



# AVIATION CATERING NEWS

## Caterer news

Given this gloomy end-of-year mood (looming economic crisis, etc.), **Servair has decided to postpone its 8th 'Académie Internationale de l'Excellence' which was due to take place on 5 December 2008.** "It would not be appropriate for this traditional meeting to take place at a time when the air transport industry is facing a major crisis. Servair and its teams are working harder than ever to provide you with a service that meets both your expectations and the current challenges with which we are faced. We will meet again soon when the economic climate is more conducive to encouraging friendly and professional exchange," wrote Patrick Alexandre, Servair Chairman & CEO to the guests invited for the event. #845.CAT1

**Effective 28 November 2008, Cara Operations Ltd relocated** to: 199 Four Valley Drive, Vaughan, Ontario L4K 0B8/Canada. The address at 6303 Airport Road, Mississauga, Ontario is no longer valid. Main phone: <1> (905) 760 2244. -- Serving over 60 airlines from all parts of the world, Cara Airline Solutions, part of Cara Operations Ltd, is Canada's leading provider of inflight services and logistics. The company has kitchens at nine airports in Canada, including a certified new kosher facility and a new 269 000-ft<sup>2</sup> unit at Toronto Pearson Airport. #845.CAT2

**The First Catering Group of Bassersdorf near Zurich Airport and its subsidiary First Place Restaurant are supplying gourmet-quality food to the most exclusive lounge at Zürich Airport - that of Emirates, opened recently (#844.CAT4).** The First Place Team, led by Werner Huber, prepares a rich buffet featuring specialities from Arab, oriental, western, and vegetarian cuisines. Beat Gehrig, CEO of First Catering Group, is pleased about this new co-operation: "This partnership does not only open new perspectives of high-class hospitality at Zürich Airport to Emirates' passengers but also to the guests of our restaurant at Bassersdorf. As a token of our friendship with Emirates, the 'First Place' will initiate 'Oriental Weeks' for its guests where they can sample this fascinating world of taste we are offering in the Emirates Lounge.

First Catering Group has more than 1700 staff worldwide. The company, created by Markus Oberholzer in 1995, operates seven kitchens - in Zürich and in Africa (Nigeria, Ghana, South Africa, Zambia). One important focus of the young company is social competence: At the company headquarters at Bassersdorf, 40 handicapped people work in cutlery sorting and packing, and they are fully integrated in the operation. #845.CAT3

## Airport restaurants & lounges

**Paphos Airport in Cyprus opened a passenger terminal with new food & beverage facilities.** In Departures, there is a strong interplay between the retail and the food & beverage areas, **which feature SSP concepts such as Caffè Ritazza, Sbarro and Upper Crust, SSP's first Beer Garden concept plus a new Mosaic Café,** which offers a neat Sense of Place to the central F&B area. General Manager Gerry Crawford of retail operator CTC-ARI said: "We wanted to create a village-square atmosphere through the commercial zone, with good adjacencies between the shops and bars and restaurants. The



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Departures area caters to tourists who are finishing their holiday; so we want to help them relax in a nice atmosphere." The main shop also features some other nice touches, including CTC-ARI's Uisge Beatha malt whisky concept that has proved popular in Larnaka Airport - plus a new concept, called Kypriaka, for local products. ARI-Middle East Managing Director John Sutcliffe expressed his delight at the opening. Sutcliffe leads the Aer Rianta International - Middle East (ARI-ME) involvement as an 11% shareholder in the airport developer Hermes Airports, its 50% stake in CTC-ARI Airports, and he is also Chairman of the Cyprus Airport Food & Beverage Company, in which ARI-ME has a 25% stake. #845.CAT4

**Zürich Airport aims to reinforce its credentials as the home of innovative commercial promotions with its latest culinary offering, the Baracca Zermatt chalet.** Between 14 November 2008 and 15 March 2009, passengers at the airport will be able to dine in an authentic Zermatt-style chalet restaurant, which will be located next to the bus terminal and the new Glattalbahnhof rail station. The chalet restaurant was developed by airport operator Unique alongside partners Zermatt Tourism, Zermatt Bergbahnen, and the Matterhorn Gotthard Bahn. **Baracca Zermatt aims to bring the charm of rural mountain life to Zürich Airport, offering traditional cheese and sausage specialities from Zermatt, fine cheese fondues, meat fondues and mouth-watering desserts,** said Unique, the airport operator. Selected wines from the Valais region and premium digestifs will add a touch of refinement to what is a unique offering in Zürich. With interior design by native artist Heinz Julen, the authentic Valais chalet can accommodate up to 100 guests. Larger groups can be accommodated in the AlpenRock House chalet village, where the Baracca Zermatt menu is also available. #845.CAT5

**For the second consecutive year, Brussels Airport has organized the 'Brussels Airport Awards' ceremony.** At the gala night held in the Sky Hall with the motto '50 years of passion - building our future together', awards were presented to the airlines and other airport partners for their outstanding performance over the past twelve months. The Awards are presented in three categories: The **Marketing Awards** are presented to airlines that distinguished themselves in 2008 through the opening of new routes, product development and a close collaboration with the Brussels Airport Marketing Department. Winner were EasyJet (short-haul airline), Ethiopian Airlines (long-haul airline), and Singapore Airlines Cargo (cargo airline).

Within the same Marketing Awards category two certificates were presented to commercial partners: one for the most remarkable and innovative concept for passengers, developed by a partner concessionaire ('Innovation of the Year') and one for the most remarkable new brand at Brussels Airport ('New Brand of the Year').

**Belgian Sky Shops** was awarded the Innovation of the Year certificate for the opening of the 'Epicure' in Pier A. This unique concept offers a choice selection of the finest wines, malt whiskies, brandies, champagnes, and cigars. The certificate New Brand of the Year was presented to **Starbucks Coffee Company**, the American coffee giant that opened the first-ever Starbucks coffee bar in Belgium at Brussels Airport and will shortly open a second outlet in Pier A. #845.CAT6

**Passengers and employees at Denver International Airport will have new restaurants to choose from starting in November 2008 as DIA is expanding its selection of 148 concessions with an array of new offerings on Concourses B and C.** The latest additions are part of DIA's long-



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term strategy to optimize the airport experience for passengers, visitors, and employees alike. The new F&B offerings are: **Caribou Coffee** - complements the Caribou Coffee in Jeppesen Terminal with coffee and tea specialties, as well as baked goods and other snacks at Concourse B Mezzanine; **Jamba Juice** - specializes in blend-to-order fruit smoothies and juices, as well as health snacks, also at Concourse B Mezzanine; **Tamales by La Casita** - the DIA outlet of a Denver restaurant serves authentic Mexican cuisine, including tamales, enchiladas, and breakfast burritos at the Concourse C Food Court. #845.CAT7

**Areas USA has opened eight F&B establishments at the new Indianapolis International Airport** terminal, opened on 12 November 2008. With an investment of over USD 4 million, Areas USA is showcasing well-known international and local brands. "We are very happy to be part of this brand new airport - it being the only airport in the past eleven years to be completely built from ground up - is a very exciting opportunity," said Areas USA CEO Xavier Rabell. "We have gathered some of the best concepts to represent this amazing airport." **Some of the brands showcased include South Bend Chocolate, Cold Stone Creamery, Champps Americana, Green Leaf & Bananas, and Vinea.** The latter with its wide selection of wines will cater to Indianapolis wine enthusiasts while South Bend Chocolate and Cold Store Creamery will satisfy those with a sweet tooth, the company said. **Giorgio's Pizzeria will bring local flavour to the airport's international traveller.** This project also marks the start of a partnership between Areas and Champps Americana. With three locations in Indianapolis alone, Champps Americana is described as a great place for the locals to kick back, relax and watch a Colts game while waiting for a departing flight. "Indianapolis Airport is very excited to partner with Areas in the opening of the new airport," said Indianapolis Airport Authority's Director of New Business Development, Jeremiah Wise. -- Areas USA is a leading provider of food, beverage and retail services in the U.S. travel industry. Its parent company Areas is a leader in Spain and Latin America's hospitality and retail market in airports, highways, and railway stations. It runs more than 1200 establishments worldwide and operates in eight U.S. airports. Contact via: [www.areasusa.com](http://www.areasusa.com) #845.CAT8

**HMSHost Corporation and joint venture partner Sheldon Poole of J.Q. Enterprises, Inc., opened seven fresh and exciting dining venues at Raleigh-Durham International Airport's (RDU) new Terminal 2 in North Carolina.** With the opening of the new terminal, RDU guests will be able to dine on Southern specialties from local and regional favourites Brookwood Farms, 42nd Street Oyster Bar & Seafood Grill, Carolina Ale House and North Carolina Vintages. These hallmarks of Southern hospitality join national brands California Pizza Kitchen, Gordon Biersch Brewing Company, and Starbucks in the grand space of RDU's Terminal 2.

**California Pizza Kitchen, Inc. (CPK),** home of the Original BBQ Chicken Pizza and other innovative hearth-baked pizzas, made-to-order pastas, creative salads, appetizers, soups, sandwiches and desserts, has a **quick-serve location at RDU.** The menu features a specialized selection of CPK's most popular pizzas from the full-service restaurant menus, including the Original BBQ Chicken and Thai Chicken Pizzas, and a 'grab-n-go' case stocked with a variety of fresh salads, including the popular Original BBQ Chicken Chopped Salad, focaccia sandwiches, and beverages. -- California Pizza Kitchen, Inc., founded in 1985, is a leading casual dining chain featuring an imaginative line of hearth-baked pizzas and a broad selection of distinctive pastas, salads, appetizers, soups, sandwiches and desserts. **Of the chain's 248 restaurants, 205 are company-owned and 43 operate under franchise or license agreements.** There are



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currently 25 restaurants located internationally in China, Japan, Philippines, Malaysia, Singapore, Mexico, South Korea, Guam, and Indonesia. There are 26 CPK ASAP locations, 9 of which are company-owned and 17 are franchised. #845.CAT9

**Popular noodle concept 'Wagamama' has relocated to a contemporary and sleek new restaurant at Sydney Airport's International Terminal.** Having been closed for the past ten weeks as part of the AUD 500 million upgrade of the airport's facilities (#844.1), 'Wagamama' has re-opened with a 52-seater noodle bar in the new Foodcourt, located in the Departures arena. Wagamama Australia CEO Mark Rowland said: "Our new location provides a fantastic opportunity to now serve, not only the thousands of passengers travelling overseas, but all customers visiting or passing through the airport. Not only does Wagamama continue to offer our famous Asian-influenced food, which includes noodles, rice dishes and fresh salads, but we are also very excited about launching a **brand new breakfast menu**. Appealing to all ages and tastes, the diverse menu includes selections such as yoghurt with muesli and berries, delicious pancakes, and okonomiyaki, which is a Japanese-style omelette. Alternatively, guests can simply order thick-cut banana bread and coffee. All our food is available to eat in or take away." Sydney Airport Corporation Ltd General Manager - Retail, Derek Larsen, said: "We're delighted to welcome Wagamama back to Sydney's international airport. Wagamama first entered the Australian market back in 2002 and since then it has established itself as a firm favourite for travellers looking for tasty and healthy meals." -- Wagamama opened its first noodle bar in London in 1992. It now has over 100 noodle restaurants in 13 countries worldwide. There are currently eleven Wagamama locations in Australia, with two new outlets to open before the end of 2008. #845.CAT10

### **Airline news**

**To celebrate the second anniversary of the brand, Hong Kong Airlines is introducing a series of new services and promotional offer from November 2008.** Imperatae Cane Drink will be served as welcome drinks in Business Class this winter. The drink is provided by Hung Fook Tong, a leading herbal tea chain in Hong Kong. The warm sugarcane juice contains various amino acids which help quenching dryness and thirst. Imperatae cane is good for eliminating heat, poison and activating fluid generation, which is a best choice for health-conscious people. From now on, **a new choice of healthy meals will be added to the Business Class menu** and available as a special meal selection for Economy Class passengers. The new hot meals include: Grilled Salmon Steak with Gremolata Sauce; Steamed Dory Fish with Lemon Grass Broth; Steamed Dory Fish in Light Soya Sauce; Steamed Dory Fish with Beancurd and Straw Mushroom. All these healthy meals are light, non-greasy, and low-calorie. Each of the above meals is available on a rotation basis bi-weekly. Economy Class passengers can place an order 24 hours before their flight. #845.CAT11

**Virgin America, the only U.S. carrier with a touch-screen seatback food ordering system, has unveiled a new menu with a variety of healthy and fresh meal options, as well as a selection of upscale new on-board cocktails.** All menu items are complimentary in First Class and Main Cabin Select and are available for purchase in the Main Cabin. "As the only airline based in California, high-end, organic and gourmet food is part of our company DNA. As a result, we are constantly trying to inject this sensibility into our in-flight menu," said Virgin America Senior Vice President of People, In-Flight & Guest Services, Frances Fiorillo. "We're excited to introduce a new Fall menu and on-board cocktail selection



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that does just that, and that guests can enjoy at any time during a flight with a touch of their seatback Red™ screens.”

**Virgin America offers five meal options in the Main Cabin available for purchase via the Red™ In-flight Entertainment system.** With just a swipe of a credit card through the in-seat ordering system, guests can enjoy the following new menu selections: anytime meals of fruit and cheese, tea sandwiches made with turkey, ham and cheese, and hummus vegetables and pita. For lunch, the selection is a vegetarian Greek Salad and Chicken Cobb wrap, and in First Class a selection of tapas-style appetizers. On long haul, passengers in First Class will have a new breakfast, plus lunch and dinner options to go with the tapas. For breakfast, there are two flavours of yogurt, a selection of fruit and mini breakfast muffins. Other breakfast selections will be a butter pecan French toast served with mixed berry compote and a mushroom and Gruyere frittata with tomato wine sauce or an asparagus omelette with turkey sausage. Lunch and dinner in First Class include a tapas appetizer and a penne with puttanesca sauce, which is a vegetarian selection. Other selections include a Hibachi chicken salad, cheese ravioli with mushroom sauce and blacked beef fillet salad. The **new cocktail bar selection** includes a Cosmopolitan, a Mojito, and a Margarita - served ready-to-order. The carrier continues to offer the popular KARMA, California Brut sparkling wine on all flights. To restore energy in-flight, the carrier is now also offering Rockstar Energy Drink and Eboost Energy Tablets, both available in the Main Cabin. #845.CAT12

**The new Emirates A380, which took off for its first flight on 1 August 2008 from Dubai to New York** (the first-ever commercial A380 service to The Americas; #837.CAT22), **comes with newly designed seats and a new on-board service offer.** There are 399 seats in four cabins, and the lower deck is all-Economy. Emirates' divisional SVP Service Delivery Terry Daly says: "For Economy passengers, F&B is much the same as for our other aircraft, which is already a very generous offering." This includes a wide range of aperitifs, spirits, beers and wines, except on Saudi Arabian flights, while champagne must be paid for. Lunch includes hors d'oeuvre, salad, a choice of two main courses, dessert, tea, coffee, and liqueurs. In Business Class, a form of à-la-carte meal is offered. Passengers can have the entrées brought together with the main meal which is served on a generously proportioned walnut-laminated table, and it comes with heavy cutlery and fine china plates. **The real innovation is two bars -which Emirates calls 'lounges' - for First and Business passengers.** The Business Lounge offers lots space with two curved sofas and soft lighting, a large plasma TV screen and a wide selection of quality food and drink. Cocktails are made on demand. The bars have been designed by Aim Aviation. The First Class Lounge is not as large as the Business Bar, but there are only 14 seats in First anyway and passengers can use the Business Lounge, too, and can even book 25 minutes in one of two spas. Here, they can get different beauty treatments before using the shower which has a five-minute timer. Slightly more than half a tonne of extra water will need to be carried for this service. #845.CAT13

**Philippine Airlines (PAL) will spend some USD 1.4 billion for the fleet modernization programme, which will make it one of the youngest fleets in the region.** Jaime J. Bautista, PAL President & CEO, said the company is expected to complete its narrowbody fleet upgrade programme later in 2008. The last two of 15 firm orders comprising Airbus A319 and A320 jets are scheduled for delivery before the end of the year, giving PAL one of the youngest narrowbody fleets in the region.



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Bautista said the widebody modernization programmes reach their peak in 2009 when six Boeing 777-300ER aircraft enter into service. PAL's new aircraft will arrive starting in the second quarter of 2009 and continuing into 2011. These state-of-the-art, ultra long-range jets will be used mainly on the key trans-Pacific routes. #845.CAT14

**Norwegian Air Shuttle is moving fast to fill the vacuum left by the October 2008 collapse of Sterling Airlines, the Copenhagen-based, Iceland-owned low-cost carrier (#844.CAT18).** Early November, Norwegian opened a base in Copenhagen and is aiming to have eight to ten jets operating out of the Danish capital by May 2009 as it scrambles to find more aircraft for its fleet. Some of the parked Sterling jets are a priority initial acquisition target. -- Largely unnoticed by many rivals, **Norwegian has grown to become the fourth largest low-cost airline in Europe behind the big players Ryanair, EasyJet, and Air Berlin.** It will fly more than 9 million passengers in 2008 with a fleet of 41 aircraft. Bjorn Kjos, CEO of Norwegian, said that the group would replace Sterling as the main low-cost player in the Danish market. The airline is also starting new routes from Stockholm to some destinations previously served by Sterling. Norwegian, which got its finances in order just before the financial markets were hit in autumn 2008, is also posing an increasing competitive threat to SAS Scandinavian airlines, which is struggling. #845.CAT15

**Lufthansa will introduce new tableware in Economy by the end of the year. After eight years' development and testing, the 'Leaf' design - the winning entry of a design competition - will be presented to the airline's customers.** All components have been formed with ergonomic aspects in mind and are extremely well to handle. They can also be combined in different ways, giving more flexibility in operation, and they can be well stacked. #845.CAT16

**Condor**, the time-honoured German holiday carrier (more than 50 years old), **developed a new on-board food service concept**, taking account of an increasing demand for on-board F&B. **All meals are prepared by partner LSG Sky Chefs and were designed by Star Chef Alan Ogden** (winner of a Gault-Millau toque) **of the fashionable Frankfurt restaurant 'King Kamehaha'.** These meals have been served in Condor Comfort Class and as Premium Menus in Economy on all flights from Germany since 1 November 2008 (but not on flights within Germany). Passengers will be served their meal on porcelain dinnerware. The excellent Premium Meals are also available as special meals, such as vegetarian. Premium Meals can be ordered online, but not later than two business days before departure. Breakfast includes a colourful plate of vitamin-packed fruit and yoghurt. Then, passengers can satisfy the first hunger of the day with farmhouse ham and seasoned cheese with vegetable strips. Accompaniments are jam, a croissant and a pastry roll. The main meal can be a shish kebab packed with exotic poulard breast, a potato arugula salad and smoked salmon filet, garnished with lime crème fraiche. Accompanying the meal is a whole wheat pastry roll. Dessert may be a mousse au chocolat with cherry compote. The finish: a delicious chocolate and a cheese snack. #845.CAT17

\* **Thanks to Condor's co-operation with GOL Transportes Aéreos, its passengers now have the choice of seven different new destinations in Brazil:** they can fly on from Salvador de Bahía or Recife to Rio de Janeiro, Fortaleza, Brasília, São Paulo, Belo Horizonte, Maceió, and Natal. #845.CAT18



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## Suppliers

**Lufthansa Engineering & Operational Services GmbH (LEOS) adapted its EasyDrop® disposal chute system to urgent service requirements of the A380's upper deck, boosting savings of up to 60% for service providers and operators alike.** Next to cost, the paramount advantage of EasyDrop stems from complete separation of service and cleaning on A380's two decks. The existing interior stairs will not serve to carry equipment, waste, liquids, and other potentially damaging goods. As sophisticated scissor trucks, LEOS's EasyDrop reaches the upper deck service door at 8.2 m with a solid work platform. The platform's payload allows to supply the upper deck directly with cleaning equipment, new blankets, pillows, etc. **The integrated chute serves for the immediate disposal and storage of waste bags,** or alternatively bags with blankets, pillows and any smooth surfaced items.

In contrast to regular scissor-lift trucks, these tasks can be performed through EasyDrop at a **cost advantage of some 30-40%**. The investment for the vehicle-mounted system will remain at this level, and so do the operational costs. Energy consumption for the hybrid diesel/electric engines is significantly lower than for trucks. The system also allows to separate cleaning-staff transport from that of the waste and disposed materials. Picking up staff and materials at separate times increases the flexibility and allows savings in the type, size, and numbers of vehicles necessary to do the job. One single-purpose waste vehicle can serve several pickup points within an optimized routing. Combining EasyDrop with a non-propelled trailer for intermediate storage and pickup of waste will further reduce the necessary investment. As cleaning staff can immediately dispose waste into the chute, the doorways remains free of stored bags. Repair and cleaning processes alike will profit from a clear workspace, both in time and quality. Having gained the CE-certificate, EasyDrop is meticulously adapted to the specifics of the A380. LEOS engineers have already looked further into the future. They have developed ideas and prototypes of chutes, both for waste or even luggage, to serve at boarding bridges, buildings, or at various kinds of steps. #845.CAT19

**Mumbai/India-based Nandan GSE is one of the country's leading manufacturers of ground support equipment** having over the years established a reputation as a quality-conscious organization driven by technocrats with years of experience in servicing airlines. **The company's product range includes a series of catering high loaders,** of which more than 450 units are in use around the world. Hi Lift for Widebody Aircraft Catering - Full Cabin: Nandan has developed this Hi Lift truck, mounted on a commercial truck of 16 tonne GVW (gross vehicle weight), to reach heights from 2700 to 6000 mm with a payload capacity of up to 5000 kg. The four-way platform and the FRP-insulated body are now standard. Options of refrigeration unit and spatial customization are offered. The truck is also available with a half cabin reaching heights from 1650 to 6000 mm with a payload capacity of up to 5000 kg. Hi Lift for Regional Aircraft: This Hi Lift truck on an 11-tonne GVW chassis that can reach from 1500 to 5000 mm and can carry payloads of up to 2000 kg. This is for economical catering options while handling light loads and for regional aircraft like the B.737 and the A320 families. Nandan vehicles are HACCP compliant and are manufactured in an ISO 9001:2000 certified facility. Contact via: [www.Nandan.co.in](http://www.Nandan.co.in) #845.CAT20



## Events

4 - 6 Dec. 2008, Shanghai/China

**12<sup>th</sup> FHC China 2008** at the Shanghai New International Expo Centre (SNIEC), Pudong.

Details online: [www.fhcchina.com](http://www.fhcchina.com)

11 - 13 Feb. 2009, Barcelona/Spain

**ITCA 2009 Conference & Exhibition.** Details online: [www.itcanet.com](http://www.itcanet.com)

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