

CATERING

کترینگ

Enjoy Iran Air Catering in the sky

■ About Iran Air's Catering

Iran Air's Catering was founded in 1967 in order to serve passengers and flight crew, providing refreshments and welfare services for them.

As one of the greatest caterings in the Middle East with over 40 years of experience in food preparation and distribution industry, utilizing technology, required equipment and food schedules in conformity with nutrition and health principles, Iran Air's Catering is responsible for producing and offering food services to the passengers of Iran Air and some domestic and international Airlines, observing hygiene standards.

This complex is over 8033 m², which includes space for offices, preparation, storage, etc., and operates four shifts, employing over 1000 expert and semi-expert personnel. Its total daily production exceeds 30000 services, including breakfast, hot and cold food, and snacks.

One of the important and distinguishing features of Iran Air's Catering, compared to other operating caterings in the Middle East, is using fresh and high quality ingredients. All the personnel operating in the production process are trained to enhance their expertise and food safety, conforming to GMP/GHP principles. Furthermore, exploiting a quality assurance laboratory to confirm the operations in terms of hygiene is a constant process carried out by expert personnel, who control everything closely. Conforming to the international standards of food industry in terms of safety management and food quality, Iran Air's Catering achieved HACCP certificate, ISO 9001:2015, and ISO 22000:2005, and World Wide Logo Halal Tourism.

In addition to Mehrabad airport's complex, Iran Air's Catering's new office and operation building has been constructed in form of 3 floors in an area of 16000 m² at Imam Khomeini airport. The consulting firm of German caterings has been consulted about the construction and equipment of this complex, which is considered as one of the most well-equipped caterings and will be exploited in near future. Imam Khomeini airport's Catering is equipped with food provision and production machines, microbial and chemical laboratories, cutting-edge equipment related to food industry, conforming to ISO 22000 standards and HACCP system.

Besides Tehran branch, Iran Air's Catering has other active branches in other cities including Isfahan, Mashhad, Shiraz, and Tabriz, which operate in producing and providing food and welfare services for flights.

■ Catering Passengers

Homa Class Food Service

Passengers seated on Homa class seats are offered special services at the beginning as well as during flight. All food services of these passengers are produced by special standards. It goes without saying that Homa class service is produced with an amazing variety, embracing exclusive skill, taste and art.

Some of Homa Class Services:

- Welcoming passengers with flowers
- Serving food in china dishes
- Three choices in breakfast and hot food services
- Offering gift bag
- Hot food with fruit service

■ Second Class Passengers' Service (economy class)

Passengers' services are scheduled by considering flight information, including flight route, duration of flight, departure and arrival time, facilities of aircraft, and passengers' feedback and interests. Therefore, the variety of provided services is noticeable in terms of quality and quantity. In order to gain passengers' satisfaction, Iran Air's Catering has recently started to offer hot food and hot snack in flight routes with duration of over one hour.

■ Special Food

Nowadays, air travel is essential and inevitable, which is a significant part of many people's life in society. The importance of the fact that mankind's health conditions are different at high altitudes has caused airlines to guarantee passengers' safety during air travel, abiding by special rules and principles. A big part of this responsibility is shouldered by catering experts, since not only can they reduce problems, but also bring



joy and happiness for passengers through designing a proper food service. In addition to having a pleasant and appetizing look, a proper food service has to be in accordance with flight issues and passenger needs in terms of hygiene. However, in formulating and designing food services, there is a more expert part called predicting special diets.

Foods labeled "Special Diets" include:

- Certain patients' diets, including diabetic food, no-salt food, cholesterol-free food ...
- Diet foods, including vegetables, dairy-free food ...
- Religious diets, including Hindu food ...
- Kids diets, including infant food and baby food
- Other diets, including seafood ...

Passengers of international flights can make their request for special diets at ticket sales offices or travel agencies issuing the ticket at least 48 hours prior to flight or while purchasing ticket. Furthermore, it should be noted that in the case of changing flight time listed in the ticket, you are supposed to report this issue to sales clerk or travel agency issuing the ticket to provide you with the special diet.

