



SERVAIR®

Precisely **You**

FULL CATERER



“*Servair... here
to serve you*”

Our commitment to meeting and exceeding the expectations of each of our clients is what has sustained our central ambition for 40 years: putting your satisfaction and that of your passengers at the heart of our strategy. That is what guides everything we do on the ground to guarantee that you receive the best in the air: our ability to deliver on our commitments, the professionalism of our teams, the reliability of our production resources, our innovation skills and our adaptability. This brochure is an invitation to discover a comprehensive offer that covers every aspect of in-flight and airport service, and is delivered through an extensive network. It can never replace what we know to be the best way of responding fully to your needs: discussing them with you to identify the best-possible solution. Come and meet us!

Michel Emeyriat
Chairman and CEO





CUISINE

The historic core business of Servair, with the ability to combine fine dining with large volumes, the French culinary tradition with world cuisine, and standard menus with À la Carte service in ways that respect everyone's culture and taste.

LOGISTICS

Where catering involves shifts of time and space, expertise in logistics is just as essential as expertise in food service. We are uncompromisingly committed to meeting quality, compliance, deadline and cost imperatives at every link in the supply chain, from sourcing to delivery.

AND MUCH MORE

To respond to your current needs and anticipate those of tomorrow, we have developed a broad range of in-flight and ground services. Our offer is global, and extends well beyond catering to include cabin cleaning and preparation, press management, in-flight retail, airport services, consultancy, engineering, training and delicatessen services...

40
years
OF EXPERIENCE

49
food service
UNITS

10,000
EMPLOYEES
worldwide

A single unifying theme:
taking care of what
makes you distinctive

Whether traditional carriers or low-cost; economy, business or first class; direct flights or connecting flights; local cuisine, religious diets or special diets, we understand that every airline is different, every flight is special, and every one of your passengers deserves our attention. With such a

diversity of expertise, staff, products, services and operating locations on four continents, we understand how to attune ourselves to your expectations. Our international structure and experience allow us to respond precisely and responsibly to every need, no matter how diverse.





INNOVATION

Because the tastes of your passengers change every day, and because we want our cuisine to be their preferred travel companion, Servair chefs are in daily contact with the best of French and international cuisine.

This continual interaction with the most demanding chefs, nutritionists and new culinary technologies drive healthy rivalry between our teams, helping them to push back the limits of their creativity. Passion has always been the most important ingredient of our cuisine.



TRAVEL WITH **PEACE OF MIND**

Sous vide cooking
conserves the full taste,
texture and flavor
of food.

*Delicious flavor,
every time, everywhere*

At Servair, innovation isn't confined to the food on the plate. It's also there in the methods we use to cook and conserve food. Our unique culinary expertise is clear from the widespread use of *sous vide* cooking techniques in all our centers, because it is the safest way to guarantee meal quality in extreme climates. Developed in our Paris facilities and exported to tropical and desert regions, this method delivers three important benefits: it preserves the flavors and all the organoleptic characteristics of the dish, makes it easier to provide the right conditions to keep it perfect, and optimizes production management.

INGREDIENT CONSISTENCY CHECKS

For in-flight food service, every extra gram soon adds up to tons! We track weight discrepancies at every link in the supply chain to ensure that every meal tray complies with your specifications.

FOOD SAFETY

From one end of the food chain to the other, our accredited analytical laboratory guarantees the microbiological quality of raw materials, finished products and the working environment of our production staff. It sets the standard for speed and reliability of results throughout our network.

HEALTH MONITORING

Anticipating health risks so that we are always ready to respond to an alert. That's the role of the Servair Scientific Committee of seven experts, each a recognized authority in his or her specialty: toxicology, tropical diseases, food hygiene, nutrition, allergies, public health and microbiology. This combination of expertise is essential for meeting your demanding quality and safety requirements.

Offering your customers
the best
is a priority we share

It guides our choice of suppliers and raw materials, the way we prepare our recipes and menus, and the way we never compromise on food hygiene or standards compliance.

With supply-side management systems, our own analytical laboratory and an in-house scientific committee, we have full control over the production chain in every one of our centers. All which are crucially important in achieving a level of compliance that is virtually faultless.

5,300
TESTED
recipes



50,000
microbiological analyses

CONDUCTED EVERY YEAR

30

health, microbiology and quality
experts







CONTROL

Despite the many constraints involved, in-flight food service must be precise and accurate. In achieving that result, every action at every link in the complex chain between our kitchens and your aircraft is important.

The same attention is paid to ensuring that culinary and logistic expertise come together every day for every flight in every one of our centers. We take enormous care of the culinary quality of our food, its freshness, its traceability and the hygienic conditions in which it is prepared, all with the single ambition of offering your passengers only the best.

CONTINUALLY UPGRADING OUR PRODUCTION RESOURCES

Challenging ourselves on a permanent basis is an essential given in retaining the trust of our clients. We pay daily attention to the process of continually upgrading our production resources and methods.

We are constantly developing new production processes which we then test in our Paris facilities before exporting them to all our centers as part of raising our quality standards internationally.

200
chefs

44
FACILITIES
worldwide

PASSING ON OUR EXPERTISE

An essential ingredient of professional cuisine! From Paris to Abidjan, and Fort-de-France to Guangzhou, our Corporate Chef Michel Quissac meets regularly with all our kitchen teams worldwide. The menu for these meetings includes expanding knowledge of staff and sharing experiences, of course, but also creativity, new culinary technologies and making the most of local produce, all of which is part of guaranteeing that your passengers are always served the very best of Servair.



IT'S WHAT WE DO:
ANTICIPATE
**YOUR
UNFORESEEN
NEEDS**





airport bars
and snack
counters

*In the airline world, **every minute lost costs money***

Because we know your time is precious, our supply chain is structured to achieve all the challenges of in-flight food service every day: managing the inevitable peaks and troughs of demand, coping with flight scheduling issues, anticipating stockouts, delivering last-minute orders and handling large volumes in small quantities simultaneously.

For us, flexibility and punctuality are non-negotiable in ensuring that you receive the services you ordered the day before, as well as those planned months earlier. Our logistics expertise is at work every day at Paris Charles de Gaulle, Canton, Nairobi and Casablanca; some of the largest and most complex hub airports in the world.



*Totally transparent **traceability***

At Servair, we take the food safety of your passengers very seriously. In parallel with the 50,000 microbiological analyses we conduct every year, an identification process allows us to trace every food item and drink in real time at every stage of preparation. The Traçafood® IT system developed and installed in our Paris centers needs only a barcode scan to track the precise provenance of raw materials and the destination of finished products for permanently safe traceability.





PROACTIVITY

Every minute that passes brings our teams closer to your flight. Right around the world, the men and women of Servair are totally focused on providing you on time with precisely the right level of service you need for a successful flight.

It's this personal commitment that makes Servair a company in perpetual motion that understands the need to offer the very best to airlines that are themselves in perpetual flight.



YOUR STYLE OF **CULINARY ART**

Catering **2.0**

Every one of your passengers is unique and increasingly aspires to receive personalized service. That's why we have developed a number of services tailored to new trends in the airline catering market: it's all about staying on-message with the most demanding expectations of your customers.



Cutting-edge cuisine from the **Studio culinaire Servair®**

When Servair set up its culinary Studio in 2009, it had just one ambition: to serve the best of fine dining at 40,000 feet. Unique in the world of airline catering, this think tank brings together Guy Martin, Chef at Le Grand Vefour, Michel Quissac, Corporate Chef

at Servair, Bruno Goussault, the *sous vide* specialist, and other leading names of gastronomy under the leadership of Joël Robuchon, the chef with more Michelin stars than any other in the world. Their mission is to continually review the very latest trends, technologies and products as they emerge. This fundamental labor of love allows us to explore new opportunities and take culinary initiatives unique in airline catering.

It's the Servair way of maintaining our clear lead in innovation.

BUY-ON-BOARD

No in-flight food service? We can help you design or put together packaged offers of drinks and hot or cold snacks.

DISH ON DEMAND

For those of your economy class passengers who would like an alternative menu better suited to their own taste, you can suggest this affordable bespoke option offering a varied choice of authentic dishes.

CHEF ON CALL

Fine dining on a plate for business and first class travelers: a broad choice of recipes by Michelin-starred chefs from all around the world, or an exclusive menu designed by a famous-name chef.







AGILITY

Regardless of airline or route, in-flight food service is a key component of passenger comfort. To highlight your culinary signature, Servair supports you by paying maximum attention to detail in preparing your meals.

We achieve that with kitchen brigades from all over the world, staffed by specialists in the most sophisticated culinary arts. And with creative teams to build a range of dishes on demand. And with innovative solutions to offer ranges for in-flight sale... whatever your requirements and whatever style of service you prefer to offer your passengers, our teams will work alongside you to add value to your brand signature.



CATERER TO THE WORLD

Like you,
we are globetrotters too

With a presence in 45 airports around the world, whether the issue is cuisine, culture, faith or climate, the things that make each country and region special are things we are already familiar with. Over four decades, we have amassed substantial knowledge of the continents on which we work.

This lengthy experience allows us to meet every level of expectation, and put our expertise to work for the benefit of your international growth without compromising our commitment to export the very highest quality standards to any part of the world alongside our partners.



42

airport lounges

6

cleaning
and airport
assistance
units

21

facilities
in 16 African
countries

African
market leader

Our first African unit opened in Gabon in 1989.
Today, with 21 operating locations in 16 countries,
we are Africa's leading airline caterer.
This market-leading position has
been won through partnerships
with local stakeholders who
enable us to serve you to an
unrivalled level of quality.



26

countries
IN THE WORLD

EUROPE

FRANCE
Paris (CDG, ORY)
Lyon

BELGIUM
Bruxelles

GREAT BRITAIN
London

SPAIN
Madrid
Barcelone

AFRICA

BENIN
Cotonou

BURKINA FASO
Ouagadougou

CAMEROON
Douala

CONGO BRAZZAVILLE
Brazzaville
Pointe-Noire

IVOIRY COAST
Abidjan

GABON
Libreville

GHANA
Accra

GUINEE
Conakry

KENYA
Nairobi
Mombasa

MALI
Bamako

MOROCCO
Casablanca
Marrakech
Agadir

MAURITANIA
Nouakchott

NIGERIA
Lagos

**DEMOCRATIC
REPUBLIC
OF CONGO**
Kinshasa

SENEGAL
Dakar

TOGO
Lome

ASIA

CHINA
Guangzhou
Macao

AMÉRICAS

**UNITED STATES
OF AMERICA**
Miami
San Francisco
Seattle
Chicago
New York

BRAZIL
São Paulo

CANADA
Montreal
Toronto
Calgary

CHILE
Santiago

CARIBBEAN AND INDIAN OCEAN

GUADELOUPE
Pointe-à-Pitre

GUYANE
Cayenne

REUNION ISLAND
Saint-Denis

MARTINIQUE
Fort-de-France

SEYCHELLES
Mahe

ENGINEERING WITHOUT BORDERS

From upgrading existing facilities to the turnkey construction and handover of a new logistics unit, our engineering team delivers projects of all sizes in France and abroad. Our latest project involves the concept, design and construction of a catering center at São Paulo, the largest airport in Brazil and Latin America.

Please contact us for more information






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