

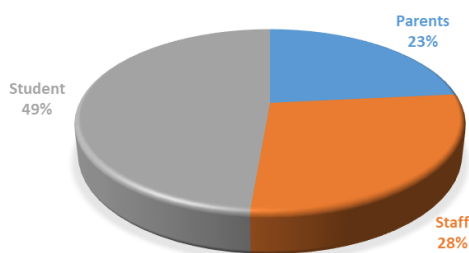


Canteen Survey 2023 Feedback

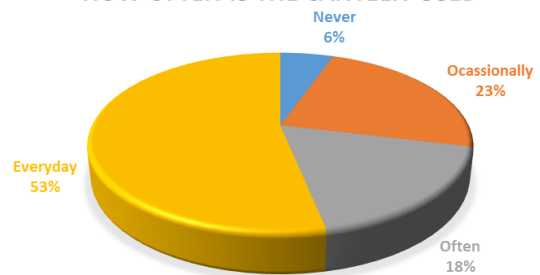
In February and March 2023 the KIS Canteen conducted a survey amongst Parents, Staff and Students. The questionnaire responses from parents, staff, and students provide mixed feedback on the school canteen. Parents suggest that the canteen should have more fruit and vegetables and healthier options, while staff feedback focuses on the need for more variety and healthy food options. Students express concerns about food quality and portion size, as well as queue times and the number of staff available to serve. There are also suggestions to improve the canteen's environment and service efficiency. Pricing is generally seen as reasonable, although some find certain items to be a bit pricey. Overall, improvements could be made in terms of menu variety, healthy options, portion sizes, and service efficiency.

Data Response

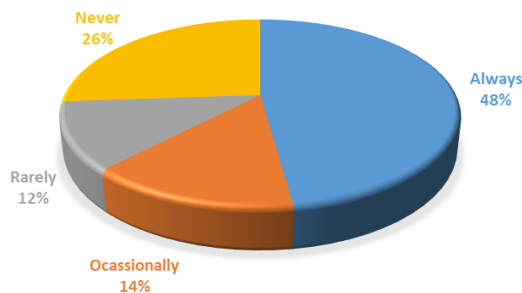
RESPONDENTS



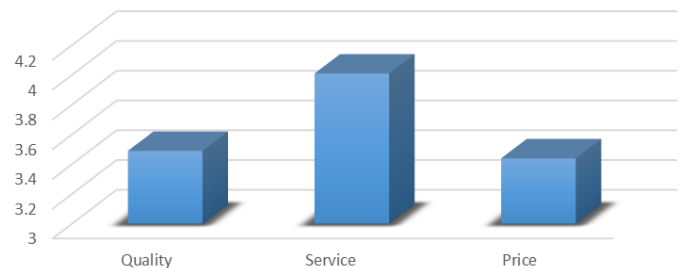
HOW OFTEN IS THE CANTEEN USED



PURCHASE OF PRE-ORDER



Scale of 1 to 5 (low to high)





Views on the Pre-Order Option

Parents suggest that some of the menu items may be too spicy for younger children and there is a desire for more fruit and vegetables. The pre-order is reasonably priced though there is a request for a greater variety of food options, including protein, carbs, and healthier options with less sugar and salt. Some feedback notes that the food portions could be improved, and that some dishes are too saucy or too sweet. Finally, while some kids enjoy the food, others find it unappetizing or not enough to feed older teenagers.

Staff feedback indicates that the wedges and mashed potatoes are highlights of the western options, but there are too many chicken meals in the pre-order menu, and more variety is desired. There is a need for more fruits and vegetables in the meals, and the portion sizes are sometimes too small. The food quality is generally good, but can be inconsistent. The taste can vary and some meals are overly oily or salty. Some feedback suggests that healthier options should be added, including a salad bar, and that there are limited options for snacks. Finally, there are requests for larger portions for secondary students with more vegetables.

Some students find the food nice and 'yummy', while others think it is average or needs improvement in terms of flavour and portion size. Some specific complaints include overcooked food, tough fish, lack of variety, cold food, and expensive prices. Some suggest adding more meat options, improving the ordering process, and having more variety. Overall, there seems to be mixed feelings about the food, with some people enjoying it and others finding it lacking.

Views on the Canteen Service

Parents believe the canteen has generally positive service with friendly and accommodating staff, good food variety, and commendable reusable containers. However, there are some suggestions to improve, such as ensuring students finish their meals before clearing tables and making the food healthier.

The staff feedback indicates that they find the canteen easy, efficient and friendly, although there are sometimes queues and not enough staff to serve quickly. Some staff have received random meals and suggest having more people serving at the counter. There are also suggestions for improving the serving time of pre-ordered meals, implementing a queue system, and having dedicated staff to man the counter. The staff also mention that the canteen could be more organized with the change of furniture arrangements. Overall, the staff find the canteen to be fairly priced, with good quality food, although there are some issues with limited space during snack time and occasional mistakes with change.



The feedback from students regarding the canteen is mixed. Some students appreciate the quick and efficient service provided by the staff, while others express concern over the understaffing and slow service. The canteen is often overcrowded, which can cause disorganisation and makes it difficult to move around. Many students appreciate the friendly and helpful staff, but others suggest that more staff would be beneficial. Overall, while some improvements could be made, the canteen is generally seen as a nice and helpful place to get lunch and snacks.

Views on the Cost of Food

Parents generally find the pricing at the canteen and cafe to be fair and reasonable, although some find certain items to be a bit pricey. Some parents suggest having more food options and larger portions for the price. There are a few parents who didn't have any comments on the pricing.

Overall, staff views on cost are mixed, with some saying it is well priced, good value, or reasonable, while others find some items expensive, especially snacks or soft drinks. Some suggest that prices could be lowered or quantity increased to encourage more purchases. Some staff feel that the quality and portion sizes do not always reflect the cost, while others feel that certain items are good value or well-priced.

The student views on cost are mixed, with some finding the prices reasonable or even cheap, while others find some foods and drinks to be overpriced. Some students note that the prices are comparable to other food options in the area, while others suggest that certain items should be lower in price. Some students express concern about the cost of pre-ordered lunches, bottled juices, and certain food items like chicken and sausages. However, many students seem to find the prices manageable or acceptable given the quality of the food.

Views on How to Improve

Parents provided several suggestions for improving the school canteen, including offering less spicy menu options, implementing an ordering system for multiple children, increasing the variety of food, and having more food available after school. Naming menu items was also suggested, and some parents requested a bigger space or longer operating hours. Complaints included the high cost of food and lack of availability on certain days. Some parents suggested healthier options and less sweet snacks, while others requested larger portion sizes for older students.

The staff feedback includes a request for more availability and variety of healthy food options, more meat choices, attending to queues at lunch, more space for service, availability of chili sauce, fresh food, and more timely delivery of snacks. Some staff members suggest giving special rates to local staff, having more variety of fresh fruits



and salads, better organization at snack time, and efficiency with food options. They also mention concerns about the food quality, portion size, and the quantity of food, as well as the need for a queuing system and more staff.

The student responses suggest that improvements could be made in terms of queue times, food quality, the size and layout of the canteen, and the number of staff available to serve. Some students suggest that more healthy options and variety in food choices would be appreciated. Some students also mentioned concerns about the price of food, the waiting time to collect lunch, and the pre-ordering system. Overall, the main areas for improvement identified by students are queue management, food quality, and space availability in the canteen.

What could be Included in the Pre-Order

Parents have requested for more non-spicy options on the menu, chicken nuggets and fries, more variety in pasta or noodles, chicken rice every week, shepherd pies, beef stews, Western foods, fried rice, fried noodle, quiche, lasagne, stews, soups, baked beans, eggs, edamame, fishcakes, and cheesy croquettes. Some parents did not provide any specific requests.

Staff requests for extras include a fourth category called "healthy options," more beef and seafood options, an extra portion of fruit, porridge, fresh salads with salmon, another vegetarian option, salad bowl, poke bowl, couscous salad, and sushi rolls. Some staff had no comments or requests.

The students' requests include pre-heated food like mac and cheese and lasagne, more fruits, a rating system for popular food, more variety in western cuisine, nasi lemak, fried chicken curry, meat and gravy, Vietnamese pho, burgers or dumplings, pancakes with syrup, spaghetti more often, and Japanese food. Some students did not have any requests or were unsure.

What could be Included for the Counter:

Parents have suggested various additional menu items such as ready-to-go sandwiches, cheesy wedges, burgers, cookies, fresh juice, small and cheap healthy snacks, fresh fruits, baked chicken wings, salad, rice porridge, sushi, satay, nasi lemak, roti canai, bagels, pastries, pre-cut fruits, sushi/sashimi, sliced cakes, and healthier options. Some parents have not used the over-the-counter menu before and do not know what is available at lunchtime.

The staff suggest adding lots of healthy options such as fruit, cheese tart, and a pick your own salad bar. They also suggest more non-fried and vegetarian options, as well as more fresh pastries and breakfast choices. Some staff suggest more economy rice options, sausages and mash, and fresh salads. Additionally, the staff would like to



see more fresh fruit options, a fruit juice selection, and more snacks around RM3 and below. Some staff also suggest adding vegetable options and nasi lemak for Asian cuisine.

The students have suggested a variety of snacks such as kuih lapis, kuih batu, and cookies, and some have suggested seasonal snacks for specific holidays. Many students want more variety in drinks, and some have requested specific beverages like milk, juices, lemonade, and hot drinks like teh tarik. Some students want more food options such as duck, curry chicken, and grilled cheese. There are also requests for specific foods like French fries, potato wedges, brownies, mac and cheese, and salad.

People's Favourites

The most mentioned favourites among the parents are coffee and chicken wings. Some parents mentioned a preference for Western cuisine or hot lunch, while others did not express a particular favourite. Other favourites mentioned include chicken rice, burger, egg tart, spring rolls, fried chicken, wonton, tuaran mee, curry puff, and sausage rolls. The staff favourites include coffee, beef-related menus, Japanese curry, pineapple rice, chicken tikka, curry, fried chicken, breakfast meals, stuffed tofu and aubergine, beef noodle soup, noodles, and stuffed eggplant. They also enjoy the puff pastries, fried snacks, sandwiches, and burgers offered. The most popular student favourites seem to be chicken, sausage rolls, pizza, fried chicken, laksa, noodles, and sandwiches. Some specific items mentioned include chicken wrap, tuna triangle, vegetarian pizza, potato wedges, and 100 plus drink. Some students did not have any particular favourites.

Final Comments

Our community has provided various suggestions to improve the school canteen, such as providing more kids-friendly food options, adding other modes of payment, offering healthier and fresher food choices, promoting food and drinks in fun ways, ensuring hygiene, displaying a weekly sale of fresh produce, reducing oil and sauce, and increasing staff and servers. Some suggested improving the canteen layout, providing more seating areas, and setting up separate lines for primary and secondary students (non-lunch times). While some suggested adding specific food items such as sandwiches, spring rolls, and salads, others emphasized the importance of affordable pricing, smaller portions, and better food quality. Finally, some appreciate the current services and do not have any further suggestions.

Colour Meals Comments

Thank you for completing our questionnaire and we appreciated the many positive comments and constructive feedback. Working with the school community we aim to improve upon the service and quality we already provide. Efforts will be made to expand our workforce. The implementation of an improved queue system will also



be reviewed, and we may need to engage in further discussions with the school to support this. The need for a larger room to accommodate the student population during snack and lunchtime has also been identified. While we are delighted to have the opportunity to serve healthier food (it is simpler to prepare), the majority of students seem to prefer fried food options such as pizza and fried chicken. Unfortunately, it is a smaller percentage of customers who prefer healthier food choices and they do not visit regularly, we will look at increasing healthy options and see if this encourages more visitors.

The lack of supply in the market often restricts us to produce more varieties. The canteen experienced erratic supply and price increases in January and February of this year, particularly for seafood and beef. In response we decided to serve chicken so as to prevent undersupply of meat options. Regarding meal portions, we propose that secondary students pay a separate price to support the difference, e.g. small for RM10, with large for RM12, the primary portion would remain the same at RM8. We have noticed students not eating any fruits and vegetables and it ended up in the trash, which is one of the main reasons we reduced the amount of fruits and vegetables compared to when we initially started. We understand different people have different expectations for cost and value. However based on studies for recommended daily amounts of food for Western and Asian food types we believe we offer value for money. The study was conducted through numbeo.com / food price / country / Malaysia.

To improve the canteen experience, we have planned several initiatives. Firstly, we will introduce a suggestion board where both staff and students can write down their desired food options. Additionally, we welcome input from the school on how to serve cut fruits in the best way possible (while we prefer not to use plastic, it is not practical due to the wetness of the fruits). Starting from the second week of May, we will be extending our operating hours until 4pm, as per the request from the feedback received. We appreciate your support to understand what we do and how we can improve. We will be reviewing these comments to see which are practical and can be implemented as we move forward.