

## Optimal staffing for Airchefs

### 1. Overview of Airchefs:

Airchefs is a State owned company, wholly owned and subsidiary and based caterer for SAA. Airchefs have been in business since 1986 and is one of the biggest catering and in-flight service providers in South Africa. Airchefs secured a major Domestic and Regional Airline catering business in March 2011, which was an encouraging start to an envisioned new era of growth. Air Chefs have facilities in Johannesburg, Cape Town, and Durban with all units located less than 2km from the ramp, allowing for faster delivery and response times to last minute crew requests. This is complemented by a fleet of hi-loader trucks and support vehicles.

Air Chefs provides high quality cuisine from around the world and a product development team, supported by an Executive Chef with worldwide In-Flight and Food Variety and cuisines exposure and affiliations to world class associations, who ensures that we provide innovative recipes and the most varied menus, meeting the needs of every taste, dietary and religious requirement and handle the catering for 4 (four) Domestic, Regional and International airlines: Airchefs is guided by the culture of each airline we serve, every meal is prepared with the same commitment to quality and keen eye for freshness.

With over 25 years' experience in the airline catering business, we produce meals to meet our customer's unique needs. Our facilities cover over 25 000 m<sup>2</sup> in size, making Air Chefs the largest in-flight catering company in South Africa with units at all major airports. We currently produce approximately 28 000 meals and service over 140 flights per day and our promise is to give our customers a total food experience just as good at 37 000 feet as at the dinner table.

Site	Size m <sup>2</sup>	No of employees	No of meals	Distance from Ramp
Johannesburg	6 578	1,170	22,500	2km
Cape Town	3 720	202	5,500	500 m
Durban	1,000	92	2, 500	600 m

Air Chefs currently provides services to various international and domestic airlines. The airlines fly to all major continents of the world thus presenting a unique challenge for us to produce different types of cuisine from around the world. We also produce a wide range of special meals that cater for the unique dietary, ethnic and religious requirements. Our Cape Town facility is certified Halaal Facility and we have separate kitchens in both Johannesburg and Durban. Kosher meals can also be sourced, whereas all other special meals and special dietary customer requirements are produced in house.

Air Chefs has implemented a fully documented HACCP food safety system. This entails monitoring the compliance of hygiene and quality control process from procurement from our suppliers, transportation to our facilities, and through the entire production process until the food is delivered to the aircraft. Airchefs are currently in the process of ISO accreditation.

Our Catering facilities have 24 hours security throughout the year ensuring the safety of our product and service that we deliver with total workforce of 1464 employees, whom is our pride assets.

The full range of in-flight services provided by Air Chefs includes the following:

- Special meal production and design, with the support of a full time dietician
- Hospitality Lounge Services
- Canteen Services
- Innovative and individualised Menu Design
- Laundry Services
- Bonded Stores
- Customs Clearance
- Equipment handling and storage
- Bar Packing
- Branded packaging
- Provision of alcoholic and non-alcoholic Beverages and Dry Store Items

Airchefs have also in 2012 has also diversified its business and caters for canteen and produces food for over 7000 employees daily in 3 different canteens with a 24hour snack shop

This further enhanced by our fully trained Lounge Personnel and creates, deliver and service all Domestic & International lounges in South Africa with the best offered cuisine, benchmarked against some of the best lounges worldwide.

Airchefs also boasts a full Functions team averaging 3-4 functions per day with a full range of Al La Carte and snack menu for all occasions.

Airchefs key focus is develop and deliver a world class service to its airline clients and prides itself in its products, people and constantly seeks to increase profits through increased market share, leveraging non-airline catering opportunities and investing in the business to facilitate growth, additional opportunities include the extension of related services such as bar packing, procurement of product and regional expansion in support of SAA strategy, airline best practices and good quality food.

## **2. Scope of Work:**

The study is confined to the Johannesburg facility in Jet Park. The key deliverable is to achieve the optimum staffing requirement by developing a staffing model for each department. It is also to help streamline the business processes and help optimise our resources (human and capital)

The following issues should be considered to arrive at the staffing levels:

- Activity through the value chain (time and motion studies)

- 24/7 operations – shift patterns
- Absenteeism, like sick and leave
- Flight and production schedules

#### **Activities within the unit:**

##### **1. Acceptance of goods into the unit**

Acceptance of goods and stores/inventory management.

##### **2. Production**

<u><b>Inventory</b></u>	-preparation of tray set up (TSU) equipment
<u><b>ESU</b></u>	- (equipment set up) - assembling of full flights
<u><b>Hot and cold kitchen</b></u>	- preparation of meals
<u><b>Plating</b></u>	- plating of meals
<u><b>TSU</b></u>	- (tray set up) - time and manpower to pack full flights

##### **3. Dispatch**

Time frame to complete and sign off of flights

##### **4. Delivery to the aircraft**

To the aircraft

##### **5. Loading & Clearing of the aircraft**

On the Aircraft

##### **6. Delivery back to the unit**

From the aircraft back to the unit

##### **7. Recycling and cleaning of Equipment**

**Sanitation** - when equipment arrives the time it takes to strip large and small equipment and to cleaning them.

**Inventory**

#### **3. Outcome:**

The desired outcome for the project is two-fold

- a. We want to understand staffing model that can be used by adjusting activities in order to manage Air Chefs headcount.
- b. We also need to understand the efficiency and effectiveness of your processes by looking at whether our resources (human and capital) are used optimally

The time frame to complete this project will be agreed after the students assessed the operations.

**4. Confidentiality:**

All information obtained during this exercise will be confidential and may not be disclosed unless Air Chefs has authorised the disclosure. And other information required for the project will be supplied.

If you are interested, please contact:

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