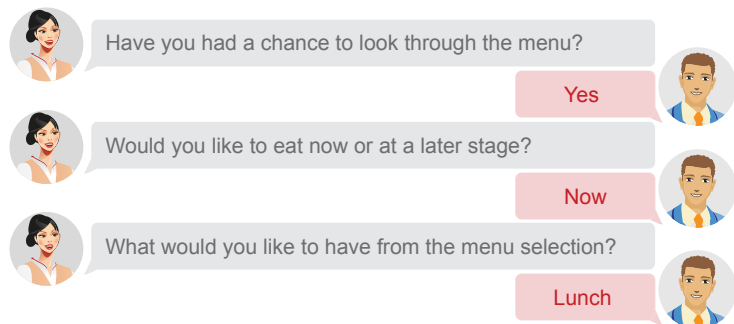


Dine on Demand Lunch Meal Order Guide



Appetiser

- Offer the full selection of appetisers i.e. state meal item names¹
- Offer traditional accompaniments
- Ask the customer if they wish to have a selection of the caviar accompaniments or anything in particular
- Offer a shot of vodka and tell the customer brands available

Salad

- Offer salad and inform the customer that it can be prepared to their liking
- If salad is accepted: describe the salad toppings & cold protein³
- Ask the customer if they wish to have a selection or anything in particular
- Highlight the availability of the appropriate salad dressing

Soup

- Offer both choices of soup by name¹

Ask customer if they would like to have the soup & salad served together or separately (if both are chosen)

Main Course

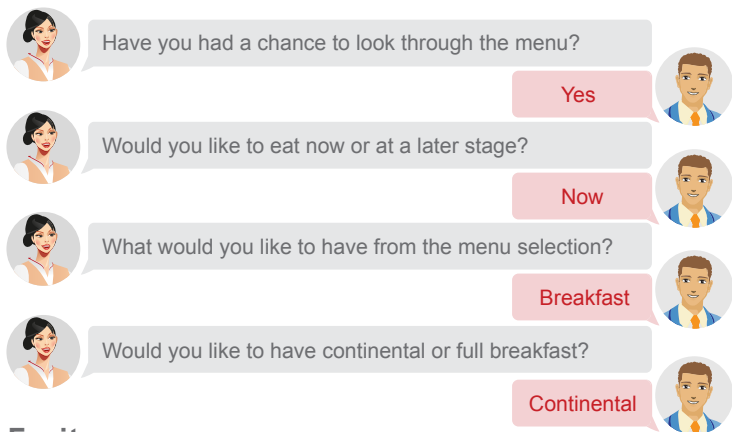
- Offer the main meal selection i.e. state meal items names¹
- If main course accepted: Offer side dishes²
- Detail the available side dishes when selected

Additional Steps

- Offer garlic bread³
- Confirm meal order to customer i.e. repeat the order
- Tell customer the approx. time to prepare the meal i.e. the 1st course only
- Offer a drink before the meal
- If not previously served with the initial drink, offer the canapés
- If canapés declined, offer warm mixed nuts
- If warm mixed nuts declined, offer Japanese crackers, olives and crisps
- Inform customer that you will be back to deliver the drink and the accompaniment shortly

1. Menu items would change according to the menu cycle and destination
2. Only offer side dishes when a main course is selected
3. If available
4. If the aircraft is fitted with a toaster
5. Refer to CCSM for specific accompaniments

Dine on Demand Breakfast Meal Order Guide

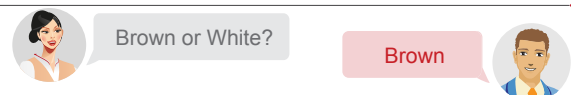


Fruit

- Offer selection of fruit

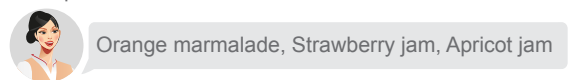
Bread

- Offer toast⁴



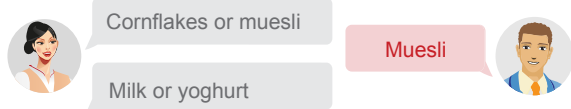
Honey & Preserves

- Offer honey and/or a preserve



Cereals

- Offer cereals



Milk

- Full cream milk
- Skimmed milk
- Soya milk (when loaded / if customer asks)

Yoghurt

- Automatically describe the full selection of yoghurts available

If customer requests for cereal with milk offer a separate yoghurt

If customer requests cereal with yoghurt avoid offering a separate yoghurt

If customer requests for cereal with milk and a separate yoghurt, ask if they would like to have them served together or separately

Cold Meat & Cheese

- Offer cold meats and cheese i.e. state meal item names¹

Hot Beverage

- Offer hot beverage
- Highlight Dilmah teas, espresso, decaffeinated espresso, cappuccino and brewed coffee

Coffee

- Offer milk or cream³ with the coffee (if applicable)

Tea

- If tea type not specified, present the tea box
- Offer the selection of teas available
- Offer accompaniment according to tea selected⁵

Additional Steps

- Ask if customer prefers a teacup or mug
- Establish if the customer wishes to have the hot beverage with their breakfast or after their breakfast
- Confirm meal order to customer i.e. repeat the order
- Tell customer the approx. time to prepare the meal i.e. the 1st course only
- Offer a drink before the meal
- Inform customer that you will be back to deliver the drink shortly