



Chapter 02: FBO Services

13. Catering and In-Flight Service Requests

Coordinate catering and specialized in-flight services to meet client requirements while managing vendor relationships and ensuring quality service delivery.

Purpose

This process establishes procedures for coordinating catering and in-flight services to meet diverse client requirements while maintaining vendor relationships, ensuring service quality, and providing quality client experience through reliable service coordination.

Roles and Responsibilities

Client Service Representative:

- Manage client communications and service requests
- Process documentation and billing
- Obtain client authorizations and approvals
- Coordinate scheduling and aircraft availability
- Maintain professional client relationships

Operations Leader:

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

Process Steps

Service Request Phase

- **Assess service requirements** - Evaluate client catering and in-flight service needs including passenger count, dietary restrictions, and preferences

- **Present service options** - Show available catering options and specialized services with pricing and timing based on requirements
- **Select vendor and coordinate** - Choose appropriate catering vendor and coordinate order processing with confirmed delivery timing
- **Document special requirements** - Record dietary requirements, allergies, and service preferences while coordinating with vendor for preparation

Order Processing Phase

- **Process catering order** - Handle order with detailed specifications and confirm delivery timing with vendor and client coordination
- **Communicate quality standards** - Relay quality standards and service expectations to vendor while establishing delivery requirements
- **Coordinate delivery timing** - Align catering delivery timing with flight schedules and communicate changes to vendor and client
- **Coordinate aircraft service** - Work with ramp team for aircraft catering service including equipment positioning and timing

Quality Control Phase

- **Inspect catering delivery** - Check delivery for quality, completeness, and presentation standards before aircraft service
- **Document service delivery** - Record catering service delivery and maintain records for billing and quality assurance purposes
- **Communicate with client** - Inform client of catering service completion and address any immediate concerns or feedback
- **Coordinate billing** - Manage billing between catering vendor and client while ensuring accurate service documentation

Follow-Up and Improvement Phase

- **Conduct quality follow-up** - Follow up with client regarding catering service quality and gather feedback for improvement
- **Evaluate vendor performance** - Assess vendor performance and document service quality for future selection and relationship management
- **Analyze service delivery** - Review catering service delivery and coordinate improvements based on client feedback and efficiency
- **Update service procedures** - Incorporate feedback and best practices into catering coordination procedures

Process Mapping

Flowchart showing service request processing, vendor coordination, quality control, and service delivery with decision points for vendor selection and quality assurance.

Tools and Resources

- Approved catering vendor directory with service capabilities and menu options
- Catering order processing system and service documentation forms
- Quality control inspection checklists and service standards references
- Aircraft catering service equipment and coordination tools
- Billing coordination systems and vendor payment processing
- Client feedback forms and vendor performance evaluation systems

Success Metrics

- **Completion Time:** Catering orders processed and confirmed within 2 hours of client request.
- **Quality Standard:** 98% client satisfaction with catering quality and service presentation.
- **Safety Standard:** 100% compliance with food safety regulations and dietary requirement accuracy.
- **Client Satisfaction:** 95% client satisfaction with catering coordination and service delivery.

Common Issues and Solutions

- **Issue:** Last-minute catering requests exceeding vendor preparation time capabilities
- **Solution:** Maintain relationships with multiple vendors offering expedited service and coordinate alternative menu options for quick preparation


Issue: Dietary restriction requirements not available from primary vendor

Solution: Coordinate with specialized dietary vendors and maintain directory of vendors capable of handling specific dietary requirements

Issue: Catering delivery delays affecting flight departure schedules

Solution: Implement vendor communication protocols for real-time delivery tracking and coordinate alternative service arrangements when necessary

Safety Considerations

-  **BEST PRACTICE:** Conduct regular vendor facility inspections and maintain current food safety training for team members

Regulatory References

- FDA food safety regulations and handling requirements
- Local health department food service regulations
- USDA food transportation and storage standards
- Company food service quality and safety procedures
- Vendor certification and licensing requirements