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MOMBERGER

AVIATION CATERING NEWS

25 July 2010 #885.CAT

Caterer news

LSG Sky Chefs has been awarded a contract extension with California-based Virgin America through 2013, after having supplied exclusive catering services to Virgin America since the launch of the airline's operation in August 2007. The company will also continue to manage Virgin America's equipment. As part of the catering contract extension agreement, LSG Sky Chefs will continue to provide catering services, as well as menu and catering specifications, galley diagrams, and scheduling in the following U.S. locations: Boston, Fort Lauderdale, Washington-Dulles, New York, Las Vegas, Los Angeles, Seattle, and San Francisco. When Virgin America begins flight service from Orlando International Airport effective August 2010, that station will be added as part of the partnership.

Pat Berkelbaugh, LSG Sky Chefs Senior Vice President Sales & Services, comments: "This is an excellent opportunity to build on an existing foundation of a robust relationship. We are ready to support Virgin America as they grow in size, capacity and reach. We are confident LSG Sky Chefs can provide them with the best products and services to fit the growing demand."

"We're pleased to renew our partnership with LSG Sky Chefs to manage our in-flight catering needs," said Frances Fiorillo, Senior Vice President of People & In-flight Services at Virgin America. **"Together, we've designed award-winning new menus that have brought a fresh take on in-flight dining to the domestic skies** – and we look forward to continuing to work with LSG Sky Chefs to take our onboard food offering to new heights." -- The fruitful collaboration with LSG Sky Chefs also enabled Virgin America to capture a list of travel industry best-in-class awards, including **'Best Domestic Airline for Food'** in *Travel + Leisure* 2009 World's Best Awards readers' survey and the World Airline Entertainment Association's **'Best Single Achievement in In-Flight Entertainment'** for Red's™ on-demand food menu. #885.CAT1

Editor's note: Virgin America is a U.S.-controlled and operated airline. Sir Richard Branson's Virgin Group is a minority share investor in Virgin America.

Accor has sold Compagnie des Wagons-Lits's onboard rail catering operations in France, Italy, Austria and Portugal to Newrest through a joint venture owned 60% by Newrest and 40% by Accor. Newrest and Compagnie des Wagons-Lits have pooled their expertise to grow their businesses by leveraging their strategically related capabilities in on-board rail catering and facilities management. For Newrest, which is present in inflight catering, retail dining solutions and remote site management, the joint venture represents an outstanding opportunity to expand in the on-board rail catering market and to enter new countries, including Austria and Italy.

As part of Newrest, Compagnie des Wagons-Lits's on-board rail catering business will be better equipped to win new contracts and position itself as a leader in railway foodservices. Creation of the joint venture is aligned with Accor's strategy of refocusing on its core business which enables the Group to gradually withdraw from on-board rail catering, with an option to sell the entire business as from 2013. At the same time, it gives Compagnie des Wagons-Lits's on-board rail catering operations new expansion opportunities alongside a solid partner, recognized in its businesses and enjoying extensive capacity for growth.

#885.CAT2

Effective 1 August 2010, the Flying Food Group (FFG) will provide catering services to Hawaiian Airlines at five new U.S. locations, in addition to FFG's current service on behalf of in Phoenix.

The new contract includes Los Angeles, San Francisco, San Jose, Oakland, and Sacramento. The new contract with Hawaiian brings the number of customers for FFG to more than 55 premier airlines - primarily international carriers - plus several food retailers. -- Honolulu-based Hawaiian Airlines was rated highest among domestic airlines that serve Hawaii and ranked fifth overall among U.S. airlines according to *Travel + Leisure* magazine's annual reader survey for its 2010 World's Best Awards. #885.CAT3

On 8 June 2010, DO & CO Restaurants & Catering AG announced the results for its business year 2009/2010 (1 April 2009 to 31 March 2010) in accordance with IFRS. The DO & CO Group recorded **sales of EUR 352.74 million** (previous year: EUR 387.78 million), representing a decline in sales

of EUR 35.03 million or -9.0%. This reduction is mostly attributable to the EURO 2008, the 2008 UEFA European Football Championship, having been staged in the first quarter of business year 2008/2009. At the same time, the DO & CO Group did improve its results in comparison with the previous year. Airline Catering contributed EUR 258.56 (+ 4.7%), International Event Catering EUR 34.00 (-55.8%), Restaurants, Lounges & Hotel EUR 60.19 (-6.0%).

The DO & CO Group increased consolidated EBITDA by EUR 7.20 million, from EUR 28.83 million to EUR 36.03 million and consolidated earnings before interest and tax (EBIT) from EUR 8.61 million to EUR 18.57 million. This figure represents an increase of EUR 9.96 million against the same period the previous year. The EBITDA margin rose in the period under review from 7.4% to 10.2% while the EBIT margin improved from 2.2% to 5.3%.

Airline Catering recorded sales of EUR 258.56 million in business year 2009/2010 (previous year: EUR 246.84 million). This figure represents a 4.7% increase over the previous year. EBITDA and EBIT improved significantly: EBITDA totalled EUR 27.67 million, a rise of EUR 9.20 million, or 49.8%. EBIT increased from EUR 1.81 million to EUR 13.19 million. The EBIT margin in Airline Catering thus rose from 0.7% in business year 2008/2009 to 5.1% in the year under review. It should be noted in this context that the results for business year 2008/2009 contain a special write-off of EUR 3.41 million as well as restructuring expenses of EUR 1.33 million. With these items taken into account, the adjusted EBIT totals EUR 6.55 million and the adjusted EBITDA amounts to EUR 19.80 million.

The company managed to offset the strong declines in business with its main customer in Austria by taking quick action to boost efficiency and by adding new customers, particularly at the international business locations of DO & CO. In particular, **DO & CO added a number of airlines to its client portfolio as new customers, including Singapore Airlines, China Airlines or Oman Air.** Activities in Turkey continue to develop satisfactorily. Customer satisfaction has improved substantially at the main customer Turkish Airlines but also at a number of other airlines.

Restaurants, Lounges & Hotel posted sales of EUR 60.19 million in business year 2009/2010, representing a decline of EUR 3.87 million, or -6.0%, compared with the year before. EBITDA dropped slightly, from EUR 4.66 million to EUR 4.39 million. EBIT amounted to EUR 2.39 million, a figure on a par with the year before. This corresponds to an EBITDA margin of 7.3% (previous year: 7.3%) and an EBIT margin of 4.0% (previous year: 3.8%). Business continues to flourish at classic DO & CO restaurant locations such as DO & CO St. Stephen's Square and DO & CO in the Albertina and at the locations in London, Frankfurt, and Munich. The Demel locations in Salzburg and Vienna also report encouraging sales trends. A new location is currently being evaluated in New York City.

OUTLOOK

Business at Airline Catering continues to be subject to high volatility and extremely dynamic market events. The dynamism of market developments is expressed in particular in many customers inviting bids on new airline catering contracts in search of cost reductions or innovative product improvements. DO & CO is, therefore, currently taking part in a number of international tenders. This gives it the opportunity to grow further and add customers to its client list and to expand its customer portfolio to an even greater extent. DO & CO noted generally improved passenger numbers at airlines in the final months of the business year. This trend - or at least a moderate version of it - is likely to continue in the months ahead. In Austria, the main customer Austrian Airlines was taken over by Lufthansa. This situation has stabilized in the meantime in spite of major austerity measures. Austria is also likely to see a continuation in the recovery of passenger figures parallel to improvements in the economic situation.

In Turkey, Turkish Airlines and other third-party customers continued to grow dynamically. In April 2010, Turkish Airlines began using 'Flying Chefs' on long-haul flights to improve its on-board service further. The plan is to extend the use of Flying Chefs in the months ahead to all long-haul flights to strengthen on-board service.

Restaurants, Lounges and Hotel is focused this business year on project work for creating a hotel in Istanbul. If all permit procedures can be completed successfully, construction will begin at the end of calendar year 2010. The opening of the hotel is set for 2012. **The first airport lounge in Turkey opened in May 2010.** This lounge is being run for Turkish Airlines at the airport in Adana and will be followed by further lounges at other airports in Turkey in the quarters ahead. In general, DO & CO management is confident that the company can remain on the same successful course it has taken in recent years. Even in this difficult market environment, DO & CO continues to have bright prospects for growth thanks to its winning blend of innovations, top product and service standards, and well-trained employees. Business results are thus expected to develop as planned for business year 2010/2011 barring the occurrence of unforeseen circumstances, especially circumstances outside the control of DO & CO. #885.CAT4

* **In the 2010 Skytrax World Aviation Awards, announced in May 2010, DO & CO's leading customers performed very well.** Turkish Airlines was awarded for best catering in Economy Class, whereas Austrian Airlines won the second place in the Business Class category. Other winners like Etihad Airways - which was voted best First Class - are also customers of DO & CO. The company is Etihad's biggest European catering partner, supplying its London, Frankfurt, Milan, Istanbul, and Munich stations. The other First Class award winners Cathay Pacific and Singapore Airlines are customers of DO & CO in New York, Istanbul and Milan. Qatar Airways, winner in Business Class is a customer of DO & CO in Vienna, Frankfurt, Istanbul and Milan. Attila Dogudan, CEO of DO & CO, commented: "We are really happy for our airline partners and congratulate on this prestigious award. It is obvious that the investment in quality and service is the key for differentiation in the airline business which is very much appreciated by the passengers." #885.CAT5

Correction: The Italian caterer Servair Air Chef Srl caters SIA's Rome flights (#884.CAT2) and not the French Servair parent, who owns 50% of the Italian company. The other 50% stake is held by Alpha. #885.CAT6

Jim Fowler, the Executive Director of the International Flight Services Association (IFSA), has commented the food safety issues raised by an article in USA Today (#884.CAT3). He wrote, also in *USA Today*: "As the association representing airlines, airline catering and supplier companies, we want to assure the flying public that food safety is a top priority. Readers may be surprised to learn that **the food served on airplanes is crafted in catering kitchens that operate with more stringent safety processes than those in many restaurants and fast-food establishments.**

The state-of-the-art standards followed voluntarily by airline caterers were first developed by NASA, whose guidelines are stringent and in some instances actually exceed other state or federal health requirements. Airline catering companies take their commitment to food safety very seriously and go the extra mile to ensure passenger health. As a result, food is prepared under the strictest controls.

Take a typical day at a commercial kitchen at Dulles International Airport, where 800 to 1200 food-safety checks occur daily. Supply trucks are inspected. Prep stations, cooking surfaces and storage bins are examined for cleanliness. Oven and refrigerator temperatures are monitored. Tests are taken of every batch of cooked food.

More than 700 million meals are prepared in airline catering kitchens each year. Our members' 100-plus kitchens nationwide undergo regular, unannounced inspections by federal, state and local health authorities. The facilities are also monitored by airline auditors and other quality assurance experts. Additionally, the FDA is empowered to take a range of enforcement actions if facilities are out of compliance - including shutdowns. **The incidents reported by USA Today were isolated. In some cases, they occurred years ago and are not representative of the overall industry.** Our members took swift and appropriate action to correct these items as soon as noted during inspection. Overall, our members' safety records are excellent - and for that the industry is extremely proud. The International Flight Services Association and our member companies are committed to working closely with FDA on food safety initiatives and congressional efforts. We remain dedicated to providing safe and high quality food to the flying public." #885.CAT7

Airport restaurants & lounges

Unaccompanied minors (UM) on flights of more than an hour within France or to French Overseas Departments out of Paris-Orly Airport and can now use a new dedicated 40-m² lounge, located in Hall 2 at Orly West and open all year round. Air France staff will oversee the facility, where UMs will have access to Sony Playstation 3 consoles, dedicated relaxation areas, and Sharp flatscreens showing DVDs, books, and material for manual activities. Children between the ages of 4 and 17 are welcome to use the lounge. **Close to 380 000 UMs fly on Air France each year – 330 000 between the age of 4 and 11 and 50 000 between the age of 12 and 17.** About 70% of UMs travel within Metropolitan France and to the French Overseas Departments. From the age of 2, they can join the Flying Blue Jeune and Flying Blue frequent-flyer programmes.

At Paris-CDG Airport, a 200-m² lounge in Terminal 2E is open during the school vacation period. It accommodates UMs with connections of over two hours. When they have short connections, they are accommodated in a UM area at the S3 boarding satellite. #885.CAT8

On 8 July 2010, Emirates opened its dedicated lounge at Shanghai's Pudong International Airport for its First and Business Class passengers as well as Gold members of Skywards, the airline's frequent flyer programme. The lounge caters for passengers on Emirates' two non-stop, daily flights currently operated between Shanghai and Dubai. Located in the International Departure Concourse next to Gate 75, it is the first dedicated lounge in Terminal 2 and also **the only lounge in the airport that offers an extensive menu of complimentary hot and cold gourmet dishes, as well as a full bar service.**

Mohammed H Mattar, Emirates' Divisional Senior Vice President, Airport Services, said: "The Shanghai lounge is an integral part of the Emirates experience, putting passengers in the best possible frame of mind for their journey. Today, as the World Expo continues, we are delighted to be adding Shanghai as the 27th Emirates Lounge to join our network of lounges. With the addition of the Shanghai lounge, well over half of our 18 destinations in the Far East and Australasian region have their own dedicated Emirates Lounge." Edwin Lau, Emirates' Vice President, Greater China said: "This is the second lounge that we have opened in China, after Beijing in 2009. It is a very special occasion for us and demonstrates our commitment to our passengers from China. We are convinced that the continued upgrading of our services is the ultimate driving force behind the sustained and robust demand for Emirates flights. And it is our loyal passengers that have made possible our great success in Shanghai and all over China."

The 860-m² lounge, capable of holding 165 passengers at any one time has the same signature touches as all Emirates lounges across the airline's global network. Its luxurious amenities include designer shower rooms, cream leather lounge couches, 52-inch plasma TVs, and a fully equipped Business Centre with Internet access and Wi-Fi. Guests can also enjoy an extensive menu of hot and cold gourmet dishes, as well as a full bar service, supported by a team of dedicated lounge staff. #885.CAT9

SSP has signed an eight-year deal to run two new Burger King outlets at Alicante Airport's new third Terminal. They are scheduled to open by April 2011. The two restaurants will account for about a quarter of the catering area at the facility, occupying nearly 1000 m² of the 4000 m² dedicated to food & beverage. Located in the check-in area, the first outlet will seat 80 visitors and is expected to serve over 1000 customers each day. A second unit in the departure hall food court has a capacity of 200, and will serve 3000 passengers per day. "We have been operating Burger King successfully in Spain since 1989 at leading travel locations including the South Tenerife, Gran Canaria and Malaga airports, as well as at Alicante since 1995," said Blanca Ripoll, Managing Director of SSP Spain. "This latest deal is a reflection of our client AENA's commitment both to the Burger King brand, and to delivering the very highest quality offers to their passengers." Serving over 9 million passengers a year, Alicante's El Altet Airport is regarded as 'the gate-way to the Costa Blanca' and is Spain's sixth busiest airport. The opening of the new terminal in 2011 will increase the airport's capacity to 20 million passengers. #885.CAT10

SSP's third Montreux Jazz Café will open at Zürich Airport in early 2011 at the airport's newly refurbished Pier B. Entertainment will be a key feature of the 40-seater restaurant, and the café will display unique footage from the Jazz Festival via video screens, as well as incorporating an area where visitors will be able to buy Montreux Jazz gift items. This was a major reason why the brand was chosen, according to Peter Eriksson, Chief Commercial Officer of Zürich Airport: "We wanted to give passengers something enjoyable to do while waiting for a flight, and a visit to the Montreux Jazz Café will offer much to help them pass the time. In addition, with its stylish and modern good looks, the brand is well suited to the design of the new area, and will complement its streamlined, modern architecture."

The brand has been very successful since it was launched in Geneva in June 2008, where it is popular with both travellers and locals. "It's a real 'meeters and greeters' location," says Rick Stavast, Managing Director of SSP Switzerland. "With a great coffee shop, and a strong lunch offer, it's a genuine all-day venue, appealing to passengers as well as airport staff." **The menu at the café, created by Michelin starred chef Gilles Dupont, was inspired by the festival founder Claude Nobs, himself a trained chef.** Many of the dishes have been named after Nobs' favourite artists or some of their most outstanding work, such as Deep Purple and BB King.

The restaurant in Geneva features a number of airport firsts, including a lounge-bar style backstage area incorporating a state-of-the-art sound-system and a 70-inch flat screen on which unique and exclusive images from the festival are shown. During the festival, travellers visiting the café are able to watch concerts just a few hours after they have taken place at the Stravinski Auditorium or the Miles Davis Hall.

The Montreux Jazz Café in Geneva is now an established highlight of the Geneva music scene, and it hosts a number of live music events. It has a reputation among musicians as a 'place to be

discovered' and aspiring artists frequently request to perform on its stage. There are Salsa events on Friday and Saturday nights, and local marketing via Twitter (which gives regulars updates on the latest events), now has over 200 followers.

A second café opened in Sydney in May 2010. Offering a more casual menu specially developed to appeal to the Australian traveller, the cafe reflects Sydney Airport's commitment to providing unique and engaging experiences around the world. Commenting at the time of the opening, Derek Larsen, General Manager Retail at Sydney said the café "adds another dimension to the experience for passengers and customers." #885.CAT11

The newly opened Terminal 3 at Delhi's 'Indira Gandhi International Airport' (IGI) has a mix of restaurants, bars, cafes and fast food outlets in around 20 000 m² of commercial space.

Comfortable lounges, nap and shower rooms will add to passenger comfort in the airport. The nine-level terminal building made of glass supported by metal frames would be used for 90% of the entire passenger movement at the IGI Airport. There is a 100-room transit hotel and business lounge inside the terminal itself. -- The inauguration of the new terminal, built at a cost of nearly USD 2.6 billion, catapults IGI to be world's third largest passenger terminal - just behind the Dubai and Beijing international airports. The mega project with capacity to handle nearly 35 million passengers annually was undertaken by Delhi International Airport Ltd (DIAL), a consortium led by Bangalore-based infrastructure giant GMR Group, Airports Authority of India, German-based Fraport AG, and Malaysia Airports Holdings Bhd (MAHB). #885.CAT12

In time for the summer months, passengers using the JetBlue Airways Terminal 5 at New York's Kennedy Airport can find a cool respite at the Ben & Jerry's Scoop Shop ice cream parlor.

The shop is near Gate 24 in T5 and opened on 21 June 2011. It features shakes, ice cream scoops and treats made by the Vermont-based ice cream company. Terminal 5 has 55 000 ft² of dining and shopping space. Concessionaire for the terminal is The Grove. The company has some 60 locations at around the country and at the top ten busiest airports. Its brands include Dunkin' Donuts, Subway, Rocky Mountain Chocolate Factory, Jamba Juice, Wendy's, Famous Famiglia, Smoothie King and Red Mango. Ben & Jerry's is one of the company's more recent acquisitions. #885.CAT13

The Lord Mayor of Leeds, England, Councillor James McKenna, officially opened Leeds/Bradford International Airport's (LBIA) contemporary new Premier Lounge on 12 July 2010.

All departing passengers will now have the opportunity to enjoy the Premier Lounge's comfortable surroundings and business facilities, irrespective of the airline they are travelling with, their class of travel or their destination. LBIA's GBP 400 000 investment and re-design was officially unveiled for the first time to guests who were able to experience the stylish ambience, which includes four separate zones: relaxation, refreshment and business including a self-contained meeting or private function room. The Premier Lounge accommodates over 100 guests, with a generous 50% extra floor space. Premier Lounge facilities include: • Sumptuous designer seating; a **complimentary self-service bar area featuring beers, wines and spirits, soft drinks and snacks**; a comfortable, relaxing 'chill out' zone; newspapers and magazines; large plasma screen television and flight information screens; business facilities including complimentary internet and WiFi, telephone and fax service. The Premier Lounge is open daily from 05:00 to 20:00 hours and is fully accessible for disabled guests and wheelchair users.

Passengers flying from LBIA will be able to take advantage of this premier experience from just GBP 10 per person and can either pre-book at www.leedsbradfordairport.co.uk or simply walk in prior to departure.

Tony Hallwood, Commercial Director, said: "As Yorkshire's Gateway Airport, our aim is to create a relaxing experience for both our business and leisure passengers with great ambience and service. We are committed to enhancing the airport's facilities to deliver 'best in class' products and services and look forward to passengers taking advantage of this excellent new addition to our airport. " #885.CAT14

Airline News

Air Asia X is probably the world's first successful long-haul 'low cost' airline. Low-cost long-haul scheduled airlines, at least out of the U.K. and France, started with a premium product and were all financial disasters. Eos, MaxJet, and Sliverjet operated out of London, L'Avion out of Paris. All were 'stand-alone' while Air Asia X - essentially a spin-off from its namesake Air Aisa, a successful regional low-cost airline that made its first flight in November 1996, is clearly not 'stand-alone'. On the London to Kuala Lumpur service, 80% of passengers transfer, mainly to Air Asia flights. They are all 'self-connecting' with the exception of the

Air Asia X A330 service to Perth/Australia, where through baggage can be checked in. Melbourne is expected to follow.

Air Asia X has now completed the refurbishment of its pair of former Air Canada Airbus A340s.

In the centre of the aircraft are 18 Premier Class full flat seats laid out 2+2+2 with universal power points and privacy screen. Branded blankets and pillows are provided, but they are not giveaways although you can purchase them. The cabin has a very nice ambience about it with a mix of red and grey. **Food platters are available at any time on the flights. The meals are the same as**

Economy (and first rate judging by the quality served at Stansted at a recent press reception). The two servings, westbound the flights can be up to 14 hours, are part of the package. There is a choice of three main courses Asian, international and vegetarian plus a good selection of snacks. Passengers can buy wine and beer very competitively, but that's it, or a bottle of expensive whisky. With the exception of bottled liquor, everything on board is priced very keenly in Malaysian Riggitts (MYR).

Passengers in the rest of the aircraft pay for soft drinks as well, and everyone is charged for the E-player laptop screen that not only offers a selection of movies and TV, but audio as well. In order to keep the price down, the luggage limit is 15kg for everyone. -- At KL International Airport, passengers use the Low Cost Terminal which has received mixed reviews but does have a proper Premium Lounge, once again available for a fee. However wi-fi comes with the compliments of the airport operator. #885.CAT15

For the second time, Air Dolomiti and the five-star Lefay Resort & Spa above Lake Garda in northern Italy are co-operating in September 2010 in a wellness programme – this time by offering Vital Gourmet snacks and menus on board the Italian carrier and in the Spazio Italia lounge at Munich Airport.

The theme of the second 'wellfood' action centres around extra virgin olive oil, produced at the Lefay estate. – The Lefay Resort & Spa belongs to the Leali family who founded Air Dolomiti in 1989 and sold the airline to Lufthansa in 2003. #885.CAT16

Turkish Airlines is adding a new class along with Economy, Business and First Class. The new class will be placed between the Economy Class and Business Class and named the Comfort Class. The purpose is to combine the convenience of Business Class with the reasonable ticket prices of Economy Class. THY will begin offering the Comfort Class on trunk routes to Beijing, Shanghai, Tokyo-Narita, Bangkok, São Paulo, and Toronto on its the new B.777 aircraft upon their arrival. Depending on the delivery time of the new aircraft, Comfort Class will also be offered on the flights to New York, Chicago and Washington D.C..

The Comfort Class seats are the most important privilege provided for passengers. They have been designed for this category with the knee space and sitting space kept at a maximum range. The seat pitch of 116 cm and seat width of 49 cm are the leading features of Comfort Class. Having their own individual display screens with the 10.6-inch in-arm screens embedded on each seat, the passengers will be able watch as many films, serials, documentaries and cartoons as they wish while they can access the entire visual archives instantly. Leg rest are stowed beneath the seats. Many passengers wish to access their own individual digital archives during the flights. Therefore, passengers will be able to access their files by simply using their personal USB devices or iPods. #885.CAT17

The Belarusian national carrier Belavia joined the European Regions Airline Association (ERA) on 1 July 2010.

The advantages of ERA membership include an access to information resources, an opportunity to share best practices, discuss problems and receive assistance to address them. The accession of Belavia to this association will help forge new partnerships, develop relations with European airlines, which is expected to improve the customer service at the national airline company. ERA, representing almost 200 companies (including airports, service providers and manufacturers), is the only recognized body representing the interests of regional airlines in Europe. -- Belavia is headquartered at Minsk National Airport and operates scheduled flights to 30 airports in 19 countries. In 2008, Belavia obtained a certificate of the IATA Operational Safety Audit (IOSA). #885.CAT18

Names

Pascale Perez is now part of Newrest's Executive Committee and is in charge of the Group's development activities.

As General Manager of Development and B-to-C (Business to Consumer) Activities, she will be in charge of development projects for all Newrest key sectors as well as strategic operations related to Newrest Wagons-lits and Airshop Solutions. The rapid and sustained growth recorded by Newrest in its various sectors of activity, geographical areas or sales motivated the creation of a

specialized management focusing on future corporate developments and businesses. Mrs Perez is an Economics graduate from the University of Montpellier (France). Since 2004, she had been CEO of Derichebourg Polyurbaine and managed Derichebourg's Multiservice Development Department with long-standing international experience (Middle East, the Caucasus, Asia Minor, Africa...). She is also administrator of Medef International (French businessmen association) and member of the Clinton Foundation. -- Newrest is present in 38 countries with 15 000 employees and a turnover of more than EUR 500 million (2010). #885.CAT19

Aaron Claxton has been appointed General Manager - Catering at Oman Air (S.A.O.C.). He was a former executive chef in the Muscat flight kitchen, before he moved on to Gate Gourmet Shanghai as production manager and Gulf Air, where he headed the F&B catering development team. #885.CAT20

Sue Ling Gin, an Aurora/IL native and founder, owner and chief executive officer of Flying Food Group, Inc., was awarded an honorary Doctorate of Humane Letters degree by Aurora University at 117th annual commencement exercises on 9 May 2010. Sue was honoured for her inspiring civic involvement and devotion to entrepreneurial excellence. In 1983, she founded the Flying Food Group, Inc. and remains as founder and chief executive officer. FFG today services more than 55 airlines, primarily international, as well as numerous retail partners, utilizing its 17 U.S. production facilities and one in Shanghai, China. #885.CAT21

Events

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

2010 IFSA Annual Conference & Exhibition at the Long Beach Arena, co-located with the Aircraft Interiors Expo which will have a dedicated Inflight Services Zone. Details online: www.aircraftinteriorexpo-us.com or www.ifsanet.com

31 Oct. – 2 Nov. 2010; Dubai/UAE

ITCA Dubai Exhibition & Conference at the Dubai World Trade Centre. Details online: www.itcanet.com

10 - 12 Nov. 2010, Shanghai/China

FHC China 2010 - The 14th International Exhibition for the Food, Drinks, Hospitality, Foodservice, Bakery & Retail industries at the Shanghai New International Expo Centre (SNIEC). Details online: www.allworldexhibitions.com

15 - 17 February 2011, Nice/France

ITCA 2011 Networking & Tradeshow Forum. Details online: www.itcanet.com

5 - 7 April 2011, Hamburg/Germany

2011 Aircraft Interiors Expo organized by Reed Exhibitions at Hamburg Messe. Details online: www.aircraftinteriorexpo.com

Editors/Publishers: Karin & Manfred Momberger
Editorial office/subscriptions: Momberger Aviation Catering News,
D-71277 Rutesheim/Germany
Phone: <49> (7152) 997 760 Fax: <49> (7152) 55 005
e-mail: info@AviationCateringNews.eu Internet: www.AviationCateringNews.eu