



Airline Catering and In-Flight Catering

Course: Flight Kitchens, Galley Loading and Costs

15 – 19 February 2027

Amsterdam - Zuidas business district hotel



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Introduction:

Airline catering and in-flight catering, covering flight kitchens, galley loading and costs, is a 5-day course for flight kitchen, airline catering and catering quality managers that ends with a Flight Kitchen Operations and Cost Plan for a case airline contract. Airlines and caterers lose money and punctuality when specifications are vague, special meals go missing, trolleys arrive late and the true cost per passenger is unknown. Nominees already manage production, contracts or quality in flight catering units and work through modelling builds on menu, load and cost data. CoreConcept Training Center delivers this airline catering course.

Course Objectives:

- Map the in-flight catering value chain from food suppliers and the flight kitchen to the aircraft galley and identify where cost, delay and error arise
- Write and interpret airline catering contracts and specification manuals covering menus, dish specifications, equipment and galley loading
- Plan menu cycles, passenger class meal loads and special meal volumes with an allergen matrix for each route and sector
- Convert passenger load forecasts into flight kitchen production orders, tray set-up rates, trolley packing lists and dispatch sequences
- Control cold chain temperatures, bonded and duty-free stock, trolley seals and international catering waste for every flight
- Model cost per passenger, set waste reduction targets and track on-time delivery and meal accuracy KPIs through audits

Target Audience:

- Managers responsible for flight kitchen production, tray set-up and dispatch to aircraft
 - Managers responsible for airline catering contracts, specifications and caterer performance
 - Managers responsible for catering quality, hygiene audits and complaint investigation in flight catering units
 - Managers responsible for galley equipment, trolley pools and bonded or duty-free retail stock
 - Managers responsible for catering cost control, budgeting and waste reduction for airline contracts
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Course Outline:

Day 1: In-Flight Catering Value Chain and Flight Kitchen Baseline

- In-Flight Catering Value Chain Map From Supplier to Aircraft Galley
- Flight Kitchen Department Roles From Hot Kitchen to Dispatch
- Airline Catering Contract Models Including Full Service and Buy-On-Board
- Passenger Class Service Concepts and Their Catering Load Implications
- Flight Kitchen Baseline Review Using Flights, Meals and Complaints Data

Day 2: Catering Specifications, Menu Cycles and Galley Loading Design

- Catering Specification Manual Content for Meals, Equipment and Loading
- Menu Cycle Rotation Planning by Route, Sector and Class
- Special Meal Codes and Allergen Matrix for Passenger Requests
- Galley Loading Diagram for Trolleys, Ovens and Unit Load Devices
- Dish Specification Sheet With Portion Weights and Photo Standards

Day 3: Flight Kitchen Production, Tray Set-Up and Dispatch

- Passenger Load Forecast Conversion Into Production Orders by Flight
- Production Planning Board for Hot Kitchen, Cold Kitchen and Bakery
- Tray Set-Up Line Balancing and Assembly Rate Calculation
- Trolley and Container Packing Lists Checked Against Loading Diagram
- Dispatch Sequencing and Catering High-Loader Ramp Delivery Timing

Day 4: Cold Chain, Bonded Stores, Cost per Passenger and Audits

- Cold Chain Temperature Log From Blast Chilling to Aircraft Door
- Bonded Stores, Duty-Free Retail and Trolley Seal Reconciliation
- Cost per Passenger Model With Food, Equipment and Labour
- International Catering Waste Handling and Untouched Food Reduction
- On-Time Delivery and Meal Accuracy KPI Scorecard With Audits

Day 5: Modelling Build of a Flight Kitchen Operations and Cost Plan

- Case Airline Contract Brief With Routes, Classes and Volumes
 - Menu Cycle and Special Meal Volume Model for the Case
 - Production and Dispatch Schedule Against the Case Flight Programme
 - Cost per Passenger and Waste Reduction Scenarios for the Contract
 - Flight Kitchen Operations and Cost Plan Completion and Review
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Skills You Will Gain:

- Catering Specification Writing
- Menu Cycle Planning
- Special Meal and Allergen Control
- Flight Kitchen Production Planning
- Galley Loading Design
- Ramp Dispatch Coordination
- Bonded Stock Reconciliation
- Cost per Passenger Modelling

Why Attend This Course:

- Deliver a Flight Kitchen Operations and Cost Plan for a case airline contract to the catering director and the airline account team
- Decide which menu cycle, loading standard and production schedule a contract can sustain at an agreed cost per passenger
- Avoid late aircraft departures, missing special meals, stock losses from broken seals and food waste that inflates contract costs
- Share loading diagrams, production boards, KPI scorecards and cost templates with kitchen, quality and commercial colleagues

Conclusion:

Back at work, the participant presents the Flight Kitchen Operations and Cost Plan to the catering director, the airline account manager and the quality lead. They use it to agree menu cycles, loading standards, production and dispatch schedules and the cost per passenger the contract must hold. After the first full menu cycle, the unit should compare actual meal counts, special meal accuracy, on-time trolley delivery, waste weights and costs with the plan, then adjust loads, staffing and specifications where results diverge.

Frequently Asked Questions FAQ:

What should participants know before an airline catering and in-flight catering course?

Participants should already work in a flight kitchen, an airline catering department or a catering quality role and be comfortable with spreadsheets. Bringing an anonymised specification, menu cycle or cost sheet helps them test the methods on their own operation.

How does airline catering and in-flight catering differ from event or banquet catering?

It serves aircraft, not venues: meals are produced against passenger loads, packed into trolleys to galley loading diagrams, sealed, dispatched by high-loader to a departure time and costed per passenger. Event catering plans functions, room set-ups and on-site service for guests.

Why do special meals cause so many airline catering and in-flight catering errors?

Special meals cross several handovers: the booking code, the caterer's count, separate production and labelling, trolley placement and the crew's seat list. A single missed update between these steps leaves a passenger without the meal ordered, so each handover needs a check.

What do participants take back from airline catering and in-flight catering training?

Participants take back a Flight Kitchen Operations and Cost Plan with a menu cycle, special meal volume model, production and dispatch schedule, cost per passenger model and waste reduction scenarios, plus loading, KPI and reconciliation templates for daily use.