



What's cooking at Indian Airlines?



**A behind-the-scenes look
at the food we serve you**



In-flight meals are an important part of the service we offer you as our passenger. Which is why, we would like to invite you to a behind-the-scenes look at all that goes into the meals we serve you on board Indian Airlines.

In the following pages, you'll get a glimpse of our major flight kitchens, and find out how we plan and prepare your meals so that they appeal to different tastes.

You may be surprised at the efforts we take to monitor quality and hygiene at every stage – right from the ingredients to the cooking and even the packing and presentation.

You can also take a look at one of our menus, to get an idea of the kind of dishes we serve you. Or know what we offer if your flight timings change. This booklet fills you in on the details...

We do hope you enjoy reading about our in-flight meal service as much as we enjoyed sharing the information with you.

This booklet is part of our Dialogue Passenger Information Series on our services at Indian Airlines.



Who does the cooking

At Indian Airlines, we always try to serve you meals from the finest flight kitchens in different cities. The Taj, Oberoi, Ambassador and Chefair are just some of the names that prepare your in-flight meals. Since most of these establishments are of 5-star standards, you enjoy the assurance of quality ingredients, authentic taste as well as the fine touches of experienced master chefs.

Although we serve you meals from the best possible caterers in the city, we cannot offer quite the same standards on our flights from remote towns. However, the meals are checked regularly by our catering team for hygiene and quality.



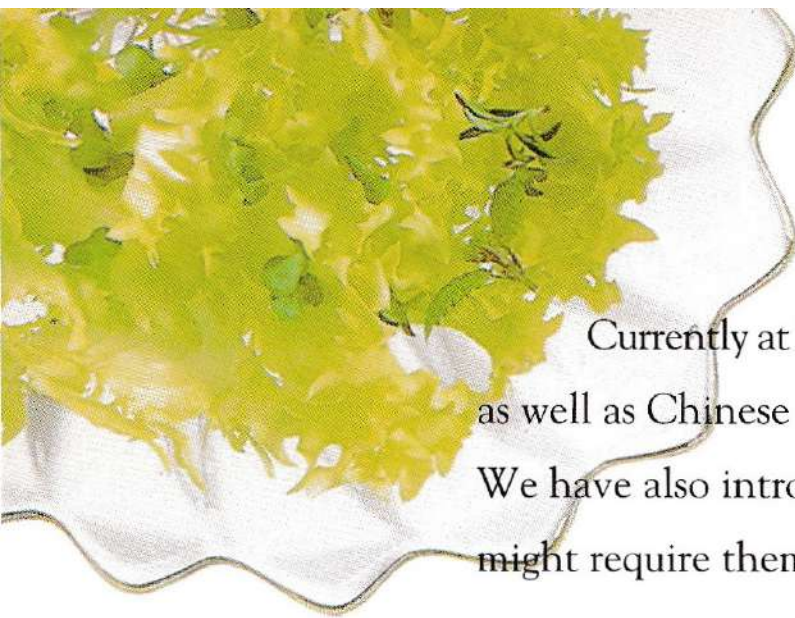


How we select your menus

To make sure frequent travellers like yourself are not served the same meal time and again on board, a lot of care is taken to offer you a different menu every day of the week. The menus are changed every three months to avoid repetition.

Our catering department involves chefs from our flight kitchens for ideas on putting together interesting and varied menus. Our own chefs also contribute by creating new recipes, some of which are based on suggestions from our passengers which we receive through surveys conducted from time to time.





Currently at Indian Airlines, we serve Indian food five days a week, and Continental as well as Chinese meals once a week, in both vegetarian and non vegetarian variety. We have also introduced special sugar-free, salt-free, fat-free diet meals, for those who might require them.

Choice delicacies are offered during major Indian festivals such as South Indian specialities on Pongal, Bengali favourites during Durga Puja and cakes during Christmas!





What goes on in our flight galley

Once your in-flight meal is transported on to the aircraft, it is loaded on to the flight galley where it is stored in hygienic conditions.

Indian Airlines was nominated for the Mercury Award 1997 which is one of the most prestigious international catering awards given by International Flight Catering Association (IFCA), UK. We were among the five finalists selected for our innovative efforts to serve low fat, light meals to our passengers.

The temperature inside the galley can be regulated to keep the hot food hot, and the cold food as cool as required, so that your meal tastes just the way it should. We also take care to serve you mineral water on board, to make sure what you drink is clean and safe.



How our crew is trained to serve you in the sky

Our cabin crew receives complete training in food service and hospitality at our Central Training Establishment, Hyderabad, before they can take on any



flying duties. The training includes hands-on experience in serving meals on actual aircraft

so that they can serve you with ease and grace, at the heights you fly, even if the weather is bad.





Why you should tell us about your meal preference

All passengers are asked their meal preference at the time of reservation. But since most passengers do not make the booking themselves, meal preferences may not be indicated at all. Which is why, we take the initiative and decide on the number and kind of meals we carry for each flight by analysing and following a certain trend in the choices made by our passengers. For instance, we carry more vegetarian meals on a flight out of Gujarat, while on the metro flights, 60 – 65% of the meals are non-vegetarian. On Tuesdays, Thursdays and on festival days we carry more vegetarian meals, as that's what most passengers seem to prefer.

What's more, passengers often change their meal preferences on board, and although we always carry extra meals, sometimes such changes exceed our expectations and we are unable to serve some of you the meal you would have preferred. It is, therefore, important that you indicate your food preference – either to us or to your travel agent – at the time of booking. We can then ensure you are served just the kind of meal you like.

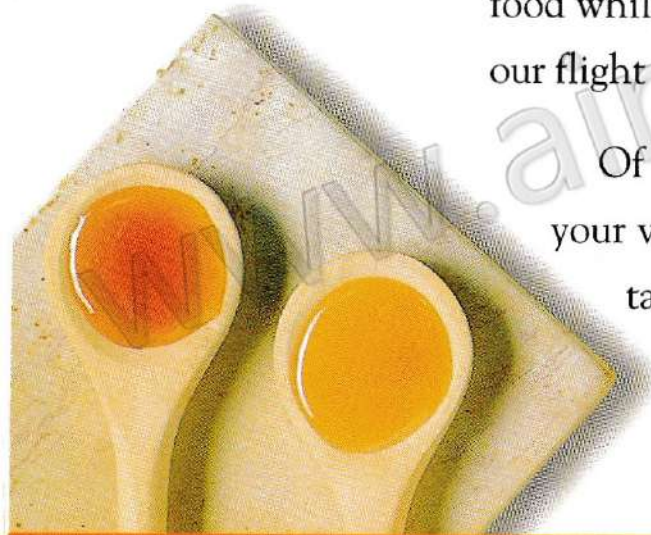


How we make sure your food is safe

Although the best of hotels and caterers in every region serve Indian Airlines, our catering team takes utmost care to ensure your food is absolutely safe and hygienically prepared.

Food samples are checked at random for quality and quantity. Our team not only checks the raw material and cooking standards in the flight kitchens, but also inspects the food while loading. We even photograph prepared meals at our flight kitchens to compare their presentation with what is finally served to you on board.

Of course, we rely a lot on your feedback on our in-flight meals. We even take up your views during our meetings with our flight caterers so that timely action can be taken on the problems pointed out by you. If there are major complaints, our caterers are suitably penalised.





What we serve you through the day

We serve your meals and beverages on board each flight, following pre-set meal timings. In case your flight timings change suddenly, we re-adjust the meal service accordingly, to make sure there is something for you to munch at any hour you fly with us. To get a taste of what we serve you on board, do take a look at the sample menu we have for you here.

Your journey begins with a welcome drink.

BREAKFAST (0700 hrs to 0915 hrs)

Non vegetarian

Fruit compote or flavoured yoghurt
Fried eggs or stuffed omelette with
croquettes and grilled tomato, served
with a bread roll or croissant and butter
Tea or Coffee



Vegetarian

Sweet and flavoured yoghurt or fruit
compote
Idlis or vadas or puri bhaji with
accompaniments, served with a bread roll
or croissant, chutney and pickle
Tea or Coffee



Breakfast for our J Class passengers also includes cornflakes with cold or hot milk, bread basket with croissants and brioches served with fruit preserve and butter, and fruit basket.

LUNCH (1300 hrs to 1415 hrs)

DINNER (2000 hrs to 2200 hrs)

Indian *Non vegetarian*

Salad and salted yoghurt
Butter chicken, a seasonal vegetable preparation,
served with pulao, paratha or bread roll
Ice cream or Indian sweets
Tea or coffee

Vegetarian

Salad and salted yoghurt
Paneer makhani along with a seasonal vegetable
preparation, served with pulao, paratha or bread roll
Ice cream or Indian sweets
Tea or coffee

Continental *Non vegetarian*

Green salad
Chicken stroganoff with rice pulao and sautéed
spinach accompanied by a bread roll
Ice cream or Indian sweets
Tea or coffee

Vegetarian

Green salad
Grilled paneer steak with buttered noodles and
sautéed spinach, served with a bread roll
Ice cream or Indian sweets
Tea or coffee

Chinese *Non vegetarian*

Noodles and chilli chicken, along with a
bread roll and tossed salad
Ice cream or Indian sweets
Tea or coffee

Vegetarian

Chilli paneer with vegetable noodles and a
bread roll, along with tossed salad
Ice cream or Indian sweets
Tea or coffee

Lunch or dinner also includes soup, bread basket and fruit basket for our J Class passengers.

TEA

Or

COFFEE



Any time is tea or coffee time on board! Light snacks accompany both.

On flights that take about an hour and ten minutes, we serve chicken reshmi kebab, or if you choose vegetarian, tandoori paneer. Both options are accompanied with pickled idli or green peas tikki and fruit salad along with tea or coffee.

For sectors where the local caterers do not meet our cuisine and hygiene standards, we offer snacks in boxes, catered by our approved flight kitchens. A typical pack would contain cheese or shredded vegetable sandwiches or burger rolls, vegetable cutlets or kebabs, samosa or dhokla with Indian sweets, followed by tea, coffee or juice.





Your meals in-between

At Indian Airlines, you never go hungry. On flights operating outside the set meal timings, we always have arrangements for light refreshments.

On all short sector flights you are served tea, coffee, soft drinks and assorted biscuits.

In case your flight is delayed for more than an hour, arrangements are made to serve you complimentary beverages at the airport along with light snacks or meals.

Fly light and easy

Your well-being is our concern. We would, therefore, advise you to avoid heavy meals before any flight you take. After all, once you are on board, you won't go hungry!

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