

# OTHER CATERING OPERATIONS

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# Railway catering

- Called as dining car (American English) or restaurant car (British English), also diner
- Is a railroad passenger car that serves meals on a train
- Provides full-service, sit-down restaurant
- Dining cars offer a unique form of visual entertainment
- Namely the ever-changing views of the world outside

# LUXURY ON WHEELS



**THE PALACE ON WHEELS**

**Gautam Singh , Hospitality Trainer , 07830294949**

# History

- Rail passenger's had few options for meal
- The roadhouses often located near the railroad's water stops
- They served rancid meat, cold beans, and week-old coffee
- Such poor conditions understandably discouraged many travelers
- This led to the development of catering at stations

# Pantry Car

- Nowadays most of the trains have a pantry
- The meals are cooked in the pantry and served to the passengers
- Some trains pick up the meals from identified stations
- Railway stations also have railway canteens & kiosks
- Some railways give catering contract to private caterers

# Railway catering

- As competition among the railroads intensified, dining car service was taken to new levels
- When the Santa Fe rolled out its new "Pleasure Dome"-Lounge cars in 1951, the railroad introduced the travelling public to the **Turquoise Room**, promoted as "The only private dining room in the world on rails"

# Railway catering

- The room accommodated 12 guests, and could be reserved anytime for private dinner or cocktail parties, or other special functions
- The room was often used by the era's celebrities and dignitaries while traveling on the Super Chief



# A RAILWAY DINING CAR



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# SANTA FE pantry CAR,1960s



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# AN INNER VIEW OF DINING CAR



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# Airlines catering



# Breakfast

- Choice of canned juices
- Entrée of pancakes or eggs, and
- There are muffins or pastry, fruits and breakfast cereal on the side
- Baked beans, sometimes the unconventional are also served
- Coffee and tea are offered as well, and sometimes hot chocolate

# The average airline dinner

- Includes meat (most commonly chicken or beef), a salad or vegetable, a small roll, and a dessert
- Caterers usually produce alternative meals, e.g. kosher, halal and vegetarian
- These must usually be ordered in advance
- Some airlines do not offer a specific meal for ovo-lacto vegetarians
- Instead, they are given a vegan meal

# Cultural diet

- Cultural diet, such as Chinese, French, Japanese, Indian or Italian style
- Infant and baby meals
- Medical diet which varies from low/high fibre, low fat/cholesterol, diabetic low salt / sodium
- low-calorie, low-protein, bland to gluten-free
- Religious diet, such as Hindu, Muslim or Buddhist diet, Asian vegetarian

# Service equipments

- Plastic trays, cutlery, glasses as they are light weight
- Condiments (typically salt, pepper and sugar) are supplied in small sachets
- For sanitation, most meals include a napkin and a wet wipe (also called a moist towellete), often moistened with scented water
- Packing is done in light casserole dishes
- Food safety is of prime importance



# Breakfast



# Food is being delivered to a Airplane



# Outdoor Catering

- Providing food services to remote sites
- The various types of catering include mobile catering, event catering, industrial catering and airline catering
- Mobile catering - food is served directly from a vehicle or cart designed for the purpose
- Mobile catering is common at outdoor
- Such as events, concerts, workplaces, and downtown business districts

# Popularity of outdoor catering

- There is an increase in the number of parties and social gatherings
- Event catering has gained much popularity
- In this type of catering food is served with wait staff at dining tables
- By setting up a self-serve buffet. The food may be prepared on site or transported

# Popularity of outdoor catering

- Depends on the menu and facilities at the site The event caterer staff is responsible not only for preparing the food
- But also setting up the dining area and waiting tables

# Conventions, and weddings

- This service is typically provided at banquets conventions, and weddings
- All the attenders are provided with food and drinks

# Conventions, and weddings

- Some staff is on regular rolls some are on casual basis
- An FP is made 24 hours before the function
- An agreement is signed between party & the caterer for terms & conditions

# Industrial catering

- Caters to the employees at subsidized rates; in this system there a token or coupon
- Self service or cafeteria style of service is provided, food is in bain-marie
- Industrial catering is another field of catering



# Industrial catering

- Has gained prominence in recent times
- It consists of providing food in industrial canteens, factories etc.
- Menu is written for every meal on board
- Sanitation hygiene are of prime importance

# Take-away

- Take-out (in North American English), carry-out (English, take-away (in Australian English)
- The restaurant may or may not provide table service
- In some cases there are facilities for customers to order food by telephone, fax, or over the Internet

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# Take-away

- Food has to be collected or delivered
- This trend is thought to be on the rise as many small businesses take to the web to promote their take-outs
- Take-out food is often fast food, but not always so

# References

- Text book of Food and Beverage Service by, Dennis R. Lillicrap and John A. Cousins
- Food and Beverage Service by M. K. Yadav
- Food and Beverage Service by Sudhir Andrews