



NEWREST CANADA

2017 Jobs Presentation Booklet



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Inflight

Since the inflight site opened in Montreal in 2009, followed by Calgary in 2010 and Toronto in 2015, these production sites have prepared over 25,000 meals for about 15 clients every day.

Newrest Inflight offers a whole range of services so that its clients are free to focus on their core business: On-board catering, inflight catering for the corporate aviation sector, management of airport lounges, on-board duty free, delegated management of inflight

services and logistics. Concentrate on your business and leave the rest to Newrest!

Newrest Inflight draws upon 20 years of experience and is now one of the most important inflight catering companies in the world delivering its services to 230 airlines with varying standards of quality: from up-market culinary creations for prestigious VIP airlines, to food and beverage selections for national and low-cost airlines.

Newrest is committed to constant improvement and innovation for its client, the well-being and progress of its employees and managers, a sustainable and durable development of the company, and total respect of social and environmental values in all of its activities.

Catering

Newrest Catering believes in the vital importance of nutrition and healthy eating. To this end, we hire qualified staff to collaborate with our clients and develop diverse menus. Regarding food safety, continuous verification of all the food manufacturing processes ensures optimal quality. When we design our restaurants, our first priority is to make them as pleasant as possible. We believe that this aspect of our service expresses our ongoing passion for excellence about the standard of living.



Rail

Newrest Wagons-Lits offers a full range of on-board services: bar, dining car, and catering. Passengers can relax and have a bite to eat at bars and dining cars. In first class, meal trays are served at the seat. In standard class, the trolley serves drinks and snacks. We provide services that meet passenger expectations during their entire trip. Passengers experience is enriched thanks to the digital channel, before or during the trip, where they can order their meal online and have delivered at their seat.

Remote Site

Over the past few years, Newrest Remote site has demonstrated its ability to respond to the incredibly varied needs of their clients in the oil and mining industries. Thus, we became one of the references in the field of Remote site management. We work primarily in challenging and isolated work environments.

Retail

In airports, at highway service stations, on board ships and at bus terminals, Newrest Retail creates and manages retail outlets dedicated to food services, as well as shops. To manage these outlets, Newrest Retail structured three chains to best satisfy market demand: brands specific to Newrest Retail, international franchises and local franchises.



Company Overview

Newrest, a specialist in out-of-home food service, is the only major catering company active in all catering and related hospitality segments: airline catering, buy-on-board, duty-free on board, contract catering, remote site and support services, rail catering, airport and motorway retail concession

With 2016 revenues under management of 1,693.3 M€ and more than 30,700 employees world-wide in 48 countries, Newrest offers career opportunities worldwide within a Group that is constantly looking for new talents for our numerous subsidiaries spread out on five continents. Join Newrest to participate in an exciting entrepreneurial adventure offering unique career opportunities.

Newrest in Canada

Our clients are leading airlines companies such as Air Canada Jazz, American Airlines, Aero Mexico, Air France KLM, Saudia Airlines and Ethiopian Airlines.

Newrest has 3 major operational units based in Toronto, Montreal & Calgary.

Newrest. Catering Unlimited.

Industry

An in-flight meal is a meal that is served to passengers on board a commercial aircraft. These meals are prepared by airline catering companies, where each meal varies widely in quality and quantity. These meals also range from a sample snack or beverage, to a seven course meal on a first class flight.

The flight catering industry is certainly a very large, global activity, with more than 1 billion passengers served each year. The food service is very important to each airlines, as they use food as a marketing tool.

Departments & Missions

Production Kitchen

At Newrest, our production kitchen is responsible for our food production. They process the ingredients and execute the recipes. They are the heartbeat of the business, in that they create a very high volume of fine cuisine within a very limited amount of time. The department is divided into two sections, the cold room where the slicing is done, followed by the hot kitchen.

Plating - Packing

Once the meals have been prepared, the Plating and Packing department becomes responsible for the portion sizes that are required on each plate, for each airline. The plating of each meal is carefully calculated, without degrading the quality and safety of the food.

This department is also in charge of meeting customer expectations, as well as branding, as they are required to know and follow guidelines set by each airlines when it comes to plating.

Control & Delivery

As soon as each meals have been plated and packaged, they go through the process of being checked and handled. This department is responsible for making sure that we have met airport safety rules where, checkers verify each trolley, for each airline, for each flight. Individuals in this department have been granted certification from airport authority, as they are the ones who are going to be delivering our services. They are the suppliers for each flight, as they also control merchandise and all assigned equipments.

This department is the goal keeper of the company as they are responsible for great customer service. Not only do they sell our services to each airline, they also communicate and validate with the cabin crew what it is that they are receiving.

Dish wash & Equipment

Once the control and delivery personnel complete the delivery, they also bring back used supplies from the previous flight back to the Newrest. Used equipments are collected, cleaned and sanitized. Once these items have been restored, they are once again stored and organized by airlines to be used again. It is important that members of this department take precaution on how equipments are cleaned, in order to prevent any chemical hazards.

Warehouse & Supply

Last but not least, members of the Warehouse and Supply team are responsible for receiving and stocking for all the above divisions. They also place orders for supplies once they start to run out of certain products. In other words, they receive merchandise from suppliers, and then supply them to each departments



Job Descriptions

Tray set up- Lead hand

Supervise and lead a team of 10 people and prepare to load carts / trolleys with platters, dishes, utensils & containers necessary for in-flight service.

Loading – Helper

Assist the driver in making deliveries on tarmac & other point of sale respecting delivery times.

Dishwasher

Maintain clean, sanitary stock of dishes and utensils required by other departments.

Cook

Responsible for prep, cooking, clean up and organization of the kitchen area, complete pre-production.

Ramp Supervisor

Supervise Ramp and Operations Agents effectively to ensure that all station goals are being met and exceeded.

Flight supervisor

Go on the runway to meet with cabin crew and to review with them delivered merchandise in details.

Prep cook – Kitchen Helper

Follow the prep list created by chefs to plan duty.

Warehouse labourer

Ensure the optimal utilization space through warehouse consolidation.

Dispatcher

Receives incoming calls, coordinates with staff and kitchen personnel to ensure outbound trolleys are on schedule.

Checker

Responsible for supervising and checking all food production requirements are fulfilled.

Packaging clerk

Load carts / trolleys with platters, dishes, utensils & containers necessary for in-flight service.

Plating – Lead hand

Supervise and lead a team of 10 people to measure food ingredients according to portion control guidelines and booklets instructions.

Food Prep Worker

Perform food preparation processes: marinating, seasoning, chopping, dicing, cutting, slicing vegetables.

Cold Kitchen Helper

Perform proper food packaging or storing based on safety requirements and customers instructions.

Driver

Make deliveries on track or any other point of sale respecting delivery times and safety rules.

Personal Protective Equipment

Rules to Follow & Work Wear Provided by Newrest :



Clean smock

It is strictly forbidden to change uniforms in any areas other than the changing room. After each working day, the uniform should be arranged in the dirty laundry located at the entrance of the changing room.



Hair nets and beard nets

Before entering the production area, it is mandatory to cover the entire beard and all hair with a hair net. If you have a beard, you have beard covers at your disposition.



Production footwear

Only white work shoes are allowed in the production area. It is forbidden to walk out of the building with work shoes.



No jewelry

Remove all jewelry (bracelets, earrings, necklaces, and rings), watches and piercings.



Disposable gloves

Wear disposable gloves and cuffs for handling products. They must be changed regularly.



Wash hands frequently

When entering a food production area, after going to the washrooms, breaks, smoking, and after sneezing, coughing, and after touching any contaminated objects.



Steel toed shoes

Employees working in the warehouse, supply department and delivery department wear steel-toed shoes



Winter grip gloves & Winter jackets

Employees working in the supply department and delivery department use special gloves and jackets

Recommendations:

- During the winter, outdoor temperature can reach 1°F / minus 18°C for the Drivers & Helpers
- Grocery stockers work with walk-in fridge (below 40°F / 4°C) & freezers (below 1°F / minus 18°C)
- In the Plating & Packing departments, temperature is always around 50°F / 10°C
- For your optimal protection, we recommend you to purchase winter underwear / thermal underwear :



Here are some of the retailers selling these products (Approx. Costs - thermal Top \$ 25 – thermal Pant 20 \$) :



How to Apply

Email CV with complete name, address, phone, email at Recruit.canada@newrest.eu

Contact for more information regarding internships, coop programs or agency workers:
Mrs. Axelle Houessou – HR Manager – 647 478 6413 – a.houessou@newrest.eu

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Welcome to

newrest

www.newrest.eu/en/

CATERING UNLIMITED

