

Airline CATERING

I N T E R N A T I O N A L

THE INTERNATIONAL REVIEW OF INFLIGHT CATERING AND ONBOARD SERVICE

In this issue

FUTURE GALLEY DEVELOPMENTS

INDULGE IN SOME FAST FOOD

SHOWCASE2013

WORLD TRAVEL CATERING EXPO PREVIEW

freshapproach

WORLD-CLASS CHEFS SHARE THE SECRETS THAT MAKE THEIR CREATIONS WORK AS WELL IN FLIGHT AS IN THE RESTAURANT, AND THE LATEST IN HEALTHY MEAL IDEAS



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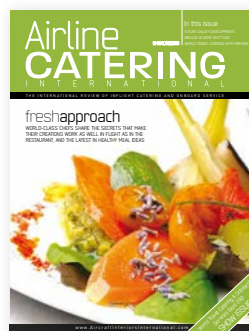
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making sense

Flying is an experience that excites all the senses, but each element excites only one: the view from 35,000ft excites the eyes, the roar of 110,000 lb of thrust excites the ears, the textiles are a pleasure to touch, and the inflight dining arouses taste (I'll ignore smell, as I'm not sure I've had a positive olfactory sensation on an aircraft). This is what I thought anyway, until I spoke to the irrepressible Chef Bob Rosar, executive chef at Gate Gourmet, and one of the biggest names in aviation cuisine (p8). For Chef Bob, the onboard dining experience excites all the senses.

I disputed the aural excitement of airline food until I thought about some of the possibilities that new galley equipment makes possible, such as the sizzle of eggs in a skillet on board Etihad flights, or the hiss of an espresso machine. Even my scepticism of pleasant aromas was answered when Chef Bob mentioned one of his tricks to make passengers feel at home: baking cookies and muffins on board. These advances, together with an increasing focus on crew excellence, are making the first-class dining experience live up to the name, although Chef Bob has just one wish for galleys: larger preparation areas.

The reason for this will become clear when you see the dishes in our feature on premium dining and the cult of the celebrity chef (p14). While the serviceware is all very fancy, and indeed some of it is designed by the likes of Givenchy, the dimensions cannot be as fanciful as those used in the famous chefs' Michelin-starred restaurants. Thus, the only way is up: with little room to spread the components of a dish around the plate, they must be assembled atop one another. The results are stunning, and credit must be given to the crew for plating the dishes in the confines of the galley. However, even Chef Bob concedes that galley preparation areas are unlikely to be made larger as airlines seek to create revenue from every inch of aircraft real estate.

What the cabin crew will appreciate, though, is the new wave of galley innovations. As well as improving the cooking and chilling processes to help achieve the all-important goal of passenger satisfaction, they can make the tough job of a flight attendant a little easier, with lighter units and carts, and even a powered transfer table in the case of Airbus's SPICE concept, which is getting ever-closer to becoming a reality.

But sometimes a frequent first-class flyer, used to eating gourmet meals on the ground and now in the air, might just fancy something simple yet a little indulgent. We asked food writer Elyse Pasquale to put down her silver spoon and get involved with the world of inflight fast food, and I must admit, as a holiday treat – and that all-important 'surprise and delight' element airlines strive for – her findings look pretty tempting, and will certainly satisfy the sense of taste. But I'm not convinced inflight fast food will please that fussiest of senses: smell.

Adam Gavine, editor

WHILE THE SERVICWARE IS ALL VERY FANCY, THE DIMENSIONS
CANNOT BE AS FANCIFUL AS THOSE USED IN THE FAMOUS
CHEFS' MICHELIN-STARRED RESTAURANTS

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Airline Catering International 2013.

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Printed by: William Gibbons & Sons Ltd.
P.O.Box 103, 26 Planetary Road
Willenhall, West Midlands, WV13 3XT

Cover image: Courtesy of Air France

Aircraft
interiors
INTERNATIONAL

Airline Catering International
is an annual supplement to
Aircraft Interiors International magazine
www.AircraftInteriorsInternational.com

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Reflecting trends on the ground, airline meals are becoming more nutritional and ethical

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AIRLINE CATERING INTERNATIONAL

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ELYSE PASQUALE,
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AUBREY COHEN,
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h1sides

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Introducing the new modular galley concept from Zodiac Premium Galleys

052 mix and match

A host of SkyMax inflight treats, from carts, to cocktails, to headphones

054 first-class cooking

Aerolux has developed a comprehensive range of galley products





plateexpectations

Restaurant-quality cuisine demands the same standard of serviceware. Here are seven of the best designs flying today

1 Perfect Finnish

Finnish airline Finnair has partnered with Helsinki-based fashion house Marimekko to create a collection of textiles and tableware, featuring Marimekko's bold, classic patterns. The decision was made as part of Finnair's goal to become an airline of choice for the design-conscious, and the designs will add a little extra colour to meal service. The Marimekko range is also available for Finnair customers in inflight sales and from the Finnair Plus Shop.

2 Works Wanders

Business-class passengers with Dutch carrier KLM enjoy meals served on serviceware created by leading Dutch designer Marcel Wanders. Following extensive research into passengers' wishes, cabin crew needs, and reducing weight, the range is functional as well as stylish, and has even earned a place in the Art Institute of Chicago's permanent collection of architecture and design.

3 Silver service

Austrian Airlines has embraced Vienna's coffee culture with traditional Austrian coffee specialities, such as an Einspänner (black coffee with whipped cream) or Melange (coffee with milk foam), served on a classic silver tray.

4 Simple elegance

This clean, minimal range was created by world-renowned designer Marc Newson for first-class travellers on Qantas. The dinnerware is characterised by Newson's contemporary fluid forms and produced in premium-quality bone china by Noritake. The range is also available to buy via Qantas.

5 French flair

Singapore Airlines has tied up with top French fashion house Givenchy to provide a little extra luxury for its premium

passengers, with meals such as lobster thermidor served on elegantly designed glassware, tableware and linens.

6 Best of British

Indian carrier Jet Airways has enhanced its luxurious inflight dining experience with a new line of bespoke crockery created by William Edwards, one of the UK's leading ceramic designers. The design elements incorporate the traditional hand-decoration techniques of English potters. What better way to enjoy a delicious curry?

7 Feast from the east

Not only do Malaysia Airlines' premium passengers benefit from being served by one of the finest crews in the air, they also eat luxury meals served on Wedgwood china, with custom-made cutlery and fine Italian glassware.

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payday

The latest inflight retail systems could mean an end to slow cash-based shopping, while also extending the revenue window



According to IBM research, 86% of global consumers want to use technology when shopping

1 Pad it out
Four international airlines have been conducting operational trials of Allegiant Systems' FlyDesk Cabin solution, which is intended to digitise cabin crew operations, putting all their manuals and paperwork on iPads. In addition to streamlining operational processes, the system is intended to increase revenue opportunities through an integrated Buy-on-Board application, which enables cabin crew to use the same iPad to process onboard customer purchases. Link this with a payment system and you have an all-in-one solution that crew will enjoy using.

2 No contact
US Airways has become the first airline in the world to accept MasterCard PayPass-enabled cards and mobile devices for in-flight purchases. Passengers can now buy food, beverages and other services by simply tapping their MasterCard PayPass-enabled card or device in the PayPass receiver, helping to speed up transaction times and provide increased convenience, using technology from onboard retail technology specialist GuestLogix. This contactless payment innovation means that US Airways can offer its passengers the convenience of faster transaction times, plus increased limits for signature-less transactions.

3 Seatback shopping
GuestLogix has partnered with Panasonic Avionics to enable fully certified payment processing through Panasonic's IFE systems, turning seatback screens into revenue-generating storefronts. Tatty catalogues are no longer needed, as passengers can browse and buy through the IFE screen, easing the workload for flight attendants and extending the shopping window beyond the cart service. Shifting onboard retail control into the hands of passengers and ultimately giving them the ability to order and pay for duty-free, food and beverage, destination-based content and even IFE content from the seatback will enable ancillary revenue to be generated throughout the entire flight.

4 Buy chips with chips
Leisure airline Jet2.com has partnered with logistics consultants Davies & Robson to implement an off-line, end-to-end encrypted and fully PCI DSS-compliant mobile chip and PIN solution for its inflight retail transactions, which include meals, drinks, entertainment and the onboard Love2Shop catalogue, retailing fragrances, skincare and toys. The implementation of the system was the second phase of a project between Jet2.com, POS software developer Novo IVC, and POS terminal and payment service provider Ingenico, to enhance the security of onboard transactions and improve the efficiency of inflight service. In the first phase, PayPDA POS handheld computers were put on the Jet2 fleet.

5 Close call
As near field communication (NFC) technology grows in scale, with more implementation in mobile phones and credit cards for contactless payment, IFPL has been developing the idea further. Now it can be used not only for cash-free inflight shopping, but also for pay-as-you-go IFE, advertising opportunities, and the ability to provide information about passengers' destinations, restaurants, tourist attractions and so on. Indeed, it even allows passengers to use Bluetooth to send device content to the IFE system.

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What is the secret to creating a great airline meal?

If you'd asked me this 20 years ago I'd have said 'yes there's a secret, and I'm looking for it'. But I'm proud to say that after 37 years we've cracked it! The secret is to keep it simple and honest. If you go to the best restaurants and ask celebrity chefs, they will tell you the same thing: the secret is to use the best and freshest ingredients you can. That's what we are working into our menus now.

But don't the effects of cabin pressurisation cancel out the fresh taste?

There are some chemistry issues. The simple fact is that up to 20% of your flavour profile is lost at 35,000ft. A lot of that is attributed to the pressurisation of the cabin, but I think it's a lot more than that. I think it's also due to the fact that you could be sitting next to someone you don't know, there could be certain odours on an aircraft you don't get in an upscale restaurant, and there are noises you don't get in a restaurant – you don't get the lively chatter, you get a hum or drone, or the noise from the movie you're watching – and those things work against you. But the biggest thing is the pressurisation of the cabin and it definitely affects the tastebuds. I called this out about 18 years ago and since then there have been several studies.

So you need to make sure the food compensates for that 20% loss of taste. Some of the things we do to alleviate that are pretty simple. Many people immediately think of adding more salt and pepper, but all that does is make the food saltier and more peppery. What we've discovered is that there are other ways to compensate. For example, instead of poaching or sautéing a chicken breast, don't just add flavour with marinades and fresh herbs and spices, but change the cooking techniques and pan-sear it. Immediately you've got the smell and taste of something that has been roasted in the oven.

Can these techniques also be used for economy-class meals?

These meals have to be mass-produced and must be less expensive than the first class and business-class meals, but it costs no more to grill or pan-sear something than it does to sauté something, so I've been able to make a better meal cost-neutral. While we can't make the meal presentation as nice in economy as up front, that doesn't mean these passengers do without, as we look for other ways to compensate. It might not be with the entrées, as these are usually the most difficult portions for the flight attendants to handle, so we try to do some fun things with the salads and put fun things on the tray. One thing I love to do is to put little condiments on the tray – it could be a sachet of hot sauce or a speciality breath mint, but the passengers love it. I giggle when I sit in economy and see passengers pick up every little thing on the tray and read the labels. If you're given a package at home or in a restaurant you never read it, but on a flight we're obsessed with reading every little thing put in front of us. I like to play on that and find inexpensive fun things to put on the tray that the economy passengers can enjoy.

Want to hear more from Chef Bob? We have an extended interview on aircraftinteriorsinternational.com, and he has written *Affair in the Air*, a book about his life in airline catering



Meet Chef Bob Rosar who, as corporate executive chef for Gate Gourmet North America, and with 37 years' experience, is one of the biggest influencers in airline catering



Is there something new you would like to introduce to airline meals?

As you can imagine, in 37 years I've done just about everything you can do with airline cuisine. However, in all the frequent-flyer focus sessions I've taken part in, everyone agrees on one thing: give us choice.

So what does choice mean?

It could be as simple as, instead of putting a sauce on protein, putting it on the side. I want to take that a couple of steps further, so in first and business class I want to say there is a choice of omelette or cereal, and a further choice of a cheese omelette, a mushroom omelette or a Spanish omelette, much like you'd find at a restaurant. And in economy, I'd like to offer a choice of an omelette or cereal, and a cheese omelette or a mushroom omelette. It can be done and I've proven it can be done with some of my customers. It requires careful planning, but by bulk-packing different ingredients, we can add garnish at the last minute. It's a little extra effort, at minimal extra cost, but it has a fantastic impact because we're giving the passengers what they want: we're giving them choices and more of a restaurant feel.

Do aircraft galleys meet all your needs?

They do, but let's face it, the economics of air travel are to get as many people on an aircraft as you can, and that's what makes an airline profitable. So it's not like galleys are built around our needs, but rather we have to build our products around the galleys. The one change I would like to see in galleys is bigger work surfaces. Through the years, we've learned to cope with the ovens and, quite frankly, we've got the techniques down pat, and I know I can't have open flames, so realistically what I'd like to see is larger working surfaces – not to make the food better, but to ease the work of the flight attendants. I think it would help them and it would help expedite what they're doing. Where the room for the larger surfaces would come from though, I have no idea.

What is your most successful airline meal?

I guess longevity means a lot. One dish I created was a lemon thyme chicken on a vegetarian paella, so the idea was that a passenger could have the paella as a vegetarian option, or it could be ordered with lemon and thyme chicken on top, and that dish flew for nine years. Another dish flew for 12 years – a jalapeño jelly-glazed chicken with cornbread pilaf on the side. If a restaurant runs something for 12 years it must be good, so if an airline runs it for 12 years, it must also be good.

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littleluxuries

Amenity kits are more than just a toothbrush in a bag – they are a lasting memory of the airline to take away with you. Here are eight of the latest kits vying to be different



2



1

3



4



5



6





1. American Airlines

As well as enjoying new cabins, international first and business class customers on board the bold new American can now indulge in a newly designed amenity kit. The first-class kit is filled with Dermalogica skincare products, while those in business get cosmetics from Akhassa. In line with a popular and useful trend, the kits also double as tablet cases, so they have life beyond the flight. In addition, customers receive upgraded closed-toe slippers.

2. Virgin Atlantic

Why should premium passengers have all the fun? Virgin Atlantic has created a nice new amenity kit for its guests sitting in the rear, with the real talking point being the eyeshades. The shades feature six fabulous designs of sunglasses, including a pair of heart-shaped sunnies, John Lennon-esque circular specs, Kanye West-style shutter shades, and some 1980s retro Wayfarer shades. What's more, Virgin partnered with Swarovski to create five crystal-studded eyeshades, each worth £2,500 – which will be hidden on flights around the globe. On each of these five special eyeshades, 3,000 red, white and blue Swarovski crystals were applied by hand by artist Saima Anwar, in a process that took 10 hours.

3. British Airways

Popular UK fashion designer Anya Hindmarch has designed a new inflight amenity 'BAg' for first-class customers on British Airways. In the style of a miniature Gladstone-style bag, the kit is trimmed in cream and embellished with the original 'To Fly, To Serve' coat of arms, which featured on British Airways tailfins between 1984 and 1997. The bag will change colour each

season and starts with BA's signature navy blue. Delve inside and there is a range of products from D R Harris, one of London's longest-established traditional pharmacies, including eye gel, lip balm and moisturiser.

4. Etihad Airways

Ladies flying first class with Etihad can add a little sparkle to their day with a crystal-embossed black cosmetic purse designed by Swarovski; and products from luxury brand La Prairie such as moisturiser, hand cream and lip balm, together with the expected toothbrush and toothpaste, ear plugs, socks and eyeshades. Men travelling up front receive an exclusive black leather cufflink box containing quality amenities, such as a shaving kit with a Schick Xtreme 3 razor and shaving cream. The gender-specific designs also carry over to tailored male and female inflight loungewear.

5. Cathay Pacific

Premium-economy passengers can take home a little piece of Hong Kong with this amenity kit from G.O.D. (Goods of Desire), the famous design store in the city. The first two designs are called Joy and Fortune. Joy depicts Chinese gods enjoying themselves in-flight by sipping coffee, using the computer or reading, and is available on flights departing Hong Kong, while the Fortune design features a Chinese-style image of auspicious clouds and will be distributed on inbound flights. The plan is to bring out four designs per year, two outbound and two inbound, which will become collectible. Each kit, made from at least 90% recycled plastic bottles, has a button at the back, which allows additional bags to be attached to eventually create a wall-hanging accessory.

6. Qantas

Individual attention is also given to men and women flying business with Qantas: for ladies, a Kate Spade New York slimline travel pouch with an exclusive City Lights print; and for gents a pouch from Jack Spade. Each kit includes a selection of luxury Malin+Goetz skincare products, as well as comfort items, including an eyemask, ear plugs, socks, and an environmentally friendly biodegradable toothbrush with toothpaste.

7. Delta

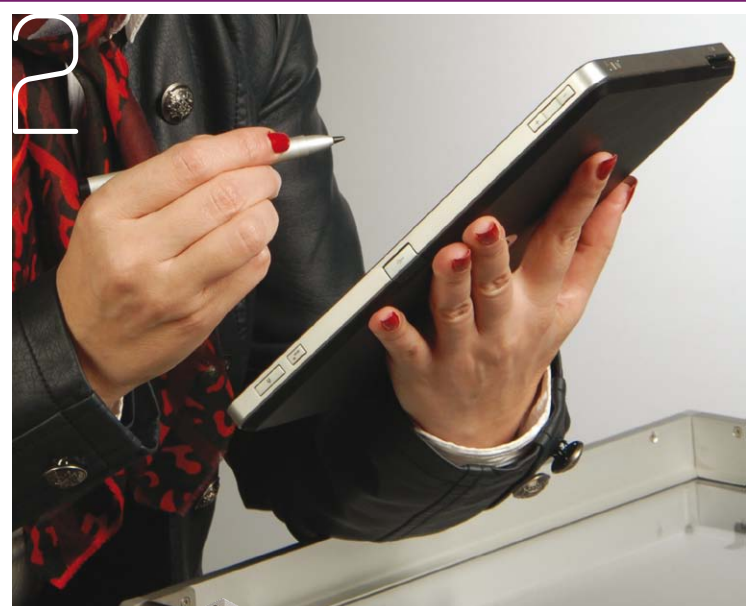
As part of Delta's programme to enhance its premium BusinessElite experience, it commissioned travel amenity specialist Buzz to design a stylish new kit. Buzz teamed up with leading travel brand Tumi to make bags constructed from its famous 'ballistic nylon' fabric, which are filled with goodies including hand & body lotion and lip moisturiser from New York skincare brand Malin+Goetz, socks, shoe horn, shoe polish, comb, dental kit, tissues, antibacterial wipes, earplugs, pen, and a Tumi eyemask.

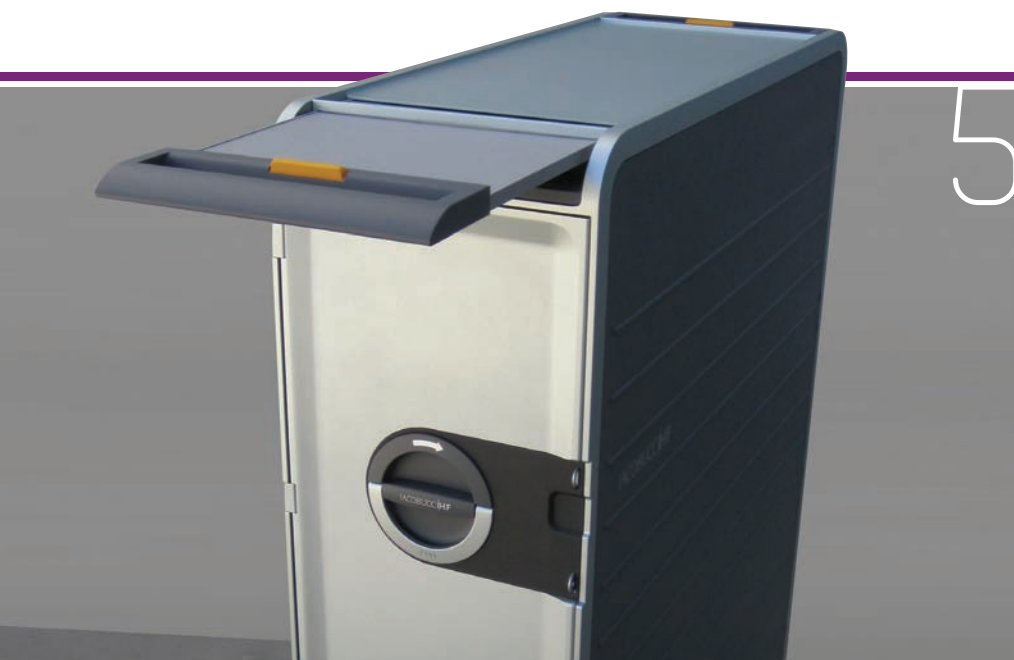
8. Air Astana

As part of its 10th anniversary celebrations, Kazakhstan carrier Air Astana is giving its mid- and long-haul business passengers travel kits designed by Chopard, the Swiss luxury watch, jewellery and accessories company. The bag, presented in the brand's evocative blue, is made of high-quality satin with silver-coloured zipper and zipper puller. There are two versions, for ladies and gentlemen, the latter being a more masculine shape, each containing a selection of cosmetics from the Swiss brand and an extensive range of small treats.

coolrunnings

From advanced insulation rendering onboard refrigeration redundant, to streaming content, galley carts are on a roll





1. Light libation

Beverage trolleys are heavy, which is bad for the bottom line, as well as cabin crew's backs. The fully automated Skytender, developed by SkyMax, is intended to change that by using pouches of concentrates to create up to 30 ready-made drinks at the touch of a button – even ready-mixed cocktails. The system significantly reduces the amount of bottles and cans that are needed for each drinks service, creating less waste, freeing-up stowage space, reducing weight, and even speeding up service – no more rummaging for the right can or waiting for diet cola to settle from a can. In December 2012, Skytender was used successfully on its first flight on board a WDL Aviation flight and the trolley is currently going through the EASA certification process.

2. Entertainment on wheels

Cabinnet Akkurt's range of iTrolleys is gaining further clever features. The first, through a compact setup of server and wireless equipment mounted on the trolley, can transmit e-newspapers and e-magazines to passenger devices, which creates advertising opportunities and reduces the weight and expense of offering paper versions.

A further advance is a version of the trolley that can stream music, magazines or games to passenger devices. Updated from a central site in a maximum of four hours, the iTrolley's content or software can be refreshed quickly, and offer e-journal content in several languages. The weight of the fully stocked, EASA-certified IFE iTrolley is 69.9kg.

3. Recycle of life

Following two years of development and major investments, Neotex has rolled out a trolley that is intended to offer a unique ecological selling point. The trolley is light, with the refrigerated model weighing 15kg, but a key differentiator is that it is 100% recyclable. In addition, Neotex engineers have developed tracking and management software for the trolley, so airlines will always know where their trolleys are.

4. Redundant refrigerators

Onboard refrigeration systems for food storage are heavy, complex, costly, noisy, and environmentally unfriendly, according to Boeing. And furthermore, since most current galley carts were not designed to maintain temperatures during transit from the catering facility to the aircraft, refrigeration systems must also have the capacity to lower the temperature of food and beverages that may have warmed in transit.

The Insulated Galley Cart (IGC), a new concept from Boeing, enables airline operators to load cold food at the catering facility, together with a phase-change material, to keep the food cold, both in transit to the aircraft and for the duration of the flight, thus eliminating the need for onboard refrigeration systems. The IGC is a simple standalone, backwards-compatible design that will allow airlines to use their existing inventory of trays and tubs. It can also be installed in existing galley structures.

The IGC's thin-walled insulation provides optimum thermal performance, with lab

and flight tests demonstrating that the cart can maintain temperatures between 1°C and 4°C for more than 15 hours. The use of composites also keeps weight low. The cart is currently being qualified for flight tests by a galley cart manufacturer and will be flown on several commercial flights in 2013. The cart has already successfully taken to the air on board the Boeing 737 EcoDemonstrator flight tests.

5. Style on the move

Why spoil a stylish premium cabin experience by wheeling an ugly trolley through it? That was the thinking behind Iacobucci's ATS Galley Cart, designed in conjunction with BMW DesignworksUSA. The sleek trolley's aluminium and composite frame features attachable skins and doors that can feature branding or promotions, or even showcase items within if transparent panels are used. The trolley is available in full and half sizes, with the full-size version weighing 16kg and the half-size 10kg.

6. Dynamo

This CO₂-powered drinks cart is claimed to reduce beverage costs by 50%, while also reducing storage and handling costs by 75% – and removing at least 200 lb of weight on an aircraft by dispensing with cans and bottles. Instead syrup is mixed with water within the cart, and twin bar guns mean service is swift. One of the most popular beverage choices – water – is filtered through a Diamond Clear system to deliver a drink equal in quality to bottled water.

starquality

Hardly a month goes by without an airline announcing a tie-up with a Michelin-starred chef. Is this a PR exercise, or can the complex and delicate flavours that won the chef fame really be fully appreciated on board an aircraft?

NATASHA EDWARDS, AIRLINE CATERING INTERNATIONAL



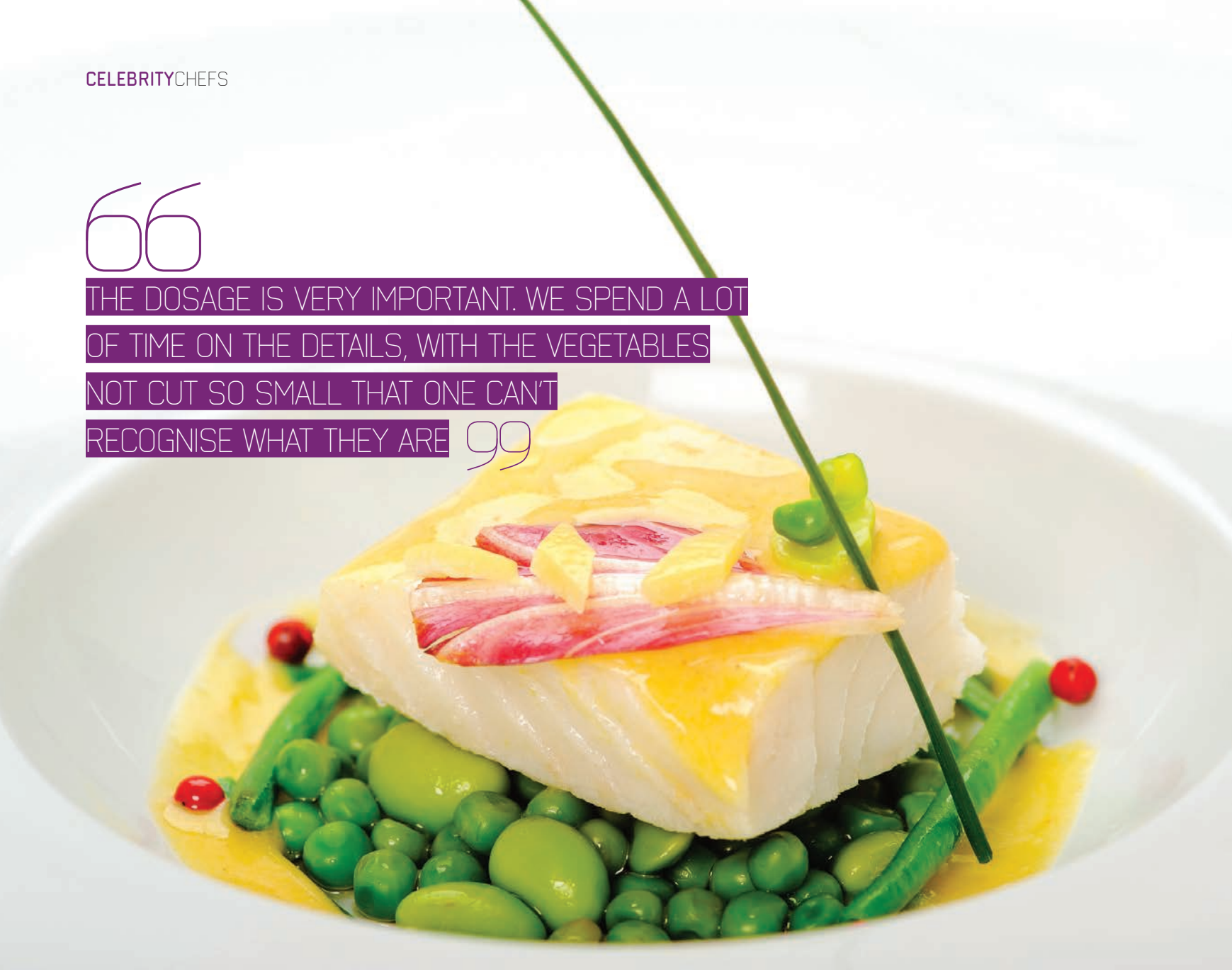


 Heston Blumenthal creating retro dishes during the Olympics for British Airways; Jacques Le Divellec's turbot in shellfish sauce with cream and cognac for Air France's La Première; Italian-Californian fusion from Napa Valley's Michael Chiarello on Delta's Business Elite... More and more airlines are working with famous chefs to devise gourmet meals, especially in the first and business classes. Gourmet food has become part of an airline's image and part of the customer experience, but is it all just a marketing ploy? In an environment where altitude and cabin pressurisation change taste perceptions and cause dehydration, where dishes are reheated and you can't sauté or use sharp knives, and where even in first class you are far from the atmosphere of a gastronomic restaurant, can you really produce first-class meals?

PUTTING ON THE RITZ The latest star name to join forces with Air France is Michel Roth, a two-star Michelin chef at Le Ritz in Paris, who wears the prestigious tricolour stripes of Meilleur Ouvrier de France and is a former winner of the Bocuse d'Or. He follows on from Joël Robuchon and Guy Martin in creating special dishes for Classe Affaires. From February to

66

THE DOSAGE IS VERY IMPORTANT. WE SPEND A LOT
OF TIME ON THE DETAILS, WITH THE VEGETABLES
NOT CUT SO SMALL THAT ONE CAN'T
RECOGNISE WHAT THEY ARE 99



01

September 2013, a choice of six hot dishes will be served on long-haul business flights from Paris CDG, renewed twice a month to keep the interest of high-paying frequent flyers.

In Paris, Air France's guest chefs work in collaboration with catering supplier Servair, an Air France subsidiary, and its Servair culinary studio, a special testing laboratory where new dishes are developed. Before creating dishes, the Servair culinary studio tests all ingredients for ageing and lifetime quality, and carries out microbiological tests, excluding risk products (raw milk, raw minced meat, raw eggs or fish bones, for example) and using herbs and spices (perhaps balsamic vinegar on peas, a touch of ginger to bring spice and citrus notes) to compensate for loss of

flavours. Subsequently new dishes undergo heating tests on test flights to observe visual effects, changes in taste, or reactions caused by altitude and pressurisation that lead to products sometimes swelling unexpectedly.

"It's true there are constraints," says Roth. "I said to myself I will aim for the essential of taste, in quite a simple concept of three or four flavours at the most, where one can really recognise all the tastes and flavours."

Among his dishes: slow-braised chuck steak in truffle sauce, which is very tender and full of flavour, married with ceps and asparagus; duck prepared sous-vide to preserve its pinkness; spinach to add a touch of green with sautéed prawns.

"With the *fricassée de veau*, which is quite classic, I added verbena to give it

01. Michel Roth made business-class dining an art form on Air France
02. American Airlines' Wok Barbeque Shrimp, designed by Chef Sam Choy
03. Choy's Teriyaki fillet steak with braised pineapple

something original and a touch of refinement," he says. "The dosage is very important. We spent a lot of time on the details, with the vegetables not cut so small that one can't recognise what they are." After spending months developing the dishes on the ground, Roth also took part on a preview flight between Paris and Montreal, where the dishes were tasted by chefs and passengers to see if final adjustments needed to be made to the recipes.

Something of an ambassador for French food – "I want people to leave with good memories of France" – Roth is very positive about his experience with Air France and the progress that can be made. The conditions may not be those of Le Ritz, but he is pleased with the end results. "The dishes are probably closer to my personal style



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than those in Le Ritz – focused on the products; simple but refined. It is really what I like doing *chez moi* – the notion of bringing out the flavours,” he says.

For him, an important element of the Air France project was his work with the Servair personnel, talking to their cooks and explaining the dishes. “They have to absorb the chef’s personality. When you prepare dishes yourself it’s one thing, but when they are going to be made in quantity for months, the staff must be content to do it. In fact, there are a lot of similarities with a hotel or restaurant; it’s about working as a team.”

QATAR ALL STARS Whereas Air France is keen to emphasise French culinary tradition, at Qatar Airways, which doesn’t have such a well-known

04. Joel Robuchon’s chicken in green curry sauce, created for Air France

05. Buck’s Fizz adds a little fun to the American Airlines offering

grape expectations

Hand in hand with gourmet meals, airlines are also making fine wines part of the onboard experience, but it is a skilled task to choose wines that won’t disappoint up in the air.

Doug Frost, Master of Wine, Master Sommelier and wine consultant, puts together the wine list for United Airlines. “One can enjoy a fine wine of complexity or subtlety in the air, but the flavours and aromas of wine are challenged by the conditions in an aircraft. It’s to do with elevation, but the critical issue is that it is an extremely dry environment. Aromatic qualities are volatile, so there needs to be lots of flavour and character, and an easily noticeable nose.

That means giving priority to fruity, younger wines, and avoiding high tannins that could outstrip other flavours, although Frost admits that after eight years working with United he has softened his approach to tannins and high alcoholic content. He puts together a list for United that includes a mix of New World and Old World wines, different regions and grape varieties. “There will be a pinot noir, a grenache and a gamay at the same time,” he says. “I’ll try to have a softer red and a bolder red. I do the list in general and then I check that there’s nothing that really clashes with the menu.”

Frost has persuaded United to change its wine glasses, keeping the stem shape but now with a form that is more rounded, with a large bowl and smaller rim to maximise the aromas.

However, he thinks there is also room for innovation with packaging, perhaps even reinvestigating long-despised vacuum packs: “Using multiple serving bottles and packages other than glass could enable us to reduce weight and alter our carbon footprint.”

And Frost’s advice for passengers? To try several different wines. “If you’re on an aircraft, you might as well have the best possible time. I’d advise passengers to try as many as possible, not necessarily a full glass, but to try different things.” And he says, don’t spurn the glass of champagne when you board: “Sparkling wine carries flavour pretty well; it has been chosen with loving care.”



05

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BEYOND SUPERIOR SERVICE, TRAVELLERS ALSO
WANT TO ENJOY THE JOURNEY OF DISCOVERY,
EXPLORING NEW TASTES AND CUISINES 99



06



07

culinary heritage, it is more of a bid for global coverage in collaboration with a panoply of international chefs – Japanese star Nobu Matsuhisa, Indian maestro Vineet Bhatia, Lebanon's Ramzi Choueiri and British chef Tom Aikens – and plenty of marketing speak, with the 'Culinary World Menu' presented by Qatar Airways CEO Akbar Al Baker at a press conference in Doha in September 2012.

"As a global airline we understand that, beyond superior service, travellers also want to enjoy the journey of discovery, exploring new tastes and cuisines. That's why we've travelled the world to assemble a team of culinary experts – so we can offer passengers the very best dining experience available in the sky," stated Al Baker.

But anyone who has experienced a three-Michelin-star restaurant, with its large plates, well-spaced tables, legions of staff, and a whole ritual of sweeping off silver cloches to reveal the dishes, will ask, how can you hope to produce a similar gastronomic experience in the confined space of an aircraft?

"I am not sure that people want to have a truly gastronomic experience on an aircraft, but we are certainly able to

present a new standard for dining in the sky," says London restaurateur Tom Aikens, who brings a European touch to Qatar's offering.

Aikens strips back restaurant dishes to meet safety requirements over temperatures and to reduce galley work. "I want to give passengers an exciting taste sensation and a five-star dining experience to be remembered. You have to always bear in mind that it needs to be easy to eat and digest. It is possible to create something truly delicious, even something simple like a shepherd's pie," he explains. "Reheating is in the hands of the crew. The ovens on board all work at one temperature, so the crew has to ensure that reheating is timed to perfection..."

CONGRESSIONAL MEDALLION

Across the Atlantic at United Airlines, Gerry McLoughlin, United's senior manager of food and beverage design, and the executive chef within United's culinary team, is adamant that although the airline works with big-name chefs on its 'Congress of Chefs' panel, it is neither able nor attempting to recreate the meals served in these chefs' gastronomic restaurants.



08

- 06. Heston Blumenthal teamed up with award-winning Brit chef Simon Hulstone to create menus for BA
- 07. Hulstone's rillette of mackerel for BA, and...
- 08. ...his chocolate fondant
- 09. Qatar Airways has signed up famous chefs from around the world

"The way we use our Congress of Chefs is a little different from other airlines. We don't have a star chef saying that this is going to be like his restaurant. We use them as a think-tank, asking, 'What do you see in your restaurants?', 'What are you seeing as current trends?', 'What are people asking for?', and then we work with them to interpret a plate."

United works with a panel of chefs, representing different styles and regions, as a way of keeping its finger on the culinary pulse. "Passengers want



09



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variety. We're trying to give a choice that captures everyone's background, perhaps a steak, Italian, regional American and Asian cuisine.

"Some of our chefs in very high-end restaurants bring out complex plates that take several minutes to present," adds McLoughlin. "For a flight, it has to be packed in a 2in height, with no more than five steps in the plating process. The last thing flight attendants want is a book of instructions."

But there are ways to make a meal special. For example, United has improved its meals by using sous-vide cooking techniques for chicken and fish, which ensures all are cooked at the same temperature and prevents drying out. In first class, dishes are plated on board and can be improved both visually and gustatorily by the addition of fresh herbs, shredded basil, thyme or oregano. The favourite dish served in first class, according to McLoughlin, remains steak, seared on the ground to medium rare, and reheated on board to medium, although he also notes growing demand for lighter dishes, such as seafood with less starch and more vegetables, while avoiding techniques

such as butter sauces, which break down after chilling and reheating.

The consultant chefs are occasionally taken up in the air for live feedback, which as well as being good for PR, helps them to understand the physical realities and constraints of onboard cuisine. "They don't do their chef's whites, follow the flight attendant down the aisle, and talk to the passengers. They see the world and the space the flight attendants have to work in onboard," explains McLoughlin. "When you go to a grand restaurant, the experience is a lot about the atmosphere, so we try to make the ambience as pleasant as possible in first class, but we keep away from telling our passengers that they are getting a restaurant meal."

COMBINED UTENSILS And what if the whole way gastronomic meals are being served on aircraft is wrong? Gérard Laizé, managing director of VIA, the French industry body that liaises between designers and furniture manufacturers, has worked as a consultant for Air France. He thinks we should not just be redesigning the trays and utensils, but reconceiving the

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I PROPOSE GIVING FORM TO THE FOOD IN THIS CONTEXT; AFTERWARDS ONE CAN CHANGE OR COMPOSE IT AS ONE LIKES 99



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10. The quality of ingredients and even the plate size give BA First passengers a restaurant experience

11. A few hand-made truffles round off the American dining experience

presentation of the food itself in a form that is more ergonomic and practical.

"We cannot orchestrate a meal conceived for a restaurant, which is a stable, spacious environment, into a tight space that moves. To bring in great chefs to work on the produce isn't to be condemned, but in this context it is an aberration," he says. "We are in a tight space, so I propose starting from the idea of a meal in the form of tapas or sushi that you only have to spike, rather than trying to cut it. One can still have food by a grand chef, but the existing form is aberrant."

"I propose giving form to the food in this context; afterwards one can change or compose it as one likes – vegetables, meat, desserts," he adds. "I can already see this trend for little morsels in business meals."

Reconceiving airline food is "a real design project", insists Laizé. "All the elements are here at once, from the conception of a meal, the formulation of the food, to the design of the utensils. It integrates almost all the design aspects: ergonomics, presentation, respect of the cold chain, even recycling and the end of life of the elements." C



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nofryzone

As the public embraces a wider range of healthy eating choices, competition is increasing for airlines to create more nutritional and ethical onboard options

ELYSE PASQUALE, AIRLINE CATERING INTERNATIONAL



People the world over are becoming increasingly aware of the healthy food trend. These changing customer demands lead to a constantly evolving market, with words such as 'organic', 'sustainable' and 'local' becoming popular – and are airlines stepping up to meet the challenge. Industry trendsetters are now focused on providing better nutrition and intelligently sourced produce to enhance the passenger dining experience.

SETTING STANDARDS Creating healthy inflight meals begins at the menu design stage. Factors such as reduced sodium and sugars, plus the use of fresh, high-quality ingredients, are what make a meal healthier. With food safety and consistency remaining the main priorities for catering companies, it's up to the airlines to acknowledge additional aspects such as health, flavour and freshness. Setting nutritional standards is key.

In 2009 Air Canada teamed up with Montreal-based catering consultancy Food With A Conscience to create the NutriCuisine line of onboard menu items. With a commitment to quality and a philosophy of "balanced living", Food With A Conscience set some strict nutritional guidelines for all the NutriCuisine labelled items.

These standards are followed by Air Canada's in-house chefs and by catering partners such as LSG Sky Chefs whenever NutriCuisine items are produced throughout facilities in North America and Europe.

Food With A Conscience CEO Danielle Medina says it's about the "passion to produce food with the quality and healthy approach that



01

- 01. Etihad uses the Aerolux Aero-Skillet to cook its fresh eggs onboard
- 02. Air France's €22 (US\$30) BIO meal
- 03. KLM created stunning, healthy Japanese cuisine with master chef Akira Oshima



02

passengers are now looking for". NutriCuisine meals contain no MSG, chemicals, butter substitutes or unnecessary preservatives. Air Canada's most popular NutriCuisine items include a veggie sandwich in economy and sustainable seafood entrées in first.

Food With A Conscience's pioneering approach to balanced living extends beyond nutrition and healthy eating. Sourcing sustainable foods and giving back to local communities are also important considerations. Medina adds that by working with smaller companies and local communities, "you have the opportunity to influence

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YOU HAVE THE OPPORTUNITY TO INFLUENCE NOT ONLY THE ECONOMY OF THE AREA, BUT AT THE SAME TIME HAVE A VERY HIGH QUALITY TYPE OF PRODUCT 99

farm to tray table

Korean Air, a two-time Mercury Award winner for inflight catering, exemplifies the farm-to-table movement as the world's only airline to own and operates its own farm, Jedong Ranch, on the slopes of Mount Halla on South Korea's Jeju Island.

The farm's 1,700 cattle and 5,200 chickens are raised antibiotic-free on feed made with wheat, oats and corn grown on the property. Passengers can enjoy the ranch's tomatoes, paprika and bok choy in all classes. First and business class travellers can enjoy farm-raised or local organic vegetables, breads, cereals and salads. Even the airline's bottled water is self-sourced, from a mineral spring on Jeju Island.

All food from Jedong Ranch arrives fresh to the Incheon Airport catering centre, the largest airline kitchen in Asia. By growing its own ingredients, Korean Air ensures quality and freshness in the more than 36,000 meals produced daily for its flights, and in up to 50,000 additional meals for other carriers.

not only the economy of the area, but at the same time have a very high quality type of product".

IT'S ALL IN THE TASTE Virgin Australia's resident celebrity chef, Luke Mangan (Salt Grill & Sky Bar), agrees that freshness is key to healthy eating. "It's all about using foods at their seasonal peak so you get maximum flavour, combined with lots of aromatic spices and seasonings," he says. "Fresh herbs, different vinegars, tamarind and verjuice [a highly acidic, pressed sour fruit juice] all add extra 'oomph' to the dishes." Mangan also prefers to use extra-virgin olive oil and other "good oils" rather than butter.

As with Air Canada, sustainability and local sourcing is also important. Virgin Australia "always gives preference to products from the countries we're flying from," says Mangan. "For example, in our business class on flights from Australia, all our fish is Australian. Flying from the US we try to use American and Canadian fish." He adds, "We won't consider endangered fish species."

Not only are fresh ingredients key to great-tasting healthy meals, timing is

also integral. Mangan states that all of Virgin Australia's hot meals are produced fresh at catering centres as close to flight time as possible, with nothing being frozen.

GOING LOCAL One important aspect in producing healthy inflight meals is to focus attention on the ingredients themselves. "Buy local" is a theme emerging throughout the industry, as more airlines source ingredients from small businesses, as well as supporting sustainability.

United Arab Emirates-based Etihad Airways has entered a partnership with Abu Dhabi Organics Farms, purchasing 200 free-range hens. Eggs produced by the hens are served to the airline's first-class passengers as part of the "eggs any style" breakfast option, whereby passengers can enjoy organic eggs personalised to their taste by onboard chefs using Aero-Skillet technology from Aerolux.

Etihad has also purchased three beehives from Abu Dhabi Organics Farms. The honey produced by the bees is served to passengers and incorporated into a variety of the airline's dishes. Etihad's vice president



of guest experience, Lee Shave, explains, “We are thrilled to be the only airline in the world offering organic eggs and honey directly from our own locally raised hens and bees.” Shave also affirms Etihad’s commitment to work with “Product of the UAE” produce, saying, “Our partnership with Abu Dhabi Organics Farms is a great example of how we work together with UAE companies to bring local products to the world”.

Even the smallest airlines are joining the locavore movement. One notable example is Kullaflyg, a tiny three-aircraft fleet airline based in Ängelholm/Helsingborg in Sweden. Kullaflyg is one of the only airlines serving a range of 100% organic meals to economy class passengers. The airline’s buy-on-board options also support area businesses; crisps are supplied by a nearby potato farm, and breads are provided by local bakeries. The airline’s community-based philosophy also extends to the company kitchen, where the inflight catering manager, Jennica Ericson, prepares meals using her own homegrown honey.

PARTNERING WITH EXPERTS
Meanwhile, airlines of all sizes are increasingly turning to culinary professionals to think outside the



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AIRLINES ARE INCREASINGLY TURNING TO CULINARY PROFESSIONALS TO THINK OUTSIDE THE CARDBOARD BOX AND DEVELOP HEALTHIER ONBOARD MEALS

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04. US Airways offers the US\$19.99 DineFresh premium meal
05. Colour and style from Air France



05

cardboard box and develop healthier onboard meals. These collaborations with celebrity chefs bring creative experience and signature flavours to the airlines.

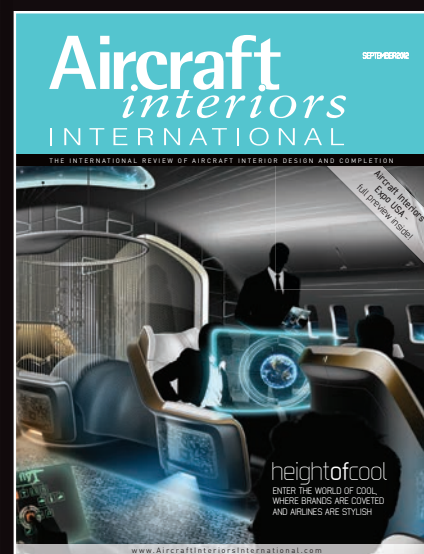
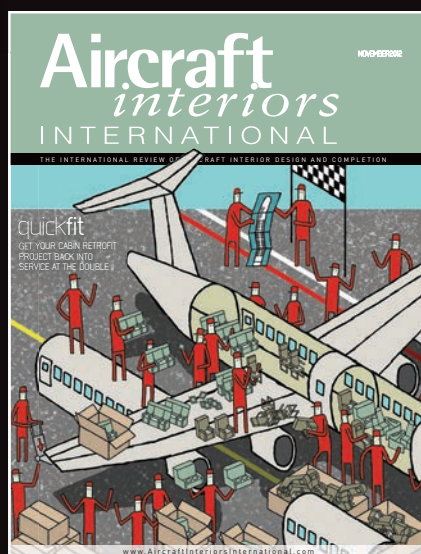
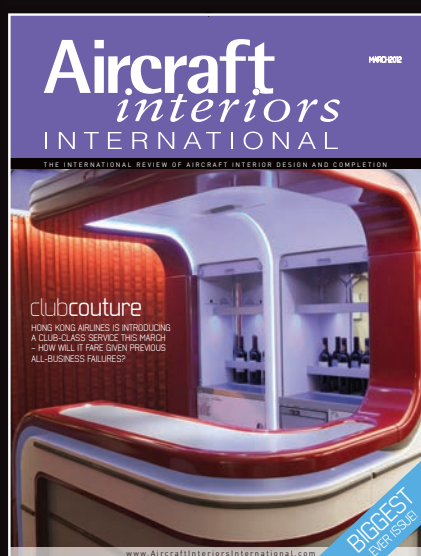
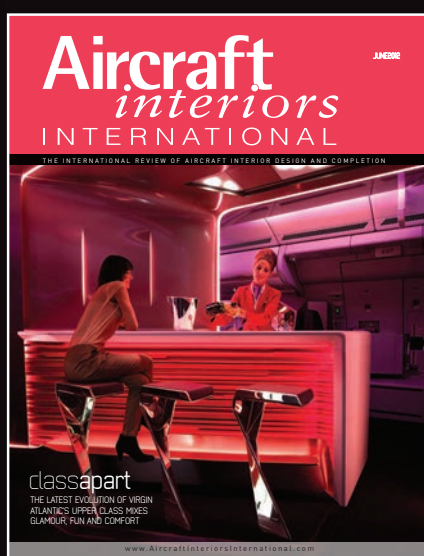
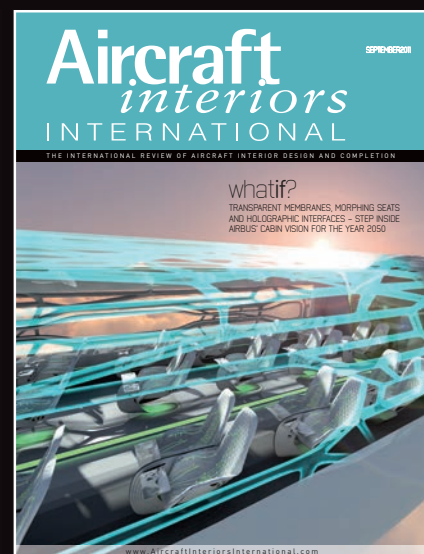
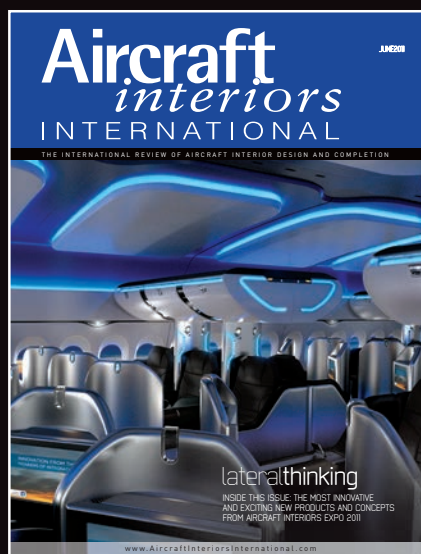
One example is Air France, which teamed up with chef Christophe Reissfelder – founder of Rocchus, an organic catering, cookery and consulting firm with a focus on raw superfoods – to create the airline’s BIO (Organic) pre-order meal.

Reissfelder selects the seasonal ingredients for each BIO meal, which is farmed and produced organically. Air France offers the meal for €22 (US\$30), although last-minute fliers don’t have the chance to enjoy this organic inflight experience. Air France requires a 60-day lead time for BIO (Organic) pre-orders.

According to a 2012 Diet Detective survey, Virgin America is North

America’s leading airline for healthy inflight dining. The airline launched a Travel Light menu in collaboration with *Gilt Taste*, an online magazine and market for food lovers, helmed by former *Gourmet* magazine editor Ruth Reichl. Travel Light menu items curated by *Gilt Taste* include a roasted Portobello wrap and a tuna niçoise salad prepared with flaked albacore tuna and cage-free eggs. Diet-conscious passengers can access all Travel Light nutritional information and calorie content from their seats, using Virgin America’s Red inflight entertainment system.

Ultimately, it’s about pleasing the customer. As Virgin Australia chef Mangan explains, “We have a large number of frequent travellers, who regularly have to eat while travelling... so they want healthy meals full of flavour as well as variety.”




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fastlane

You're on your flight, watching a movie – when better to treat yourself to some truly fast food? But can the inflight offering really compare to terrestrial treats?

ELYSE PASQUALE, AIRLINE CATERING INTERNATIONAL

 Imagine for a moment that you're sitting back and watching your favourite film. You reach into a branded box and take a bite of crispy fried chicken. You're feeling quite at home, until the seatbelt sign illuminates and an onboard announcement pauses the film. Reality check: you've just passed Hawaii and that KFC meal was served to you at 35,000ft.

As airlines incorporate more buy-on-board and pre-order options, there's more flexibility in meeting customer demand. Is it possible to create great-tasting fast food inflight meals? Is this something customers want?

The overwhelming success of Japan Airlines' recent partnership with fast-food giant Kentucky Fried Chicken (KFC) suggests that the answer to both these questions may well be a resounding 'yes'. While many airlines are focusing on developing their

premium cuisine, Japan Airlines has proved that there is still customer demand for the fast and familiar.

BIG BRANDS ON BOARD Airlines have a history of big-brand partnerships in the food and beverage industry (Starbucks, Coca Cola), but Japan Airlines generated widespread media attention and industry buzz when it partnered with KFC (YUM! Brands) to create the 'Air Kentucky' meal.

KFC's famous "original recipe" fried chicken was served as a secondary meal on select JAL flights from Narita to eight cities worldwide, including Los Angeles, New York, London and Paris.

The KFC collaboration was the seventh in Japan Airlines' 'Air Series' of signature dishes from popular Japanese fast-food chains, re-created exclusively as inflight meals. Past offerings included MOS burgers, Yoshinoya beef

bowls and a Japan-to-Boston route partnership with Mister Donut (known in the USA as Dunkin' Donuts), called 'Air Misdo'. However, no previous Air Series had as great an international impact and lit the media world on fire in the way KFC did.

In Japan, KFC is considered a popular Christmas meal, and this promotion was built around the holiday season from December 2012 to February 2013. "We wanted to re-create the festive cheer on board," explains a Japan Airlines spokesperson. This was achieved by researching the best inflight cooking methods, packaging and presentation.

Instead of KFC's traditional red and white packaging, passengers were presented with a sky-blue meal tray, a blue Colonel Sanders-adorned box, and a blue brochure indicating "How to prepare a delicious plate of Air Kentucky fried chicken."



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On the tray, the fried chicken meal included one drumstick and one boneless chicken breast fillet, both prepared with KFC's secret "11 herbs and spices" recipe. The chicken was accompanied by a cup of coleslaw and lettuce leaves, as well as plastic-wrapped flatbread. Inside the brochure was an illustrated set of English and Japanese instructions on how to make a sandwich using the flatbread, even detailing where to spread the "special mayonnaise".

Japan Airlines isn't the only carrier with a fast-food brand tie-in. Air Canada has partnered with Colorado-based fast-food franchise Quiznos. Although known primarily for its submarine-style sandwiches (second only to Subway, worldwide), Quiznos collaborated with Air Canada to bring its signature flatbread pizza to the airline's buy-on-board menu. Quiznos' Classic Pepperoni Pizza is made with marinara sauce, pepperoni and a blend of four cheeses.

In order to transfer the dish from restaurant oven to aircraft galley, the pizza went through a redesigning process. According to an Air Canada representative, the challenge in adapting a recognised dish for inflight preparation is "converting recipes that are made on a one-at-a-time basis into a production environment, while ensuring quality and freshness". This was accomplished by developing a recipe that would adhere to food safety standards, as well as the airline's own quality standards.

Air Canada recognised the importance of ensuring that taste as well as the look and feel of the Quiznos product was consistent. The company announced that "extensive trials were conducted before the launch to ensure customer satisfaction", taking into account "flight crews' feedback and input through product tasting sessions". The sessions paid off; Quiznos's Classic Pepperoni Pizza is one of the airline's top sellers.

RYANAIR HAS SUCCESSFULLY PRODUCED A
HOT BUY-ON-BOARD PRODUCT THAT RETAINS
FORM AND FLAVOUR AT 35,000FT 99



01

Despite its success with fast-food items, Air Canada seems to be heading for a greener future. When asked if it had plans to work with more fast-food meals and brands, an Air Canada spokesperson replied, "Our plan is to continue adding more healthy options to our buy-on-board catering."

CREATIVE COMFORT FOOD While many airlines are turning their focus towards healthier inflight cuisine, low-budget carrier Ryanair unveiled a new onboard menu, 'The Getaway Café'.

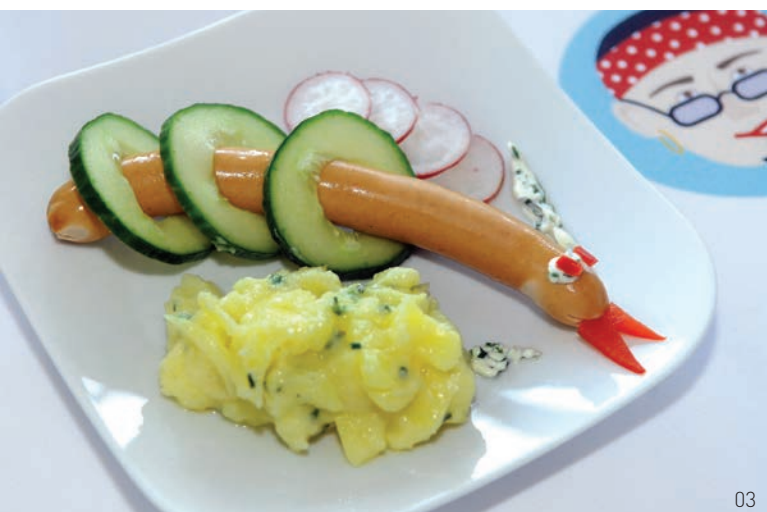
The oft-controversial Irish airline poked fun at its own reputation for maximising ancillary revenue with an in-joke (in parentheses) following each new menu item. For example, "Tantalising chips (served with free box), Heavenly hot dogs (includes free ketchup), Succulent meatball subs (with free napkin)."

Despite the miserly humour, Ryanair's buy-on-board offerings are not low quality. The airline's "meaty chicken fillet nuggets (served hot at no extra cost)" are made from whole chicken breast.

Consumers are praising Ryanair's new fast-food options. So what exactly

01. A JAL MOS burger
02. JAL's Air MOS rice burger
03. A striking sausage dish from Lufthansa
04. The famous JAL KFC meal





03



04



02

makes those deep-fried dishes “tantalising”?

Airline catering expert Nikos Loukas, who runs the InflightFeed.com airline food website, gives some insight on Ryanair’s chips (French fries), which he describes as “excellent, considering that they’re oven baked”. Double-frying the chips, which are then loaded onto the aircraft deep-frozen, gives the crisp-on-the-outside, soft-on-the-inside texture. As part of inflight meal prep, cabin crews refer to special booklets with instructions on how to best cook the chips in Ryanair’s fan-forced ovens.

According to Loukas, the secret’s in the packaging. Ryanair’s colourful chip box has 10 perforations, enabling the food inside to cook evenly. The inflight caterer specifically designed the perforations on the boxes of chips and nuggets in order for the food to steam a little while cooking. The result, says Loukas, are chips that “taste like chips” and “even brown a little during the cooking process”. To highlight this, the packaging includes the amusing slogan: “Caution. Not a mirage. These chips are real.”

While a perforated box may not be an industry-changing innovation, Ryanair has successfully produced a hot buy-on-board product that retains form and flavour at 35,000ft.

05. easyJet and Finnair passengers can enjoy Yumble Bumble snack boxes
06. A real taste of Berlin with an inflight currywurst



05



06

UPSCALE DOWNSCALE With increasing focus on quality and flavour, favourite passenger comfort foods such as hamburgers are being phased-up into a luxury offering, like United Airlines' 'Premium Angus Beef Cheeseburger', available for purchase on selected flights. Award-winning US carrier Virgin America's first-class menu offers passengers a wagyu beef cheeseburger, described as a "chargrilled wagyu beef burger served on a brioche bun with havarti cheese, butter lettuce, red onion, tomato and zucchini pickles".

Big brand partnerships and worldwide favourites haven't been the only ways forward. Comfort food options have increasingly mirrored the industry's first-class cuisine focus on showcasing local foods. Air Berlin partnered with gourmet food purveyor Sansibar, serving authentic currywurst, the beloved Berlin street food made with veal and pork sausage doused in spicy curry sauce.

A MATTER OF CONVENIENCE Another approach to creating successful inflight comfort food is to take the snack box approach, offering a collection of items that require no preparation by airline crews. A growing trend with US-based airlines, snack boxes are also being picked up by low-cost European carriers. For both low-budget and legacy carriers, these boxes provide a variety of options with items such as cheese, jerky, hummus, olives, biscuits and sweets.

While delivering a selection of snack items to choose from, it is also an opportunity for airlines to form

partnerships with more than one brand. Delta Airlines' 'Travel Treat' snack box includes internationally recognised brands such as Ortega, Twizzlers and Oreo. Snack collections can be assembled based on an airline's nutritional goals and flavour themes. United offers a 'Tapas Box', while Alaska Airlines has a 'Picnic Pack'. European catering company Retail in Motion custom-designs a 'Yumble Bumble' snack box for multiple carriers including EasyJet and Finnair.

While airline success at integrating chef-designed cuisine into the inflight experience can, and should, be lauded, this does not mean that there is no place for familiar favourites on the menu. Careful consideration of preparation techniques to preserve the hearty taste and texture so important to comfort food, alongside clever marketing partnerships, have shown that what works on the ground really does work in the air. Regardless of travelling class, easy and familiar foods continue to carve out their place on passenger tray tables. **C**



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offthemenue

The galleys for the B787 and A350 are developing well beyond the current bill of fare, according to experts from suppliers, airframers and design houses

AUBREY COHEN, AIRLINE CATERING INTERNATIONAL

 Airlines and aircraft builders are in the middle of the biggest change in galleys since the roll-out of carts in the 1970s.

“Airlines are currently striving to differentiate,” notes Chris Pirie, director of Teague’s Aviation Studio in Seattle. “In this scenario, the need for ovens has been eliminated, so many airlines have opted to remove ovens and other equipment to save weight and free up space. Food and beverage service is one way an airline could set its experience apart from its competitors.”

Providing more options has become easier thanks to adoption of universal standards for galley inserts. “The big change, obviously, is the ARINC Standard,” says Craig Cunningham, vice president and general manager of interior structures at B/E Aerospace.

ARINC’s Galley Insert (GAIN) Subcommittee, co-chaired by representatives of Airbus and Boeing, defines its goal as “to standardise the

physical dimensions, electrical interfaces, communications protocols, qualification test guidelines, and maintenance provisions for galley inserts to support standard installations,” adding: “Standardisation provides common installation provisions for commercial air transport multi- and single-aisle aircraft beneficial to the airlines, airframers and suppliers.”

The effort covers wiring, water and electrical connectors, dimensions, physical and data interfaces, and mounting rails. ARINC specifications 810 and 812 define galley equipment, component interfaces and communications data. A draft Standard 813 covers qualification and system test guidance. Future plans call for 814, defining galley equipment design and integration, and 815, covering galley maintenance.

Now, rather than having to certify every espresso maker and microwave

01. B/E’s Essence range of inserts draws upon consumer kitchen devices in its styling



66

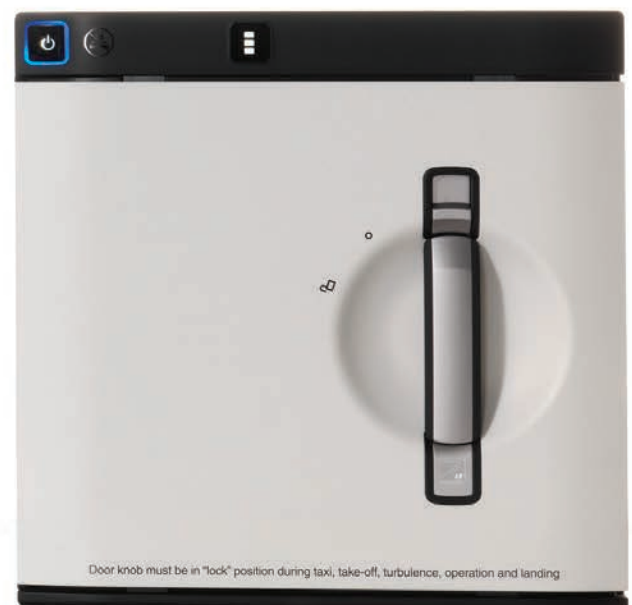
IN THE LATEST NEW AIRCRAFT PLATFORMS,
THE AIRFRAMERS HAVE TAKEN RESPONSIBILITY
OF THE GALLEY SUPPLY CHAIN 99

for each specific galley, airlines can plug in pre-certified devices, Cunningham explains. "It enables the airlines to have the flexibility to change them without having to come back to the galley manufacturer."

CATALOGUE SHOPPING Theoretically, such changes could make it easier for airlines to comparison shop for different appliances that all meet the same standard. But, for their latest aircraft, Boeing and Airbus have moved to a model whereby they make buyers choose from a list of galley options offered by exclusive galley makers.

"In the past, airlines have always bought their galleys, and they have bought them directly from the galley manufacturer, and given them to the airframe manufacturer to install and certify as part of the type certificate," Cunningham says. "In the latest new aircraft platforms, the 787 and A350, the airframe manufacturers have taken responsibility of the supply chain for those galleys." Boeing's payloads chief

01





02

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GALLEY AND AIRCRAFT MAKERS CAN'T JUST
MAKE AIRLINES LIVE WITH THE STANDARD
CATALOGUE DESIGN OPTIONS 99

architect, PJ Wilczynski, explains, “The catalogue approach offers airlines value in having Boeing manage the specification and procurement of galleys while still allowing them sufficient customisation to meet their individual service needs.”

B/E supplies galleys for the A350, while Jamco plays the same role for Boeing, supplying galleys for the 787.

“The galley manufacturer obviously invests heavily in the manufacturing and supply chain processes to ensure that we’re able to support the rate of the airframe manufacturer,” Cunningham adds. “We have made a large investment in our Philippine facility, with a semi-automated system to ensure that we’re ready for the maximum rate of the aircraft.”

CATALOGUE SHOPPING This close working relationship with the airframer has allowed galleys to be integrated far more neatly into specific aircraft, according to B/E’s Cunningham. “Right from day one we were working with the industrial designers at Airbus to harmonise every feature, every small aspect of the galley, and every detail is signed off by Airbus to make sure it is harmonised into the whole cabin.”

Because purely decorative elements add weight and take up space, designers focussed on small changes in the A350 galley. “When you look at a galley on other aircraft today you will see turn buttons retaining the trolleys. Our doors over the trolleys have been specifically designed to cover the turn buttons so the lines are a lot cleaner. Our pullout tables are flush, so they get released and then pulled out,” Cunningham explains. “Each circle or ellipse has a specific aspect ratio associated with it. Also, there’s a very specific palette to do with all the colours that go on the galleys.”

Similarly, 787 galleys are “intended to blend into the cabin architecture,” Wilczynski says. “There is an offering of consistent trims and finishes. We also introduced a new family of ‘Touchpoint’ latches designed to look harmonious and operate intuitively.”

Galley and aircraft makers can’t just make airlines live with the standard catalogue design options, according to Cunningham. “We recognise that the whole cabin interior is a key part of

the short-haul view

Over the last decade most of us have given up on the idea of free sustenance on the short, economy-class flights we take most often.

“For the most part, hot/speciality service is now restricted to the premium section of two-class carriers, and economy service is limited to ‘pay on demand’ food items that generally don’t require preparation or heating,” notes Chris Pirie, director of Teague’s Aviation Studio.

Charging for meals, of course, provides a new revenue stream for airlines, which are competing fiercely on ticket prices. But even if you buy the food on a short-haul flight you’re only likely to get some sort of cold, prepackaged box.

That’s also about money, Pirie says. “The shift has allowed carriers to eliminate ovens

from their aft galleys, and in the case of single-class carriers, they have been able to eliminate ovens altogether, thus reducing weight and space needs within the galley.”

Some have even removed part of the forward galley, creating space for more seats, he adds.

Pirie expects some airlines to continue this trend, seeking to cut galley space in favour of seats. But, he predicts, some airlines will go the other direction: “Some carriers will look for opportunities to generate revenue within the cabin and may opt for additional menu choices that will require both additional galley space and perhaps the need for an oven. For airline brands, meal service can be another powerful point of differentiation.”

branding the airlines. The Airbus process continues to mature according to that perspective, to make sure that we do support the airlines with the look and feel inside the aircraft.”

Wilczynski adds, “The catalogue is continuously refined to add popular features and keep up with developing technology and new features/inserts developed by the industry.”

Manufacturers have expanded their catalogue options to try to satisfy airlines, with some success.

“Even though we only have one supplier, the catalogue offers multiple options,” says ANA spokeswoman Nao Gunji, explaining that ANA has chosen different galley configurations to fit

02. SPICE could be an option on the A350 XWB by the start of the next decade

03. The galley configurator in Boeing’s Dreamliner Gallery allows customers to virtually view and test their design ideas

with its various 787 cabin configurations: long-haul international, short-haul international and domestic. “However,” she adds, “it would be ideal to have multiple suppliers and catalogues for the 787, just as we do with the 777.”

Teague’s Pirie sees more room for improvement in galley appearance. “Additional attention is needed to better integrate the galley into the cabin architecture,” he says. “There is a lot of great opportunity in this space.”

The focus on weight and space doesn’t always leave room for the flight attendants to work comfortably. “There has been some improvement, but this is an area that still needs considerable attention,” Pirie notes.

“We recognise the ergonomics may not be ideal in some areas,” Cunningham adds. “In the premium cabin, they want to lay out trays, not just take trolleys down, so work surfaces are at a premium.”

One way B/E has tried to make galleys more comfortable is by adding sealing in its chillers in order to keep cold air inside the units, and away from flight attendants. On the 787, Wilczynski says, “every effort was made to assure incorporation of industry best-practices, with the intent of addressing the full range of users and allowing for maximum customisation of amenities and features.”





66

WE EXPECT TO SEE INCREASING INTEGRATION OF BOTH GALLEY EQUIPMENT AND FEATURES THAT WILL ENABLE A MORE DIVERSIFIED IN-FLIGHT SERVICE CAPABILITY

04

LIGHTEN UP Reducing galley weight continues to be a key driver in galley design, as Cunningham explains: “We’ve replaced a lot of metallic parts with non-metallic parts to reduce weight. And we’ve used a lot of simulation to make sure we have fully optimised systems on the galley that are focused on weight reduction.”

Those non-metallic parts include plastic-injection moulding and, yes, some composites – just like the fuselages of the A350 and 787. Looking forward, Cunningham expects airframers to continue down the path of working with fewer vendors, while making small enhancements.

On the A350, for instance, B/E added an integrated galley rubbish compactor. “That option was not foreseen in the first year, even in the first two years of the galley development,” he says.

Wilczynski predicts a continuation of what could be seen as contradictory

pressures: cutting galley size and weight to save on fuel and add seats, while continuing to enhance food service in long-haul premium classes to cater to brand and service objectives.

“We expect to see increasing integration of both galley equipment and features that will enable a more diversified in-flight service capability along with a smaller galley footprint,” he says. “In addition, there will be

04. A powered transfer table makes SPICE very crew-friendly

05. The B/E Essence oven insert

06. A galley essential: the B/E Essence wine (or champagne) chiller



05



06

increased efficiency through utilisation of new materials and operational enhancements for cabin crews.”

A TOUCH OF SPICE If Airbus has its way, the next big change in galleys will be SPICE (SPace Innovative Catering Equipment), which it plans to make available as a new standard for all airframers and airlines.


In addition to incorporating plug-and-play appliance standardisation, SPICE would save weight by putting standard meal-trays into lightweight boxes, instead of trolleys, and using foldable service carts to move the boxes through aisles.

“The design of the SPICE boxes, galleys and equipment is harmonised to use space in the most efficient and modular way,” according to Airbus. The airframer estimates SPICE would save 400-600kg of weight, and free enough space for two or three more economy seats on a typical wide-body aircraft seating 250 to 300 passengers – with little change to how food is prepared, loaded into aircraft and served.

The open top of the folding cart also allows for a customisable range of equipment that airlines could use to separate recyclables from other cabin waste – a concept that wasn’t around in the 1970s, when carts were conceived. Finally, SPICE would make life easier for flight attendants, with a powered ‘Transfer Table’ that eliminates much of the heavy lifting in galleys.

Airbus says it has completed trials of SPICE equipment in the facilities of all the major global caterers and found that “when using only simple ground equipment for moving SPICE boxes, no significant changes to caterer processes are necessary”. Plus, “loading of SPICE galleys can be completed without any impact on the airline’s timetable for flight departure”.

Airbus has also brought in cabin crews to evaluate SPICE for preparation and delivery of different service types, such as drinks and meals in economy class, and a premium-class service with plated meals served on-demand.

All such trials have garnered excellent results in terms of both ease and speed of completion, according to Airbus. Airbus plans to make SPICE available for aircraft deliveries early in the next decade. 

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World Travel Catering & Onboard Services

EXPO 9 – 11 April 2013
Hamburg Messe, Germany

tuck in



On 9-11 April, food, beverage and amenity suppliers from the world over, together with airline buyers, will converge in Hamburg, Germany, for the World Travel Catering & Onboard Services Expo 2013.

Held alongside Aircraft Interiors Expo, the world's biggest aircraft interior design and technology exhibition, which attracts senior buyers from more than 200 of the world's major airlines, the event is becoming increasingly important to the catering and onboard services market. Leading industry players including LSG Sky Chefs, Gate Gourmet and Servair are exhibiting along with more than 150 other catering and onboard service specialists. The following pages include some highlights to help you make the most of your time at the show.

The event will also include a one-day conference on Monday 8 April. Speakers include Blake Emery, director of differentiation strategy at Boeing Commercial Airplanes; Chris Jackson, global vice president of airline business solutions at DHL Supply Chain; Carl Jones, product development chef at Alpha LSG; and Willie Pike, master chef and member of the DHL Food Innovation Council.

LIVE COOKING SHOWS
WILL TAKE PLACE EVERY
DAY AT THE TASTE OF
TRAVEL THEATRE

Stand: 2C44

Truly haute cuisine

French caterer and cleaning services provider Servair, the third-largest such company in the world, will be demonstrating its complete offering, ranging from a ready-to-eat service to haute cuisine, as illustrated by its 'Studio Culinaire' (Culinary Studio) chaired by Joël Robuchon, and its partnerships with a number of big names in French haute cuisine.

The latest such name is Michel Roth, Michelin-starred chef at the Ritz hotel restaurant in Paris, who has entrusted Servair chefs with preparing his six recipes for Air France.

Servair also develops 'Collections Culinaires' turnkey solutions, which combine creativity, quality and competitive prices, and will be presented at Servair's stand.



Stand: 2C60

TRAVEL PERK

Are you still flying with tinned coffee? Think that coffee is 'just' coffee? Think again. The customised coffee solutions being launched by Blaser Café enable airlines to create their own distinct blend and strength of coffee in coffee pillows and ESE pods.

If you still brew coffee with tins, take a look at this brewing system developed and manufactured in-house in Switzerland by Blaser Café. It is easy to handle, saves space and weight, and is more eco-friendly than tinned storage. The concept is safe and simple – the tin is replaced by a reusable brewing component, into which a coffee pillow filled with ground coffee is laid.

As part of the service, a Blaser Café expert team will train cabin crew on site to give them a good grasp of the system and to ensure quality inflight coffee. Visitors looking for a pick-me-up can try out the system – and the coffee – at Blaser Café's stand.



NEW IDEAS & PROTOTYPES

Stand: 3D29

Make the cut

Based in the Netherlands, Sola is a specialist in the supply of stainless-steel cutlery and other inflight catering equipment. The company supplies more than 70 airlines worldwide, offering its own ranges, as well as developing custom-made designs. At the show, Sola will be displaying several new ideas and prototypes, which might give airlines inspiration to create something new and fresh for passengers' trays, creating greater market differentiation.



Stand: 4C74

Get carried away

Carry Me, being launched by Swedish company FunForKids, is a new line of activity toys for kids on the go. The whole range comes with carry-handles for easy deplaning, with a choice of stickers, activity booklets, games, puzzles and kid packs.

The Carry Me toy is perfect for branding with a logotype, or can be made to a custom design, meaning that the toy, and therefore the brand, will be carried around by kids the world over. The toys are suitable as giveaways, promotional gifts, or for retail purposes. Meanwhile the Carry Me Sticker Fun set offers two activities in one, whereby kids can create a scene and use their imagination, or make a puzzle using a real photograph – perhaps of an aircraft.



Stand: 2C50

KEEP COOL

Finnish company Icebridge will be demonstrating its non-electric cooling devices, which are designed to fit on all models of ATLAS, KSSU and ACE equipment, with no changes required. The devices operate with dry ice or custom cooling packs.

The latest model, the Re-stackable Icebridge Cooler, enables food to remain cool inside a trolley for up to 20 hours with no electricity. The coolers are ideal for short- and medium-haul overnight flights, and also for buy-on-board concepts.

The coolers operate with dry ice and can keep food chilled with no risk of freezing at any stage. Trays and drawers can be used normally in combination with the coolers, which are durable and light, weighing only 1.5kg.



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"Aircraft Interiors Expo Hamburg 2013: 2013 marks an important milestone for Bucher – the company's 60th anniversary. An ideal opportunity to formulate a new, highly promising range of solutions. We invite you to experience first-hand Bucher's innovative lightweight-construction solutions (also known as Leichtbau) at the upcoming AIX in Hamburg, Germany.

Bucher specialists will be on hand to provide a peak into two key galleys designed for the A380, featuring one aluminium and one honeycomb core panel. Visitors will also see the brand new video-arms and folding tables, each optimised to be even lighter and more compact. Also on display will be Bucher's Air Transport Stretcher, which has now been certified for the B787.

We look forward to seeing you in Hamburg and invite you to celebrate 60 years of Leichtbau with us!"

Hall B5, Stand 5B20



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www.bucher-group.com

Aircraft Interior Solutions

BUCHER

Stand: 4B10

Health up high

Dry cabin air, flying through time zones, and dehydration can fatigue passengers, but Netherlands-based Vitalit Laboratories has produced a range of inflight health wellness products to help promote healthier blood flow during flight.

The FlyFit range includes nutritional bars, vitamin C shots, special drinks and unsalted snacks, each intended to help overcome the ailments associated with air travel.

The latest addition to the product line, FlyFit Fruit chips, are 100% natural and come in apple, peach or pineapple flavours. The product is freeze-dried to ensure crispness and is much healthier than a packet of crisps.

The nutritional bar and FlyFit drink are currently part of Air Berlin's inflight service on select flights, while Virgin Australia is also serving the nutritional bar range. But it's not just passengers who can benefit from the FlyFit range – cabin crew at Air Canada Jazz, Thomas Cook and easyJet airlines are being given some of the range as part of their crew meals to help fight the effects of working at 35,000ft.



"A range of inflight health wellness products to help promote healthier blood flow during flight"

Stand: 2D58

New ranges, new people

Meet the En Route team at WTCE, Hamburg, where they will be showcasing a new range of artisan breads, savoury snacks, cakes and patisseries. It is also a chance to see the yum.me ambient meal range, as well as the latest snack boxes and innovative packaging ideas.

Visitors to the stand will also be able to meet the new additions to the En Route team, in the shape of John Bancroft, who joined the new product development department, with extensive experience on both sides of the galley curtain, having served hot meals on Airtours as crew, later moving on to selecting menus for Virgin Atlantic and then designing customer-specific solutions with LSG Sky Chefs.

Joining Bancroft in the new product development department is Nicole Strachan, who has a Cordon Bleu Diploma and has worked in the food industry for more than 20 years with brands such as Upper Crust, Millies Cookies and Pret A Manger; and in food development at the JD Wetherspoon chain of pubs. Finally, you can meet Loraine Hughes, who has just joined En Route as its expert in technical and quality assurance. Hughes has Master's Degrees in both microbiology and HACCP (food safety management systems) as well as a wealth of industry experience, including Food Point in Dubai.



Stand: 3C28

ELEGANT DINING

Global Inflight Products (GIP) will be showing its new designs of porcelain and silverware sets, rotating meal serveware and kid kits, among many other new airline products. Passengers love the mood and ambience that an elegant dining experience provides, and GIP's porcelain collection is designed to ooze sophistication and elegance from every curve and line. GIP's design team can create any design and style to fit individual airline needs, while they can also facilitate partnerships with renowned designers for the creation of inflight products.



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Stand: 4A40

Surprise!

SkySupply has been working with Air Berlin on a new concept to engage kids when flying. From the beginning of 2013, children flying inbound with Air Berlin have been presented on board with a surprise bag, an origami kit, an ID card with keyring, and a dice game.

Children travelling outbound are handed a suitcase-shaped metal box, together with an activity book, a puzzle and pens, in order to redefine their travel experience with Air Berlin. The designs in this category represent the latest innovation



in inflight fun for children and are specifically tailored to air travel's youngest audience. They are intended to transform the junior jet-set's travel experience into an unforgettable adventure, captivate them, and keep them in their seats. Air Berlin has been named on several occasions as one of the most child-friendly airlines.



There is also a DHL-sponsored Industry Networking Party on 8 April

DON'T MISS THE NETWORKING RECEPTION ON 9 APRIL FROM 17:00-19:00

Stand: 2C30

Small bite, big flavour

Test your willpower at the Hoppe stand, where staff will be inviting visitors to try the two latest additions to its Minibite snack range: an XL butter syrup waffle (32g/1.1oz) and BBQ flavoured mini nachos (15g/0.5oz). The butter syrup waffle is at its best when warmed over a cup of coffee, when the caramel filling will slowly melt and bring out the goodness inside. As for the BBQ-flavoured nachos: they are so tasty that they are hard to resist...even without a salsa dip.



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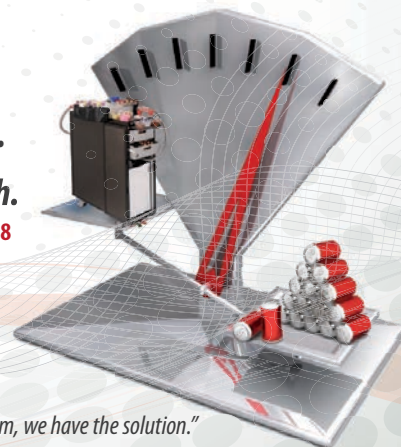
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Light bites

Stand: 2E30

OH ROE, OH YES French caviar specialist Petrossian will be exhibiting in Hamburg for the first time. Petrossian caviar, says the company, has an "unmistakable superiority" in taste, texture, colour and size over many rivals. Visitors to the show will be able to try the caviar for themselves, as well as other product offerings, including smoked fish, pâté, chocolates and speciality teas and coffees.

Stand: 2E25

CLEAN LIVING Diversey will be demonstrating how it can help to optimise business operations for inflight caterers in terms of productivity and standards.

The company's range of cleaning and hygiene solutions for caterers includes DiTELLI, a system that can be used to monitor the complete dishroom operation, 24 hours a day, 365 days a year. In addition, the Suma Divojet offers effective 'one pass' machine washing.

There is also an aircraft cabin cleaning programme for turnaround and intermediate cabin cleaning, designed to enable clean cabins in less time with improved hygiene results.

Stand: 4B11

CITRUS FRESH Bored with the same old fragrance on your hot towels? Mills Textiles is launching its new range of Green Tea & Lemon scented hot towels, available in regular or cost-saving recycled cotton.

MD of Mills Textiles, Graham Hudson, says, "Unlike many of our competitors, we have a longstanding partnership with a specialist fragrance manufacturer in the UK, so we can offer multi-level fragrances specifically tailored to each customer's requirement, be it to refresh, revitalise or calm."

Stand: 3B40

INFLIGHT WASTE MANAGEMENT

Onboard Logistics, the inventor of the Flex-e-Bag and Flex-e-Clip, will unveil a new concept for inflight waste management at the WTCE. The patented Flex-e-Vac system is being touted as the next evolution in onboard waste management, a mobile and lightweight vacuum system that can be used in any half or full-size cart. In a full-size lightweight cart, the total weight of the system is 27kg.

This system, as well as being lightweight, reduces waste volume, saves fuel and space, and can potentially mean fewer waste carts are required on board, creating extra room for revenue-generating inflight sales. The system is mobile and can be moved from galley to galley as the airline requires.

Stand: 2B61

Dressing for business

C.U.FR.OL., the Umbrian-based producer of premium olive oils and dressings, is bringing out a range of extra-virgin olive oils marketed under their new Terre Francescane brand in collaboration with Bruno Barbieri, one of Italy's most celebrated chefs. Holder of seven Michelin stars and chef-patron of the acclaimed restaurant Cotidie in London since 2012, Barbieri is recognised for his frequent appearances as a judge on Sky TV's Italian MasterChef programme together with Joe Bastianich and Carlo Cracco. An influential mentor with an insatiable passion for travel, his work has taken him around the world in search of unique aromas and flavours.



Why not meet the Airline Catering International team at the adjoining Aircraft Interiors Expo, stand 5A73?

Stand: 4C30

World player launch

Rumour has it, something new and exciting will be happening this year at LSG Sky Chefs' booth at the WTCE. No details are available yet, but with the most expansive network in the airline catering world, and a rich portfolio of products and services, such as equipment, logistics, onboard retail management and lounge services, LSG Sky Chefs will be making use of its extensive local knowledge to offer the best solutions globally.

The company's global presence encompasses a rich mixture of cultures, experiences and flavours. With experts from ethnic cuisines training colleagues overseas, aligning processes throughout the network, but also offering services to airlines' other providers, consistent quality, originality and a local flair, are key touchpoints of the organisation.

When designing new products and services, LSG Sky Chefs always starts with the airline: who they are and what they represent – questions with specific answers. But the company understands that an airline needs to reach its passengers, all with different backgrounds and desires. And that's where knowledge and expertise on global and local trends from everyday life, the best ingredients and materials, and operational know-how, all fall into place, creating unique solutions and delighting satisfied passengers.



"Bamboo has gained popularity as a sustainable and eco-friendly textile material"

Stand: 1E23

Indulge yourself

Everyone likes a snack on board, which is where Yum Yum Bros comes in, with snacking lines made from natural ingredients. From airline trays to airport retail, the company's Ndulge and Oh My Goodness premium bakery lines can be found across the industry.

Recent contracts include the supply of Ndulge slices to American Airlines through AMI Inflight. Ndulge is an indulgent range of premium wrapped slices, cookies and bites featuring Belgian chocolate, caramel chunks, toffee or vine fruits. Definitely naughty – but very nice!

Also available from Yum Yum Bros, Oh My Goodness is a nut- and dairy-free range of healthy and nutritious cereal bars and bites. These products contain all-natural ingredients, including flaked oats, seeds, flax, honey and real pieces of vine fruits and berries, just as nature intended.



Stand: 2C11

Over 30 new exhibitors have joined the event for 2013

Evergreen, ever fresh

John Horsfall has developed a range of airline bedding products, which the company is excited to launch at the show. The Bamboo range features a bamboo-charcoal blend in the filling, which has many benefits for both airlines and passengers. In recent years bamboo has gained popularity as a sustainable and eco-friendly textile material. Growing naturally without the need for pesticides or fertilizer, it grows extremely quickly and rarely needs replanting. It is also known for its antibacterial and antifungal properties.



The Bamboo range features a mattress pad, duvet and pillow, all with a 50% bamboo-charcoal/50% polyester blend filling. Aimed at helping airlines to ensure that their passengers have a restful night's sleep and arrive at their destination refreshed, the bedding range has been designed to employ the natural benefits of bamboo.

The bamboo-charcoal blend used in the filling will retain its natural antibacterial and antifungal properties, even after multiple washes. The range is also breathable and highly absorbent.

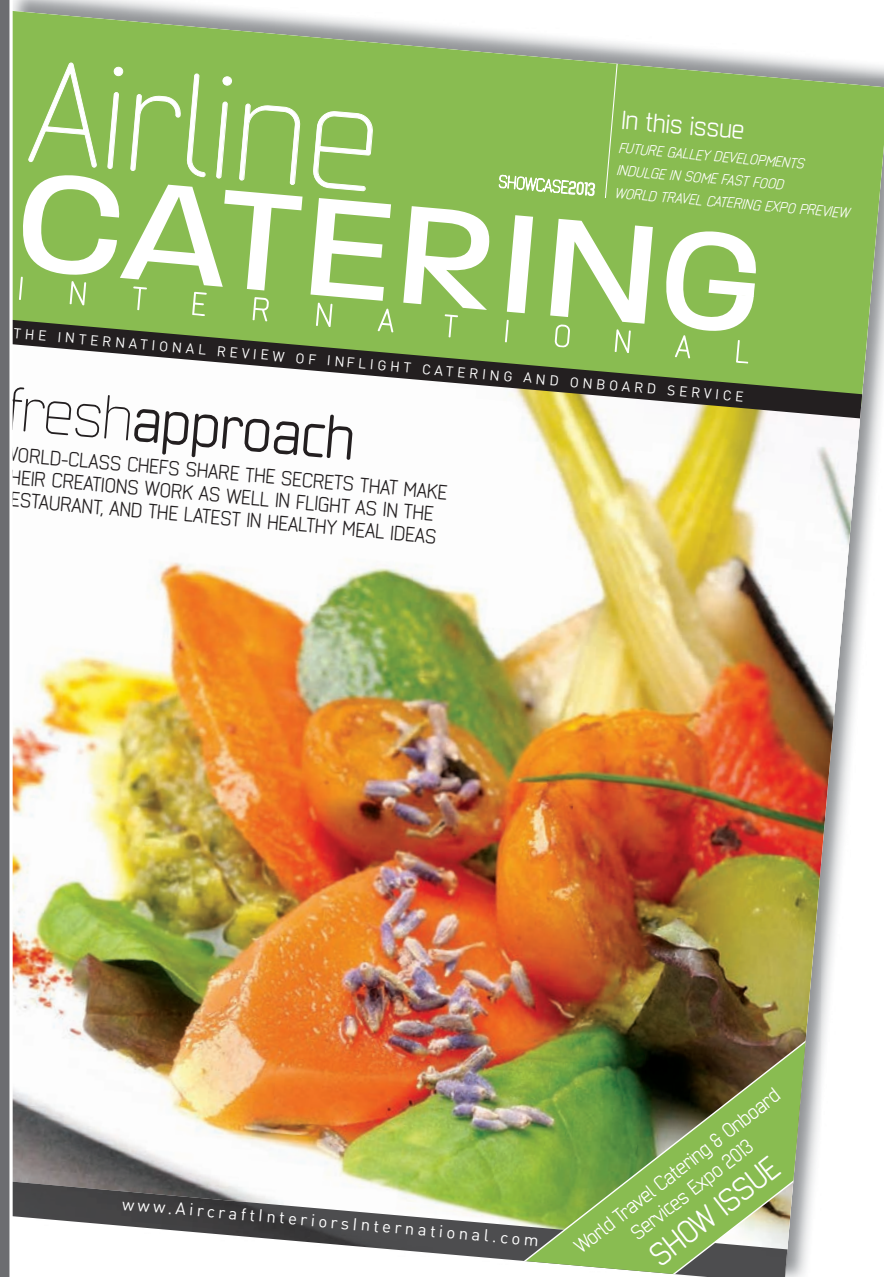
Key advantages include body temperature being regulated and moisture absorbed; freshness being maintained during use, through antibacterial/antifungal properties; and odours and chemicals being absorbed from cabin air. The bedding feels fresher and passengers are more comfortable.

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Airline Catering International is the annual review of inflight catering trends, technology and galley equipment. Exclusive features, interviews and case studies highlight the freshest thinking in this fast-moving sector, and the magazine is circulated for free to catering managers at all major airlines.



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Introducing the new Modular Galley concept from Zodiac Premium Galleys



lifeismodular

➔ Since the inception of commercial aircraft galleys, the needs of customers and stringent industry requirements have steadily changed and will continue to set new challenges for interiors suppliers. The industry will not stand still, as there will be trends such as eco efficiency and eco meal preparation, for social and lounge areas with full or self-service bar units, and especially for standardised and pre-certified galleys and galley inserts.

In answer to these requests, Zodiac Premium Galleys is hard at work developing a completely new galley concept – the Modular Galley. These galleys will consist of core galleys plus interchangeable pre-certified add-ons and insert modules. These major structures will be combined to build up forward, centre and aft galleys for twin-aisle commercial aircraft.

Add-ons will be designed for crew use and/or passenger use. Crew-use add-ons include storage space and modules for dry galley inserts, which can contain any ATLAS or ARINC galley insert currently available. Passenger add-ons include a bar unit.


"All interfaces to aircraft structure and systems will be located on the core galleys. Internal attachments and system connections between add-ons, insert modules and the core galleys will be designed for quick reconfiguration. The development of innovative lightweight components will compensate for the additional internal interfaces," explains Stefan Kroll, who is director of engineering

and head of design organisation at Zodiac Premium Galleys.

The main benefits for airline operators or leasing companies are, for example, the reduced galley space on the main deck, resulting in an increased number of PAX seats or greater seat pitch.

"With this concept, we also guarantee an increased flexibility for our customers as add-ons and insert modules can be defined at a late stage in the initial configuration process," Kroll states. These pre-certified insert modules and add-ons can be easily changed in service. Aircraft manufacturers will benefit from this concept in many ways as well. They will enjoy increased flexibility as late changes of insert modules or add-ons will not affect the A/C interfaces. They can also expect reduced lead times and fewer qualification documents to prepare and approve.

For Zodiac Premium Galleys itself, the concept offers several advantages. The design processes will be accelerated as the company can re-use a higher number of predefined parts and assemblies. This design efficiency comes along with reduced engineering efforts during future customer projects.

Zodiac Premium Galleys' innovation team is now finalising concepts for additional aircraft models, and will be prepared for an initial technical coordination meeting during the first half of 2014. The whole concept, including a live model, will be presented at Aircraft Interiors Expo 2013 in Hamburg. 

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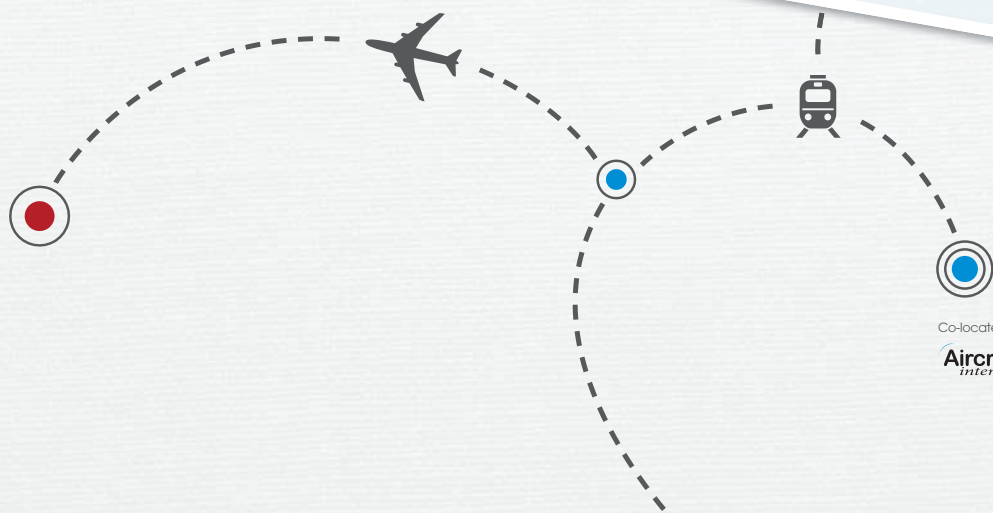
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From cocktails to headphones, SkyMax wants to make the inflight experience more enjoyable

mixandmatch

Just under four years ago, the SkyTender (a joint venture between Air-Eltec Luftfahrttechnik and SkyMax) was launched amid fanfare and curiosity at Aircraft Interiors Expo 2009 in Hamburg. Fast-forward to 2013 and this revolutionary inflight drinks dispenser has just received its certificate of compliance (CoC) following testing in accordance with RTCA DO160 followed by STC. Airlines are now looking to SkyTender as a profitable alternative to carrying stocks of inflight drinks for their passengers. While Air-Eltec and SkyMax pioneered this innovation, it is worth noting that the company is now working with a range of industry partners to bring a range of innovative products to the market for the airline passenger.

Initial test flights in November 2012 helped to seal the certificate of compliance for the system. A flight with real passengers and cabin crew was a complete success, with passengers noticeably interested in the system that was dispensing drinks inflight. SkyTender has 10 syrup slots for any kind of

flavours, plus three water tanks of 10 litres each to make up to 380 beverages with only one filling. SkyTender is capable of producing hot and cold beverages with or without carbonisation, such as fruit juices, soft drinks, mixed drink options and also ready-made beverages. At the touch of a button, cabin crew are able to serve these drinks in aircraft galleys without the use of hot water jugs, water boilers or coffee brewers. Passengers will also benefit from the system, as it's a well-known fact in the airline industry that passenger taste is affected by altitude; the SkyTender offers beverages at a consistent quality, anywhere at any time.

WDL Aviation (the company that ran initial test flights for the system) now uses the SkyTender on all flights, and well-known carriers in the USA have also shown a lot of interest in the system. However it's not just airlines that are interested, as railway operators have also contacted SkyMax to see how the system will work within their operations. With no requirement for airline caterers to count stock or produce packing

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plans for inflight carts, considerable time savings can be made at inflight catering facilities. No wonder airlines are looking to this system to see how it will add value and reduce costs at inflight catering facilities.

SkyMax works closely with the team at Shatlers Cocktails, a company formed in Germany in 1988 by two bartenders. Passengers are now offered a wide range of alcoholic and non-alcoholic beverages, with new flavours including Mai Tai, Sex on the Beach, Piña Colada, Swimming Pool, Long Island Iced Tea, Tequila Sunrise, Havana Special, Caipirinha, Virgin Colada, Havana Juicer, San Francisco and Wake up.

While drinks form part of the company's strategy, it is also venturing into the headphone and media player segment of the airline industry. The company already offers a wide range of premium audio inflight entertainment headphones suitable for economy class right up to first-class passengers. Besides active noise-cancelling headphones, one highlight of the range is the SMH 103 leatherette, a premium headphone for the business-class passenger. A further addition to the range are the 'Eco-Line'




03

headphones, which provide lower cost units per product and are re-usable, to lower total cost of ownership.

Focused on onboard sales revenue, SkyMax developed a special, wireless media player that handles MPEG1, MPEG2, MPEG4, and AVI, as well as MP3, MPEG and WMA audio formats. The system is currently going through RTCA-DO160 approval and will play advertisements at 720 x 480 pixels. The dimensions of the product are 380 x 275 x 36mm, and the shortest running time before recharge is 240 minutes. The media library can be updated via USB, while the integrated stereo speakers are invisible and can be used on demand. The LED lighting offers great brightness and clarity for passengers, with

the system delivering a progressive scan for excellent flicker-free viewing.

For VIP aircraft and airlines, SkyMax has also created the G.skyGlass range, which can be used for partition walls, doors, showers and mirrors in aircraft. Measuring just 0.7mm, these glass mirrors have a composite weight of 2.3kg per m² and are as light as the polycarbonate currently used in aircraft fitouts. Completely scratch-resistant, the mirrors have passed ball impact tests, and further lamination assembly ensures that they conform to abuse load-test requirements. Resistant against acids, alkalis, pass burn, toxins and smoke, they are a great solution for airlines wishing to reduce the weight of their aircraft. 

01. The SkyTender dispenses with bottles and cans
02. SMH 103 premium headphones for business class
03. Shatlers Cocktails form part of the SkyMax mix



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Aerolux has developed a comprehensive range of products to offer a full kitchen in the air

firstclasscooking

Founded in 1988 on the northwest coast of the UK, a company called Aerolux has become synonymous with producing quality custom-engineered galley inserts for commercial and corporate/business aircraft.

Standards of air travel have become increasingly demanding, with customers being especially discerning about onboard experiences such as the quality of food and beverages. For breakfast, lunch or dinner, the best galley equipment is essential to meeting the needs of customers. From Nespresso coffee to chilled chardonnay, from the perfect slice of toast to the smoothest ice cream, the range of equipment has to be right for the job.

Starting off in the early days with a range of refrigeration products, and in particular a wine chiller, at the request of its customers Aerolux has developed specific products to enable differentiation of the cabin service, not only for the standard and premium galleys, but also from airline to airline. These products include an award-winning espresso coffee maker, a toaster, a skillet, a rice cooker, warming ovens and fridge/freezers.


Wherever possible, Aerolux has designed its galley equipment to meet standard configurations such as 'Atlas galley'. Key features of Aerolux galley products include 115/200V AC, 400Hz aircraft power, safe and hygienic operation, and ease of cleaning.

The Aerolux coffee maker is a self-contained unit specifically designed for inflight preparation of espresso coffee. This is the only coffee machine approved for aircraft use to carry the Nespresso brand name, using its patented coffee capsules.

Aerolux has also specifically designed a unit to provide toast or even a toasted sandwich for preparation in the galley. Just like at home, the Aerolux toaster will toast two or four slices of bread, lightly toasted or dark. The unit has been designed and built from food-grade materials. It enables easy cleaning for hygiene purposes and minimises crumbs with its removable crumb tray.

For the complete experience of breakfast in the air, Aerolux has developed the Aero-Skillet – a safe and easy-to-use hot-plate that is suitable for cooking a range of food, from eggs to hash browns.

Initially designed for the preparation of rice on Asian routes, the rice cooker unit has also been adapted for heating liquid food such as consommé. The unit has been designed and built to maintain hygiene and be easy to clean, especially in an aircraft environment.

Designed to warm bread rolls or plates, the warming oven is adaptable to suit the particular requirements of the airline. A range of ovens is also available to heat prepared food, from high-speed convection ovens to steam ovens. 

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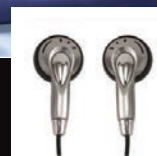
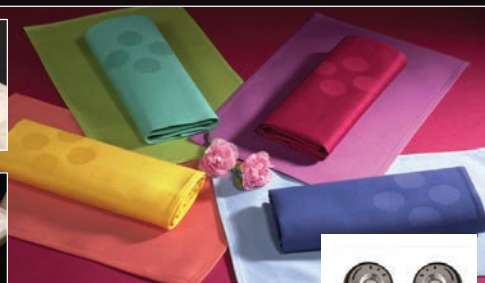
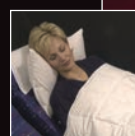
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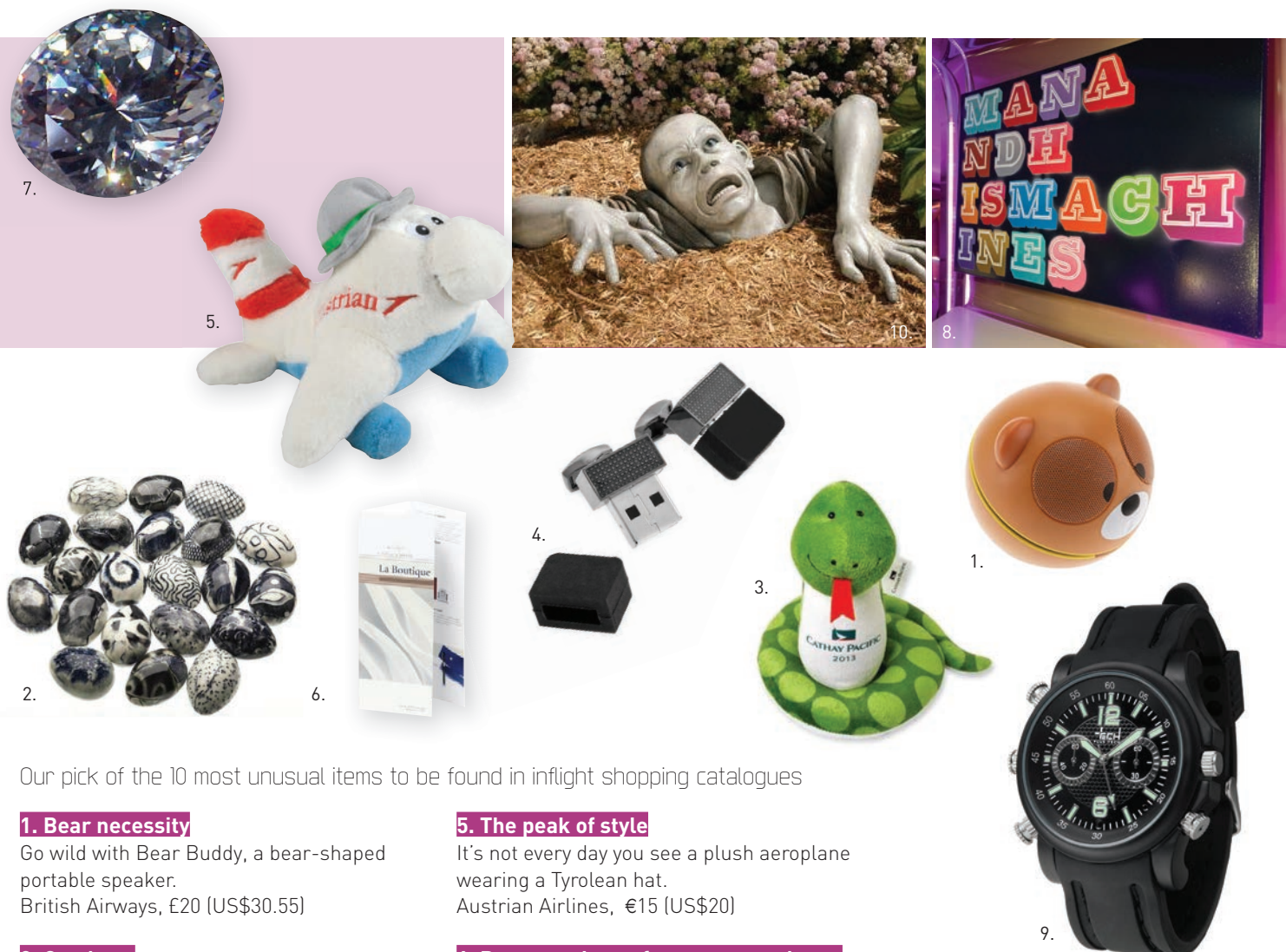


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Our pick of the 10 most unusual items to be found in flight shopping catalogues

1. Bear necessity

Go wild with Bear Buddy, a bear-shaped portable speaker.
British Airways, £20 (US\$30.55)

2. Good egg

A cracking entry – a unique handmade porcelain egg in a gift box, made by Icelandic artist Kogga.
Icelandair, €22 (US\$29)

3. Snake charmer

There really are snakes on the plane! Cathay is selling this 20cm-long cuddly serpent to celebrate the year of the snake.
Cathay Pacific, HK\$80 (US\$11)

4. The spy who cuffs me

Watching a spy film on the IFE might put you in the mood to buy these cufflinks, which incorporate two secret 2GB USB drives.
British Airways, £99 (US\$151)

5. The peak of style

It's not every day you see a plush aeroplane wearing a Tyrolean hat.
Austrian Airlines, €15 (US\$20)

6. Buy a catalogue from your catalogue

A 40 x 28cm reproduction of the catalogue that tempted passengers as they flew at Mach 2 on board Concorde.
Air France, €15 (US\$20)

7. The wrong setting?

An unusual impulse purchase: a 0.15-carat round diamond.
airBaltic, €308 (US\$406)

8. The height of style

Browse Ben Eine's trademark typography-style artworks in Virgin's Clubhouses and in the inflight gallery, then take your pick.
Virgin Atlantic, from £2,500 to £15,000 (US\$3,800-22,900)

9. Watch what they're doing

What is that guy in 2A up to? Keep an eye on him with this camera watch, which includes a camera, video camera and microphone. You can download your findings via USB cable.
Etihad Airways, US\$129

10. The ghouldest thing you can buy

We have a winner! We cannot confirm at this time whether artist Alan Dickinson's 'Zombie of Montclair Moors' garden statue was modelled on a long-haul economy passenger.
SkyMall, US\$99.95

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