

PROJECT OVERVIEW

August 2021 – February 2022

OBJECTIVE

Riviera Hospitality Group was tasked with phase 0-3 operations of Full Food Services (FSS) in support of Operation Allies Welcome. Developing and executing a plan to complete the assigned mission. Riviera mobilized operations within 72 hours of notice to proceed the food service program at Joint Base McGuire-Dix-Lakehurst, NJ, for the Afghan refugees.

Riviera's main goal was to ensure the refugees found comfort through the food we were serving to them at the dining facilities across the base. To fulfill this goal, they hired a culinary consultant from Emirates Airlines to oversee recipe authentication. This consultant taught Riviera's culinary team how to make traditional recipes from northern and southern Afghanistan.

Over the course of the 6-month project, Riviera fed 13,000 Afghan refugees per day. Providing multiple ethnic meal choices of hot entrees, cold bar options, salad bar, snack bar and beverage stations. Additionally, they provided individualized meals for refugees who were in isolation due to varying illnesses.

SCOPE OF WORK

Riviera's work consisted of supplying all food and dry goods for the operation. They ran four 24-hour dining halls across the base. Three of which were hard structure Dining Facilities (DFACs) from the early 1900's and one was a temporary 60,000 ft., 4,000 seat capacity DFAC structure. Riviera outfitted kitchens with the appropriate number of staff and equipment for operation. They prepared and distributed meals to all DFACs around the base in a safe and timely manner while following the military's TB-MED 530 guidelines. developed an internal HACCP plan to ensure zero food bourn illness while serving 10,000,000 meals.

PROJECT HIGHLIGHTS

- Received an "Excellent" score from AFCO
- 4 (24/7) Operational Dining Facilities
- 800 Food Service Personnel
- 10,000,000 meals over the 6-month project
- 5 Million Pounds of Food
- 6 Million Pieces of Fruit
- 12 Million Snacks & 5 Million Bottles of Waters
- 37 Tractor Trailer Sized Cold & Shelf Stable Units
- 5 Military Health Inspections per Week



OPERATION ALLIES WELCOME

Joint Base McGuire-Dix-Lakehurst, NJ

PRIME CONTRACTOR

Amentum

SUB CONTRACTOR

DMG, Disaster Management Group

PROVIDED

- Administrative
- Central Management
- Off-Site Production Facility
- On-Site Production Facility
- Storage
- Kitchen Equipment
- Trucking
- Transportation

ALL PERSONNEL INCLUDING:

- General Managers
- DFAC Managers
- Chefs
- Cooks
- Service Staff
- Janitorial
- Purchasing
- Receiving

CHALLENGE

The original scope of work was a max of 5,000 refugees in the camp. Within 3 weeks of the official launch of the project the scope changed to 13,000 refugees, scaling 500 people every 3 days.

SOLUTION

Quickly adapting to the situation at hand by sourcing more food and dry goods, expanding our storage capabilities & increasing on-site staff. All successfully completed during a nationwide staffing crisis and the lingering supply shortage due to the COVID-19 pandemic.

CERTIFICATIONS

Halal Certified

Serv Safe Certified (Management)