

WELCOME TO A WORLD OF TRUE EXCELLENCE



OMAN AIR
CATERING SERVICES





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ABOUT US

Established in 1971, Oman International Services (OIS) was set up to handle the small airport operation in Muscat, the cosmopolitan capital city of the Sultanate of Oman. Over the following forty years, Oman witnessed vast expansion and development across all aspects of its economy as well as the welfare of its citizens. Mirroring that phenomenal growth, Oman Air re-invented itself to become what it is today: a highly recognised and respected international carrier, simultaneously making Oman a major air traffic hub in the Middle East.

Oman Air (the airline) was formed in 1993. As the national carrier of the Sultanate and one of its major ambassadors, the new image it created following its expansion plans reflects very high standards of professionalism, earning worldwide appreciation and winning accolades within the travel industry. The strategic positioning of Oman Air as a boutique airline, offering a unique product and services, combines luxury, innovation, outstanding hospitality and value.

The company, with its team of dedicated and skilled workforce, as well as an enhanced and expanding infrastructure, has now earned an enviable reputation within the region.

As an airline and the sole handling operator at both the Muscat and Salalah International Airports, Oman Air is now able to provide support covering all aspects of its operations including Cargo, Ground Handling, Engineering, Passenger Services, Airport Lounges and Catering. Furthermore, the airline can provide a comprehensive solution to any Airline operator's requirements during a transit or turn-around in Oman.

Having developed a distinct identity and a superior service standard to ensure customer satisfaction, we at Oman Air believe it is perhaps now time to discuss your business needs with our people and give you the opportunity to experience the delights of our true hospitality and warmth that are quintessentially Omani.



AIRLINE CATERING BUSINESS UNIT OVERVIEW

Adjacent to the Muscat International Airport, the current Catering premises are only a few minutes away from the aircraft bays. The facility is manned twenty four hours a day by the Royal Oman Police, who oversee the security integrity of the facility.

Inaugurated in 2002 and occupying a building area of 10,000 square meters, the operation is able to accommodate meal production and logistics capability in excess of 18,000 meals per day.

The facility is maintained to the highest standards by our internal team of engineers and technicians, working on a continuous basis to maintain its smooth functioning.

Our manpower strength is now peaking at around 650 employees, with a fully integrated in-house production operation. We are keen on employing only experienced professionals in the chosen disciplines.

We are proud to announce that we produce all our food products “bespoke” to individual customer needs within our kitchens. We are also certified as a dedicated HALAL unit.

Our team is derived from a multicultural array of nationalities which gives us an edge when developing and producing menus for our many international clientèle. We believe we are able to offer authenticity as well as consistency in our varied product offerings.

Under the corporate umbrella of Oman Air, we have implemented comprehensive Health, Safety and Environment policies (HSE), and undergo regular audits from within the airport authorities in Oman, in addition to IATA.

Our mission statement is simple : **To be the best in what we do, and to demonstrate a commitment to continued improvement and customer satisfaction.**



RESEARCH & DEVELOPMENT

A team of experienced chefs and menu designers are at hand to analyse market trends, availability of new products and techniques, and also create menus that are both imaginative and innovative.

For you as a customer, we will gladly plan and create menus of your selection based on your desires and fitting your budget parameters.

Producing from defined and agreed recipes, we are then able to make products to your exacting specifications – whether size, shape, taste or packaging – thus completing the presentation experience.

We have a capability to re-heat and test foods on the ground in our cabin mock-up, which is fitted with airline ovens, enabling us to also gauge and identify onboard cooking times.

Your specifications are then entered into our computerised catering software program to ensure your exacting requirements are available for retrieval at any time.

Furthermore, we take a proactive approach in sending our teams around the globe to participate in exhibitions, conferences and exchange workshops to develop their knowledge and skill sets.

Development of our working practices is also of high importance to us. We have a dedicated training facility to accommodate theoretical and practical sessions with our own team of certified trainers covering a multitude of disciplines.



FOOD PRODUCTION KITCHEN

Designed to meet stringent HACCP requirements, the Kitchens are strategically positioned to ensure seamless ease in product flow during the preparation and dish-out phases of meal production.

A fully equipped Bakery enables us to produce an extensive range of Breads and Patisserie products fresh throughout the day and night. Our recent acquisition of an automated Arabic / Lebanese bread machine now enables us to produce almost 100% of our products in-house.

A team of expert chefs (specialists in their culinary field within their respective countries of origin) are always at hand to produce and oversee the daily production within each of our Kitchens, whilst taking great pride in meeting all our customers' needs.

Our equipments are constantly upgraded to meet new challenges as is the ongoing training and development of our overall team. Promoting quality is paramount to our success, as we are constantly expanding our portfolio of clients.





TRANSPORTATION & LOGISTICS

Our Operations team is at the sharp end, interfacing with our customers and ensuring on-time performance twenty four hours a day.

A modern fleet of twenty two air-conditioned High Loaders and twelve Chilled Vans are available to ensure adequate allocations to each aircraft throughout the busiest of schedules.

This team is responsible for the compiling and distribution of information across the catering centre using our own computerised catering IT software, developed in-house by Oman Air IT division.

Assembling and checking of each container / meal cart prior to loading, as per customers GLP and specifications, is carried out in conjunction with the local Police and Customs Officers, who are located within our premises at all times.

It is also important to note that we have a vast area provisioned for storage of equipments, whether required bonded warehouse or duty paid provisions, and are able to clear consignments through our own Cargo facility operated by Oman Air.



LAUNDRY & HOUSEKEEPING

An experienced group of Laundry workers operate this well-equipped and modern facility, handling the needs of crew and staff uniforms for the majority of workers at the Muscat International Airport and the home base carrier Oman Air.

A professional Dry Cleaning service is available and whilst we are certified to support our cabin appearance team with washing of seat covers and curtains etc., we are also providing services to the local hotels.

Our systems include "Auto Dosing" of chemicals into our machines, thus ensuring product consistency and cost saving, which are factors that are beneficial to both ourselves and to our customers.

Services include laundering of Blankets, F&B Linen, Uniforms etc., along with a VIP service offering to our Royal flights and private jets.

Our housekeeping team is centrally controlled to cover the entire premises and is responsible for the unit's cleanliness and hygiene integrity.



QUALITY ASSURANCE

We take great pride in the standards achieved in terms of quality and auditing of our services and systems.

A small but dedicated team of supervisory staff drives all initiatives throughout the department and are the primary drivers of our HACCP and ISO Certifications.

An in-house laboratory supports the microbiological analysis of our products – from raw to finished foods, water bowsers, ice, hand swabs of food handlers etc. We also provide services for our local environmental agencies.

Our staff are additionally certified instructors (CIEH) and are constantly improving the training needs of our workforce. We also are actively auditing caterer's facilities on behalf of our own airline Oman Air in addition to audits of our catering supply chain.

Centre Charter Certificate

Oman Air-Catering

is committed to the Charter Principle standards of excellence and principles specified in the CIEH Centre Charter.

Centre Charter

- All equipment owned throughout the CIEH catering network and reserved for catering use shall be maintained in accordance with the following standards:
1. All equipment will be managed with appropriate preventive maintenance.
 2. The effective working history will be documented.
 3. The effective maintenance of all catering machinery.
 4. The best and most effective use of all catering machinery.
 5. The quality of all catering services will be maintained to the highest standards.
 6. The knowledge of the catering staff will be maintained to the highest standards.
 7. Clients will be satisfied with the quality of the catering services.
 8. Examinations and assessments will be conducted according to CIEH and regulatory body requirements.

[Signature]
Chief Executive
Oman Air-Catering

This certificate is valid until 31st December 2010.



Certificate of Registration

The following organization's Food Safety management system has been assessed and registered by Intertek Swedac Certification AB as conforming to the requirements of:

ISO 22000:2005

Organization:
Oman Air Catering Business Unit
P.O. Box -08, Postal Code - 111, Muscat International Airport, Muscat, Sultanate of Oman

The Food Safety Management System is applicable to:
Management of Catering

Certificate Number: 22005
Issue Certification Date: 24 February 2008
Certificate Issue Date: 26 June 2008
Certificate Expiry Date: 24 February 2011



IN RECOGNITION OF QUALITY & SERVICE EXCELLENCE



Certificate of Registration

The following organization's quality management system has been assessed and registered by Intertek Swedac Certification AB as conforming to the requirements of:

ISO 9001:2008

Organization:
Oman Air Catering Business Unit
P.O. Box -08, Postal Code - 111, Muscat International Airport, Muscat, Sultanate of Oman

The Quality Management System is applicable to:
Management of Catering and Laundry services



Certificate Number: 22008
Issue Certification Date: 24 February 2008
Certificate Issue Date: 26 June 2008
Certificate Expiry Date: 24 February 2011



Presented to
Oman Aviation Services
Muscat

[Signature]
General Manager, Oman Aviation Services

Regional Catering Manager



[Signature]
Intertek Swedac Certification AB, Kista (Stockholm), Sweden

CERTIFICATIONS & AWARDS

- ISO 9001:2008 Quality Management Certification
- ISO 22000:2005 Food Safety Management Systems
- Certified CIEH – (Chartered Institute of Environmental Health) Training Centre
- Member of ITCA – International Travel & Catering Association
- IATA Registered
- Fully Halal Approved & Certified
- Middle East Caterer of the Year – Award by Gulf Air
- Partners in Excellence Awards – Award by British Airways
- Certification in recognition for quality of services – Award by Air India
- Finalist in ITCA – “Mercury Awards - 2005”



VIP & EXECUTIVE JET CATERING

Oman Air catering is a one-stop-shop in meeting all the needs of any VIP or Private Jet visiting the Muscat International Airport.

Product design, tailored to your exacting requirements, can be achieved using our team of menu development experts and culinary team.

With an understanding of your needs, our creative team can put together a mouth watering array of menu options and deliver them along with such items as flowers, media publications, chocolate truffles, liquors, perfumes, etc.

Our laundering services are able to provide a VIP service to ensure your linens are prepared to your desired standards and within a short turnaround time.

Please contact us for sample menus and more details of our services.





AIRPORT LOUNGES

Oman Air Catering Services currently manages and operates three airport lounges within Oman's airports. Our show piece is the recently opened Oman Air First & Business Class Lounge at the Muscat International Airport, boasting a Chedi Spa with massage, business centre, children's recreation area, à la carte dining offered by our signature lounge Chefs, and a 'dine before you fly' option for our business class passengers.

This lounge gives you access to a privileged offering and a personal service by our lounge attachés, thus giving guests a truly five-star experience.

Our additional two lounges are also dedicated to providing comfort and hospitality to our other clients' carriers using the airports at both Muscat and Salalah. Both these international airports are provided with modern facilities and relaxing areas, as we as offer excellent food and beverages served by our renowned friendly staff.





EVENT CATERING & PARTY SERVICE

From private dining at a residence to large scale events of up to one thousand two hundred guests, Oman Air Catering Services has the expertise to deliver an unforgettable experience.

Having already attained an enviable reputation for catering to some of Oman's most prestigious events, and being associated with key companies within the region, the portfolio is already extensive.

Our F&B teams are able to plan the event to exacting details, ensuring that all requirements are catered to. Whether it be a commercial launch, PR activity, or Embassy luncheon, our team of experienced Chefs and Attachés are on hand to deliver you the finest of services.





CORPORATE & INDUSTRIAL CATERING

With a production facility able to produce a wide range of catering products for non-airline customers, there is a great opportunity for future business growth in broadening the portfolio to collaborate in larger scale and offsite activities and projects.

Company canteens, private clinics and hospitals, military establishments, all represent key areas for Oman Air to explore in identifying potential opportunities.

Oman Air has recently added to its portfolio the Airport Hotel at Muscat International Airport which will undergo extensive refurbishment and development during 2011/2.

JET AIRWAYS 

एर इंडिया
AIR INDIA 

الاتحاد
ETIHAD
AIRWAYS 

TURKISH AIRLINES 

 THAI

PIA 

ROYAL
AIR FORCE 

خطوط الكويت
KUWAIT AIRWAYS 

एर इंडिया
express 

 Biman
BANGLADESH AIRLINES

الطيران العماني
OMAN AIR 

 Emirates

طيران الخليج
GULF AIR 

خطوط الجوية العربية السعودية
SAUDI ARABIAN AIRLINES 

  

OMAN ROYAL FLIGHT 

QATAR
AIRWAYS 
القطرية


NFC

العمارة الوطنية للخطوط
NATIONAL AIRWAYS COMPANY

GLOBAL PARTNERS

Our current portfolio consists of the customers whose logos are shown alongside.



FUTURE GROWTH

A vast development of the Airport in Muscat and the five regional airports within Oman are currently underway with new Airports being constructed in anticipation of planned growth of the tourism sector and improved business connectivity within the region. This project will be realised in early 2014 and as such, the transformation of new terminals and support service buildings will be constructed with state-of-the-art facilities at each location.

New catering premises will be part of this expansion and development project at Muscat International Airport, accommodating a daily production capacity of twenty eight thousand meals. This facility will be equipped with the latest technology and will incorporate such features as its own dry ice manufacturing plant, and a fleet of the latest catering high loaders for handling of the A380 aircraft.



This map is not an authority on international boundaries.

