

Cleared for Take-Off

*“Some orders are perfect.
Some... not so much.
Let's fix them together.”*

DaVinci Inflight Training
Institute



13:30 - 14:30





**In private aviation, exceptional
service begins long before a
passenger steps onboard.**



**It starts with clear communication
and a shared understanding between
flight attendants and the global chefs
who bring their requests to life.**

Meet our Chefs!



You're only “cleared for takeoff” when:

The runway is clear

The crew is aligned

Communication is precise

**All systems and Procedures are
checked out and completed**

This is about getting it right, together.

With Successful Collaboration

- 
- **Learn how catering operations differ across international cities**
 - **Understand regional ingredient availability, cultural norms, and production limitations**
 - **Appreciate the diversity of global culinary interpretation**
 - **Cultural Misunderstandings**



What is Bulk?

Shrimp Cocktail, for 3 on a Nice Tray- Bulk



SALAD KITS - BULK

AS PLATED



AS DELIVERED

Bulk



BULK PACKAGING

½ pint (8 oz, 1 cup)

- 2 portions pasta or potato salad
- 4 portions entrée protein sauce (demi)
- 1 portion marinara, alfredo type sauce
- 1 portion of vegetables, meat, or starch
- 1 portion juice

1 pint (16 oz, 2 cups)

- 4-6 portions pasta or potato salad
- 8-10 sauce entrée protein portions (demi)
- 2 portion marinara, alfredo type sauce
- 2 portion of vegetables, meat, or starch
- 1 large portion juice

1 quart (32 oz, 4 cups)

- 8-10 portions pasta or potato salad
- 10-15 sauce protein portions (demi)
- portion marinara, alfredo type sauce
- 2 portion of vegetables, meat, or starch
- 2-4 portions juice



BULK PACKAGING

½ pint (8 oz, 1 cup)

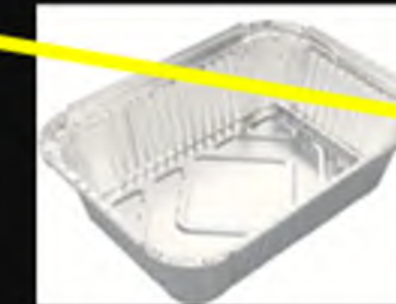
- 2 portions pasta or potato salad
- 4 portions entrée protein sauce (demi)
- 1 portion marinara, alfredo type sauce
- 1 portion of vegetables, meat, or starch
- 1 portion juice

1 pint (16 oz, 2 cups)

- 4-6 portions pasta or potato salad
- 8-10 sauce entrée protein portions (demi)
- 2 portion marinara, alfredo type sauce
- 2 portion of vegetables, meat, or starch
- 1 large portion juice

1 quart (32 oz, 4 cups)

- 8-10 portions pasta or potato salad
- 10-15 sauce protein portions (demi)
- 1 portion marinara, alfredo type sauce
- 2 portion of vegetables, meat, or starch
- 2-4 portions juice



BULK PACKAGING

½ pint, micro, foil, liquid (8 oz, 1 cup)

- 2 portions pasta or potato salad
- 4 portions entrée protein sauce (demi)
- 1 portion marinara, alfredo type sauce
- 1 portion of vegetables, meat, or starch
- 1 portion juice

1 pint, micro, foil, liquid (16 oz, 2 cups)

- 4-6 portions pasta or potato salad
- 8-10 sauce entrée protein portions (demi)
- 2 portion marinara, alfredo type sauce
- 2 portion of vegetables, meat, or starch
- 1 large portion juice

1 quart, micro, foil, liquid (32 oz, 4 cups)

- 8-10 portions pasta or potato salad
- 10-15 sauce entree protein portions (demi)
- 4-5 portion marinara, alfredo type sauce
- 4-5 portion of vegetables, meat, or starch
- 4-8 portions juice



PACKAGING



How do you want the juice packaged, what is the storage space size ?



1 GALLON

OR



2- HALF GALLONS

OR



4 QUARTS

OR

8 PINTS



OR

16 HALF PINTS





What is Portion Size ?

Clear communication- Over Ordering



How Much is Enough?



A request for five sushi rolls (California, Spicy Tuna, Salmon, Yellowtail + Specialty) was interpreted as full rolls—40 pieces total—when the flight attendant wanted 1 piece of each





Portion Size: What does small mean when ordering trays?



A flight attendant ordered 1 qt of guacamole for each of the 45 passengers, and proceeded to insist the caterer deliver what was ordered. Delivery received was 45 quarts of guacamole. She actually meant $\frac{1}{2}$ pint/ 8 ounces and wanted a refund.



Quart 32 ounces = 4 cups

Pint 16 ounces = 2 cups

$\frac{1}{2}$ pint 8 ounces = 1 cups



What Happens When Auto Correct, Incorrect Spelling, Missing Descriptions or Ambiguous Requests Get in the Mix?

Ambiguous Requests

“Fruit plate for 8” on a 2 passenger flight

“Two cappuccinos” on a 45 minute quick turn

“Chicken—no dairy” but also “creamy mashed potatoes”

“Passenger allergic to nuts” but “Thai peanut noodles requested”

“One sushi platter” with no details on raw vs cooked

“Birthday cake” with no size, flavor, or inscription

“Gluten free croissants”

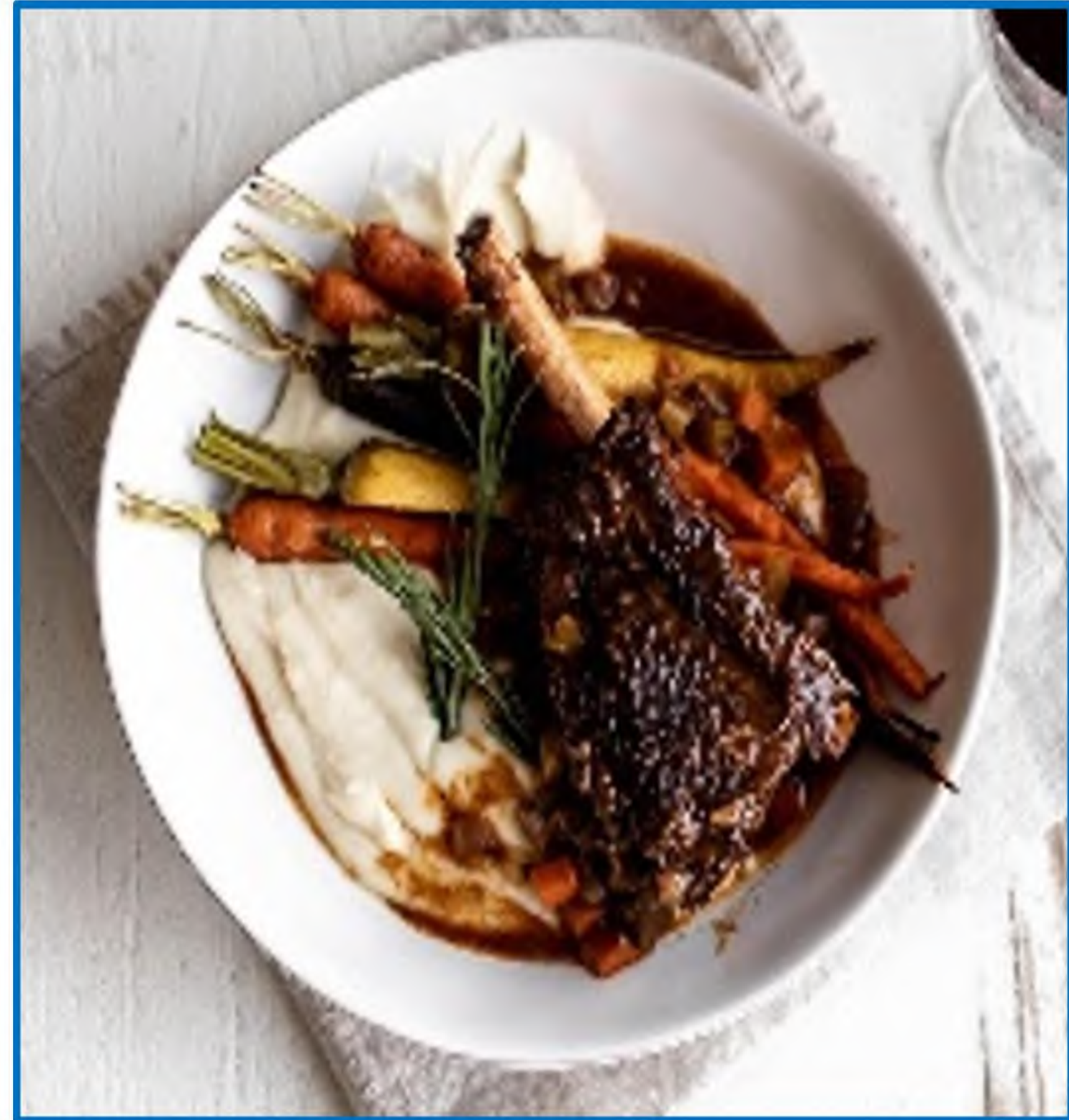
**The caterer
received a
request for 2
Egg Beaters
without
instructions or
details**



**What was
expected
didn't match**



**FA Ordered BBQ
Beef Ribs on the
bone for 10.
Her vision was.....**



The communication FAILED... forgot to mention it was *beef short ribs*....



YES, this is what the FA received.

**The request was:
1 order of Paint with no
other instruction....**

**The caterer receives the
order and envisions**





The flight attendant's vision is misspelled, thinking she had ordered 1 order of pâté

Vegetable caviar was ordered; the kitchen created molecular vegetable caviar pearls, while the intent was something closer to a baba ghanoush



Vegetarian Texas
Caviar



Vegetarian
Cowboy Caviar



Vegetarian Beluga
Lentil Caviar



Vegetarian Baba
Ghanoush

Crew da tay ??????



**Is it a crew member
with a tray?**

or



Crudité



**And Then There is....
Google Translate**

What's Wrong With This Order?

. Mauro:

Dear all

- **An individual tray for 8 pax of assorted whatever you want for starter**
- **2 well cooked Peking fuck**
- **3 Caesar salad with grilled children**
- **sliced whole fruits for 5**
- **peas filled with assorted cheeses**
- **200 tons of ice cubes**
- **for 3 vanilla hot ice cream**

1 individual Sacher torte for birthday,

Please write on top:

"You are my destiny, you share my reverie, You are my dream come true, that's what you are. You share my sweet caress, you feel my loneliness.

You are my dream come true, baby that's what you are. Heaven, I love you so. The emptiness can't take your love from me. I stay alone and think of you".

**I will pay by barter with
shirts, pants and socks.**

Thank You.



Cultural Awareness

Product Differences and Misunderstandings

Agricultural restrictions

Customs rules

Local availability

Time zone changes

A flight attendant ordered French Toast for breakfast in Russia. She envisioned...



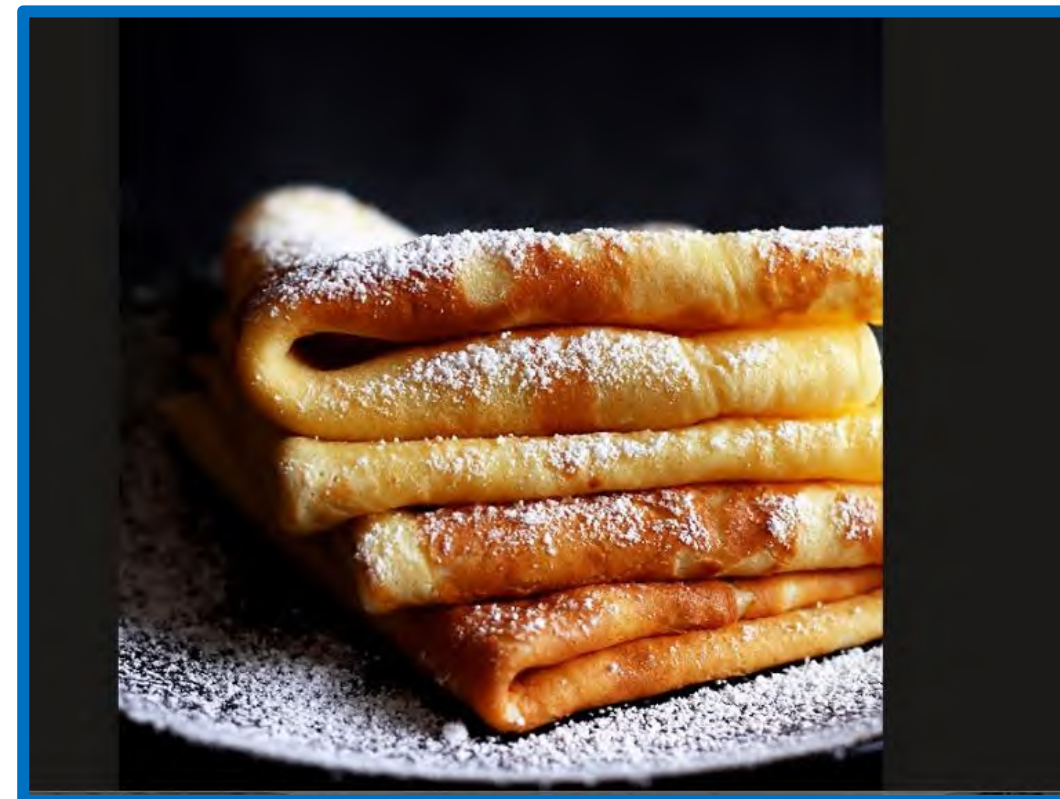
Toasted French Bread

Catering Request was for Crepey Pancakes



Cultural Understanding

“Crepe” is often interchanged for “Pancakes”

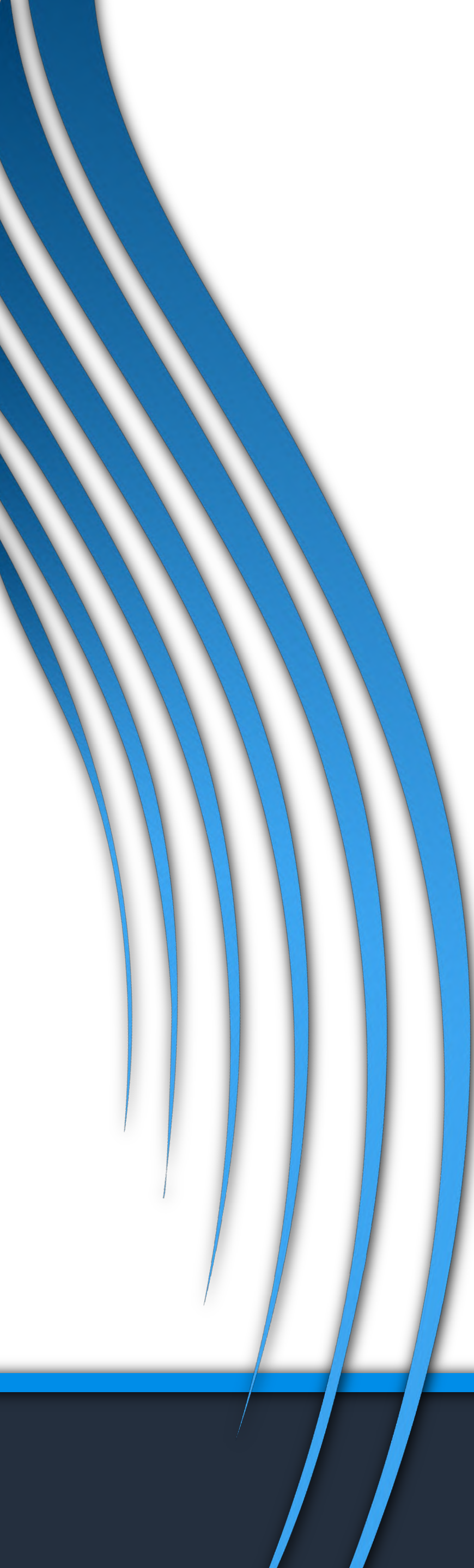


Crepes: French are the thinnest, then the Austrian Crêpe (Palatschinken), American pancakes are next in line for thickness, and Finally the Japanese Souffle Pancakes are the thickest.

A Flight Crew from Spain was in Mexico and ordered Flautas. The crew was anticipating baguettes, but received instead...

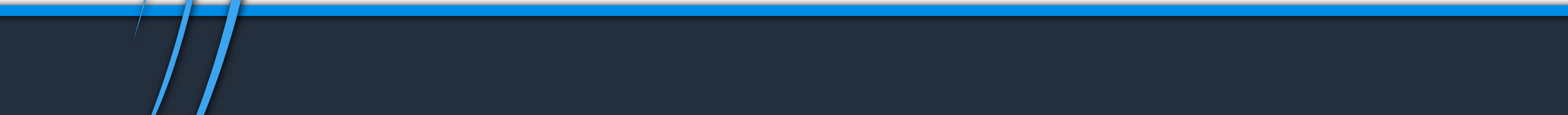


Flautas is a form of Mexican Taco



An order for a 16 oz bone-in filet mignon in India—where beef is not served—led to confusion about why it could not be fulfilled.

Religious Cultural Awareness





The cow is a sacred animal in India protected by law

The order requested 3 Spanish Tortilla. The FA was expecting to receive:



Tortilla Espanola is a classic dish from Spain

**Scheduling,
Thinking it is a
Mexican Dish had
ordered**



Thank you!

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