dishes). Our Chef prepares a monthly menu, which has to be reviewed by our nutritionist to ensure that all meals are properly balanced on carbohydrates, proteins, fibers, vitamins and lipids.



WHAT DO WE OFFER?

Nursery-Grade 1 set menus

(Price: RMB 29.00)

This is fully table served.

- 1 regular set meals or 1 vegetarian set meal.
- A set meal consists of
 - Raw ready to eat vegetables and fruits
 - 1 meat/poultry dishes with vegetables and starch
 - 1 drink (Yakult, milk or yoghurt).

Note: - Nursery-Grade1 second servings will be provided by our team or teacher assistants at their table upon request of the child.
- Morning snack provided to Nursery –Grade2 Students at RMB 6.00 per person, Snack are only available for daily set lunch students.

Elementary School set menus

G2 - G5 RMB 33.00)

Served from our main service lines.

- Daily 2 meat/ protein dishes (or vegetarian protein special) from our Western and Asian Counters(Free flow)
- Raw vegetables from our salad bar(Free flow)
- Hot vegetables and starch (Free flow)
- 1 Fruit
- 1 Dessert
- 1 Drink → juice, milk, Yakult or yoghurt

Note: Second servings will be provided by our team on the service line upon request of the child.

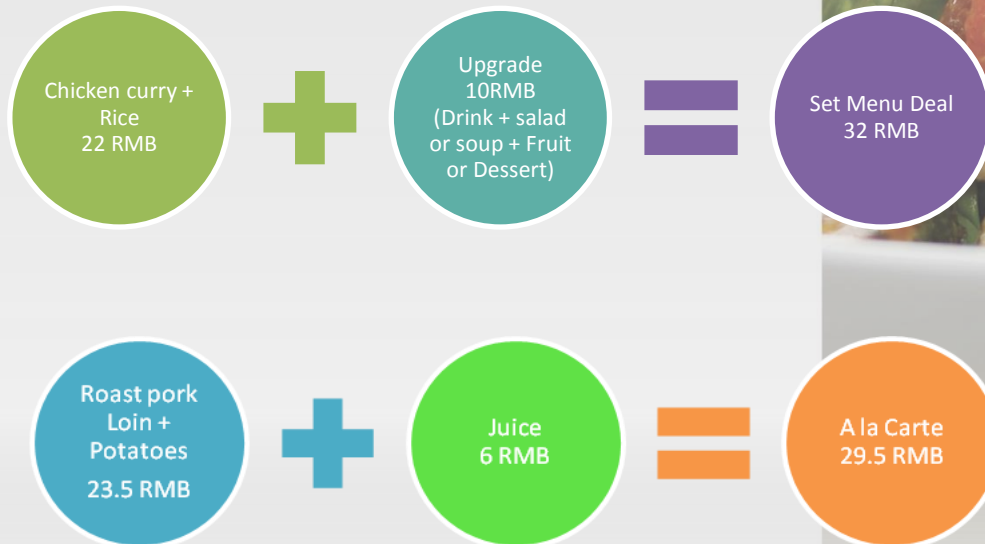
MS/HS food offer

WHAT DO WE OFFER?

A retail concept oriented environment as MS/HS students are young adults who need choices, brands/concepts and freedom in deciding the composition of their lunch. We propose a different service concept that blends and merges the “A la Carte “and “Set Menu” offers into one single frame.

Students will have several stations to choose from, each station serving daily dishes bound into a concept (e.g. Grill, Wok, Western, and Asian, etc.). As such, each customer can chose between paying the basic fare for the main dish (A la Carte) or upgrading the chosen main dish into a Set Menu or a Deal price lower than the sum of the different components. The upgrade allows a drink + dessert or Fruit + salad or Soup in a separate plate.

Examples:



Find below the list of our unique outlets/stations





“Sprouts” (your wide choice salad bar)

(Price range RMB 16.00 – 23.00)

The sprouts has been the most popular, economic but at the same time a healthier food station from the customer point of view, here we offer daily fresh seasonal salads, Antipasto platter, bread selection and choices of dressings etc.



“The Grill”

(Price range RMB 25.00 - 34.00)

The grill is a live cooking station where consumers will be able to enjoy the entertainment of the food being cooked while they wait for their meal.



“The Wok”

(Price range RMB 24.00 - 28.00)

The Asian station will be serving some of the most delicious dishes from around Asia. The recipes come from authentic sources to bring the best taste to the dish.



“Trattoria”

(Price range RMB 20.50 - 36.00)

The Italian corner will regularly serve a selection of pasta options, roast meat carving and an in-house on the spot made pizza.



“Mondo Subs” (Sandwich bar)

(Price range RMB 21.00 - 23.00)

This unique brand of ours serves a wide range of subs, toasted sandwiches, wraps and occasionally chef’s signature sandwiches using freshly baked selection of breads, your choices of meat/cheese/poultry based fillings and salads with variety of sauces.

“Deli Marché”

(Price range RMB 6.00 - 25.00)

This unique brand, provide students with grab and go items such as gourmet sandwiches, whole fruits and veggie sticks cups & dips, selection of drinks and daily fresh baked pastries, Muffins, banana breads, Pretzels and many more signature items we pride on making it for many years.

DELIMARCHÉ

We are very particular in providing Healthy & Nutritional Food. All the students can have access to a variety of homemade lunches, snacks and drinks. No additional colorants, salt, sugar, MSG or chemicals are used during food preparation.





HOW TO PAY?

Students need to pre-load a desired amount of cash that will be recorded in our database.

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.

It is recommended that this card should not be borrowed and it should have sufficient balance at the time of going through our cashiers, to speed up the service. We recommend maintaining a balance between 100 RMB to 200 RMB in order to avoid interruptions of our service. The minimum load is 50 RMB per time.

Elementary School students keep their cards with their teachers and TA's in order to avoid losing it. You can send money to your child's teacher and they will assist you and coordinate with us to top up the card when the balance is running low.



HOW DO I ADD MONEY TO MY CARD?

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. Refer to main Head Cashier desk for further information.

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 an invoice informing how much money was loaded. All consumptions are recorded in our database, which can be requested at the school cafeteria.

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

If you lose your lunch card, inform immediately our cashiers, who will block your card in case someone else tries 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.

Note: Do not bend, heat, pierce or cut your lunch card or else you will damage it, please keep it in your wallet. If you lose or damage your card, please contact us to purchase a new card, the cost is 40 RMB.



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