



**OSERV**  
CATERING

# CATERING

Provision | Management | Academy



## Service Deliverables

### Crew Satisfaction

- Cleanliness
- Comfortable accommodation
- International Menu diversity
- Best quality ingredients
- On site food preparation
- Crew Care program on cultural sensibilities
- Convenient service



### Service Excellence

- Professional Catering Crew
- 24/7 Catering services
- Housekeeping services
- Cabin & Crew
- Laundry service
- Provision
- Procurement
- Performance management
- Online customer portal

### Health / Wellbeing

- Promoting a healthy lifestyle regime
- Crew education on nutritional health
- Nutritionally balanced menus
- Low calorie, lacto and gluten free choices
- Calorie, Nutrients & Allergen declaration
- Man/Day Calorie consumption
- HACCP food safety management



### Sustainability

- Locally sourced ingredients
- Dynamic logistic consolidation
- Natural growth fertilization
- Zero pesticides & chemicals
- Plant based menu alternatives
- Waste management programs
- Plastic reduction on board

## Key Processes



### Crew Management

- Behavioral Assessment
- Technical Assessment
- Medical & Mental Assessment
- Recruitment
- Employment
- Crew management



### Training

- Workplace health and safety
- Food safety & hygiene
- Nutrition & Health
- Planning and Costing
- Competence Assessment
- Global Technical training



### Operation

- Menu standards
- Food safety standards
- Housekeeping standards
- Galley Production standards
- PMS standards
- Policies and Procedures
- Performance incentives



### Planning

- Operating Budgets
- Recipe costing
- Crew preferences
- Nutritional Values
- Menu plans
- Requisitions
- Ports / Supplier relations
- Logistic arrangements



### Purchasing

- Supply Contracting
- Supplier Benchmarking
- Procurement planning
- Best value guarantee
- Rate management
- Quality assurance
- Supply valuation
- Transparent client reporting



### Control

- Performance reports
- Crew satisfaction
- Nutritional Health
- Inventory reports
- Production logs
- Food safety logs
- Equipment PMS
- Performance summary



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