

Excursion of SSB to Bangkok Air Catering (BAC) on 21st September 2017

The fully booked SSB excursion started with a comfortable trip by minibus to the BAC plant. After the security check we were welcomed by the Managing Director Linus A.E. Knobel. He informed us that for "safety reasons" the visit of the plant has to be started with a snack as it is not advisable to walk through a catering plant feeling slightly hungry.

Linus informed us about his exciting business career and the very interesting history of the BAC company (please see www.bangkokaircatering.com).

- As former food pool manager of a staffing company I was very impressed by the extremely high standard levels of security and hygiene.
- Furthermore, the BAC group has a very low fluctuation rate of 1% of its 1,700 employees thanks to continuing training and motivation. The training of all individual employees has highest priority and it is possible to start as a potato peeler within the BAC group and, depending on the qualifications developed, to end up in the management.
- Besides the main air catering business, BAC is delivering additionally food for VIP lounges, restaurants and hospitals. With its line "Gourmet Primo" it became an important manufacturer of semi-finished goods.
- The three main catering plants in Thailand are in Bangkok Suvarnabhumi, Samui and Phuket.
- BAC is producing daily between 25,000 and 37,000 meals and delivers them to 24 airlines according to their requests and guidelines in three completely separated kitchen plant units (kosher, halal and no halal). The units are strictly separated from on the goods receiving department, storage of products and production. To my surprise we were informed that the kosher kitchen plant is sealed and can be opened only in presence of a rabbi.
- The whole production works without paper. Touchscreens are used throughout the company for all steps to be followed (including pictures of sample meals) in order to guarantee the requested production steps and the quality of the goods.
- "Catering for airlines" does not mean food only. The delivery of caterers includes the trolleys starting with the cocktails, then the headphones, the pillows, the covers and ending with the toothbrushes.

During our guided tour around the plant we only saw highly motivated employees with dedication and passion who enjoyed to be part of a great company.

A final highlight of the plant visit was the offered lunch, starting with a Turkish appetizer followed by a Thai soup and a Swiss steak. According to my taste: all on 1st class level.

My overall impression in one sentence: BAC – The Boutique Catering !