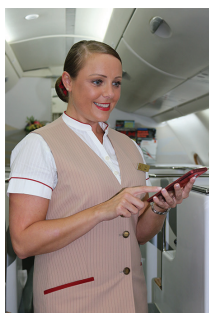


“During We Care”

Key Changes

Dine on your time:

- Food items will be available on request throughout the flight
- Meal options always consist of:
 - 1 cold option e.g. chicken caesar salad, cobb salad etc. (casserole dish)
 - 1 hot snack e.g. burger/pakora/quiche (foil container)
 - 2 other hot options e.g. pasta, risotto, all day breakfast etc. (casserole dish)
 - 1 dessert (large oval plate)
 - Mix of non-vegetarian and vegetarian
- Available special meal options:
 - GFML and KSML



Step 1 : Drink & meal order

Cabin

- Take drink and meal order using MOD
- Record the order under the "Light Bites" menu on the MOD
- Inform customer of timeframe for delivery of hot options [30 mins]

Step 2 : Drink / meal preparation & delivery

Galley

- Check galley tablet - Light Bites screen
- Heat hot option for 30 minutes
- Test temperature using probe
- Meal item in a casserole dish, place on a base plate
- Meal item in a foil container, use a medium plate
- On a large service tray place cutlery roll, meal item, water glass [filled], drink order and carry a small table linen

Note: Deliver salt and pepper automatically with savoury items only

Cabin

- Reconfirm order with customer
- Place the small table linen on the side console/tray table
- Place meal item, cutlery, water glass and drink order on the side console/tray table

Step 3 : Clearance

Cabin

- Use a large service tray
- Check customer satisfaction and ask if they would like anything else
- Clear the seat console/tray table

Note: Hot towel on request

Galley

- Place items on clearance station in the galley

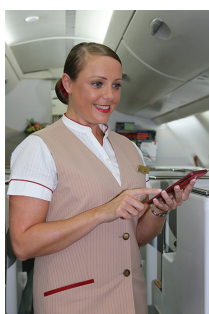


“During Main Meal Service”

Key Changes

Dine on your time:

- Food items will be available on request throughout the flight
- Meal options always consist of:
 - 1 cold option e.g. chicken caesar salad, cobb salad etc. (casserole dish)
 - 1 hot snack e.g. burger/pakora/quiche (foil container)
 - 2 other hot options e.g. pasta, risotto, all day breakfast etc. (casserole dish)
 - 1 dessert (large oval plate)
 - Mix of non-vegetarian and vegetarian
- Available special meal options:
 - GFML and KSML



Step 1 : Drink & meal order

Cabin

- If a customer declines a main meal option, highlight the availability of "Dine on your time"
- If a customer requests an ad-hoc combination of main meal and "Dine on your time" options, accommodate on a standard meal tray
- Ask the customer which item they would like to enjoy first and insert a comment on the MOD

Note: To avoid wastage, promote the "Dine on your time" food items during the drink & meal order for the last service

Step 2 : Drink / meal preparation & delivery

Galley

- Check galley tablet - All Services screen to see the main meals and "Dine on your time" items ordered
- Delay switching on 1 oven so you can load any ordered "Dine on your time" meal items
- Once all orders are taken, remove any main meal casseroles from the ovens if you need more space
- On the standard meal tray, place the meal item that the customer would like to enjoy first
- Always place casseroles on a base plate
- Keep all other standard items on the tray i.e. bread plate/salad etc.

Note: During the last meal service, if oven space is available, heat remaining "Dine on your time" meal items to accommodate last minute orders

Cabin

- Deliver table linen to all customers as per current procedure
- Reconfirm order with customer
- Place the meal tray on the customer tray table
- Clear the first option requested by the customer and deliver the second option as per the current appetiser and main course delivery
- Check customer satisfaction and ask if they would like anything else
- For a lunch/dinner service, all other service steps remain the same (dessert, cheese, fruit, hot beverage)

Note: If only "Dine on your time" items are ordered, serve as per the "During We Care" procedure using a large table linen

On the A380 3 class, the Cabin Supervisor helps ULR2 to deliver the items

