

SKYSERVICE



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**32 YEARS WITH YOU
IN THE SKY AND ON EARTH**



PHOTO PROVIDED BY THE JSC «AEROMAR»

DEAR READERS!

Here you have the new issue of the «Sky Service» magazine, publication of which we resume in electronic form. The magazine issuing is timed to 32-d Anniversary of the JSC «Aeromar» operational activity starting. More than 3 decades of successful work at the airline catering business market is irrefutable proof of our Company stability.

The magazine issue resuming is specially important for us because of two reasons. Firstly, it marks the JSC «Aeromar» return to normal operations after system crisis in the industry caused by COVID-19 pandemic. Secondly, the magazine is resumed in a new format. Along with the «Sky Service» Russian version, we start its issuing in English in order to expand our readers audience and to make readers in other countries familiar with our multifunctional activities. Having followed the challenges of the current moment, which is not easy for the aviation industry, we made this issue publications topics actualized, having paid significant attention to problems, which appeared already in aviation industry at «after covid» period and we are finding ways to resolve them. We focus our attention on the JSC «Aeromar» activity and its Branches and also on international trends

in development of the aviation industry and on innovations in in-flight service.

You find the story on the magazine pages how Our Company resisted the pandemic period, how it managed to keep staff, operational assets and even to expand its presence at the market, having opened remote operational Units of the Limited Liability Society «Aeromar-Krasnodar» in Anapa and Gelendzhik cities. You will get the information about foreign colleagues work experience at this not easy times, you will be familiar with interesting useful tips concerning behaviour aboard plane in conditions of new reality, with «Aeroflot» flights new opened destinations. «SkyShop» Department will present the goods proposal from the best International brands in order to make your shopping experience aboard memorable. We are doing all our best in order you have an opportunity to travel by an aircraft with maximum comfort and with excellent service level. We wish you pleasant reading.

VLADIMIR DZHAOV,
THE JSC «AEROMAR» CEO

SKYSERVICE 


3–7

32 years of high taste.
The JSC «Aeromar»
celebrates 32-d
Anniversary.

8–13

The JSC «Aeromar» —
to the Russian regions.
Results of activities in «Aeroflot»
regional Program

14–15

Krasnojarsk — «Aeroflot» harbor

16

The PJSC «Aeroflot»:
the new menu of the business-class aboard

17–18

Proposals from «SkyShop» Store

18

The JSC «Aeromar» contacts

19–21

The faces of the JSC «Aeromar».
The JSC «Aeromar» technologist: together
we can succeed in any task performance!

22–23

The JSC «Aeromar» — vending Project

24–32

Autumn tourism with «Aeroflot».
Hurghada, Sharm-ash-Sheikh, Punta-Kana, epidemiologic
safety requirements in flights to other Countries

33–36

Industry news.
Flight «covid free», contactless service, aviation nostalgia...





32 YEARS OF HIGH TASTE



IN THE YEAR 2021 OCTOBER 32 YEARS HAVE PASSED SINCE THE BEGINNING OF PRODUCTION ACTIVITY. HIGH QUALITY OF IN-FLIGHT MEALS, POSSIBILITY TO PROVIDE WITH THE FULL SET OF SERVICES ABOARD THE RUSSIAN AND INTERNATIONAL AIRLINES, EXPANDING OF GEOGRAPHY PRESENCE AT THE RF OTHER AIRPORTS, ABILITY TO OPERATE STABLE AND EFFICIENT IN CONDITIONS OF CRISIS EVENTS IN THE INTERNATIONAL ECONOMY AND IN CONDITIONS OF CONTINUOUS CORONA 19 EPIDEMIC — THEY ARE HERE KEY FACTORS, WHICH PROVIDE «AEROMAR» LEADERSHIP POSITIONS IN THE RF CATERING BUSINESS INDUSTRY. LET US REVIEW SOME STAGES OF THIS RICH AND IMPRESSIVE HISTORY.

1988

On December 9-th., 1988

it was signed the Agreement between the Central Department for international air connections (the name of «Aeroflot» at that time) and the USA Company «Marriott Inflight Services», the daughter Company of services giant «Marriott», about «Aeromar» Joint Venture establishing. «Aeromar» JV became the second JV in the Russian food and services industry after «MacDonald's», established in Moscow with the foreign partner participation.

1989

It was launched catering production on the basis of the Unit for in-flight meals supply at «Sheremetjevo» Moscow international airport.

1989-1990

«Aeromar» Company performed fundamental reconstruction of production facilities, they installed the modern production equipment. The largest British airline — «British Airways» — became the first foreign customer in «Aeromar».

1995

The Joint Venture «Aeromar» was re-formed into the JSC «Aeromar» due to the Federal law «On Joint Stock Companies» was approval **in Russia in 1995**. The new name of the Company JSC «Aeromar» became its Brand **from 1995 till 2018**.

1998

It was carried out the JSC «Aeromar» next modernization and catering operations expanding. New air conditioning system was installed. The production processes were planned with consideration of «Lean» and «Cycle time» worktime and business processes organization modern technologies.

2001



Company «LSG Sky Chefs» («Lufthansa» Holding), one of the largest players at the European catering services market, purchased 100 % of «Sky Chefs UK» shares and was included to the JSC «Aeromar» Founders list.

2002

The JSC «Aeromar» reached the new services level in work with the leading RF airline «Aeroflot» **in March 2002**. It was introduced the meals program «Performa» — the meals of city restaurant level.

2003

On June 25-th., 2002 the JSC «Aeromar» General share-holders meeting took the resolution to elect Mr. Dzhaio to the position of the Company CEO. He leads the Company up to the present time.

2008

The JSC «Aeromar» received the Certificate of ISO 9001 — 2000 international quality system. This Certificate determines requirements for the Company managing in quality sphere and is the most prestigious in the World.

2009

In August 2009 the JSC «Aeromar» mastered the new prospective service form — aircrafts cabin cleaning and comfort items handling and supply aboard. The OTJSC «Aeroflot» transferred functions of service managing, cabin cleaning and comfort items aboard handling and supply in «Shermetjevo» to the Company. «Aeroflot» short and intermediate range flights economy menu, which had been designed by «Aeromar» took the first place among participants of the second by size international aviation alliance «Sky Team».

2012

«Aeroflot» in-flight meals, which were designed and produced by the JSC «Aeromar», won the third place in Europe for quality and external appearance for all passengers categories.

On September 17-th., 2012 the JSC «Aeromar» Far-East Branch began its operations, it is based at Vladivostok airport.

Effective **November 2012**, the German Company «LSG Lufthansa service Europa Afrika GmbH» is the foreign «Aeromar» share-holder.

2011



The JSC «Aeromar» in-flight menu won the next recognition at the international level. In accordance with the polling results, arranged by Internet portal

«skyscanner.net», who performs researches in the sphere of international aviation industry, the PJSC «Aeroflot» was recognized as 4-th air-carrier in the world in «the best cuisine aboard» nomination.

«Aeromar» was rewarded with the «British Airways» golden medal for achievements and merits in service, which had been rewarded annually up to the moment when «British Airways» moved to «Domodedovo» airport as results of the JSC «Aeromar» catering activity. Honorary awards for high quality of services were awarded to «Aeromar» by the American airline «Delta», by the Dutch airline «KLM», by «Air France» and by a number of other foreign and the Russian airlines as well.

The JSC «Aeromar» begins expansion to the Russian regions: it was established the first Company Branch at Saint-Petersburg **in November 2011**. The Branch started to cater flights in Russian Northern Capital.

2013

The JSC «Aeromar» designed the JSC «Aeroflot» Jubilee menu concept in connection with the 90-th Anniversary date of leading Russian air carrier. Leading international chefs, Michelin stars holders, were invited for designing of the Jubilee menu. The Jubilee menu represented signatory cuisine meals, which were assigned for all categories of «Aeroflot» passengers, both for business and economy.





2014

On January 14-th., 2014, on the eve of 22-d winter Olympic and para-Olympic games holding in Sochi, they established the JSC «Aeromar» Branch. The Branch used to service international guests delegations at the opening Ceremony and supplied the «Golden flight» passengers — the sportsmen, who won prize places at the Games, with in-flight meals from Sochi to Moscow. Quality and service level, assured by the Branch for the Olympic games guests and participants received the most positive comments.

On February 2014 it was established the JSC «Aeromar» Branch in Rostov-on-Don.

The trade service «Sky Shop» project, having become successful and popular Brand, is successfully carried out from **April 2014**.

The «Sky Shop» concept, presented by the JSC «Aeromar», had won at the proposals contest for organization of retail trade aboard «Aeroflot» planes. It was designed and successfully started «SKY CAFÉ» и «Sky Bistro» Projects in 2014, they provide the passengers with certain choice of in-flight meals for extra pay.

On June 4-th., 2014 the JSC «Aeromar» Board of directors took the resolution about Branch foundation at Simferopol airport (The Crimea Republic). It was timed to return to the Crimea of the RF region status. The «Aeromar-Simferopol» Branch began to cater flights in the beginning of July.



PHOTO: PROVIDED BY THE JSC «AEROMAR»

2016

In April 2016 the JSC «Aeromar» organized and carried out 1-st «Sky Service» international Forum for airlines and business representatives, working in the civil aviation sphere. The Forum was organized at Moscow «Ritz Carlton» Hotel conference space.

2017



The JSC «Aeromar» reached record indicators in in-flight meals production — it was produced 46 million meals with consideration of all Branches and the Daughter Companies. They hold the second International Forum «SKY SERVICE» 2017 in **April 2017**. SKY SERVICE forum is held in Moscow «Gostinny Dvor» (Business and Fair facility) from the Year 2017.

In 2017, the PJSC «Aeroflot» was awarded with the Certificate «The taste on a top» from recognized magazine «Business Traveller Russia» for winning in nomination «The best in-flight meals of Russia, CIS countries and neighboring countries» and «The best special menu». It became one more confirmation of high quality air catering meals, produced by the JSC «Aeromar», who supplies the Russian civil aviation national carrier with the meals.

The business Entity for in-flight meals production with «Aeromar» participation was established in Ufa airport in **July 2017**. The «Aeromar-Rostov-on Don» Branch constructed the new in-flight catering Unit, which completely meets all Russian domestic and international standards, it services the new Rostov-on-Don air harbor, «Platov» airport.

In November 2017 they started the unique publishing Project — «Sky Service» magazine issuing, it is the first periodical professional magazine, which specializes in topics of service in civil aviation.

2018



The JSC «Aeromar» designed exclusive jubilee in-flight menu for «Aeroflot» in respect of the PJSC «Aeroflot» 95-th Anniversary.

In May 2018 they organized 3-d «Sky Service» International Forum in «Gostinniy Dvor». It became the most representative Forum for the period of this remarkable civil aviation event, having brought together more than 2 500 participants, including 100 vendors-partners, 60 Companies which operate in aviation industry, in particular 40 airlines.

The JSC «Aeromar» took an active part in flights servicing and supply with meals during the Year 2018 World soccer Championship in Russia.

Quality and service level, provided to Championship guests and participants, received the most positive feed-back.

The PJSC «Aeroflot» was awarded with the international Certificate «Skytrax World Airline Awards», having won in two nominations, including recognition as the best airline in the Eastern Europe. One more award was awarded to «Aeroflot» for «Comfort» class in-flight meals, supplied by «Aeromar», these meals were acknowledged as the best in the world.

The goods internet Order from «Sky Shop» on-line Catalogue became available for airline passengers, the goods can be received aboard with 5 % discount.

In April 2018, the JSC «Aeromar» established the daughter Company «Aeromar-Krasnodar» with participation of «Bazel Aero» Corporation, the daughter Company began its operational activity **in 2019**.

2019

The CJSC «Aeromar» was converted into JSC «Aeromar» from the beginning **of Year 2019**.

The Company reached its peak the day before COVID-19 Pandemia. The Annual indicators of «Aeromar» performance for that period are:

- Approximately 30 % from the total RF aviation catering market;
- 50,1 million in-flight meals;
- It was catered 129 100 flights, including 93% of «Aeroflot» group passenger flow;
- Total revenue — more than 24 billion rubles, net profit — 957 million rubles;
- There were more than 1 thousand Companies-partners, including 45 the Russian and Foreign airlines;
- 5 567 employees .

The Company has impressive performance experience in service of big international events — the Winter Olympic games 2014 in Sochi, Year 2018 soccer world Championship, organizing and holding of one of the leading international Forums in aviation industry, «Sky Service» Forum, in operations geography extension of Branches foundations from Saint-Petersburg to Vladivostok. «Aeromar» Chefs and experts regularly take active part in servicing of guests of such important international events as Economic Forum in Saint-Petersburg and Eastern economic Forum in Vladivostok.



2020-2021

The coming Year 2020 and the outbreak of COVID-19 have become an ordeal both for the JSC «Aeromar» and for all passengers transportation industry, from which the JSC «Aeromar» managed to pass through with honor. It was lost 90 % of volumes at the period of pandemic peak. Thus, in March of the «before virus» Year 2019, they produced averagely more than 100 000 portions, in the March-April Year 2020 they produced only 9-15 000 meals daily. The net loss was recorded by the Year 2020 result whereas the year 2019 net profit indicator amounted almost one billion rubles.

Due to significant decrease of production volume (it was kept maximum 10 % of the «before virus» volumes), the Company was forced to apply tough measures of operational costs savings, staff cost in order to avoid bankruptcy risk. They managed to keep the main part of qualified personnel, although head count was significantly reduced as the result of optimization activity. There are 3 377 employees employed in the Company at «Sheremetjevo».

The Company Executives took urgent measures, having aimed prevention of the epidemic spread out and its consequences minimization. They

developed, approved and fulfilled «Plan of urgent actions for corona 19 infection spread out prevention and counteraction of negative results of epidemic».

They considered in the Plan Instructions of the Moscow region Governor Edict dated April 11-th #177 PG «On approval of procedure for validation and use of digit passes for movements along Moscow region and on some measures on corona infection spread prevention in Moscow region», «The RF Department for public health supervision recommendations on Companies



operations organization in conditions of COVID-19 risks spreading» except a number of measures, developed and implemented by «Aeromar» experts for remedy of infection. In particular, all employees were endowed with individual means of protection, it was arranged tools control of body temperature of people who are coming to the Company. Regular disinfection was carried out at production area and at other areas, part of employees were transferred to distant access work regime with legal norms keeping. There were other measures taken as well.

In spite of pandemia and very unfriendly conditions of aviation industry and associated catering business operations, the JSC «Aeromar» managed to expand its presence at 3 new airports — at Krasnojarsk, Anapa, Gelendgik. In so doing the JSC «Aeromar» has jubilee number of the Branches, Daughter Companies, distant separate Units — 10.

In contrary to all tension and unfavorable economic conditions, being kept in aviation transportation industry caused by epidemic, the JSC «Aeromar» is seeking to be aspired to the future. The Company works with the new projects at this year as business expansion to the regional airports, «Aeroflot» hub foundation in Krasnojarsk, new airlines attraction. Effective May 1-st the joint Project with «Aeroflot» — Regional program -was started and already is possible to say successfully. There were opened flights to Saint-Petersburg, and effective June 1-st — to the cities of Southern and South-East destination — Adler, Simferopol, Ufa, Rostov.

These cities airport became base ones at the time of the Program realization, meals for «Aeroflot» flights were produced by catering Units of Branches and «Aeromar» daughter Companies. They started to cater «JAL» airline, large, known by its demanding attitude to service issues

airline. «Aeroflot» introduced the flight to Seyshells islands, they opened servicing of new destinations to the Russian cities — Jaroslavl, Orsk, Penza, the new flight to Gorno-Altai from April 29-th.

The PJSC «Aeroflot» operates flights at international routes effective the year beginning and at the first half of the Year –to Sharja, Cuba(Varadero), Malta, Paphos, Agadir. Having taken under consideration vacations period coming and with operational cooperation with «Aeroflot» at

«Aeroflot» experts. There are also other interesting Projects available it is difficult to tell about in one article.

As it was mentioned above, the aviation industry market was starting to revive in 2021, however the JSC «Aeromar» business volume has not reached before crisis level. There are other unfavorable circumstances, which are out of our control and possible resolving. In so doing the main current year operational indicators are slightly behind the planned one.



PHOTO: PROVIDED BY THE JSC «AEROMAR»

the second half of the year, they succeeded to increase a number of popular tourist destination flights, which are catered by «Aeromar». There were opened such flights to Casablanca, Palma –de-Mallorca, Varna, Dalaman. Work on new flights opening is being continued. Effective October 1-st the Company caters flights to Sharm-ash-Sheikh, Hurghada, Punta-Cana. It is continued permanent activity for the menu upgrade and «Aeroflot» service. It was approved and put into operations the new business class menu aboard the Russian national air carrier, the meals recipes were developed with participation of the RF leading Chefs. The Project of business-class passengers service with sophisticated modern gadgets is under prepare by «Aeromar» together with

Thus, having based on more than 30 years operation in catering business, on ability to be adapted to the difficult economic conditions (before epidemic outbreak, the Company has achievements in overcome of the Year 2008 crisis consequences and consequences of sanctions «Aeromar» faced in 2014), on staff and management knowledge and skills, on proved and partner relations with «Aeroflot», with famous food and services Vendors on business-technologies and practices and at least on prospective plans for future in spite of epidemic continue, the JSC «Aeromar» goes forward confidently and progressively to our next 33-d Anniversary, upon term of it comes in October 2022, we will be able to tell to «Sky Service» readers about new achievements. ■■

THE JSC «AEROMAR» — TO THE RUSSIAN REGIONS

→ THEY STARTED THE PJSC «AEROFLOT» REGIONAL PROGRAM IN MAY 2021. «AEROFLOT» OPENED 40 DIRECT FLIGHTS BETWEEN THE RF CITIES. THE PROGRAM SPECIFIC IS FLIGHTS OPERATION BETWEEN THE REGIONAL CENTERS WITHOUT BINDING TO MOSCOW. AEROFLOT HUB IS «SHEREMETJEVO».



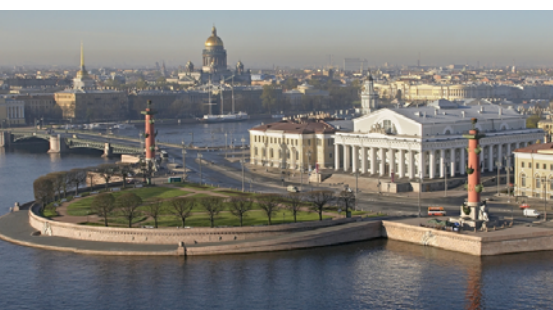
PHOTO PROVIDED BY THE JSC «AEROMAR»

The regional flights flew out from Arkhangelsk, Ekaterinburg, Kazan, Murmansk, Novosibirsk, Orenburg, Perm, Samara, Surgut, Syktyfkar, Tumen, Ufa, Chelyabinsk to Anapa, Sochi, Simferopol, Krasnodar, and Rostov-on-Don. Destination Petersburg-Irkutsk was replaced with destination Petersburg – Krasnojarsk. Particular importance in program fulfillment is «Aeroflot» regional Hubs foundation. Krasnojarsk Hub was opened in June, flight destinations to Krasnodar, Simferopol, Sochi, Blagoveschensk and Irkutsk.

Mikhail Polubojarinov, the PJSC «Aeroflot» CEO, informed that the Regional program turned out to be prospective. «Aeroflot» passengers flow at the regional destinations increased by 30 % in comparison with the same period of 2019. «Our forecast came true, the Program will be kept for the Winter period. «Accumulating implementation experience the Program will be more interesting, more affordable and we rely on it very much», - told Mr. Polubojarinov «Aeroflot» did not operate flights between the regional centers almost three decades of years. Routs net was tied up mainly to the Capital airports with



exclusion for a number of international flights from regions. The PJSC «Aeroflot» daughter Companies and local airlines operated mainly regional flights. However flights between cities and the Russian regions being in demand as well as overloading of Moscow air harbor assigned insistent task of inter-regional routes development, particularly in condition of governmental subventions to be granted for such destinations.



«AEROMAR- SAINT-PETERSBURG»

✈️ The JSC «Aeromar» oldest Branch — «Aeromar-Saint-Peterburg» began its work by the Regional program earlier than other Branches, effective April 28-th., 2021.

Saint Petersburg in-flight catering supplied business and economy class passengers in frame of the Regional program with the hot meals (breakfast or lunch dependent from flight time) by such destination as Omsk, Sochi, Simferopol, Krasnoajrsk, Erevan (Armenia), Tashkent and Samarkand (Uzbekistan), Osh (Kirgizia), Dusseldorf and Munich (FRG), Milan and Rome (Italy), Larnaka and Paphos (Cyprus), Barcelona (Spain), Belgrad (Serbia). These destinations are the flights of intermediate range one. They supplied more modest meal- «hot sandvitch» for economy class passengers, flying to Berlin and Kishinev. Miscellaneous items, soft and alcohol drinks also were supplied for all flights. They catered more than 700 flights, prepared approximately 11 000 business class portions, 213 000 economy portions, 18 000 portions for crew members. At the same time the total revenue by «Sky Shop» and «Sky Bistro» projects amounted approximately 3,8 million rubles and 1,7 million rubles respectfully.

PHOTO PROVIDED BY THE JSC «AEROMAR»



The work of the JSC «Aeromar»

Branches plays the most important role in the Russian passenger aviation flagship carrier Regional program fulfillment. Their functionality is producing of in-flight meals for flights in accordance with high international standards and also (at some Branches) comfort items handling and cabin services providing- they do services for Aeroflot regional flights in correspondence with key airline catering principle — right in time. Being exclusive partner of «Aeroflot» in meals organization and guests servicing, the JSC «Aeromar» carries out its activity in clear compliance with the Customer requirements and in close cooperation with the largest Russian airline team.

It is possible to sum up the Company activity first results in frames of the Regional Program.

Establishing of distant Units of the daughter Company «Aeromar-Krasnodar» in Anapa and Gelendzhik, at the popular tourist airline destination in Russian South became, no doubts about it, the important event.

It was arranged big organizational work in Saint Petersburg Branch due to the Regional program fulfillment. They organized Department for cabin equipping with comfort, amenities and passenger services items and cabin cleaning. There are permanent meetings held with flight attendants and Aeroflot representatives in Spb.

They do activities concerning services quality improvement. «As for now the program is being continued in Spb», — told Maxim Kulizhnikov, «Aeromar-Saint-Petersburg» representative. — In accordance with preliminary information it will be introduced new flights from Pulkovo airport to such destination as Hamburg, Namangan, Urgench, Sharm-ash-Sheikh.



PHOTO: BY NESGRIN (<https://fotki.yandex.ru/users/nesgrin/>)

«AEROMAR — ROSTOV-ON-DON»

✈️ The Branch «Aeromar-Rostov-on-Don» began «Aeroflot» flights servicing by the regional Program from June 26-th., 2021 to the only destination — Erevan flight, 2 times in a week.

The meal, serviced at this flight was hot snack for business class and sandwich for economy. Aeromar Rostov-on-Don experts serviced 29 flights and loaded 6 890 economy portions and 331 business class portions, 348 portions for crew members from May 26-th till September 30-th. Due to small work volume we did not involve extra personnel, — recalls S.Afanasyev, the Branch director — Regional program was meager in Rostov. We keep hoping for further Regional program development, which will make a chance for the Branch to show its potentiality.

«AEROMAR- SIMFEROPOL»

✈️ «Aeromar –Simferopol» Branch began the PJSC «Aeroflot» Regional program

servicing from May 28-th. The Crimean Branch catered the flights by the following destination: Simferopol — Orenburg — Sochi; Simferopol — Ekaterinburg — Sochi; Simferopol — Ekaterinburg — Anapa; Simferopol — Chelyabinsk — Simferopol; Simferopol — Ufa — Simferopol; Simferopol — Tumen — Anapa; Simferopol — Tumen — Sochi; Simferopol — Perm — Simferopol; Simferopol — Novosibirsk — Simferopol; Simferopol — Kazan — Simferopol; Simferopol — Kazan — Krasnodar; Simferopol — Syktyfkar — Simferopol; Simferopol — Murmansk — Sochi; Simferopol — Surgut — Sochi; Simferopol — Moscow; Simferopol — Krasnojarsk.

Passengers were serviced adequate meal choice in dependence from flight length — hot breakfast/lunch or cold snacks of approved set, sandwiches. The flights also were supplied with beverages, miscellaneous items, comfort and cabins servicing items and also with means of individual protection. The original «Sky Shop» and «Sky Bistro» goods were available for passengers at all in-bound flights to Simferopol. The amount of sales by «Sky Shop» and «Sky Bistro» program amounted from May 28-th till September 30-th 896 thousand rubles. The branch revenue for the period from May 28-th till September 30-th., amounted 128 809 000 r., (including the revenue by the Regional Program) — amount of increase came to a figure of 64 % in comparison with the

last year same period. The «Aeromar-Simferopol» Branch catered 2 128 flights and produced 262 643 portions for the indicated period, they are 15 276 business class portions, 227 455 economy portions, comfort items portions 1 278, crew meals portions 18 634. It was use 4 pieces of special vehicles (high lifts), 2 cars, they were hired extra 35 employees by temporary contracts for work at the Branch.

The Autumn came in and amended «Aeroflot» routes net. Effective October 1-st., there are flights, operated by routes in frame of Regional program: Simferopol — Ekaterinburg — Simferopol, Simferopol — Tumen — Simferopol, Simferopol — Perm — Simferopol, Simferopol — Kazan — Simferopol, Simferopol — Ufa — Simferopol, Simferopol — Murmansk — Simferopol, Simferopol — Surgut — Simferopol, Simferopol — Krasnojarsk; Simferopol — Moscow.

«AEROMAR-KRASNODAR-ANAPA»

The daughter Company «Aeromar — Krasnodar — Anapa» remote Unit «Aeromar — Krasnodar — Anapa» was registered on May 12-th., 2021. Preparatory activities on operations starting for full cycle of in-flight meals production with keeping all temperature regimes were accomplished in short terms -0 till May 27-th.

V. Taraksin, «Aeromar» technologist, told to readers about how the experts team from

«DUE TO SMALL WORK VOLUME WE DID NOT INVOLVE EXTRA PERSONNEL, — RECALLS S. AFANASIEV, THE BRANCH DIRECTOR — REGIONAL PROGRAM WAS MEAGER IN ROSTOV».

We keep hoping for further Regional program development, which will make a chance for the Branch to show its potentiality.



the main enterprise in «Sheremetjevo» together with the local colleagues created the new catering Company, you can read his interview about it at this issue. On May 28-th., at 06:10 a.m. the remote Unit «Aeromar — Krasnodar — Anapa» catered its first «Aeroflot» regional flight SU2911\2910 Anapa — Perm — Anapa. Catering services were rendered after that for other airline also, such as «Jakutia», «Alrosa», «S7», «Nord Star», RusLine», «the Urals airline», «Severstal», GazpromAvia», Smartavia», «Kostroma air Company».

Flights to Moscow, Ekaterinburg, Omsk, Krasnojarsk were supplied with adequate



PHOTO: ANAPA AIRPORT (VITYAZEVO)

ON MAY 28-TH.,
AT 06:10 A.M.
THE REMOTE
UNIT «AEROMAR-
KRASNODAR-ANAPA»
CATERED ITS FIRST
«AEROFLOT» REGIONAL
FLIGHT SU2911/2910
ANAPA-PERM-ANAPA.

meals as well as flights to the RF regions, which were operated by «Aeroflot» from «Vityazevo» airport. They produced averagely 2 000 meals daily at the Company at Spring-Summer period, 40 business meals, 140 crew meals and used to cater 22 flights. The menu was certainly approved with airlines. The menus was different in accordance with Customers wish: chicken kebab (chicken on skewer) with boiled potato and produce, grilled cod fish fillet with basmati rice, vegetarian pilaf, different meat-cheese cuts, Brauni dessert, puff with fruit filling and much other items. There were 70 employees worked at the Company at the Summer period, 3 high lifts were involved and then vehicle for up-counts delivery. The new «Aeromar» team in Anapa featured experience and ability to work with partners with whom catering employees always communicated and resolved available issues together concerning all topics of orders, up-counts and operational activity. The LLS «Aeromar — Krasnodar» was in charge of «Anapa» Company supply with the quality food items. It was assured high quickness of resolutions taking at this important directions and quickness of the raw materials delivery. Having recommended itself as the «Aeroflot» regional Program reliable partner in Autumn-Winter period of 2021-2022, the remote Unit «Aeromar — Krasnodar — Anapa» plans to optimized personnel head-count, transportation and other operational costs, to increase a number of Customers and improve meals supply by one time catering orders and

meals for disruptive situations. «AEROMAR-KRASNODAR- GELENDJIK»

Due to «Aeroflot» regional program opening in Geledjik, on August 1-st., 2021 they established the LLS remote Unit «Aeromar-Krasnodar-Geledjik». In-flight meals production and set up is carried out in the LLS «Aeromar-Krasnodar» production facilities for this fashionable resort airport supply in accordance with the Regulations for food items safety, risks analysis system and critical control points of quality and safety.

Dry ice is used for food items set up and vans for further transportation to Gelendjik airport are equipped with the cooling system. On-board computer in a truck is monitoring temperature inside of the van during all the way from Krasnodar to Gelendjik, the temperature shall be in limits from + 2 till — 6 Celcius. Temperature control critical points are written down at special Log book.



PHOTO: FROMSPB.COM

Gelendjik remote Unit is responsible for control of equipment set up with in-flight meals, beverages, tableware, for timely delivery and their hand over aboard planes by airlines flight attendants in accordance with the accompanying documents. Meals delivery is carried out by 2 specialized high-lifts, which are also equipped with the cooling system. They are serviced with the trained drivers and loaders, who received admission for the right to service aircrafts. After the flight is over, catering Unit employees task is to unload aircraft in time and deliver in-flight set of equipment to the LLS «Aeromar-Krasnodar» certain area for washing and sanitation.

ONE OF THE «AEROFLOT» REGIONAL PROGRAM CONCEPT SUBSTANTIATION IS INTENSIVE DEVELOPMENT OF NATIONAL TOURISM IN RUSSIA, IN PARTICULAR AT THE COUNTRY SOUTHERN REGIONS. LONG AND SUCCESSIVE «AEROMAR» PRESENCE AT AIRLINES CATERING MARKET AND PASSENGERS SERVICING AT THIS REGION FACILITATED PROGRAM FRUITFUL DEVELOPMENT

The remote Unit «Aeromar-Krasnodar-Gelendjik» serviced «Aeroflot» regional program flights at Spring — Autumn period to the following destinations: Perm, Ufa, Ekaterinburg.

They also catered «Gazpromavia» airline flights with children meals supply, there were also catered «Severstal» charter flights. One thousand three hundred portions were loaded weekly, flights loading ratio in the middle of «beach» season was up to 98 %. Due to Gelendjik city location particularity and strong winds (there is «Nord Ost» wind raging, it does not affect heat), the remote Unit supplies with meals and beverages the following airlines in emergency situations: «Aeroflot», «Rossia», «The Urals airlines», «SmartAvia».

«Aeromar» employees established cooperation with «Aeroflot» representatives in close contact and positive mutual relations, the technological schedule of aircrafts servicing are fully maintained.

LLS «Aeromar-Krasnodar» chefs offer for economy passengers a number of meals such as chicken, backed in cream sauce, stewed beef with vegetables and other meals. Dessert menu consists of wafers, muffins and chocolate pie. The business class passengers are offered as main course baked cod, chicken kebab, kus kus with vegetables. Different sauces and dressings are featuring particular piquancy.

Climate changes in the South of Russia have brought early close of resort season. The work in Autumn\Winter period started from meals and soft drinks supply for such airlines as «Aeroflot», «Rossia», «the Urals airlines», «Smart Avia» in emergency situations. They plan to establish reduced cycle operational base for the Autumn\Winter period in Gelendzik: cooling chamber\accumulating area and blast chiller chamber installation, where casseroles, produced in «Aeromar-Krasnodar» will be stored, cold kitchen, meals set up and in-flight equipment set up areas area, arrangements of store rooms and cooling chamber at the year 22 Spring\ Summer period», — says Oksana Epova, «Aeromar-Krasnodar »remote Unit director.

program effective May 28. The Regional program was extended here to the following towns: Ekaterinburg, Erevan, Surgut, Kazan, Ufa, Murmansk. Arkhagelsk, Tumen, Novosibirsk, Orenburg, Chelyabinsk,. Perm, Samara, Krasnoyarsk. Flights to Suktuvkar and Minsk were added effective October 1-st.

Sochi branch experts came up with menu, specially designed for Regional program, they calculated the raw materials needs for meals production in accordance with «Aeroflot» requirements. Work with vendors was carried out in operational way, because everything shall be ready by the date of official program launching. The Program starting turned to be very dynamic in general.

The Company employees mark with appreciation maximum support from the colleagues of the main office «Aeromar» Purchasing Department. It was performed major work together with them concerning the Vendors search, negotiations arrangements, prices approvals and contracts signing. They provide with the help in logistic processes optimization. Specialists from Department for operations managing, Services Department, comfort items, passengers amenities and service items handling Department and other «Aeromar» Moscow Units also actively supported in prepare for launching of the Regional Program, in particular they organize training for Sochi Branch employees.

Additional premises of rented building, to be repaired, were used for the production process organization. Repair works not involving outside staff were performed in minimum terms, they bought catering equipment for modern production, food storage, other kitchen utensils and equipment.

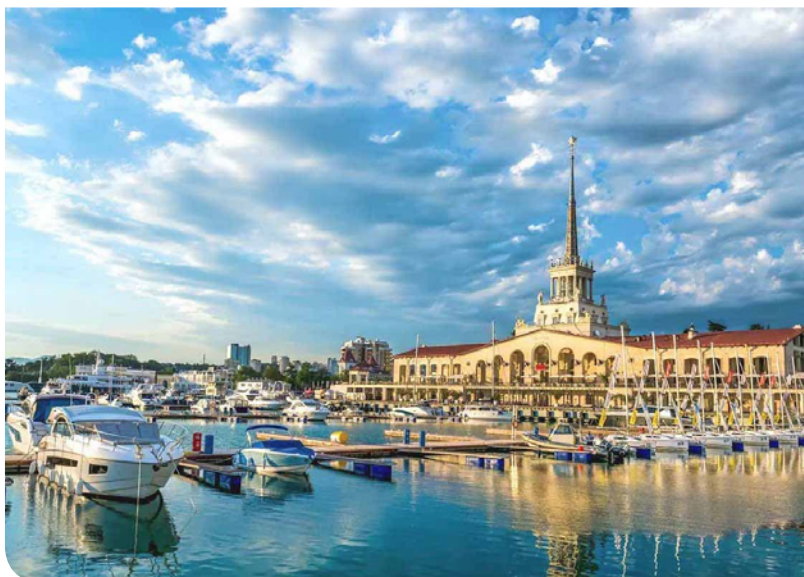
«Aeromar-Krasnodar-Sochi» Branch catered 988 flights for the period of Regional program started till September end. The passengers were supplied with meals choice dependent from, flight length — hot breakfast/lunch (beef, chicken, fish, vegetables, omelet, porridge, fritatta, and others), cold snacks (meat/ fish), sandwiches. All flights were supplied with hot, cold, soft and alcohol drinks,

LLS «AEROMAR-KRASNODAR SOCHI» BRANCH»

«Aeromar-Krasnodar-Sochi» Branch began to service «Aeroflot» regional



PHOTO: DEPOSITPHOTOS.COM



miscellaneous items, comfort items, amenities and servicing items of cabins, means of individual protection. They produced 213 302 in-flight meals for the Regional program indicated period, there were 7 563 business class portions among them, 197 579 portions economy, 8 160 portions crew meals; there were produced 158 726 hot meals portions. The Regional program revenue amounted 104,6 million rubles, which is approximately one third from the «Aeromar-Krasnodar –Sochi» Branch total profit for the period from May 28-th till September 30-th.

«Aeroflot» representative in Sochi provided with active support in order to resolve assigned tasks»- Natela Krivosheeva, the Branch CEO, pointed out. There were organized bilateral meetings with discussion about flights plans, the goods stocks availability, aircrafts servicing arrangements.

In order to service the Regional Program they allocated significant resources — 5 units of high-lifts and one car. There were 71 extra people hired for work at the period of the Summer schedule (38 people for the Regional program among them), temporary labor contracts were signed with all of them.

«Aeromar-Krasnodar-Sochi» Branch also submitted n Sky Shop retail good aboard and food items «sky Bistro». They sold the goods for the total amount of 521 010

rubles, including Sky Shop items for the amount 345 780 r and Sky Bistro items for the amount of 175 230 rubles.

LIMITED LIABILITY SOCIETY «AEROMAR-UF»

→ The LLS «Aeromar-Ufa» took part in «Aeroflot» flights servicing by the Summer Regional program from May 28-th., till September 30-th., current year. The flights were operated to four destinations in frames of Program: Sochi, Anapa, Gelendjik, Simferopol.

→ The Company employees catered 303 flights and produced 734 business class meals, 27 883 portions of economy, and 2 037 portions of crew meals. They offered «Hot lunch» meals with possible choice from 3 hot entries to business class passengers and the «hot lunch» meal or «sandwich» meal to economy dependent from flight length. The flights also were supplied with hot and soft drinks. The revenue from these flights servicing amounted of 10,5 million rubles. The flights continue to fly by 2 destinations- to Sochi and Simferopol in Autumn-Winter season by the regional Program and Branch crew continues to cater them. ||

THE JSC «AEROMAR»
PINNING HOPES
FOR «AEROFLOT»
REGIONAL PROGRAM
DEVELOPMENT AND
CONTINUES TO GO
FORWARD TOGETHER
WITH THE RUSSIAN SKY
FLAGSHIP COMPANY.



ФОТО: ИВАН ШИЛОВ ИЯ РЕГУЛИ



Krasnoyarsk — «Aeroflot» harbor

→ ON MAY 31-ST, 2021, THE PJSC «AEROFLOT» CEREMONIOUSLY OPENED ITS NEW INTERNATIONAL AVIATION HUB, HAVING BECOME THE SECOND SUCH AIR HARBOR FOR THE RF NATIONAL CARRIER AFTER «SHERMETJEVO» MOSCOW AIRPORT.



This Project is designed to support realization of «Aeroflot» regional Program — its concept is focused on inter-regions passengers regular aviation transporting. The «Aeroflot» Group Companies flights are operated from Krasnojarsk, passing by Moscow, to Blagoveshensk, Irkutsk, Krasnodar, Simferopol, Sochi and so on. The routes net will be extended, including to international routes, pointed out in «Aeroflot» Head-quarters. Krasnojarsk comfortable location makes possible for air travelers to make transfer between Europe and Asia during inter-continental flights, it significantly reduces their way in bypass of the Russian capital airports, the aviation experts point out.

«International Hub foundation in Krasnojarsk is important and long waited event not only for our airline, but also for all the Russian transportation system», — Mr.M.Polybojarinov, «Aeroflot» CEO, pointed out. — The Hub opens new possibilities for passengers first of all, it reduces time for travelling, reducing of connections, proposes attractive price and all possibilities of our Group net».

BASIC ENTERPRISE

Federal status International airport Krasnojarsk (Emeljanovo) with A class airfield is the largest airport



PHOTO: HT TIPS/ISTOCK.ADOBE.COM/SEARCH/6-KRASNOYARSK



PHOTO © DESIGN STUDIO BAUART ARCHITECTS



in Eastern Siberia. It is certified by ISAGO system and capable to service any types aircrafts without limitations.

Run way is — 3700 × 60 meters, is equipped with light-signal equipment of «Simmens» Company, it allows to provide with the possibility for take off/landing of the ICAO second class aircrafts.

The airfield has 63 gates for planes parking and modern hangar enterprise. New cargo terminal was commissioned in Autumn 2010, daily capacity of the cargo processing is 150 tons, the Terminal is capable to handle up to 55 000 cargo tons.

On December 26-th., 2017, it was opened the new Krasnojarsk airport air Terminal, size is 28 700 sq.meters., passengers servicing capacity is 1 300 passengers daily. The Terminal equipped with 6 AS ThyssenKrupp Airport Systems», air gates, 4 escalators and 25 «CANNY» elevators. The airport routes net consisted of 63 routes, being service by 28 airlines in April 2020. Passenger flow amount was 1 680 921 people in 2020, and maximum passengers flow indicator was 2 587 734 people, recorded in 2018.

ON A WAY TO THE HUB

Memorandum concerning aviation Hub foundation was signed in 2019 at Krasnojarsk business forum between «Aeroflot» Executives, Krasnojarsk airport Heads and Krasnojarsk region Heads. In accordance with the press comments, epidemic postponed these plans implementation for a year period. Big preparatory work was performed in order to build international-logistics Hub on the base of Krasnojarsk airport. This was facilitated by the new airport terminal, besides it was reconstructed the Terminal for official delegations reception lounge. The general taxiway reconstruction was carried out, it made possible to increase a number of takes off/landings from 12 to 28 hourly. There were fulfilled other activities concerning airport infrastructure prepare for the new functions performance.

As M.Polybojarinov, «Aeroflot» CEO says, that the aircrafts fleet, which bases at Krasnojarsk Hub «initially will consist of 3 Boeing 737, and in future up to 5 Super jets». There is a maintenance base for possibility to service aircrafts of «Sukhoi» Design Bureau in the new Hub.

The JSC «Aeromar» provides «Aeroflot» flights in Krasnojarsk with the in-flight meals.

FIRST RESULTS

The Regular flights from the new «Aeroflot» air harbor began to be operated in June 2021. The airline plans were ambitious: up to 100 000 passengers only for the Summer season.

The season finishing allowed to sum up first results of Krasnojarsk Hub operation. S.Desyatov, «Aeroflot» Krasnoajrsk Hub director, noted high occupancy seats rate at the flights from Krasnojarsk. It reached figure of 75-80 %.

He also advised, that flights to destination points in Transcaucasia and in Central

Asia are planned to be included to the winter Time table: to Armeina, Azerbidzhan, Uzbekistan, Kirgizia. «»Aeroflot» also keeps intention to fly from Krasnojarsk to China (Beiging and Sanja)», — Sergei Desyatov told.



PHOTO BY OLEG KULMIN, VALENTIN BOGDAN SOURCE: [HTTPS://DELA RUARTICLE5705101](https://delatruarticle5705101)



PHOTO: KASKALOV-VITLIVEJOURNAL.COM

Besides, Winter time-table of the new air harbor of the largest Russian airline will be added up by extra flights along the Russian Federation: to Tumen, Ulan-Ude, Chita, Poljarniy, Mirny, Kuzul, Novosibirsk, Tomsk and Omsk. ■■



The PJSC «Aeroflot»: THE NEW BUSINESS-CLASS MENU ABOARD

EFFECTIVE NOVEMBER 1-ST., 2021, THE RUSSIAN CIVIL AVIATION FLAGSHIP «AEROFLOT» INTRODUCED THE NEW MENU IN BUSINESS CLASS. THEY INFORMED IN THE AIRLINE, THAT THE PREVIOUS VERSION OF THE BUSINESS CLASS MENU EXISTED FROM THE WINTER 2019-2020 AND THE MENU AMENDMENTS ARE ACTUAL FOR CONSTANT KEEPING OF SERVICE LEVEL ABOARD «AEROFLOT» AIRCRAFTS IN HIGH INTERNATIONAL LEVEL.

The menu was developed and introduced into production by «Aeromar» experts in accordance with strict meeting of «Aeroflot» requirements.

«Aeromar», the Russian leading air-catering Company is exclusive in-flights meals vendor for all Aeroflot flights already for 32 years. The new menu for Aeroflot business class was designed by Kamel ben Mamar, the French brand chef of one of Arkdiy Novikov's prominent Russian restaurateur places «Rybiy net».

KAMEL BEN MAMAR is long-time partner of the JSC «Aeromar» and the PJSC «Aeroflot». During his all long career, the Chef took the chance to work at the best, Michelin stars marked restaurants in French cities and in London. During a number of years he designed desserts for «Aeroflot» C class meals. He is also author of Busniess class Aeroflot menu for the Year 2019. The meals for up-dated menu of the Russian air carrier were created by «Aeromar» in accordance with his signed recipes. The invited Brand chef portrayed them as «the real high cuisine for big altitudes. Wheat porridge with batat and raspberry jam, chicken thigh, marinated in vine souse



PHOTO PROVIDED BY THE JSC «AEROMAR»

with vegetables, halibut, salmon, backed with herbs, batat and potato souse and paprika are among the meals, designed by him, which will be available at the menu from the next month beginning.


The in-flight menu was designed with consideration of wishes and «Aeroflot» passengers comments, and approved by the JSC «Aeromar» Service Department for the Customer's representatives presentation. All ingredients are selected in accordance with delicious and healthy food. Besides, specific attention is paid by «Aeromar» experts with exterior appearance of meals — they should look exquisite, having met the restaurant level serving concept in business class. 



PHOTO PROVIDED BY THE JSC «AEROMAR»

KAMEL BEN MAMAR —
IS LONG-TIME
PARTNER OF THE JSC
«AEROMAR» AND
THE PJSC «AEROFLOT».

Wheat porridge with batat and raspberry jam, chicken thigh, marinated in vine souse with vegetables, halibut, salmon, backed with herbs, batat and potato souse and paprika are among the meals, designed by him, which will be available at the menu from the next month beginning.

«L'OCCITANE» CRÈME DUET

LANDSCAPES OF SUNLIT PROVENCE LAVENDER FIELDS AND INIMITABLE AROMA OF ETHER OILS EMERGE IN MEMORY UPON THIS BRAND IS ONLY MENTIONED.



PHOTO: PROVIDED BY THE JSC «AEROMAR»

ABOUT THE BRAND

Our associations are indisputably true: the Brand history begins specifically in Provence and is inseparably connected with it. At one time young Olivier Bossan, now is L'occitane» Brand Founder, began to extract ether oils from rosemary and to sell at Provence market. Steadily, production was extended from different oils to soap and creams. Nature and a man are in Brand philosophy center, their interaction and mutual connection. A man scoops inspiration and base for researches from the Nature and in his turn having saved her resources and having shown care about her. A Man knowledge and experience together with the Nature wealth find ideal junction in products of «L'occitane».

CREAM FOR HANDS

We would like to point out at once, that «Karite» cream has being bestseller item for a long time already and, perhaps has no analogues. All it is because natural content and its features. First of all, there are 20 per cent of karite oil in each tube, Karite (shi) oil is reach with amino acids and has oleic, stearic, palmitic, linoleic, linolenic acids. Karite oil perfectly softens and moistens hands skin. This oil also combines good with other ether oils, that allows to create different aroma compositions. Secondly, blend of almonds, honey, coconut, jasmine, and ilang-ilang oils also in included to this crème content except karate oil. Such combination gives incredible aroma to hands skin, which does not leave you indifferent. Thirdly, light cream consistency makes it possible quickly absorbs, to soften, to moisten the skin, not leaving feeling greasy.

CREAM FOR LEGS

Legs skin requires not less care. It needs constant moist in order to avoid dryness, cracks. That's why creators carefully included karite oil to crème composition, which makes quite, intensively softens and moistens skin. Rosemary and lavender extracts has antiseptic features and menthol refreshes skin. There is one more important

component — arnica extract. It prevents plantar callosity and calluses appear, improves microcirculation and support cracks remedy. It should be noted, that such mix of ether oils and components features rich aroma to crème. Crème has enough density consent, but it does not prevent it from quick absorbing.



PHOTO: PROVIDED BY THE JSC «AEROMAR»



OUR CONCLUSION

THESE ITEMS ARE INCLUDED TO OUR PERSONAL TOP-LIST: THEY ARE WORTHY TO BE YOUR TRUTHFUL COMPANION AT HOME AND IN TRAVEL.



PENHALIGON'S THE COVETED DUCHESS ROSE

NOBILITY, ELEGANCE, SOPHISTICATION. THIS IS EXACTLY DESCRIPTION EMERGES WHEN YOU DIP TO AROMA WORLD OF «PENHALIGON'S» PERFUME BRAND. REGARDLESS OF WHETHER YOU ARE FAMILIAR OR NOT WITH THIS BRAND, ONCE BEING FAMILIAR WITH IT, YOUR LIFE WILL NOT BE THE SAME.

THE COVETED DUCHESS ROSE

Perfume reveals the image and history of Duchess Rose — gentle, sophisticated, romantic.

Creators imagine her young and feminine, full of feelings and hopes, this finds correlations in perfume formula. Tangerine freshness is caught in high notes, the rose is revealed in heart notes and musk tree creates cozy and unrepeatably trail.

The phial is made from heavy glass, it also differs it from lightweight phials of other Penhaligon's collection and crowned with the lid in a form of fox head. Pack box design is different type of art in this collection and it was sketched manually for each aroma by Christiana Williams, talented Iceland illustrator.



PHOTO PROVIDED BY THE JSC «AEROMAR»

OUR CONCLUSION

«PENHALIGON'S» PERFUME — IS MORE THAN SIMPLE PERFUME. EACH AROMA IS SEPARATE WORK OF ART, STARTING FROM PERFUME COMPOSITION AND FINISHING BY INCREDIBLE DESIGN. «THE COVETED DUCHESS ROSE» AROMA IS ENCHANTING AND GENTLE AND FULLY DIPS US INTO VICTORIA'S ERA.

ABOUT THE BRAND

The Brand history begins in 1870, when the barber William Penhaligon founded the barber-shop at legendary Jermyn street. In some years he created his first perfume, inspired by aroma of Turkish sauna «hammam», which was located not far from the barber-shop.

Non-standard perfume compositions used to become popular very quickly. Such legendary persons as Duke of Marlboro, Prince of Wales, Duke of Edinburgh, Oscar Wilde, Rudyard Kipling, Winston Churchill and others were among William's customers. It is worth to mention, that the Brand is the holder of 2 King's patents, which are awarded to manufacturer, whose goods are of the highest quality standards. The perfume Brand Penhaligon's assortment is worth to be paid special attention.

One of the collections — Portraits — is significantly different from others. It tells us the Legend about English lord life, where each aroma is associated with definite persons. Perfume notes for each of the persons are tightly interlaced with the character and temper of acting persons. Besides, each of the phials of Portraits collection is crowned with sophisticated form, which represent the head of deer, owl, dog, peacock and other animals, which also connected with characters images, they represent.

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Sochi: Airport 355 territory;
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«Aeromar» Technologist: together we can succeed in any task performance



PHOTO: PROVIDED BY THE JSC «AEROMAR»

Viachiaslav Tararaksin: How do you do. My name is Viachiaslav Igorevitch Tararaksin, I am the JSC «Aeromar» technologist. I have been working in the Company during 13 years, I occupy the technologist position during the year, before I was the cold kitchen manager assistant and started my work in «Aeromar» in position of cook at the same Cold kitchen.

SkyService: Tell, please, about your work. What are you doing in the Company and what functions are included into your commitments?

V.T.: Speaking in the official language, the goods yield performing, technological cards compilation and full tracking of the produced food — I control food quality and external appearance of the food. It has very big importance at catering business to have full correspondence between all meals and specifications. The JSC «Aeromar» works with a number of international leading airlines and our corporate style if high responsibility and accuracy in orders performing. Saying simpler, if a meal and a souse consist from certain ingredients and in precisely determined dozes so upon the meal is ready they shall consist

particular from these components and in the same proportions. It is strictly not allowed to have deviations «a step to the left» and a step to the right» during meals producing, which will be services to passengers. In order cooks «will not deviate from the course» at all production stages, we have menu specifications, technological cards (TC) where it is written down in details all process of in-flight meals production.

Technologists are in need in all this processes stages. We track all flow of our production, from «alpha» to «omega», i.m. from the raw materials and initial product incoming to the ready meals coming out. Creative component of our work is participation at the new menu designing and new items presentations organization for our Customers.

SkyService: Is your work place — directly in «Aeromar» production facilities?

V.T.: Yes, my work is not sedentary. I shall to monitor the Hot kitchen, the Cold kitchen, the Bakery, to be in constant movement, to work in team with out colleagues — cooks, technical employees, management. This is the versatility of technologist functionality.

SkyService: What education a person shall have in order to work as technologist?

V.T.: My first occupation is the cook. I was trained after and



learned to be technologist. Practical culinary work experience, cook professional skills are very important for my current occupation. In order to become a good technologist, you shall know all process, so to speak «to touch everything by hands». Necessary skills are gained only with this way.

SkyService: Will you tell about your professional skills fundament, about work as a cook.

V.T.: Having graduated from the college, I got a job in the JSC «Aeromar», in capacity of the Cold kitchen cook. The Cold kitchen specifics are producing salads and snacks and in the same time the Cold kitchen takes active part in cooking of main entries and part of desserts. For example, if roast beef is used as the main entry, so the Cold kitchen makes food cutting — produce, fresh vegetables, which decorate a meal, make taste bouquet more reach, revive its visual perception by the Customer. The peculiarity of «Aeromar»'s work is that the Company is in constant move, finding new solutions and tastes. It is no exaggeration to say, that during all 13 years, I worked here, every day I learnt something new.

Our meals cyclicity is a subject of change in each month and a half and the menu is subject of change once in three months, that's why

personnel experience is constantly enhancing. . We cook for many airlines, the Russian and foreign, they are rightfully proud with the excellent in-flight meals aboard and for each of them — its own menu.

SkyService: Will you tell about work with foreign Customers in more details.

V.T.: First of all, you notice at once big difference in in-flight meals traditions. If general European menu prevails at «Air France» French airline and «KLM» Dutch airline then for example «Jal» Japan airline, with whom we signed the Contract recently, has very specific menu, «Vietnam airlines» has original menu and in general as deeper to Asia as more interesting and non-ordinary!

Some one from the great culinary masters used to say: «All the Peoples are eating the same, only souses are subject of changes». I will dare to argue with these wording. When we cook for different World's airlines, not only souses and favorite garnishes are different, but due gastronomy requests of this or that region, initial raw materials are different. For example, such important food item as meat. «Aeroflot» does not use pork, but pork is most preferable for Vietnam airlines; «JAL» applies strictly tenderloin. Or rice, which is possible to be cooked by hundreds of different ways. As initial rice type is used «Basmati» one, simple or steamed,

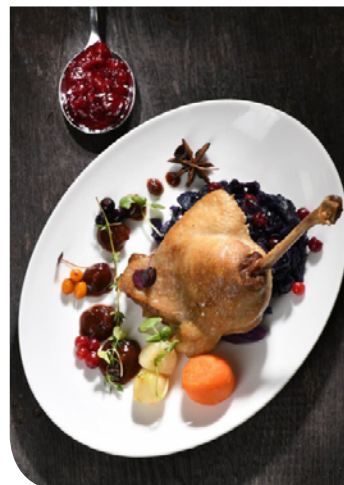


PHOTO: PROVIDED BY THE JSC «AEROMAR»

but different way of cooking, once again by TC, changes taste qualities completely.

SkyService: Do you cook the meals for foreign airlines by those technological documents which are supplied by them?

V.T.: Not certainly in that way. We cook the meals for presentations, which we arrange for foreign partners. The items, described at the Customer Request are always considered. We show meals appearance, way of servicing at the presentations. Their representatives are coming, testing, and due by their remarks, if any, we insert corrections. This is where I step in as technologist. My task is to design, come up and implement for production menus for all airlines, European for European airlines, Asian — for Asian airlines, besides, many intermediate and inter crossed versions.

By the way, in connection of difficulties, arisen in aviation industry due to acclaimed pandemia, we started to cook not



PHOTO: PROVIDED BY THE JSC «AEROMAR»

«AEROFLOT» DOES NOT USE PORK,
BUT PORK IS MOST PREFERABLE FOR VIETNAM AIRLINES;
«JAL» APPLIES STRICTLY TENDERLOIN. OR RICE,
WHICH IS POSSIBLE TO BE COOKED BY HUNDREDS
OF DIFFERENT WAYS.

only for the sky but for the land as well. It is placed slot-machine at the international business-Center «Moscow-City», which sells ready meals, produced in the JSC «Aeromar» in in-flight meals style under «Fly away lunch» Brand. The menu was developed by us, the Service Department.

Sky Service: The wording «technical-technological cards, TC» was repeated a number of times in your interview. Will you explain to our readers, what is it, and why they are so important for cooks in aviation catering?

V.T.: The Technological cards are obligatory in need, in order each meal, being supplied aboard, will be strictly this one, which was presented and approved at the presentation by representative of our exclusive Customer «Aeroflot» or representative of any other airline.

Every time, when a meal is delivered aboard, its quality, proportions, appearance shall be exactly kept, relatively speaking, in a tomato is located in initial picture at this place of a plate so today, tomorrow, and in 10 000 portions this tomato shall be located at the same place.

TECHNOLOGICAL CARD —
IS UNIVERSAL INFORMATION ABOUT
THE MEAL AND ITS COOKING. MEALS
INGREDIENTS ARE SPECIFIED WITH
ACCURACY UP TO GRAM, TEMPERATURE
ON MEAL SURFACE AND INSIDE DURING
ITS COOKING IN STEAM-OVEN, WORK
REGIMES AND SO ON

SkyService: You happened to lead the opening of the JSC Aeromar air catering production facility In Anapa in May 2021. Will you share with your impressions from



PHOTO: PROVIDED BY ANAPA AIRPORT JSC (VITYAZEVO)

this task, which is even more important amid significant decline of the industry at pandemic period, the Company in contrary find the way of production increase.

V.T.: Juliya Smirnova, Service department director, does professional honor, having instructed me to open the kitchen in Anapa, «Anapa» Branch is the most new from the net of out regional enterprises. On May 27-th the Branch catered the first «Aeroflot» flight.

There were 2 amazing weeks of work! We moved along all the way from zero, empty building to working catering, we organized working areas and equipped them. Thanks to JSC «Aeromar» material supply Department it was purchased missing equipment and at the stage of the company establishing we had problems neither material supplies nor the raw materials. I would like to point out that part of the products had been supplied directle from Moscow in order to support firm quality of our Company. For example we received chicken and beef already boiled, they were used for souses meals cooking and semi-finished items. At the same time such vegetables as tomato an pepper were bought at place, the area is rich with fruits.

Quick and successful our Anapa catering take off became successful due to coordinated efforts and excellent team work of Services Department, material supplies Department.

The Aeromar Delivery department played important role as well, having forwarded the six experts Group, they controlled fully loading-unloading of fully completed equipment. It is good to see participation in new Anapa Branch opening not only the team from «Center» but experts from other Branches.

A.Permyakov, «Aeromar» Petersburg Branch CEO, A.Kovalenko, «Aeromar-Krasnodar» director and her deputy Alexandert Djachenko played key role in our work. Production was partially equipped, «Aeromar-Kreasnodar».

Director and deputy director facilitated equipment delivery which were in shortage at the shortest term. Work coherence of all our employees ensured success, when we work together we are invincible we can cope with the task of any difference. At the same time, in-spice of the fact, that Moscow staff played key role in Anapa, we always remembered: we came to train people, to form efficient team of local experts. For example I went to Anapa in capacity of the production Chef, but at the same time I trained Cold and Hot food cooks about specifics of work in aviation catering business. Without false modesty I can say: Anapa catering turned out very good, workable. There are serviced 12 airlines more expect «Aeroflot» over there — «The Urals airlines», «Gazprom Avia» and others..



The JSC «Aeromar» — vending Project



PHOTO: PROVIDED BY THE JSC «AEROMAR»

→ THE JSC «AEROMAR» — IS THE LARGEST IN-FLIGHT CATERING COMPANY IN RUSSIA WHICH RENDERS CABIN CLEANING SERVICES AND SERVICES ITEMS HANDLING AND TRADE SERVICE. AMONG AIRLINES, BEING SERVICED BY THE COMPANY AT «SHEREMTJEVO» INTERNATIONAL AIRPORT ARE THE PJSC «AEROFLOT», «JAL», «AIR CHINA», «VIETNAM AIRLINES» AND MANY OTHERS.

The Company also carried out its activity in other regions of the RF, «Aeromar» Daughter Companies and Branches located at Saint Petersburg, Vladivostok, Rostov-on-Don, Krasnodar, Krasnojarsk, Ufa, Anapa, Sochi and Simferopol. The JSC «Aeromar» returns its positions in in-flight meals traditional segment and except main production, the JSC «Aeromar» started the project of pre-ready meals sales in smart-refrigerators at non-simple epidemic time.

The Company operates a number of micro-markets — smart-refrigerators in «Royal Flight» office, and also sales point in Moscow city business Center. They planned to open sales points in Moscow and in Moscow area.

The Company offers meals for offices in a form of sets and separate meals. Smart-



SUCH MEALS ARE INCLUDED TO THE RUSSIAN SET MENU: «HERRING UNDER FUR COAT» SALAD (HERRING PIECES MIXED WITH MASH POTATO AND BOILED CARROTS, COVERED WITH THE LAYER OF BEAT-ROOT), «MIMOZA» SALAD (MINCED SALMON WITH RUBBED CARROTS, PIECES OF ONION MIXED WITH MAYONNES WITH LAYER FROM MINCED EGG YOLKS ON THE TOP), «MOSCOW» SOUP, FRESH CABBAGE SOUP. PORK STEW AND BEEF GOULASH ARE AMONG MAIN ENTRIES.



THE EUROPEAN SET INCLUDES: «GREEK» SALAD, SALAD WITH RUCCOLA AND FETA CHEESE. THE SOUPS CHOICE IS POTATO MASH SOUP WITH CELERY, FISH SOUP IN MEDITERRANEAN STYLE. THE HOT MEALS ARE: FISH STICKS WITH CORN, BEEF LASAGNA.



ASIAN CUISINE MEALS ARE REPRESENTED BY FUNCHOSA SALAD WITH VEGETABLES, CARROT IN KOREAN STYLE, BY SOUPS «VONTON» AND «MISO». THERE ARE THE FOLLOWING HOT MEALS: EGG NOODLES WITH FIVE SPICES, PORK IN OYSTER SOUSES, AND ALSO THE CHICKEN IN SOUR-SWEET SOUSE WITH JASMINE RICE.



PHOTO PROVIDED BY THE JSC «AEROMAR»

THE COMPANY IS FOCUSED ON IN-FLIGHT MEALS PRODUCING AND BASES ON HIGH STANDARDS OF MEALS QUALITY, WHICH HAVE NO PRESERVATIVES AND TASTE ADDITIVES.

refrigerator contains approximately 300 portions for sales. They are selling approximately 100 meals at «Moscow City» Sales Point. Russian, European, Asian cuisines meals and breakfasts are in the menu. Chef meals and season menu, desserts are available, they can be bought in sales Point in «Moscow city».

It was designed the menu for breakfasts — where they are available pan cakes with different toppings, porridges.

You can find meals from Chef also, they are omelet with cheese and turkey, pan-cakes, stuffed with apple, Ukha (fish soup) «Merchant», «Tabule» salad with kinoa, Tortilla with chicken breast and many other meals.

Desserts are represented by poppy seed Roll with raspberry jam, «Honey» cake, strudel with apples, cheese cake with raspberry kuli.

Only small part of all meals, which can be tested already now, is listed here. Menu assortment is regularly up-dated, it includes season offers.

The Menu is extensive and various, everybody can find a meal by his taste. It is worth to pay attention, that the Company is focused on in-flight meals producing and bases on high standards of meals quality, which have no preservatives and taste additives. The shelf life is only 24 hours. The JSC «Aeromar» is one from first airline caterings, who started the work in this direction. The Company focuses on corporate segment and carries out meals sales by average price of business lunch, which varies on a level of 300 rubles. It makes possible for Customers to purchase full lunch by attractive price. Such micro-markets can be placed in an office, in a business Center or in another place, where demand for such products exists. ■



PHOTO PROVIDED BY PJSC «AEROFLOT»

Autumn tourism with «Aeroflot»

HURGHADA, SHARM –ASH-SHEIKH, PUNTA KANA

«THE AUTUMN WHIRLED CAROUSEL OF MELODIES ONCE AGAIN»...

→ ALEXANDER ROSENBAUM'S POETIC LINES EXCELLENTLY DESCRIBE GOLDEN AUTUMN BEAUTIES IN RUSSIA. HOWEVER, FOR THOSE, WHOSE VACATION FELL FOR OCTOBER-NOVEMBER, BUT A SOUL ASKS FOR HOT SUMMER, MOUNTAIN ASH CLUSTERS AND LEAVES FALL ARE POOR SOLACE.



PHOTO PROVIDED EGYPT HRG.RU

«Aeroflot» restores the net of its international flights by tourist routes, demanded in Autumn season. Effective October 1-st., the Russian civil aviation flagship carrier airplanes got started regular flights to Hurghada, Sharm-as-Sheikh and Punta-Kana. So let us get ready to fly «Aeroflot» to informative travel along all these three tourist locations and save some information beforehand, which will be useful at place.

HURGHADA — ANCIENT AND MODERN

This is the resort, located at 45-km long well maintained stripe of the Red sea shore around Hurghada city, is probably the most popular among the Russian tourists among sea-shore tourist areas in Egypt.



PHOTO PROVIDED TYR&BU

THERE ARE **100** BIG HOTELS AT THE SHORE, WORKING BY «ALL INCLUSIVE» SYSTEM, THERE ARE **60 FIVE STARS** AMONG THEM. THERE ARE MORE THAN ONE HUNDRED **MINI-HOTELS, GUEST HOUSES** AND A NUMBER OF HUNDREDS **APARTMENTS** AND **VILLAS** FOR RENT.

Effective October 1-st., «Aeroflot» operates the following daily outbound and inbound flights: Moscow — Hurghada, SU 0422, departure at 11.40 a.m. Moscow time, arrival at 3.55 p.m. (the local time); Hurghada-Moscow, SU0423, departure at 7:25 a.m. local time, arrival at 23.50. a.m. (Moscow time).

Hurghada airport is located very comfortable, straight at the middle of resort, approximately in 6 kilometers from historical and administrative center of the City — Dahar square.

In order to have admission to the Resort, a person shall have certificate about vaccination with medication «Sputnik 5», AstraZeneca, Moderna, Sinopharm, Sinovac, Johnson&Johnson, more over it shall pass not less than 14 days from the date of the second injection; it is necessary to have readable QR code in Certificate. It is suitable to have PCR test with negative COVID-19 result, having done not earlier than in 72 hours before the departure

At the same time there is alternative possibility to take express PCR test in Hurghada and Sharm-as-sheikh airports upon arrival. Service price is 30 USD. In case of positive test result the passenger will be placed to the local hospital for quarantine. However let us proceed from sad, but inevitable epidemic formalities to more optimistic subjects. What to tell about tourist Hurghada, to which hundred of texts are dedicated in specific mass media and in Travel guides? This resort font is a cradle of one of the most ancient civilization in humankind history.

The world famous ancient Egypt monuments are situated at Hurghada — the golden Lucsor, in whose monuments millenniums chronology is captured. These are famous temples, to whom sphynxes alley leads through eras and epochs, and proud statues of Ramses the 2-d, pharaoh — warrior and Theban necropolis (mort city) with its sanctuary and Memnon colossus... For those, who prefers to combine rest and knowledge, Hurghada Museum,

THE WORLD-FAMOUS **GOLDEN LUXOR** IS LOCATED IN HURGHADA. THESE ARE **FAMOUS TEMPLES**, TO WHOM **SPHYNXES ALLEY** LEADS THROUGH ERAS AND EPOCHS, AND **PROUD STATUES OF RAMSES THE 2-D, PHARAOH -WARRIOR** AND THEBAN **NECROPOLIS** (MORT CITY) WITH ITS SANCTUARY AND **MEMNON COLOSSUS...**





PHOTO PROVIDED ITA.SU

opened at the last year and mummification Museum, other sights, are waiting.

Let us return from excursions and go to turquoise fond sea, which for some reason has the name the Red sea. Let us notice along the way that the most common transportation here is taxi, and besides Egyptian drivers are proud with the most cheap rates in a world. Hurghada shore is planted with chic hotels as string of beads with pearls. There are 100 big hotels at the shore, working by «all inclusive» system, there are 60 five stars among them. There are more than one hundred mini-hotels, guest houses and a number of hundreds apartments an villas for rent. Hotels, working by «beach resort» system, predominate at the district North, i.m. hotels, which get own comfortable beach, restaurants and all infrastructure for those, who is fond of «seal» rest, which is very popular among Russians, who do not want to go out of hotel boundaries.

Besides, the sea is calling. There are excellent possibilities for swimming and diving, picturesque coral gardens in azure depth., extensive choice of sea tours aboard of dazzling white tourist ships, romantic visit of Giftun island. (30-50 USD) Running into shark in this place is unlikely, it is not recorded any cases of attacks during 10 years.

However, for those, who is afraid that predatory fish will bite him, or he will be captured by foreign combat swimmers (it is equal fantastic scenario), so «Hurghada Grand Aquarium» offers full illusion of the sea world with the sea animals of more than 100

spices and under water tunnel.

Obviously, swimming pools and aqua parks are available in Hotels, and visitors from «outside» are allowed to come in at some of them for #20-30 USD from a person. Besides, it does not hurt to keep in mind, that prices in Hurghada is higher by one fourth and in some cases even by one third than the prices at other places of Egypt.

And finally about yum yum. It is possible to eat in Hurghada all over the place. Restaurants are available in all hotels. Besides, tourists are welcomed at miscellaneous places of different size and specialization — national, international cuisine, sea fruits and so on. There are quite original places, for example «Moby Dick» restaurant, is very famous with its stakes and is stylized as kitchen aboard a ship.

Culinary specifics in Hurghada are all Egyptian generally than authentic. One of from advisors, who worked in Egypt in sixties, used to recall, that the local kitchen base was rice with meat and «sweet onion and green olives» were actively used as condiments.

In comparison with modest diet of previous decades, tourist city Hurghada present day gastronomy took giant step forward.

National food in Egypt represents eclectic combination of different culinary traditions. Three main «whales» — meals, common for all the Middle East, meals with obvious influence of the Mediterranean cuisine and at least exclusive Egyptian meals. There are borrowings from colonial British cuisine. Culinary experts



distinguish a number of features: active use of legumes, meat meals popularity, sea food and fish, wide use of vegetables and garnishes sameness (rice, couscous, bulgur and that's it), and also, certainly spices and spicy seasoning.

The most striking local meals can be included «gibna domiati» — soft cheese from buffalo milk; «ducca» — pasta from minced nuts and flavored herbs; «mulukija» — type of stew beef, rabbit, chicken or fish, seasoned by jute leaves; «tarb» — cutlets, wrapped in interior lamb fat and baked in coals; «batt mehmar» — fried goose with add of mastic and cardamom, liked by pharaoh and many other meals. The national beverage — carcade — some sour tea from hibiscus. And Egyptian sweet meals — are challenge for gourmets. Abundance of desserts, different by appearance and taste causes profuse salivation and outcome is only one: fly to Hurghada and taste all items.

SHARM-AL-SHEKH, OR SHARM-ASH-SHEIKH

How to pronounce correct? Philologists-experts in Arabic affirm: the name of this popular city-resort in southern area of Egypt Sinai semi-peninsula shall be read as Sharm-as-Sheikh, the thing is specific pronounce of pre-position «Al».

And it deserved the name of the «Egyptian «Rivera» for excellent conditions for sea leisure. «Aeroflot» operates out-bound and in-bound flights daily: Moscow — Sharm-ash-Sheikh, SU 0426, departure at 12.05 (Moscow time), arrival at 16.20, the local time. Sharm-as-Sheikh — Moscow, departure at 17.50., local time, arrival at

00:10 (+1 Moscow), «Covid» requirements are the same like in Hurghada.

In difference from Egyptian classical cities as Cairo and Alexandria, Sharm-as-Sheikh, famous with its round a year tourist season, resembles European resort, located at the Mediterranean shore. Sharm-ah-Sheikh geography is simple and comfortable.

Almost all tourist places are located at the shore and connected with the main street with hospitality name — «The Peace road».

There are many hotels, restaurants, shops and night clubs at the most comfortable quarter «Naama-Bay».



SHARM-AS-SHEIKH,
FAMOUS WITH ITS
ROUND A YEAR TOURIST
SEASON, RESEMBLES
EUROPEAN RESORT, LOCATED
AT THE MEDITERRANEAN
SHORE.



THE RESORT IS SURROUNDED BY DEFENSE WALL OF 6 METERS HIGH, BUILT WITH KEEPING OF ALL PROCEDURES OF FORTIFICATION. IT STRETCHED FOR 36 KILOMETERS.



A PERSON, WHO IS INTERESTED IN MODERN HISTORY WILL FIND THERE UNEXPECTED DISCOVERIES: FORTRESSES, HALF BURIED BY SAND, LEFTOVERS OF MILITARY OBJECTS AND WRECKAGES OF MILITARY TECHNIQS WHICH WENT RUSTY.



There are sand beach and oriental market, city historical part and harbor at «Sharm-ash-Maija». The national Reserve spreads along in Nabk district, and it is possible to go in for diving and order sea tour in Ras-Umm-ash-Sid harbor.

Sharm-as-Sheikh is deprived with historical sights in comparison with Hurghada, but bravely compensates this, having offered knowledge tours to close neighbors — to ancient Jerusalem (Israel) and Petra (Jordan). The tour price is approximately 1,5 thousand Egyptian pounds. It is possible to pay in USD, they are common currency, they also take euros but no so wishful.

Natural history tours are popular — ground ones to Color canyon and Big coral canyon preserves and to the sea Preserves — to Ras Mohammed and Tiran Islands, which include diving for extra pay to be familiar with under water environment. Price list tours is added with Saint Katharine pilgrimage and dawn meeting at Sinai Bible mountain, where Moses the prophet obtained 10 commandments by tradition.

Safari-tour in desert by ATV with claimed meeting with Bedouins and picture with camels background

is the most cheap, the cost is 300 local pounds. Sharm-as-Sheikh is the city for free and happy leisure. Naama-Bay — is the luxury area with the night clubs, chic restaurants, souvenirs shops and long «by walk» area, where the music does not tarnish round-o'clock.

However, for those, who like to feel light adrenaline injection to blood, the sights of different origin will attract their attention at Sharm-ash-Sheikh.

The resort is surrounded by defense wall of 6 meters high, built with keeping of all procedures of fortification. It stretched for 36 kilometers from Nabk Bay district to Ras-Mohammed Preserve. Construction was started in the Year 2019 after number of terrorist acts, which shook Egyptian tourist industry.

The wall is designed to protect tourists from unwanted penetrations and is important element of Country tourist security. However, for those, who like to have extremal journeys along sands is not prohibited to go out from one of 4 gates and to walk a number of miles along the Red Sea shore. A person, who is interested in modern History will find there



LOCAL
RESTAURANTS DAZZLE
WITH VARIETY FROM
FAST FOOD PLACES
AND PIZZAS TO LUXURIES
RESTAURANTS
WITH EGYPTIAN,
MEDITERRANEAN
LEBANON, PAN-ASIAN,
EUROPEAN CUISINE.



unexpected discoveries: fortresses, half buried by sand, leftovers of military objects and wreckages of military technics which went rusty.

This sea shore Heaven was a place of fierce battle during Arabic-Israel war in 1956. Having worked up an appetite, it is right time to give a credit to culinary places of Sharm-as-Sheikh. The trend

is here generally the same that is in Hurghada. Local restaurants dazzle with variety from fast food places and pizzas to luxuries restaurants with Egyptian, Mediterranean Lebanon, pan-Asian, European cuisine. A number of «Bedouin`s food out lets», where meals choice is limited, food set up is simple, but common dishes quality is excellent.

PUNTA-CANA-DOMINICA

«Aeroflot» invites those, who like to open ocean horizons to travel to the New World, to fabulous Haiti Island by traces of Columbus caravels and sailing galleons. Dominican Republic is situated at the Island western part and Punta-Cana resort is located at East end, at the shore, having washed by mighty Atlantic waters from the North and by Caribbean sea from the South.

On October 1-st, «Aeroflot» opened regular flight over there. Flights of Moscow-Punta Cana destination (SU0156, departure at 8.00, Moscow time; arrival at 12.45, local time) and Punta-Cana-Moscow (SU0157, departure at 14.50, local time; arrival at 08.50, Moscow time) will be operated initially by Fridays and Sundays and from November by Wednesdays as well. In so doing flights frequency will be 3 times a week.

«They organized holiday atmosphere for passengers during check in to the first flight», — they told in «Aeroflot» airline. Show was going on near check-in counters: music was playing, artists were performing Latino dances. Each traveler was gifted memorable souvenirs, was serviced champagne and Dominica rum aboard the aircraft.

First «Aeroflot» flight will be welcomed by traditional water arch in Punta Cana airport». Pleasant surprise for travelers is that visa free regime is available for Russian citizens and no need to present negative Covid-19 test result. Getting to know Dominica exotic world starts from Punta Cana airport, which is constructed in non-ordinary architecture style: it resembles traditional Dominica cabin, the building has no walls, being windswept by sea winds.



PHOTO: PROVIDED FROM THE HOTEL BOOKING WEBSITE



GETTING TO KNOW
DOMINICA EXOTIC WORLD
STARTS FROM PUNTA CANA AIRPORT,
WHICH IS CONSTRUCTED IN
NON-ORDINARY ARCHITECTURE STYLE:
IT RESEMBLES TRADITIONAL
DOMINICA CABIN, THE BUILDING
HAS NO WALLS, BEING WINDSWEEP
BY SEA WINDS.
THE RESORT IS FAMOUS
WITH ITS EXCELLENT BEACHES WITH SOFT
WHITE SAND, UNDER THE SHADE OF SLIM
COCONUT PALMS

The resort is famous with its excellent beaches with soft white sand under the shade of slim coconut palms: Bavaro, Macao, Gorada arena, Cortesito, Cabeza de Torro. The local law determines that distance from hotel to beach shall be not less than 60 meters in order to protect the unique natural environment of near-shore area. Hotel owners keep this limitation «by low limit» — the sea shore is always in walk distance from rooms. Hotels also can not be higher than 3 floors, that's why they grow here not in height but in broadwise, having spread out in idyllic settlements in a form of stylish cabins-rooms, where there are all facilities for comfortable leisure. Hospitality business particularity in Punta Cana is striving to provide to the customers with all possible entertainment at place. Hotels have swimming pools and some of them aqua parks, infrastructure for children rest is obligatory feature, there are often tennis courts, golf fields, stables for horse riding. Restaurants present national meals to the hotel guests all over, casino doors beckon lovers of gambling.

However, the main feature in Punta Cana are wonderful beaches and crystal clear ocean font, ideal choice for sea shore leisure and water sports activities, including diving. Swimming in coastal lagoons is safe even for children — depth is not more than 1,5 meters in them and heavy sea does not take place here. Corral reefs which border lagoons reliably defend them from Atlantic rampage. By the way, reefs with their reach sea fauna and flora — are the excellent grounds for underwater hunting and diving lovers.

When imposing beach life in hotel becomes bore, Punta Cana diversifies leisure with tours program. Sea tour to Saona island, which has a national preserve status, can entertain guests, they can be entertained also by jeep tour to La-Romana. Except excellent shore it is possible to review sugar cane processing old factory and recall that this is sugar cane was Island economics base before tourist era.

Gastronomic Punta Cana will gladly add up impressions from fine Nature with strong and bright taste feelings.



Dominican people national culinary, having formed as black plantation workers and land-lords-creoles food culture, is eclectic of European, African, and authentic Caribbean traditions.

Simple ingredients are formed base of local meals, they are very caloric, savory, hearty: rice, meat, beans, vegetables, banana, fish, cocoa nuts. They use frying and stewing in meals cooking, local chefs do not forget about spicy seasonings and souces. Everything is rather simple, but very tasty. Concerning soft drinks they service papaya, orange, pine apple juices, cocoa nut milk, for those who like light alcohol drinks they service very cold beer, local and imported.

However, the visiting card of local vine list is famous strong rum, aside product of sugar cane processing into sugar and consolation of many seamen generations. They produce variable and very seductive cocktails on rum base. Local people assure, that after one or two rum shots these places seem more beautiful. 🍹

«AEROFLOT» OTHER TOURIST DESTINATIONS

→ WE HAVE COLLECTED DATA ABOUT FAR ABROAD COUNTRIES, WHO HAVE DIRECT AVIATION CONNECTION WITH THE RF BY «AEROFLOT» FLIGHTS AND WHERE THEY ARE ALLOWED TO ENTER WITH TOURIST PURPOSES IN PARTICULAR. THERE IS ALSO AN INFORMATION CONCERNING REGULATIONS AND ENTER RESTRICTIONS WHICH EXIST IN CONNECTION WITH COVID-19 EPIDEMIC.

AUSTRIA

COVID-19 Test is necessary if there is no Certificate about past disease or Certificate about antibodies. PCR test (LAMP, TMA) shall be taken not earlier than in 72 hours before, or Antigen test not earlier than in 48 hours before arrival.

«Sputnik V» vaccine is not approved, they admits vaccines Comirnaty (INN) BioNtech/Pfizer; Vaxzevria COVID-19 Vaccine AstraZeneca / Covishield Serum Institute of India; mRNA-1273 Covid-19 Vaccine Moderna; Sinopharm / BIBP SARS-CoV-2 Vaccine (Vero Cell), Inactivated, Sinovac; Janssen Johnson & Johnson.

Persons who have had coronavirus can enter without PCR test and do not keep quarantine if they have medical Certificate that he has got well (not earlier than in 180 days) or Certificate about neutralization antibodies presence (issued not earlier than in 90 days) from laboratory, approved in Austria. 10 days quarantine (except persons who have had corona) can be reduced in case if to pass extra PCR test at 5-th day with negative results.

BULGARIA

It is necessary to pass testing for COVID-19 not earlier than in 72 hours (PCR –test) or not earlier than 48 hours before (Antigen) before arrival, if vaccination

certificate is absent or Certificate of get well.

«Sputnik» vaccine is approved, persons, who were vaccinated at the period less than in 14 days before arrival should not pass PCR test.

Persons, who have had corona, also do not need to pass PCR test if there is Certificate in English.

HUNGARY

«Sputnik V» vaccine and other Russian vaccines are approved, PCR test is not required for those who vaccinated.

Persons, who recovered from corona virus during last 6 months before departure can present Certificate in English and negative result of COVID-19 PCR test. Other passengers shall take PCR test not earlier than 72 hours before arrival.

GREECE

It is necessary to take PCR test not earlier than in 72 hours (Antigen not earlier than in 48 hours) They do free of charge express test upon arrival.

«Sputnik V» vaccination is approved, but does not exempt from PCR test.

In case of positive test quarantine shall be kept for 10 days.

IRAN

PCR test shall be taken not earlier than 96 hours before departure, independently from vaccination.

Medical examination shall be passed upon arrival, in case of symptoms identifying a person is put to quarantine for 14 days period, which shall be paid at the person expense (including repeated analysis).

IRELAND

PCR test shall be taken not earlier than in 72 hours before arrival. The Russian vaccines are not approved. Passengers, who lived in the countries of «red zone» infection danger during 14 days before departure are placed to special hotel for 2 weeks quarantine. Persons, who recovered from corona virus are free from PCR test and quarantine if they present PCR test with negative result, received at the period from 180 to 11 days before departure.

CYPRUS

PCR test shall be taken in 72 hours before the departure. Sputnik V vaccine is approved, for vaccinated passengers PCR test are not in need. All other passengers shall take second payable COVID-19 testing upon arrival to the airport and wait for result in self-isolation regime.

CUBA

PCR test shall be passed not earlier, than in 72 hours before arrival. Upon arrival to Cuba, all passengers shall take second COVID-19 testing before the border passing through. Vaccination does not play a role. All passengers, who have arrived, shall take 7 days length quarantine in booked hotel (it is necessary to present voucher).

LEBANON

PCR test shall take not earlier than in 96 hours before the departure, Certificate, issued to the Russian



citizens shall have QR code as mandatory conditions. All passengers shall take mandatory COVID-19 testing. Vaccination does not play a role.

MALDIVIAN ISLANDS

All incoming passengers shall present on-line health status declaration at site during 24 hours before departure and attached Certificate in English concerning PCR test negative result, taken not earlier than 96 before departure, to on-line Form. Vaccination is not an issue. The second PCR test is in need upon arrival.

MEXICO

COVID-19 tests results presenting is not required for arrival to Mexico.

UNITED ARAB EMIRATES

PCR test shall be taken not earlier than in 72 hours before departure.

Passengers, who arrive with tourist purposes, shall have confirmed back flight ticket, medical insurance, accepted in UAE and which covers medical services costs in case COVID-19. Upon arrival to Dubai, all passengers shall pass mandatory PCR testing. Vaccination is not an issue.

SEYCHELLES

It shall be submitted before-hand on-line Application for mandatory medical permission issuing for travel to official governmental site of this Country or through Application Seychelles Travel Auth, and to attach Certificate with negative PCR test result, taken not earlier than in 72 hours before departure, to on-line Form. Vaccination is not an issue.

SERBIA

PCR-test shall be taken not earlier than in 48 hours before the

border crossing. In case of a flight delay, the term can be prolonged up to 72 hours. Vaccination is not an issue.

SLOVENIA

It is necessary to pass COVID-19 testing not earlier than in 72 hours (PCR-test) or not earlier than in 48 hours (Antigen) before arrival.

Sputnik V vaccine is not accepted, for persons, who is vaccinated, PSR tests do not need.

Persons, who recovered from corona 19, not earlier than in 6 months, also are free from test upon Certificate presenting. In case of these conditions absence a person shall go to self-isolation, upon place available in the Country, or deportation.

THAILAND

PCR-test shall be taken not earlier than in 72 hours before departure.

«Sputnik V» vaccine is recognized, however vaccination shall be done not less than in 14 days before departure. Vaccinated persons with stay at accredited hotel for 7 days, they shall take 2 mandatory COVID-19 tests during this period. For non-vaccinated persons quarantine term is 10 days, 2 tests will be carried out during these period.

A traveler shall have Medical insurance for the amount of not less than 50 000 USD handy, which reimburse all costs for medical treatment, including COVID-19 during all period of stay at Thailand.

TURKEY

It is necessary to pass COVID-19 testing (PSR-test) not earlier than in 72 hours or not earlier than in 48 hours (Antigen) before arrival. Personal vaccines are recognized, persons, vaccinated earlier than in 14 days before arrival, PSR tests are not in need.


Passengers, who are presenting Certificate about COVID-19 recovery are free from test if not more than 6 months passed from disease date.

CROATIA

It is necessary to take COVID-19 test not earlier than in 72 hours (PSR-test) or not earlier than in 48 hours (Antigen) before arrival.

«Sputnik V» vaccine is recognized, vaccination shall be performed not earlier than in 365 days and not less than in 14 days before the departure. PCR test is not need if there is Certificate about COVID-19 disease recovery and about one vaccine doze injection at the period during 8 months from the moment of disease date under condition that vaccination was done in a term not less than in 12 months before arrival to the border passing check-point. Entrance is possible also if there is Certificate with negative COVID-19 test available (PSR or Antigen) in condition of test taking not later than in 365 but not less than 11 days before arrival or Certificate about COVID -19 disease recovery.

SRI-LANKA

PSR-test shall be taken at a passenger expense upon arrival to Sri-Lanka. They shall stay at preliminary booked hotels during 14 days in quarantine after it. Passengers, who recovered from COVID-19 within 3 last months before arrival and have Certificate about it, are able to present COVID-19 negative test result (Antigen), which is taken not earlier than in 48 hours before departure. «Sputnik V» is recognized, vaccinated passengers are free from quarantine, if not less than 14 days before departure passed from the second injection. 

ATTENTION
Information
is a subject
of constant
amendment.
Look after
events at PJSC
«Aeroflot» site:
<https://www.aeroflot.ru/ru-ru/covid-19>

NEWS

COVID FREE FLIGHT, CONTACTLESS SERVICE, AVIATION NOSTALGIA... INTERNATIONAL EXPERIENCE OF STRUGGLE WITH A DANGER TO GET INFECTED COVID-19 IN FLIGHT.

1 «CREATIVE WAY»:
TECHNOLOGICAL
SOLUTIONS
CONCERNING
AIRCRAFTS CABINS HYGIENE,
MINIMIZATION OF PASSENGERS
CONTACTS WITH CABIN
CREW, IN-FLIGHT SERVICE
DIGITALIZATION, PASSENGERS
INSURANCE AGAINST
COVID-19.



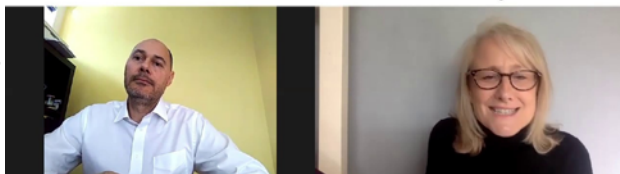
PHOTO BY SERGEI SUPINSKY / AFP VIA GETTY IMAGES)
(SERGEI SUPINSKY, CNN)



Does inflight catering have a future in the post-COVID world?

Director General, Airline Catering Association
Fabio Gamba

Editor, Onboard Hospitality
Julie Baxter



Onboard
HOSPITALITY

FAIR IN CONTRARY TO EPIDEMIC

Airline Catering Association (ACA) signed Partnership Agreement for support of «On Board Hospitality» on-line Fair (OBH) and International Flight Service Association (IFSA) in December 2021.

There were integral Fairs took place within this unique activities — «Future Travel Experience» (FTE) и «Airline Passenger Experience Association» (APEX). Experts assumes, that they become effective platform for industry come together in difficult COVID-19 conditions.

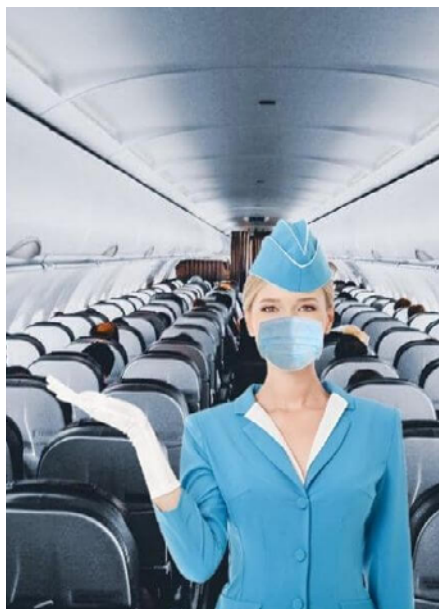
ACA has an intention, being in role of strategic Partner, to announce proposals about new services format aboard airlines, about support and restructuring of the industry. «We can share with the new ideas, to discuss future of hospitality aboard», — Fabio Gamba, ACA Executive director pointed out. — This event is first of this kind, industry experts will come together, in spite of limitations, connected with pandemia».

CONTACTLESS SERVICE FROM BLUEBOX

No contact Flight service without tactile contacts can be provided! «Bluebox Aviation Systems», developer of software solutions and Company «Dnata Catering Australia», signed Memorandum of understanding on passengers contactless service Technology designing on the base of systems «Bluebox wireless IFE» (W-IFE) development in Australia, New Zealand and in some other territories of the Pacific region. The new concept proposes to bring dialog between passengers and flight attendants to minimum level, but to provide with excellent services and full assortment of meals, beverages and retail sales goods aboard.

«IFE accelerated contactless payments delivery for in-flight retail sales and such materials digitalization as digital menu and magazines», - David Brown, director for «Bluebox» business development. — Thanks to partnership with «Dnata», we can expand the platform to on-board logistics system, having integrated catering and retail trading».





SHIELD AGAINST COVID FOR AIRLINES

«Kaelis», on-board products and services Vendor, together with «COPPTECH» Company, which works in anti-bacteria safety, manufactures products with anti-bacteria protection for travel industry. Makers are assuring, that their means not only eliminate SARS-COV-2, but protect from other infections decease, pathogenic microbes, bacteria, viruses and fungi.

The Technology is tested and approved by Southampton University biological sciences experts, having confirmed its ability to eliminate COVID-19 virus. This technology efficiency depends from biocide features of copper and zinc. All products, treated by this Technology are ecologically friendly, and safe in use.

Pajamas, blankets, pillows, socks, bags, trays, pots, baskets for ice, masks for cabin crew, kitchen equipment will be acting as the shield from disease bacteria, having suppressed their growth and eliminating them.

«It is the most important task now- to convince passengers, that travelling is safe», — Federico Heits, «Kaelis» Company CEO, pointed out. — We can assure industry flourishing only in this way».



CATHAY PACIFIC INSURES FROM VIRUS

Hong Kong flagship Company «Cathay Pacific» began to validate free of charge COVID-19 insurance for all passengers.

This service is rendered in cooperation with «AXA General Insurance Hong Kong Ltd» insurance Company.» Insurance is validate automatically upon a ticket booking for a flight. The insurance includes COVID-19 tests taking pay out and hospital treatment, and medical costs coverage can equalize of 200 K USD. In case a person is placed to quarantine, Customers will be receiving allowance in the amount of USD 100 daily for a term of up to 14 days. If COVID infected persons evacuation or repatriation will be required, so «Cathay Pacific» airlines guarantees, that affected Customers, and also their fellow travelers and children, who accompanied them, will return to the Motherland.

Insurance is validated to passengers for 30 days effective the date of their departure, or for the period till the date when they return home in case if it happens earlier than 30 days.



UNITED IN INDIVIDUAL PACK

«United Airlines», airlines, based at O' Hara Chicago airport, has toughly reformed its catering policy in connection with COVID-19 epidemic.

«United» economy passengers can receive only drinks by order at flights shorter than 2 hours and 20 minutes, snacks aboard are not offered.

If the flight length is longer than 2 hours 20 minutes, passengers are serviced hermetically packed meals, a bottle of water and anti-bacteria napkins. If a flight continues longer, so they are serviced with snacks and water in individual packs



PHOTO: DR. ETHAN WEISS SOURCE TWITTER

and also antiseptic tissues. «Individually packed meals allow to combine in-flight service traditional elements with security measures keeping», — they advise in airline.

2 PROTECTION MEASURES:
MEASURES FOR SOCIAL
DISTANCE EXTENSION ABOARD,
MEASURES OF INDIVIDUAL
PROTECTION, INDUSTRY ACTIVITIES
CANCELLATION.

ON BOARD DEFENCE AGAINST COVID

The Study, have been performed by scientists from Harvard University public health protection School, named after Tan Chan, confirmed, that multilevel approach to on-board services, had been taken by a number of USA airlines in order to protect Customers and employees from COVID, had success. Infection risk is very low during aviation transporting.

«COVID-19 transmission risk aboard a plane is lower, than during other daily activities in epidemic period»,- Harvard researchers concluded. — Risks lowering multilevel strategies implementation require that the rules shall be kept by airlines and passengers, but it will help to guarantee, that air flights will be as safe or even more safe as daily activities of people».

Masks use, thorough protocols of cleaning and the modern ventilation and filtration aboard assure efficient protection against CORONA virus.



PHOTO: GETTY IMAGES



PHOTO: REUTERS

COVID-19 CHANGES THE PASSENGERS

83 % of passengers are sure that they will not return to their former habits during travelling after COVID-19 epidemic is over. This is the result of passengers global passengers survey, done by assignment of «Inmarsat», international satellite connection Company.

The survey were carried out among 9 500 passengers from 12 Countries and became the largest one effective epidemic starting. Although the majority of passengers (60%) are satisfied by aviation industry reaction on «the 20—th. Century plague», it was found out, that 41 % from them expect to travel less by any means of transportation, and 31 % plan to fly less. Respondents replied, that they are afraid to be infected with the virus being abroad than in a plane. In general they feel themselves confident during servicing aboard and communicating with flight attendants, however, they are less comfort to visit toilet during flight and to be in direct proximity with other people. They see solution in social distance keeping and service digitalization.

3 «AVIANOSTALGIA»: RESTAURANTS OPENING, IN-FLIGHT SERVICES STYLING, AIRLINES SALE OF SERVICE EQUIPMENT AS SOUVENIRS, TRADITIONAL MEALS RETAIL SALES.

TO KEEP DISTANCE

Social distance keeps to be actual aboard airplane.

The American airline «Delta» announced, that it will prolong «Delta CareStandard», safe passengers service concept, which involves middle seats blocking at all «Delta» planes till March 30-th, 2021.

«Delta» became the only USA air carrier, who prolongs this ban. They declared «commitment to multilevel service program with minimum contacts, which includes more than 100 protective measures». William Lench, «Delta» chief expert in charge of customer service told that: «We understand that a number of Customers are still learning to live with this virus and want to keep social distance for their personal comfort.





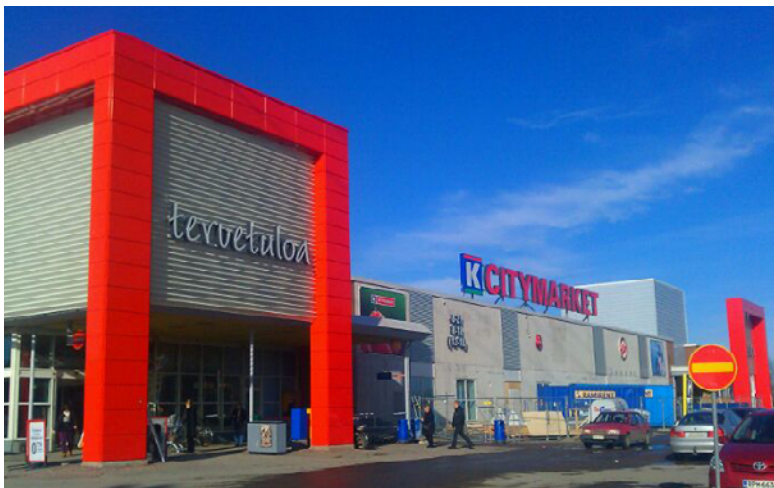
IN-FLIGHT MEALS REASTAURANT FROM «THAI AIRWAYS»

In-flight service nostalgia in condition of epidemic took specific forms in Thailand.

«Thai Airways» airline opened in its Bangkok headquarters «the in-flight catering restaurant». The place designed in «aviation» style and services approximately 2000 lunches to visitors, the same like airline menu meals. The restaurant is situated at the building second floor, and customers shall climb aviation gate. «Passengers» are welcomed by flight attendants and even issue them boarding passes. Airline aircraft's chairs are placed inside, in so doing business and economy services are provided. Interior is complemented with aircrafts spare -parts and other memorable airline items.



PHOTO: THAI AIRWAYS



FINNAIR KITCHEN IS LANDING

Finnish airline «Nordic» business class menu of Finnair is possible to buy on the ground and enjoy «Finnair taste» at own place.

Ready meals are available only in one shop — K-Citymarket Tammisto, which is located not far from Helsinki international airport Vantaa. If testing project will be successful, «Finnair» is planning to expand sales to other outlets. Snack price is 5,90 Euros, and main entry price is 12,90 Euros. Buyers are offered branded delicacies of the airline from the Finnish and Asian cuisine, for

example deer in hunter style and beef in teriyaki sauce. All meals are produced by exclusive recipes at «Finnair» catering Company. «Now, when a number of flights are cancelled due to virus COVID-19, we would like to offer to our constant Customers possibility to taste Finnair luxury at place»,- told Marika Nieminen, Finnair vice-president catering told.- «At the same time this project makes possible to return a job for our cooks, who were instructed to be in temporary vacation».

WILL YOU BUY «AUSTRIAN AIRLINES» DUCKY

Nostalgia about flights becomes international trend and more airlines are opening ground shops.

«Austrian Airlines» style fans can buy brand souvenirs from the airline at the new temporary shop, located at the center of Vienna. After successful re-start of the airline internet-shop in the Year 2019 Autumn, the Austrian air carrier sales its red-white-red branded items in cooperation with the Capital shop «Strictly Herrmann».

«Since there is a shortage of passengers at Vienna International airport during epidemic, we decided to land in Vienna downtown»,- explained Amir Agamiri, Austrian airlines Brand manager.

They expect in the Airline, that Branded face masks

for 14, 90 Euros

and Austrian

brand souvenir

«Badeente»

ducky for 6,95

Euros will be

best sellers in

outlets at

the downtown.

