

10 July 2009

#860.CAT

Alpha Flight Services Amsterdam has been awarded the Malaysian Airlines catering contract to serve the airline's daily flights from Amsterdam to Kuala Lumpur with effect from the 1 June 2009. Malaysia Airlines' Assistant General Manager for Inflight Operations, Badrul Hisham Harun, said: "We have been working successfully with Alpha Flight Services Australia for the past three years and are delighted to extend our relationship with Alpha Flight into Europe. "They have extensive experience in flight catering and an established reputation in the aviation services arena. We believe their expertise will help us raise the bar in the market for quality services while adding value to our customers and operations," he said. Robert Shepherd, Managing Director, Alpha Flight Mainland Europe/USA, commented: "The awarding of this contract underscores Alpha's commitment and its customers belief in Alpha Flight Amsterdam's bespoke skills and service record in **providing authentic product for the Asian market.** As one of the world's leading airlines, the Malaysian Airlines contract strengthens even further our position at Schiphol Airport." -- Alpha has locations at more than 60 airports and provides flight catering and retail to over 100 airlines worldwide. -- Earlier this year, Malaysian Airlines had named Alpha's Adelaide/Australia flight kitchen 'Best Caterer in 2008'. #860.CAT1

* **Alpha's new flight kitchen at Sharjah Airport/UAE (#832.CAT7)** is scheduled to open shortly - in the summer of 2009. The project includes a contiguous employee accommodation facility that will allow Alpha's expatriate employees to enjoy a relaxing environment when they are off duty. The project is steered by Alpha's David Quirk, Property Development Manager, and Osama Khamaiseh, General Manager Sharjah. -- Sharjah has experienced a staggering growth in traffic, mainly due to low-cost airline operator Air Arabia and is currently tripling its airport terminal infrastructure. #860.CAT2

LSG Sky Chefs has been awarded a five-year contract extension for catering Swedish Railroads (SJ). Under the extended agreement, LSG Sky Chefs will continue to cater more than 40 000 train departures per year out of its specialized train catering units in Stockholm, Göteborg, and Malmö. SJ has been an LSG Sky Chefs customer since 2004. "We have very high expectations for rail catering and ambitious growth plans in the years ahead," says Elisabeth Lindgren, Chief Communications Officer of SJ. "LSG Sky Chefs has created a special division for train catering based in Stockholm to serve SJ even better than in the past and to be well-prepared for their growth," comments Alfred Rigler, LSG Sky Chefs' COO Nordic and Eastern Europe. #860.CAT3

LSG Sky Chefs has been recognized with the "red dot: best of the best 2009" award. A total of 1400 companies from 49 countries submitted entries. The jury then selected 49 products out of 3200 submissions as "red dot: best of the best". The LSG Sky Chefs Catering Logistics design team accepted this prestigious recognition on 29 June 2009 in front of 2500 guests at a ceremony in Essen/Germany. Since 1955, the Design Center of North Rhine-Westphalia (Design Zentrum Nordrhein-Westfalen) recognizes outstanding product design with this famous dot. Producers and designers from a variety of industries can apply in several categories, which are then evaluated for innovation, functionality, quality, ergonomics, etc. **The LSG Sky Chefs design team has received the award for the newly developed Lufthansa Economy Class equipment.** The winning equipment is characterized by its close tie-in to the Lufthansa brand in a very distinctive manner. Additionally, it has been proven to withstand the high level of wear and tear that these products are typically put through in the catering, washing and transportation processes. "For us this award is recognition of our design competence and quality as well as an outstanding confirmation of our performance. In our industry, differentiation via design has become key to successfully position," said João Monteiro, RCOO Solutions. In addition to the red dot award, the Economy Class equipment has been nominated for the "Design Prize of the Federal Republic of Germany 2010", the top design recognition in the country.

LSG Sky Chefs themselves gave the newly created Innovation Award to employees who submitted the best innovative ideas in a concern-wide competition running between October 2008 and January 2009. Nearly 1000 ideas were submitted, with a record 423 coming from Latin America. Three world-wide winning teams were selected. The winning ideas were: Fire & Ice – a novel tray solution that allows to serve hot and cold meals in one go; Liquid Gold – the recycling of used vegetable oil into bio fuel; and Airside Facility – a team of aircraft loaders are located in a storage room on the airport, thus coming closer to the aircraft and saving time and money. #860.CAT4

LOT Catering Ltd, created in 1992 and initially active only at the Warsaw (headquarters) and Krakow airports, has extended its reach to the Gdansk and Poznan airports as a direct result of the modernization and restructuring programme of LOT Polish Airlines. Thus, LOT Catering Ltd became a legally independent entity focusing on the provision of catering services within the structure of the country's flag carrier. Today, the company employs over 800 highly qualified staff who in 2006 catered for nearly 55 000 aircraft, delivering over 8 million in-flight meals. On top of its in-flight offer, the company also services a wide range of non-airline customers. LOT Catering Ltd is a producer of various meals prepared in accordance with all requirements of food safety. The company has implemented an Integrated Management System which fulfils the standards of ISO 9001:2000 and ISO 22000:2005, which was certified in 2006. #860.CAT5

The Catering Services Department of Air Terminal Services (Fiji) Ltd produces high-quality meal and services complying with IATA Food Safety standards with a staff of more than 180. The Department caters for up to 20 000 meals per week in one of the largest, most modern and hygienic kitchens in the South Pacific. ATS's team of experienced chefs prepare a wide variety of meals from First Class dishes to Economy meals. Local recipes, including the famous local curries, feature prominently in the menus and have proved very popular with passengers. Eastern flavours are available for Japanese and Korean services. Naturally, because of the multi-racial and multi-denominational society of the Fiji Islands, the Department takes into account dietary requirements and religious beliefs when it comes to menu formation. Hygiene audits and microbiological testing are regularly carried out by client airlines sometimes in conjunction with the Institute of Applied Science at the University of the South Pacific to ensure hygiene standards are met at all times. In addition, Health and Safety standards at ATS are strongly monitored by relevant government ministries to conform to legislations of Occupational Health and Safety and the 2003 Food Safety Act. #860.CAT6

Airport restaurants & lounges

British Midlands (bmi), the No. 1 airline out of London-Heathrow's Terminal 1, launched a pre-flight lounge dining service for Business Class customers flying on bmi's evening flights to Moscow and Tel Aviv from 1 July 2009. Business Class customers, Gold and Silver Diamond Club and Star Alliance Gold members travelling to bmi international destination can enjoy three-course meals in the new bmi international lounge – bmi Number One Heathrow - before they fly, meaning that they can then relax or sleep on the flight without being disturbed for meals. Once on board, passengers can also choose a lighter meal or a nightcap from bmi's new Night-Time Supper menu. The move comes as bmi continues to improve services and benefits for those travelling in Business Class. Earlier in June 2009, bmi opened its flagship international lounge at Heathrow which offers a quintessentially British environment in which to work, relax, dine and refresh.

Lounge dining will be available daily to all premium customers using the international lounge from 20:30 and is ideal for customers who are taking the night-time flights to Tel Aviv and Moscow, or connecting via London-Heathrow. Customers taking advantage of the pre-flight dining can start with hot soup served fresh from bmi's bespoke AGA. Followed by macaroni cheese, salads, dressed with Mark Hix salad dressings, created by the renowned English chef, or hot salt beef bagels with rye and pickles. The perfect finish to the pre-flight dining is a selection of Mark Hix ice-cream, exclusively available in the bmi international lounge and on board. Round off supper with a generous pot of either 'Credit Crunch' (caramel and honeycomb chocolate) or Blueberry and Dorset Honey flavours. In addition, the bmi pub 'The Local' will be open, serving champagne, English rosé wine, Pimms, and Fullers London Pride, as well as brandies and whiskeys for a pre-flight nightcap.

Once on board, passengers can then either go straight to sleep without being disturbed – only being woken 30 minutes before landing or enjoy the Night-Time Supper menu in subdued lighting. The menu boasts light and comforting dishes such as duck and potato hash with gooseberry chutney or salmon fishcake with baby spinach and parsley sauce. For those who would just like a sweet treat or a nightcap then Mark Hix ice cream will be available onboard or the ultimate comforter drink – hot chocolate served with marshmallows.

Located above Gate 5 in Terminal 1, bmi Number One Heathrow has a unique layout. It does not feature a reception desk – instead customers are welcomed inside by members of the Lounge Team. The space is divided into informal zones that cater to the varying needs of the international traveller – the emphasis being on providing a sense of comfort and familiarity. Lounge Dining is the latest in a series of benefits from bmi. The airline recently expanded its Chauffeur Drive and opened a new Premium Check-in area at London Heathrow's Terminal 1 to provide a fast and hassle free check-in service for Business Class and Premium Economy customers. bmi is the only airline at London Heathrow to offer Business Class customers a 30 minute check-in promise, enabling them to arrive at check-in as little as 30 minutes before their flight departs with the guarantee that they will make their flight. All bmi flights operate from London Heathrow Terminal 1 – the home of bmi.
#860.CAT7

Since 30 June 2009, Lufthansa's First Class passengers and HON Circle members will find an even more calming and relaxing environment at the First Class Lounge in Munich Airport's Terminal 2. For the first time, customers will have access to exclusive quiet zones, which are the perfect place for them to withdraw and unwind. Comfortable day beds are provided so they can rest and relax in a peaceful atmosphere. In addition, two more office units have been added to the four existing work rooms. Each has a landline connection, enabling passengers to make telephone calls or work on their own laptops without interruption. For non-Schengen departures, an extra waiting area has been created on the upper level of the First Class Lounge for passengers using the limousine service. If a flight is departing from an apron position, a chauffeur will be waiting to take the passenger direct from the lounge to the aircraft. **"Lufthansa is investing in Terminal 2 despite the economic crisis.** The additional service we are offering will provide even more opportunities in future for frequent travellers to organize the time they spend at the airport in line with their own requirements. The quiet zones and work areas were expanded in response to frequent requests from customers," says Thomas Klühr, Lufthansa Group Representative & Head of Hub Management Munich. -- The First Class Lounge was opened in August 2007. It extends over two levels and has a total floor area of 860 m². The lounge provides all the amenities that make service at Lufthansa's First Class Lounges so outstanding. One of the highlights of the service for customers at Munich is the integrated exclusive passport control, which permits arriving or departing passengers and passengers in transit to change floors directly within the lounge. #860.CAT8

The terraces of the Autogrill restaurant 'au 5ème' at the EuroAirport Basel/Mulhouse/Freiburg opened to the public on 24 June 2009 on the Swiss side and on 25 June on the French side. The newly and tastefully refurbished terraces will be served by the restaurant throughout the summer. Each restaurant terrace on the fifth floor of the airport building offers an outdoor area of more than 300 m² overlooking the apron. Total space of all terraces is more than 1700 m². On the French side, the restaurant will be offering an innovative summertime concept of sandwiches, salads, cocktails, wines and desserts with an exclusive lounge corner furnished with armchairs, couches and low tables. On the Swiss side, restaurant-goers will enjoy the full Brasserie menu.
#860.CAT9

At Zürich Airport the Airborne Restaurant F3/OPC 4, offering a refined choice of dishes, from pasta and grill specials to daily changing menus, and the 'Coffee & Friends' coffee bar in the ticket control area in Check-in 1 have reopened. The Rubén Bar has moved from Check-in 1 to the site of the former 'ByeBye Bar' in Check-in 2 and reopened on 12 June 2009.
#860.CAT10

UFood Restaurant Group, Inc. has signed a lease agreement with Westfield Concession Management for a UFood Grill Restaurant in Boston's Logan Airport Terminal C. Westfield is

a premier company in the leasing of airport retail concessions across the United States. This will be UFood's second location inside Boston-Logan and the third airport location (the other airport location is Dallas/Fort Worth – the seventh busiest airport in the world). Management anticipates the new restaurant will be opened by early October 2009. Boston-Logan International is one the 20 busiest airports in the U.S.A. with over 27 million passengers a year. Terminal C specifically is home to United Airlines, United Express, JetBlue Airways, AirTran Airways, MidWest, Sun Country and Cape Airlines, and serves millions of passengers a year.

George Naddaff, the company's Chairman & CEO, stated: "We are pleased to announce another location at Boston-Logan Airport. This is a testament to the success of our Boston-Logan Terminal B location. **UFood Grill was recently awarded the '2009 Best New Concession' in the Food & Beverage category by *Airport Revenue News*** and is focused on the growth of its 'better-for-you' fast casual dining concept. We are committed to growing non-traditional restaurant locations and are working diligently on securing additional airport, hospital, college, and travel plaza locations throughout the United States." -- Headquartered in Boston, MA, UFood Restaurant Group, Inc. is a franchisor and operator of fast-casual food service restaurants. UFood Grill offers a healthy lifestyle alternative to consumers in the fast-casual restaurant space and is positioned to become a leading player in the 'better-for-you' quick-serve restaurant category. Contact via: www.ufoodgrill.com #860.CAT11

Berryhill Baja Grill opened its second location in Mexico at the Toluca International Airport in Mexico State (Edomex). The Houston-based restaurant chain already has a restaurant at Cancún International Airport. "The success of our Cancún restaurant supports our decision to add more restaurants throughout Mexico," Berryhill CEO Jeff Anon said in a statement. The new location gives Berryhill 14 locations in Houston, Austin, Dallas and Mexico. #860.CAT12

The First Class Lounge of Thai Airways at Bangkok's Suvarnabhumi Airport take the honour of being selected as 'Best First Class Lounge' by Skytrax. In addition to lounge facilities and amenities that many lounges provide, this Thai Airways facility is well known for its Royal Orchid Spa, offering a full range of services including foot massage and traditional Thai massage, and three spa suites with jacuzzi. -- The Skytrax World Airline Awards celebrated their tenth anniversary with around 500 people attending the 2009 Awards ceremony in Hamburg to see the winning airlines receive their accolades. Edward Plaisted (CEO of Skytrax) handed out awards in 34 categories - the winners being selected by the airline industry's most important audience, its customers. More than 16 million air travellers drawn from over 95 different nationalities took part in the eight-month-long survey. The awards are recognized around the world for being the only true global independent passenger survey of airline standards. The survey does not receive any third party sponsorship and is entirely funded by Skytrax. #860.CAT13

The **F&B agreement** under which **Alpha** provide a diverse range of branded catering outlets to passengers and other airport users has been **renewed by Bucharest's 'Henri Coanda International Airport' in Romania.** #860.CAT14

Airline news

All 14 Star Alliance member carriers serving Barcelona have moved to the new Terminal 1 at El Prat Airport: Adria Airways, Austrian, Blue1, Croatia Airlines, EgyptAir, LOT Polish Airlines, Lufthansa, SAS, Singapore Airlines, Spanair, SWISS, TAP, Turkish Airlines, and US Airways. This makes Star Alliance the first alliance to operate from this facility, which welcomed its first passengers on 17 June 2009. Future member airlines Aegean Airlines and Brussels Airlines are also operating from Terminal 1 and provisions have already been made to accommodate Continental Airlines in the same area at a later stage. Following the alliance's 'Move under one Roof' (MuOR) strategy, check-in and ticketing counters used by the member carriers have been co-located, with numerous self-service check-in facilities available. Planning to move together in Terminal 1 began as early as 2005 and was carried out by a team of Star Alliance and member carrier experts led by home carrier Spanair. This has now laid the foundation for future expansion of Star Alliance in Spain.

The more than 700 weekly flights operated by the member carriers from the Catalan capital all leave from the same part of the terminal, which also improves customer experience for connecting passengers. Additionally, the 'preferred gate' concept allocates gates nearest to the

designated lounge facilities. Until September 2009, First and Business Class passengers as well as Star Alliance Gold Card holders will enjoy quality and comfort at the VIP lounge operated by AENA, the Spanish national airports company. Then **Spanair will open the doors of their new 800m² VIP lounge, the largest at Barcelona Airport**, providing eligible passengers a wide range of superior services and facilities. On the arrivals side, any baggage enquiries will be handled at the Star Alliance-branded Common Baggage Service Facility. All in all, Star Alliance member carriers currently offer 42 destinations in 20 countries from Barcelona, a number which is set to rise to 45 cities in 22 countries once Aegean Airlines, Brussels Airlines, and Continental are on board. #860.CAT15

From 1 June 2009, Taiwan's five airlines began removing potatoes, carrots and other root vegetables from their inflight vegetarian menus to comply with meal designations from IATA. The measure was expected to provoke complaints from Taiwanese vegetarian passengers who already complain because of the limited choice of inflight food. The move was widely covered in the Taiwanese press. **China Airlines, Mandarin Airlines, EVA Airways, Uni Air, and TransAsia Airways said they would adapt their vegetarian offerings and supply more uncooked vegetable choices.** - The change is the result of following Indian vegetarian rules. Vegetarians in India are not allowed to eat vegetables that grow under the soil and never see the light of day. Therefore, meals on Taiwanese airlines will no longer be able to use local favourites like sweet potatoes, carrots, potatoes and even ginger. Without ginger, it will be difficult to achieve the traditional Taiwanese flavours, the *Liberty Times* quoted a catering official as saying. While expected to result in complaints from some passengers, the new food rules mean that travellers will no longer accidentally eat food that might violate some of their own rules or religious guidelines.

Rules for vegetarians vary from culture to culture. Some vegetarians do not eat dairy products, Taiwanese reject onions and garlic, and followers of some yoga schools are not allowed to eat mushrooms. Because of the different sets of bans, many vegetarian passengers complain about the extremely limited list of suitable in-flight meal choices, and often the final choice is eating a raw vegetable salad. Meanwhile **vegetarian food and other special category meals such as vegan are a growing market for airline meals.** An estimated 10% of Taiwanese airline passengers will order specially tailored meals, with Asian-style vegetarian meals the vast majority. Two major air catering companies, linked to the Grand Hotel (in alliance with China Airlines) and TransAsia Airways, say they prepare 60 types of vegetarian meals per day, with orders coming from passengers on just about every flight. Catering officials say passengers should be more vocal about their vegetarian preferences and especially about the absence of suitable dishes. #860.CAT16

* **Liu Tsan-hsiung, a chef for EVA Airways, said that for 50 years the world's airlines have set their own standards for special in-flight meals. This is the first time that IATA has conducted a major overhaul of standard ingredients to be used in special meals, he pointed out.** Altogether guidelines for 54 special types of in-flight meals have been provided, including those for vegetarians, children, religious travellers, and those with illnesses. The guidelines are not mandatory, and airlines are allowed to customize their special meals; nevertheless they generally follow the standards set forth by IATA. For visitors, this means that whichever airline they fly on, they are less likely to eat foods that offend their personal beliefs. For airlines, following the guidelines means fewer complaints from passengers. However, Liu said he did not understand why IATA has excluded root vegetables from Oriental vegetarian meals. He added it is possible that IATA is not aware of vegetarian food of the non-Indian variety. The chef added he would observe customers' reaction to the new meals to decide if he should recommend that the policy be modified. #860.CAT17

Trend:

Airlines are reducing the size of spoons and dropping in-flight magazines to make aircraft lighter and save fuel during the recession, according to *The Daily Telegraph*, quoting a IATA source. In the United States, Northwest Airlines has excluded spoons from its cutlery pack if the in-flight meal does not require one. It is not alone, says Paul Steele, Director of the Environment at IATA. Another carrier, Japan Airlines, took everything it loaded from a B.747 and put it on the floor of a school gym to see what it really needed. As a result, it shaved a fraction of a centimetre off all its cutlery to cut weight. "When you are talking about a jumbo jet with 400 people on board, being served two to three meals, this can save a few kilos," he said. "You work out how much fuel that consumes over a year, and you can be talking about a considerable amount of money." Other carriers are

ditching in-flight magazines, making lighter catering trolleys, and stowing less water, both bottled and in the tank. #860.CAT18

Suppliers & Services

DHL, the world's leading express-delivery and logistics firm, is seeking opportunities to approach new airline clients in the Asia-Pacific about providing supply-chain solutions in catering services. Chris Jackson, Commercial Director for Retail & Consumer Operations, said DHL was interested in expanding this new focus in Asia-Pacific because growth in the region's air traffic was higher than elsewhere, including North America. For example, from 2004 to 2007, the number of airline passengers passing through Beijing increased 40% on average. The figures were 17% in Seoul, 20% in Hong Kong, 15% in Singapore, and 13% in Bangkok. Jackson said DHL was in talks with New Zealand Airlines about offering this new service and planned to approach other airlines in the United Arab Emirates and Chile. "We expect to have three to five new clients in the near future," said Jackson.

DHL started preparing two years ago to break into the catering-service business. Chris Jackson is Global VP, Airline Business Solutions. At the end of 2008, it secured a ten-year, USD 700 million contract with its first client, British Airways (##847.CAT2). The company will provide catering services on 270 flights. **DHL will provide end-to-end solutions for airline catering services: procurement, provision of food catering (food is supplied by Northern Food for Economy and by Do&Co for Business and First), delivery to aircraft, waste disposal, and washing reusable items.** The company will achieve its first USD 70 million in revenue from British Airways in 2010. Jackson said the global airline-catering sector was estimated to be worth USD 12 billion. Despite the world economic turmoil and the flu outbreak, he believes airline catering will likely grow, particularly in Asia. Paul Graham, CEO of DHL Supply Chain Asia Pacific, said only 20% to 30% of catering-service costs in general were from food, with the rest related to the supply chain. Amid the global economic crisis, airlines want to lower supply-chain management costs. "DHL's strength is in providing flexible solutions for supply-chain management, in order to help our clients save on costs, and we'll use this strength in our food-catering services, as well. I can't say how much we can help them [airlines] save on catering costs, but we would like them to experience effectiveness in airline-catering management," he said. ##860.CAT19

The American company Lyco Manufacturing, Inc. has developed Clean Flow® one of the most flexible machines on the market today for continuous cooking and cooling of all types of pasta, rice, proteins, potatoes and other vegetables. Clean Flow uses a patented method of agitation to keep each particulate suspended in water, which in turn ensures uniform results and elimination of under/over-cooking. A key feature of Clean Flow is its ability for rapid, efficient and automated cleaning. Most continuous cooking equipment is not able to be changed over quickly, whereas this machine makes it easy to run multiple different production runs in a given day. Truly streamlined processing along with higher yields (due to the virtual elimination of sticking and damage), reduced direct labour, lower utility costs, and smaller required floor space, contribute to a lower cost of ownership and quick return on investment. Lyco's cookers and coolers are used around the world in the ready-to-eat meal and airline catering industries. Contact via www.lycomfg.com or by e-mail kurt.koestler@lycomfg.com #860.CAT20

Mars International Travel Retail (MITR) has launched a new, flexible Snackbox system for airlines in what is describes as a recession-busting inflight snack option. LAN Chile is the first airline to list the Mars system which has been designed to fit into crew trolleys, arrives filled and 'ready to go' with any format of Mars confectionery products. The Mars Snackbox can be presented with any combination of minis, singles, miniatures or king-size products from its brand range, including, Bounty, M&M's, Milky Way, Maltesers, Twix, Snickers, Celebrations, Mars, Galaxy/Dove. Larger volume customers can also have their own airline logo printed onto the Snackbox. -- LAN Chile plans to offer the Mars snacks free to customers with an inflight beverage. #860.CAT21

In our issue #852.CAT20, we introduced the **Integrated Bakery Unit (IBU)** and the new concept of baking up to 800 individual breads – ibreads® – per hour on site from raw materials, without any human labour. Jaques Brigout of FBS International, representing the manufacturer for sales to inflight

caterers, offers to show 'Le Métier à Pain®' in action at Rungis outside Paris. Just advise M. Brigout a couple of days before a visit by e-mail at j.brigout@wanadoo.fr #860.CAT22

Names

Simon Soni has joined Virgin Atlantic as Head of Inflight Services. He has been in the commercial and operational teams of British Airways before. #860.CAT23

Harry Hohmeister is the new CEO of Swiss, starting on 1 July 2009. He was the airline's Chief Network & Distribution Officer before and a member of its Management Board. Harry first joined parent company Lufthansa AG in 1988 and also worked for Thomas Cook airlines. He replaces Christoph Franz who leaves Swiss to join Deutsche Lufthansa, where he will be Deputy Chairman and Executive Board member as well as CEO. #860.CAT24

DHL Supply Chain has appointed Richard Cawthra to the role of Global Development Director for the newly created airline logistics sector. He was previously commercial and strategic development manager at British Airways where he drove the development and execution of the commercial change agenda for worldwide catering operations. #860.CAT25

Events

14 - 16 September 2009, Dallas, TX/USA

IFSA Annual Conference & Exhibition at the Dallas Sheraton. Details online: www.ifsanet.com

16 - 18 November 2009, Dubai/UAE

Fourth ITCA Middle East 2009 Exhibition & Conference, held in co-operation with the Dubai World Trade Centre (DWTC) and alongside the Dubai Airport Expo at the Dubai International Convention and Exhibition Centre. The Conference theme is 'Green Shoots in the Desert'. Details online: www.itcanet.com

9 - 11 March 2010, Cologne/Germany

ITCA 2010 Conference & Exhibition. Details online: www.itcanet.com

14 - 16 September 2010, Long Beach, CA/USA

IFSA Annual Conference & Exhibition, co-located with the Aircraft Interiors Expo. Details online: www.aircraftinteriorsexpo-us.com

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