

Industry Update

TOP STORIES FROM ACROSS THE INDUSTRY



ONBOARD CATERING

LSG Group acquires Retail inMotion

Inflight catering group LSG Sky Chefs announced the acquisition of the remaining shares in Retail inMotion in February as well as full ownership of Media inMotion.

Erdmann Rauer, ceo of LSG Lufthansa Service Holding AG, parent company of LSG Sky Chefs said: "It is a win-win situation for everybody involved, as our core competencies perfectly complement one another. Our joint skillset allows us to respond to and actively address consumer and customer needs in this increasingly important market."

Retail inMotion focuses on procurement and distribution of buy-on-board products, complete management of buy-on-board programmes and IT support.

Media inMotion's portfolio includes hardware and software focus on inflight retail systems, offering more variety and choice than traditional inflight entertainment systems.

lsgskychefs.com/retailinmotion.com



TECHNOLOGY

Qatar recognised for service innovations

Qatar Airways is the first airline in the Middle East to achieve platinum status in IATA's Fast Travel Programme.

The carrier has received recognition of its success through using technology to provide passengers with quick and convenient air travel.

Qatar met IATA's highest Fast Travel standard by implementing self-service systems that address passenger demands for more choice, convenience, and control over their travel experience.

Qatar uses multiple technologies including kiosks and mobile apps which enable passengers to check-in, print Q-tag baggage labels at home and access quick bag drop facilities worldwide, scan their own travel documents, re-book flights, self-board and report missing bags online.

qatarairways.com



ONBOARD CATERING

Finnair serves Business signature

Finnair is now serving its new signature dish for its Hong Kong-Helsinki Business class service.

The new menu has been created in partnership with executive chef Jaako Sorsa of FINDS Restaurant & Bar, Hong Kong's only Nordic restaurant, and is the first Asian-based chef cooperation for the carrier. The 'Finnish Traditions' menu features ingredients such as porcini, morels, lingonberries, meatballs and yellow beetroot, and applies traditional cooking and preserving methods.

Says Maarit Keränen, head of inflight service Finnair: "FINDS is the latest step in our already established cooperation with top chefs. We want to honour our roots, and bring the best of Nordic flavours to the customers of our Hong Kong route. Even if the majority of our customers flying from Hong Kong are connecting to Finnair's broad network of around 70 destinations in Europe, they can enjoy a taste of Finland on board."

finnair.com



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