



2019 WINNERS ARE ANNOUNCED!

Buyers and suppliers of onboard catering and services gathered at the Radisson Blu in Hamburg as the winners of the 2019 Onboard Hospitality Awards were announced.

In a hotly-contested process organised by *Onboard Hospitality* magazine, the 2019 award winners each received an impressive trophy celebrating their success in ten onboard categories, plus a Ones to Watch category recognising products not yet onboard but actively targeting the market.

Finalists were chosen by *Onboard Hospitality's* readers – the buyers and suppliers of onboard hospitality – through an online vote, and through assessment by a panel of industry experts which then went on to select the final winners.

The judges were asked to assess the products based

on the following criteria: ***Innovation, First Impressions, Quality, Durability, Lifespan, Weight, Usefulness, Design, Functionality, Taste, Content, Adding to the Customer Experience.***

Onboard Hospitality Editor, Julie Baxter, said: "It is encouraging to see more and more readers engaging with the voting process each year, adding to the credibility of the final results. The range and quality of the products is increasingly impressive and the push to innovate the passenger experience is obvious across all categories. The careful thought processes behind many of the products reflects an unerring attention to detail and clear understanding of consumer trends. Many entries were clearly the result of a focus on specific industry issues, suppliers are problem-solving to truly impressive effect."

LIFETIME ACHIEVEMENT AWARD

Recognising that there is more to onboard catering than just great products, the awards also recognises industry personalities each year. The winner was Sarah Klatt-Walsh.

Sarah started her career in the kitchen production unit at Swissair Catering (now Gate Gourmet) in Zurich but moved quickly to planning and production for key accounts such as Delta Air Lines, and went on to open the then new Gate Gourmet unit in Hong Kong. On her return to Switzerland she launched the new Business product for Swissair and Sabena and pioneered the SWISS Taste of Switzerland concept which is still successfully flying 15 years on. She developed the SWISS Business product through tough financial times, launched the fully-lie flat seats, refurbished the SWISS Lounges and developed Uniquely Swiss onboard programmes across all classes.

MENTORING NETWORK AWARD

This award and grant is sponsored by The Hayward Partnership and *Onboard Hospitality* through the Onboard Hospitality Mentoring Network and went to: **Anaik**

The network was also pleased to announce a new collaboration with the **IFSA Foundation** to promote its educational scholarships programme

Winners and finalists were as followed...





BEST ONBOARD AMENITIES KIT

(Economy/ Low Cost Carrier)

WINNER: Air Mauritius – FORMIA

JUDGES SAID: We really loved this little bag, compact and useful with good after-flight use too. It has innovative elements and a design that creates a sense of the brand and the destination.

HIGHLY COMMENDED: Air Astana – Anaik

FINALIST: Qantas – FORMIA

BEST ONBOARD AMENITIES KIT

(Premium Economy)

WINNER: EVA Air – Galileo Watermark

JUDGES SAID: An innovative brand collaboration, a distinctive design and a high quality partnership bringing something well above average to the Premium Economy cabin

HIGHLY COMMENDED: Lufthansa – SPIRIANT

FINALIST: Air Caraibes – Anaik

BEST ONBOARD AMENITIES KIT

(Business)

JOINT WINNER: Eva Air – BUZZ

JUDGES SAID: A very well made bag with integral pouch that detaches. Unique style with the feel of a quality designer handbag.

JOINT WINNER: Eva Air – FORMIA

JUDGES SAID: A truly high-end brand in a high-end kit which is well designed with unisex appeal.

HIGHLY COMMENDED: Brussels Airlines – deSter and TAP Air Portugal – skysupply

FINALISTS: SWISS – CLIP; Air Europa – Kaelis

BEST ONBOARD AMENITIES KIT

(First)

JOINT WINNER: Etihad – BUZZ

JUDGES SAID: The Etihad kit stood out for its production quality, excellent brand alliance and vibrant, eye-catching style.

JOINT WINNER: Lufthansa – SPIRIANT

JUDGES SAID: The Lufthansa dual-function, cross-body bag cleverly reflected the airline’s brand and included a comprehensive range of wellbeing items.

HIGHLY COMMENDED: JAL – WESSCO

FINALIST: Qatar Airways – FORMIA

BEST ONBOARD KIDS’ KIT

WINNER: Air Astana – Kaelis

JUDGES SAID: These kits are packed full of great, quality items all with a strong role playing theme. They are fun and durable, inspire imaginative play, and would provide plenty to do both inflight and beyond.

HIGHLY COMMENDED: Qatar Airways – BUZZ

FINALISTS: Singapore Airlines – BUZZ; Turkish Airlines – Adventure Group; Rossiya Airlines – AK-Service

BEST ONBOARD BEVERAGE

WINNER: Foodcase International – Tubes wines and cocktails

JUDGES SAID: An innovative product in an innovative format. Pre-mixed cocktails help reduce handling for crew and the concept can be easily personalised for different airlines, and could suit both retail or complimentary service.

HIGHLY COMMENDED: Retail inMotion Public Coffee Roasters coffee

FINALIST: United Airlines, Wheatley Vodka – Sazerac Brands





BEST ONBOARD CATERING INNOVATION

WINNER: SWISS Saveurs – Retail inMotion

JUDGES SAID: A really excellent concept featuring all Swiss-sourced products. A really strong value proposition involving a great retail partner to create something quite new and with bags of choice for onboard.

HIGHLY COMMENDED: Qatar Tasting Platter

FINALISTS: Jet Blue's ultimate salad shaker collection – gategroup; SATS Culinary Consultants Panel

BEST ONBOARD SNACKS

(Premium Economy/Economy)

JOINT WINNER: Cathay Pacific's BBQ Char Sui Bao Bun – Monty's Bakehouse

JUDGES SAID: This is a great innovation in both taste and presentation. It brings street food flavour onboard in an engaging boxed style.

JOINT WINNER: Foodcase International - Tapas Platter Concept

JUDGES SAID: Featuring naturally long life food items that taste great this is a tapas selection that works well and is presented in a user-friendly pack.

HIGHLY COMMENDED: Delta's warm cookie tray – DF Marketing

FINALISTS: Margherita Mini Calzone – gategroup; Beemster Cheese Bun – Beemster; Icelandair's Pizza Margherita with olive oil from MV Foods

BEST ONBOARD SNACKS

(First/Business)

WINNER: Emirates premium class cheese service – En Route International

JUDGES SAID: A great selection of cheeses well packed and presented in a way that preserves the quality of the product and creates an appealing offer, easily served.

HIGHLY COMMENDED: Qatar Airways signature caviar service on crystal plate

BEST ONBOARD SERVICE EQUIPMENT

(For Crew)

WINNER: United Airlines Service Tray - Galileo Watermark

JUDGES SAID: A great design of tray that looks good and does just what it promises - offering a non slip tray for functional efficient service onboard.

HIGHLY COMMENDED: United Airlines collapsible drawer – RMT Global Partners

FINALIST: LATAM waste management system – SPIRIANT

BEST ONBOARD SERVICE EQUIPMENT

(For Passenger)

WINNER: Alessi for Delta serviceware – BUZZ

JUDGES SAID: Using a unique visual language, this is a cohesive family of 86 elements. Each adds a different flavour to the service experience with excellent detail in the shapes, textures and colours.

HIGHLY COMMENDED: Lufthansa's First class dining experience – SPIRIANT

FINALIST: Cathay Pacific restaurant style service – gategroup, deSter





BEST FOR WELLBEING ONBOARD

WINNER: Flyyourveda Packaged Meal Solution – Evertaste

JUDGES SAID: A great idea. A lot of thought has gone into the concept and delivery. An on-trend response that recognises the growing demand for healthier onboard options.

HIGHLY COMMENDED: American Airlines' Casper wellbeing programme – WESSCO

FINALISTS: Lufthansa Cumuli First Class Slippers – skysupply; SWISS Business Onboard Skincare with Soeder – CLIP; Frescoryl Toothpaste Tablet

BEST FOR SUSTAINABILITY

WINNER: Virgin Australia's compostable cutlery – Global-C / Faerch Plast

JUDGES SAID: Very impressive environmental credentials in line with EU standards and very on trend. Good design, great execution.

HIGHLY COMMENDED: Air Europa's eco-friendly water boxes

FINALISTS: ANA Neal's Yard Business Amenity Kit –WESSCO; Flybe's Radnor Tetra Spring Water

BEST FOR ONBOARD TEXTILES

(First/Business)

WINNER: Lufthansa Dream Collection – SPIRIANT

JUDGES SAID: Nice quality and soft to touch, this collection combines the functionality of a non-slip mattress with a luxurious, cosy feel.

HIGHLY COMMENDED: Etihad DUXIANA bedding programme – WESSCO

FINALIST: Virgin Australia Sleeper Suits – BUZZ

BEST FOR ONBOARD TEXTILES

(Premium Economy/Economy)

WINNER: Eva Air Ecothread blanket – BUZZ

JUDGES SAID: A good sized blanket with nice, soft texture and good weight. The eco process is cleverly integrated throughout the design and labelling and the finishing is executed well.

HIGHLY COMMENDED: Repreve branded economy class blanket – Global-C

FINALIST: Air Canada Cafe Kit – WESSCO

BEST USE OF ONBOARD TECHNOLOGY

WINNER: United Airlines IFE System – Panasonic Avionics Corporation

JUDGES SAID: This product takes the passenger experience to a new level. It supports those with hearing or visual impairments and sets a new benchmark for other airlines to follow. It is an investment which sends a strong caring message.

HIGHLY COMMENDED: Atlantic Airways – AirFi Leo

FINALISTS: American Airlines Inflight dual-screen live television – Panasonic Avionics Corporation

ONES TO WATCH

- In-seat wellness programme – **Panasonic Avionics Corporation**
- Ad platform opportunities – **Motus**
- Disposable bamboo cup – **WK Thomas**
- Douwe Egberts Coffee Trolley – **SkyTender /gategroup**
- Boxed winetasting experience – **Tubes**
- The Pop Pot – **Monty's Bakehouse**





In recognition of the importance of sustainability, innovation and corporate social responsibility and responding to trends, the judges also awarded the following:

FUTURE-SCOPING BUSINESS OF THE YEAR

WINNER: Global-C / Faerch Plast for its PET closed loop recycling solution

JUDGES SAID: Very impressive environmental credentials in line with EU standards and very on trend. Good design, great execution. A very positive initiative.

INNOVATION OF THE YEAR

WINNER: Garcon Wines for its Flat Wine Bottle

JUDGES SAID: A really great idea. Lighter than glass bottles and cleverly space-saving for onboard stowage. Made of 100% recycled PET, it has great potential for the onboard market.

BEST CHARITABLE INITIATIVE

WINNER: Qatar Airways and FORMIA for the airline's breast cancer awareness kit

JUDGES SAID: A very worthy initiative helping to raise awareness of an important cause in a simple but effective manner.

TREND-SETTER OF THE YEAR

WINNER: Qatar Airways for the airline's development of dine on demand to include tapas tasting platters

JUDGES SAID: A beautifully presented offer that takes the tapas trend to a new level for premium passengers.

JUDGING PANEL

We had 20 judges positioned worldwide who are all specialists in their fields:



GEORGE BANKS, culinary expert

Former regional catering manager with Emirates and catering manager concept development for Emirates lounges. 33 years with British

Caledonian Airways and British Airways. Author of *Gourmet and Glamour in the Sky* - covering a history of airline catering. Based in the UK.



MIKE CRUMP, managing director, Honour Consulting

Mike was previously head of design management at British Airways for over 15 years and left in 2006 to

became a partner of Honour Branding. Mike is now the founder and managing director of the aviation design and innovation consultancy offshoot - Honour Consulting. Mike continues to consult with several airlines but his most notable project was design management of the remarkable onboard product and experience for Etihad's A380, B787 and A350 aircraft. Based in London.



KEERTHI HAPUGASDENIYA, chef, HappyK Solutions

Chef Happy is a high-profile, international celebrity chef whose company is one of the leading service

providers to the airline industry. Founder and ceo of APOT.Asia. Based in Melbourne.





NIK LOUKAS, founder, Inflight Feed

Nik runs the highly-popular consumer airline food site inflightfeed.com and writes for consumer and industry media outlets on airline food trends. He also offers consultation services to airline catering companies. Based in Ireland.



KAREN ROBINSON, supplements editor, The Sunday Times

Karen travels extensively to write about holiday destinations and overseas real estate worldwide for one of the UK's leading national newspapers. Based in London.



ARIANE VAN MANCIUS, Now New Next Food & Packaging Consultancy

Ariane has worked for Helios, deSter and Supplair (gategroup) and has dealt with more than 150+ airlines worldwide. Her passion lies in translating trends into concrete product offerings. Based in Amsterdam.



MS TRINH DIEM VY, chef & restaurateur

One of Vietnam's most recognised foodies, Chef Vy is passionate by global flavours and runs two celebrated restaurants and a cooking school, famous both in Vietnam and abroad. Based in Hoi An.



ANDY HOSKINS, editor, The Business Travel Magazine

Andy has nearly 15 years' experience in travel journalism, writing for both leisure and business publication aimed

at professionals in those sectors. He specialises in hospitality and aviation.



PAT RIDDELL, editor, National Geographic Traveller (UK)

Pat has been editor of this leading travel magazine since it launched in 2010 and has overseen the brand's growth into digital platforms, events and awards. Based in London.



MARKUS GILGES, director business development, VT Miltope

Markus runs business and system development activities for VT Miltope in the EMEA region, providing hardware, software and cyber security solutions for optimised and cyber-secure wireless data infrastructures in and around aircraft.



MIKE POOLEY, md, Purpose-Made-Solutions

Mike spent over 19 years with gategroup and today advises on business/product development and strategic programmes on projects in the travel, hospitality, food and lifestyle sectors.



LANCE HAYWARD, md, The Hayward Partnership

Lance is the founder of The Hayward Partnership, providing management consultancy and interim management services to the travel catering and retail sector. With over 30 years' of experience, his focus is helping small, medium and large organisations to succeed. Based in London.





MARC WARDE, md, Niche

A restaurateur and culinary consultant, Marc runs gluten-free restaurant group, Niche, in London and owns a special meals manufacturing business.

He has worked in the onboard sector for many years, advising the likes of Alpha LSG.



SANDRA PINEAU-BODDISON, senior consultant, Oliver Wyman

Sandra has over 25 years of experience in the airline industry, with her most recent role as senior vp customers

at United Airlines, responsible for the carrier's customer experience. Her passion is for empowering employees to take excellent care of customers.



SIMON SONI, onboard consultant

Simon has worked in the onboard industry for over 25 years at some of the world's leading airlines. Most recently he was vp catering at Qatar

Airways for two years as they introduced the new QSuites and regained the Skytrax Airline of the Year Award 2017.



ANNE DE HAUW, founder of IN Air Travel Experience

Anne is passionate about improving the passenger journey, and has a demonstrated record of customer-

centric transformations for airlines globally. She has over 15 years' experience as VP Innovation at Gategroup and as a Board Member at Servair.



RENÉ KEMPER, designer & creative at MadebyRene

René has been the lead designer for KLM Airlines for five years. He was

responsible for several new onboard packaging concepts and he has designed the new livery of the airline. He is now a successful freelance designer/creative mainly focusing on visual identity and social media concepts based in Amsterdam.



MADELEINE BRAUN, product manager, KLM

Madeleine has worked in the aviation and retail sectors for over 25 years and is currently product manager at

KLM with specific responsibilities for business class product. She has previously worked on a range of inflight strategy, training and concept developments.



SHELLEY DAUNCEY, former cabin crew

Following 15 years flying out of Gatwick and Heathrow for British Airways, Shelley has extensive front

line experience of inflight service and a clear understanding of what passengers want. She has a keen eye for the products and services that most help crew deliver effective and efficient passenger experiences.



RYAN GHEE, head of strategy, engagement & content, Future Travel Experience

Ryan spends every day studying aviation tech in his role at Future

Travel Experience (FTE), planning strategy for FTE's global technology conferences and managing the FTE Innovation & Startup Hub.