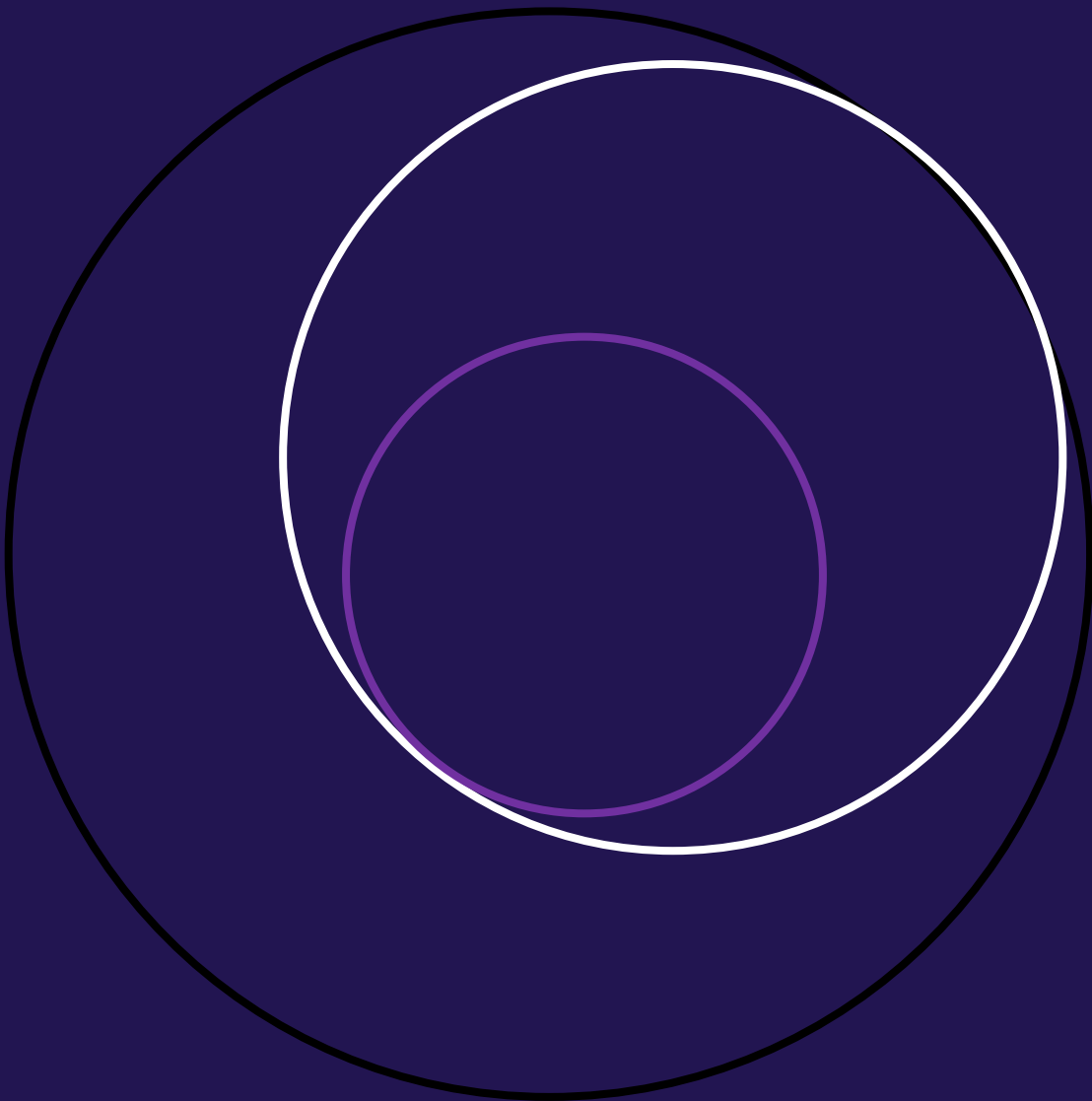




Lounges

Customer Experience Specifications & Standards



NOVEMBER 2022

VERSION 4.0

Purpose

The purpose of this specifications and standards document is to ensure a consistent delivery of an exceptional customer experience at all lounges on the Air New Zealand network.

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Document History

Version	Date	Author	Reason for change
1.0	May 2015		
2.0	Sep 2016		
3.0	Jul 2018	D Taylor	Format change and section realignment. Content changes to include recent F&B changes, e.g., salad bar, Fine Wines, sparkling wine in regionals
3.1	Apr 2019	D Taylor	Some format and layout changes Clarification of the Activations, Promotions and Surprise & Delight guidelines Update of the Use of Service Carts standard Change to retail sticker standard for whole fruit Paper straws added to the Tier 3 Lounge spec Food spec changes to the timing of the salad bar and the volume of sandwiches and wraps
3.2	Sep 2019	D Taylor	Some format and layout changes Removal of Newspapers Update of amenities provided Update of 'music in lounges' spec Food spec changes for FY20 Addition of the Food Personality statement to the food spec Addition of Surprise and Delight Guidelines to the food spec
4.0	Nov 2022	D Taylor L Wraight	Some format and layout changes Alignment of amenities provided Food spec changes Post Pandemic updates Standardised boarding announcements Hyperlinked Contents page for easy navigation around the document

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Introduction

- To remain competitive and to meet the changing needs of our customers, Air New Zealand product and service specifications and standards are regularly reviewed and updated
- This document brings these specifications and standards into the one place for easy reference by our operations teams.
- By the end of February each year (unless otherwise stated), a revised Specifications & Standards document is released to the operations teams. Throughout the year;
 - New specifications or standards may be introduced
 - New edits to the document will be reviewed and agreed to with the operation and added to the February revision
 - Changes to the documents outside of the February revision are driven by the introduction of something new, usually as part of a project
 - Requests for changes are welcome and will be recorded and reviewed for possible implementation

Using this document

- This document is divided into sections, starting with a General Guidelines section that applies to all Lounge teams.
- Subsequent sections are ordered by Lounge Tier alignment.
- It is important that you refer to both the General Guidelines section and the section relevant to your individual Lounge.
- Section refers to the menu framework for each Lounge, and.
- For quick reference to a specific section, go to the Contents page and click on the section title you wish to view
- **Teal coloured text** indicates a link to another document. Click on the teal text to view the linked document
- Always check the effective date and version number on the cover of the document and in the footer of each page

Lounge Tier Alignment

	INTERNATIONAL		DOMESTIC	
TIER 1 FLAGSHIP	AUCKLAND (AKI)	SYDNEY (SYD)	AUCKLAND DOMESTIC (AKLd)*	WELLINGTON DOMESTIC (WLGd)
			CHRISTCHURCH DOMESTIC (CHCd)**	
TIER 2 STANDARD	WELLINGTON INTERNATIONAL (WLGi)*	CHRISTCHURCH INTERNATIONAL (CHCi)**	QUEENSTOWN (ZQN)	AUCKLAND REGIONAL (AKLr)
	BRISBANE (BNE)	MELBOURNE (MEL)	WELLINGTON REGIONAL (WLGr)	CHRISTCHURCH REGIONAL (CHCr)**
	PERTH (PER)			
TIER 3 LITE	NADI (NAN)	RAROTONGA (RAR)**	HAMILTON (HLZ)	TAURANGA (TRG)
			NAPIER (NPE)	PALMERSTON NORTH (PMR)
			NEW PLYMOUTH (NPL)	NELSON (NSN)
			DUNEDIN (DUD)	INVERCARGILL (IVC)

*On brand refresh has been completed – awaiting full Lounge Programme refurbishment

**Awaiting or currently being refurbished – some Product and/or Services may not be available during refurbishment

1 - General Guidelines

ALL LOUNGES

Please also refer to the section within this document relevant to your Lounge

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General Guidelines	Standards, Specifications & Measures
Hours of Operation	<ul style="list-style-type: none"> • Open in line with Air NZ check-in or OAL departures • Close after last NZ departure. Stay open for NZ disrupted flights and through-checked transit customers • Other airline delays, stay open as per local agreements <p>Measure</p> <ul style="list-style-type: none"> • No complaints about lounge opening hours
Lounge Access	<ul style="list-style-type: none"> • Refer to Lounge Access chart on Teams • On space availability, guest passes are permitted • No adhoc access permitted for anyone without approval <p>Measure</p> <ul style="list-style-type: none"> • Correct billing for revenue customers • No complaints of inaccurate entry denied
Welcome to the Lounge	<ul style="list-style-type: none"> • Customers to be welcomed with Kia Ora and name by the host at the entrance, standing next to the scanner • Welcoming customers should be prioritised over other interactions or activities. A customer should be welcomed within their first 10 seconds of arrival to the lounge entrance
Staff presentation and interactions with customers	<ul style="list-style-type: none"> • Customer greeting standard is to use title and surname unless customer requests first name • Grooming as per Air NZ Style Guide • All customer interactions should be warm and professional, with eye contact, smile, welcome and thank you
Customer Assistance Call Button	<ul style="list-style-type: none"> • Where applicable, if call button is activated staff to answer immediately
Work Phone	<ul style="list-style-type: none"> • Devices to be used only for work requirements. Phone calls to be answered out of customer sight, where possible • All phone calls (mobile/landlines) to be answered with, "<i>Kia Ora, Air New Zealand _____ Lounge, ____ speaking.</i>"
EP1 Service	<ul style="list-style-type: none"> • When an EP1 enters the lounge, they must be welcomed and offered a choice of either using the EP1 lounge/room (where applicable) or welcomed into the main lounge area • If the EP1 member has scanned and entered the lounge without receiving a personalised welcome the Lounge Leader or Host will seek them out, introduce themselves and provide further assistance • A first drink will be offered and delivered to EP1 members and their guests
Reserved Seating for EP1	<ul style="list-style-type: none"> • Reserved table signs, designed by the Content Hub, can be used to reserve tables for EP1 customers • Proactive management of the area is required to keep the table clear until the intended customer arrives
Branding and Signage	<ul style="list-style-type: none"> • All signs, including temporary, must be designed by the Air NZ Content Hub and meet the standards as set out in the Air NZ Brand Guidelines - Signage • Handwritten or non-approved signage is not permitted • Food labels can be produced locally to support operational flexibility, using the Content Hub template and displayed in approved menu holders <p>Measure</p> <ul style="list-style-type: none"> • Daily audit finds 100% correct to standard

Artwork	<ul style="list-style-type: none"> • A card explaining the artist, produced by the Content Hub to be displayed next to artwork. Artist cards kept at the Service Desk for customer enquiries. CX to approve all artwork
Activations, Promotions and Surprise & Delight	<ul style="list-style-type: none"> • All activity must be endorsed by CX • Activity may include (but is not limited to); <ul style="list-style-type: none"> – Tray pass of food and/or beverage items – Hosted food and/or beverage tastings or samplings – Sponsored product for customers to self-sample – Special dishes prepared at the Theatre Kitchen (AKLi, SYD) – Any of the above may be themed to a celebration e.g., Christmas, Easter, Mother's Day or to promote a new product • The activity should be integrated into the overall Lounge experience and must offer a value add to the customers so that they feel they would benefit from it rather than that they are being sold or promoted to
Charity Initiatives	<ul style="list-style-type: none"> • All charity initiatives need to be approved by Air NZ Sponsorship team
FIDS Screens	<ul style="list-style-type: none"> • FIDS need to be available in all lounges and display accurate customer information. Where possible, only show NZ and lounge customer airline flights
Wi-Fi	<ul style="list-style-type: none"> • Wi-Fi to be available in all lounges. • If Wi-Fi is not working, this must be fixed within 2 hours
Magazines	<ul style="list-style-type: none"> • 10-14 titles available • To be displayed in the designated area • Torn or damaged items to be disposed of • Refer to Section 8 – Lounge Publications of this document
Menu cycles	<ul style="list-style-type: none"> • Menus must be appropriate to the season and signed off by key stakeholders. Refer to Section 7 - Lounge Menus Framework
Music	<ul style="list-style-type: none"> • Where available, music to be played from approved playlists only at a low volume in the entrance, bathrooms and shower suites • Where there is no ability to zone music, this may be played at a low volume throughout the lounge
Seat Concierge and Bag Management	<ul style="list-style-type: none"> • Invite families to the family friendly zone. • No operational or staff items to be left in the baggage storage area • Inside the lounge, proactively help customers find vacant seats at peak times. Passageways to be kept clear, with baggage storage offered to customers
No queues	<ul style="list-style-type: none"> • No queuing systems to be used in lounges (unless government mandated). Where queues start to form, they must be proactively managed by staff through engaging in conversation with customers to minimise dwell time
Special Assistance Customer Induction	<ul style="list-style-type: none"> • Each lounge will have a preferred special assistance customer location • Staff to explain the location of accessible facilities • Service dogs on a lead are permitted to accompany eligible customers into the lounge • Where possible, staff to escort special assistance customers to their seat

Housekeeping and Cleaning	<ul style="list-style-type: none"> • Lounges must be always kept clean and tidy while the lounge is open • Tables must be cleared and wiped, food and beverage areas must be always kept clean and tidy • The areas around the rubbish and waste bins must be wiped down regularly to remove any spill or splash marks • All customer material such as self-service buffet food, beverage areas, and magazines to be kept in plentiful supply
Food Service Areas	<ul style="list-style-type: none"> • Must be always kept clean and tidy. • Peak time must be anticipated, and the food service areas well stocked in advance • Food and beverage offerings must be kept replenished and well always stocked
Glassware, Crockery and Cutlery	<ul style="list-style-type: none"> • Glassware, crockery and cutlery must be stocked and replenished • Glassware - must offer a minimum of wine glass, tumbler and hi-ball glass, and located close to the cold beverage range • Crockery - must include bowl, side plate and larger plate, and must be located close to the food offering • Cutlery - must offer fork, knife and dessert/soup spoon • Plastic glasses, plates and cutlery must not be used in lounges unless operationally required e.g., dishwasher inop • All customer facing items must be approved by key stakeholders
Condiments	<ul style="list-style-type: none"> • Salt and pepper grinders must be located next to the cutlery/plates
Fridges	<ul style="list-style-type: none"> • Fridges must be stocked regularly with cold product, ready for customer use, laid out as per the approved fridge planograms • Customers facing fridges should not store back of house goods • Beverages should be unpacked or sorted BOH before being taken into the lounge for fridge replenishment
Self Service Hot Drinks	<ul style="list-style-type: none"> • To be available at all times whilst lounge is open • A range of teas must be available including English Breakfast, Earl Grey, decaffeinated, peppermint, chamomile, green, jasmine and at least one other fruit tea • Coffee machines must offer a range of coffee styles including decaffeinated • Hot chocolate must also be available • A choice of cup and saucer, mug and paper cup must be available to customers. Lids available on request after 0800, aligned to liquor license requirements • Teaspoons and wooden stirrers must be located close to the cups/mugs • White sugar, raw sugar and a minimum of one type of sweetener must also be located close to the cups/mugs
Milk	<ul style="list-style-type: none"> • A choice of milk must always be available, including trim and soy • Milk must be labelled with applicable signage • Milk must be displayed in jugs and not left in bottles/cartons
Water	<ul style="list-style-type: none"> • Both still and sparkling water must be always available via the Brita tap
Juices	<ul style="list-style-type: none"> • Orange, apple, and tomato juice must be always available
Soft Drinks	<ul style="list-style-type: none"> • Coke, Diet Coke/Coke No-sugar, Lemonade, Soda Water, Tonic Water*, Ginger Ale* must be always available

	<ul style="list-style-type: none"> • L&P (available in AKLI only) <p>*Tonic and Ginger Ale are not available in Tier 3 Regional Lounges (except DUD)</p>
Beers and Cider	<ul style="list-style-type: none"> • At least four choices of beer, including premium NZ, European, and Asian style. One light beer must be available and chilled • At least one NZ craft beer label must be available and chilled • At least one choice of cider must be available and chilled
Wines	<ul style="list-style-type: none"> • Our range of NZ wines is an important feature in our lounges including our partnership with the Villa Maria Family of Wines and the Fine Wines wineries in our Tier 1 and Queenstown Lounges • Tier 1 (including Queenstown) <ul style="list-style-type: none"> - 1x sparkling wine must be available and chilled - 6x white wine labels (2x Sauvignon Blanc, 2x Chardonnay and 2x other white/rosé) must be chilled and available - 4x red wine labels (2x Pinot Noir and 2x other red) • All other lounges <ul style="list-style-type: none"> - 1x sparkling wine must be available and chilled - 3x white wine labels (Sauvignon Blanc, Chardonnay and other white/Rosé) must be chilled and available - 2x red wine labels (Pinot Noir and other red) • For more information on the range of wines available in each lounge refer to the current MRP ordering form
Drinks Accompaniments	<ul style="list-style-type: none"> • The following must be readily available to customers and located close to the glasses/spirits: <ul style="list-style-type: none"> - Lemon slices - Worcestershire sauce - Kaitia Fire - Wooden stirrers - Salt and pepper grinder (separate from the ones located next to the cutlery) • Paper straws should be available upon request
Paper Cocktail and Dinner Napkins	<ul style="list-style-type: none"> • Paper cocktail napkins must be always available and located close to the drink's accompaniments • Paper dinner napkins must be always available and located next to the cutlery/plates
Staff Back of House Areas	<ul style="list-style-type: none"> • Where available, doors to staff only areas must be swipe access only. All staff/BOH doors must remain closed so that they are not visible to customers
Other Airline Staff and Customers	<ul style="list-style-type: none"> • Where permitted by contract or local agreement, other airlines may have a up to 2 uniformed staff members in the lounge whilst their customers are in the lounge • Announcements regarding other airlines must be boarding and/or delay announcements only. Disruption handling for other airlines is not permitted in the lounge
Cleaning Material	<ul style="list-style-type: none"> • All cleaning material must be stored out of customer view, including used linen bags
Overnight Clean	<ul style="list-style-type: none"> • A daily overnight clean to be completed in line with cleaning specifications, during a time when no customers are in the lounge
Deep Clean	<ul style="list-style-type: none"> • A deep clean is to be completed in line with the cleaning specification at least once a month

Clearing in Service/Use of Service Carts

- Tables to be cleared and wiped down within 3 minutes of customer vacating their seat/area
- When customers are relaxing in the lounge and have finished eating, staff should offer to clear dishes and wipe the table while engaging with customers using eye contact, warm greetings and a 'thank you'
- The preferred method for clear in is to use a black service tray
- Aircraft style half carts may be used at peak times only. For health and safety reasons, used items must be placed inside, not on top of the cart
- Black service carts may be used from the kitchen to food and beverage areas to support replenishment. They may be positioned in designated 'cart parks' when unattended to support efficient table clearance service
- Carts need to be clean and in good condition to be used in the lounges

Maintenance

- All items in the lounge must be in good condition, not torn or broken
- All broken items (other than IT related) should be logged with the Air NZ Property Service Centre
- Any soiled items must be cleaned or removed immediately from customer view. Items which cannot be removed should have an OUT OF ORDER sign (provided by the Content Hub) and item logged to be replaced/repared/cleaned within 24 hours
- Items (e.g., deliveries of product/equipment) should not be packed, unpacked or sorted in customer facing areas of the lounge unless the items are for customer use

Service Desk

- Skilled staff must be available to assist customers at all times the lounge is open
- The service desk is to be kept clean and tidy, with all documents and wires hidden from customer view
- Ticket changes to be facilitated by lounge staff on request
- Masks, pens and paper to be provided to customers on request

Printing

- Customers to be guided through the Email-to-print solution available in lounges.

A STAR ALLIANCE MEMBER

AIR NEW ZEALAND

Email to print

Steps

- 1 Email your document to emailprint@airnz.co.nz
- 2 Once you receive a confirmation email with code number, return to lounge printer (this may take 3 to 5 mins)
- 3 Select 'Mobile Print' icon
 - Enter the confirmation code number
 - Press 'OK' button to continue
 - Press 'Login' button (top right-hand corner of the screen)
 - Select document and print

Please see an Air New Zealand team member for assistance, if required.

Arrival Cards

- Arrival cards for customer's destinations to be proactively provided upon request

TV Screens

- TVs in the main lounge to be screening New Zealand news when available at a low volume setting. Switch to BBC News, CNN (or

other major international news broadcasters as per offshore lounge availability).

- Key sporting events may be screened on main lounge's TVs
- Kid's room TVs to set on children's television programming (if available) at a low volume
- The TV channel may be changed upon customer request, in consultation with other customers seated nearby

PA Announcements

- Announcements should be professionally delivered with clearness and accuracy. Where bi-lingual boarding announcements are available, English must be the first language
- Kia Ora is the greeting of choice for all announcements
- At least two boarding calls must be made for each flight, an initial boarding call and a final boarding call. First boarding announcement should not be made unless boarding is open and available for lounge customers when arriving at the gate
- In the event of a delay, customers must be notified as soon as information is available. Ongoing updates must be made at 30-minute intervals, on each occasion stating the time of the next announcement
- Only PAs related to boarding and delays can be made on behalf of other airlines
- Timings of PAs to be made based on the requirements of individual airports

*Additional information for Tier 3 Regional, refer to relevant section

- View the approved Boarding Announcements on the next page

Boarding Announcements - (NZ Flight Numbers only)

PA – FIRST BOARDING ANNOUNCEMENT

Kia ora, Good Morning / Afternoon / Evening.

Air New Zealand wishes to advise customers travelling on the (Flight Number) service bound for (Destination) that your aircraft is now cleared for boarding. Please make your way down to Gate Lounge (Number).

PA - SECOND BOARDING ANNOUNCEMENT (Made 2/3 the way through Boarding)

Kia ora, Good Morning / Afternoon / Evening.

Any remaining customers travelling on (Flight Number) to (Destination), your aircraft is now in the final stages of boarding. Please make your way down to Gate Lounge (Number). Mā te wā

PA - DELAY ANNOUNCEMENT

Kia ora, Good Morning / Afternoon / Evening.

This is a service announcement for customers travelling on the (Flight Number) to (Destination). Due to operational requirements or late inbound flight, your new departure time is (Time). Please stay with us in the lounge for further updates, or until a boarding call is made.

Note: Please remember EP1 requests to board first or last.

Boarding Announcements - (NZ and STAR Flights)

PA - BOARDING ANNOUNCEMENT (Version 1)

Kia ora, Good morning / Afternoon / Evening.

Air New Zealand and our Star Alliance partners welcome customers traveling to (Destination) on (Flight Number) to make your way to Gate (Number) for boarding. Mā te wā

PA - BOARDING ANNOUNCEMENT (Version 2)

Kia ora, Good morning / Afternoon / Evening.

Air New Zealand in association with our Star Alliance partners welcomes customers traveling to (Destination) on (Flight Number) to make your way to Gate (Number) for boarding.

Once again, (Flight Number) to (Destination) is now ready for boarding at gate (Number). Mā te wā

Effective 30 November 2022

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2 - Tier 1 Lounges

AKL | SYD International

AKL | WLG | CHC Domestic

Please also refer to section 1.0 General Guidelines

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General Guidelines	Standards, Specifications & Measures
Business Area	<ul style="list-style-type: none"> • This area must be kept clean and tidy • Pen and paper must always be available on request • Printing and photocopying facilities must be available
Family Area	<ul style="list-style-type: none"> • This must be kept tidy and stocked with suitable games and toys for children • Television specifications as outlined under General Guidelines
Bathrooms and Amenities (AKLi & SYD)	<ul style="list-style-type: none"> • Towels and bathmat to be stocked in shower suites with CX approved body wash, shampoo and conditioner available • Hairdryer in each shower suite • 2x clothes hangers with trouser bar in each shower suite • Towel hooks/rails must be located or adjacent to the shower door. A clear, off floor surface must be available for customers to place clothes or suitcase whilst in shower • Showers must be cleaned after every use. In case of queuing, customers must be given the opportunity to wait during service or to be used without the service clean • Showers must be cleaned after every use • If there is a wait for the showers, ensure a queuing system is used, e.g., a wireless pager, to allow customers to continue using the lounge while they wait
Toilets	<ul style="list-style-type: none"> • Toilets must be available and replenished: <ul style="list-style-type: none"> - Soap and moisturiser in dispensers by sink - Facial tissues and hand towels in appropriate dispenser - Toilet roll holders re-filled
Amenities	<ul style="list-style-type: none"> • Toothbrushes, sanitary items and nappies must be available on request
Iron Facilities	<ul style="list-style-type: none"> • Ironing facilities to be available on request

EP1 Room - Food & Beverage**Self-serve Buffet**

The following will be available in the dedicated EP1/VIP space for self-serve at all times as per the menu signed off by CX/Culinary:

- Fruit Bowl of seasonal fruit with a minimum of 3 ready to eat fruits of the best available quality
- Fruit displayed in an applicable and consistent receptacle
- All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on
- A selection of quality non-perishable snacks

A la carte Menu

- A seasonal a la carte menu must be available for all meal bands (breakfast, lunch and dinner). When the customer has 20mins or less in the lounge, a fast dine option utilising the main meal items from the buffet (including theatre chef) is to be recommended
- Menu to change with the base menu cycles
- Minimum meal choices for breakfast: 2x hot option, 2x cold options
- Minimum meal choices for lunch and dinner menu to provides for: main options, snack or appetizer options, dessert or sweet options
- EP1 always has the option to self-serve from the main buffet if they desire

Beverages

The following stock of high-quality beverages will be available in the dedicated EP1/VIP space for self-serve at all times:

Alcoholic Beverages

- All beverages must be equivalent to the quality served in the Business Premier cabin. This includes;
 - Spirits
 - Selection of premium beers and cider
 - 1x champagne
 - 2x red and 3x white wine varietals

Non-Alcoholic Beverages

- Filtered still and sparkling water available via a Brita®. If no Brita® available, bottled sparkling and still water to be offered
- Selection of seasonal juices
- Selection of sodas/soft drinks
- A range of hot drinks including tea (Earl Grey, decaffeinated, peppermint, chamomile, green, jasmine and at least one other fruit tea), coffee and hot chocolate
- A choice of cup and saucer or mug with appropriate cutlery must be available
- White and brown sugar and one type of sweetener, all located close to the cups/mugs

Barista Service

- Barista service must be available and staffed at all times whilst the lounge is open
- Customer has the option to take away or have in and will have the choice of milks available
- Take away lids to be supplied upon request

- The coffee APP will be the mechanism used for ordering coffee. An iPad with the APP loaded will be available at the Barista station for customers to place their orders. The coffee APP stub is to be placed with the drink and name announced for any customers waiting for their order. Customers names must not be shouted in the lounge but loud enough for any customers waiting nearby to hear
 - Coffee wait time should be no more than 10 minutes at any given time
-

Spirits

- The following must be available:
 - Gin
 - Vodka
 - Whiskey
 - Bourbon
 - Rum (dark and/or white)
 - All spirits must be equivalent to the quality served in the Business Premier cabin
-

Ice / Ice Machines

- Must be available to customers to self-serve at all times and where machines are not available constantly replenished to ensure it does not run out

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3 - Tier 2 International

WLG | CHC | BNE | MEL | PER

Please also refer to section 1.0 General Guidelines

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General Guidelines	Standards, Specifications & Measures
Family Area	<ul style="list-style-type: none"> • This must be kept tidy and stocked with suitable games and toys for children • Television specifications as outlined in the General Guidelines
Lounge Access	<ul style="list-style-type: none"> • Towels and bathmat to be stocked in shower suites with CX approved body wash, shampoo and conditioner available • Hairdryer in each shower suite. • 2x clothes hangers with trouser bar in each shower suite. • Towel hooks/rails must be located on adjacent to the shower door. A clear, off floor surface must be available for customers to place clothes or suitcase whilst in shower. • Showers must be cleaned after every use. • If there is a wait for the showers, ensure a queuing system is used, e.g., a wireless pager, to allow customers to continue using the lounge while they wait
Toilets	<ul style="list-style-type: none"> • Toilets must be available and replenished: <ul style="list-style-type: none"> - Soap and moisturiser in dispensers by sink - Facial tissues and hand towels in appropriate dispenser - Toilet roll holders re-filled
Amenities	<ul style="list-style-type: none"> • Toothbrushes, sanitary items and nappies must be available on request
Spirits	<ul style="list-style-type: none"> • The following must be available to customers to self-serve at all times: <ul style="list-style-type: none"> - Gin - Vodka - Whiskey - Bourbon - Rum (dark and/or white) • All spirits must be equivalent to the quality served in the Business Premier cabin
Ice / Ice Machines	<ul style="list-style-type: none"> • Must be available to customers to self-serve at all times and where machines are not available constantly replenished to ensure it does not run out

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4 - Tier 3 International

NAN | RAR

Please also refer to section 1.0 General Guidelines

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General Guidelines	Standards, Specifications & Measures
Business Area	<ul style="list-style-type: none">• Service desk provides Business area amenities including:<ul style="list-style-type: none">- Pen and paper must always be available on request- Printing and photocopying facilities must be available
Spirits	<ul style="list-style-type: none">• The following must be available:<ul style="list-style-type: none">- Gin- Vodka- Whiskey- Bourbon- Rum (dark and/or white)• All spirits must be equivalent to the quality served in the Business Premier cabin
Ice / Ice Machines	<ul style="list-style-type: none">• Must be available to customers to self-serve at all times and where machines are not available constantly replenished to ensure it does not run out

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5 - Tier 2 Domestic

AKL Regional | WLG Regional | CHC Regional* | ZQN

Please also refer to section 1.0 General Guidelines

***Awaiting or currently being refurbished** – some Product and/or Services may not be available during refurbishment

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General Guidelines	Standards, Specifications & Measures
Business Area	<ul style="list-style-type: none"> • This area must be kept clean and tidy. • Pen and paper to be made available on request at all times. • Printing and photocopying facilities must be available
Family Area (ZQN only)	<ul style="list-style-type: none"> • This must be kept tidy and stocked with suitable games and toys for children. • Television specifications as outlined in the General Guidelines
Toilets	<ul style="list-style-type: none"> • Toilets must be available and constantly replenished. • Soap and moisturiser in dispensers by sink • Facial tissues and hand towels in appropriate containers • Toilet roll holders re-filled with 1 spare left in cubicles
Amenities	<ul style="list-style-type: none"> • Toothbrushes, shaving kits, sanitary items and nappies must be available on request
Barista Service	<ul style="list-style-type: none"> • Barista service must be available and staffed at all times whilst the lounge is open • A full range of hot drinks (including all teas and hot chocolate) must also be available and prepared to order by the barista • Customer has the option to take away or have in and will have the choice of milks available • The coffee APP will be the mechanism used for ordering coffee. An iPad with the APP loaded will be available at the Barista station for customers to place their orders. The coffee APP stub is to be placed with the drink and name announced for any customers waiting for their order. Customers names must not be shouted in the lounge but loud enough for any customers waiting for their order to hear • Coffee wait time should be no more than 10 minutes at any given time
Spirits	<ul style="list-style-type: none"> • The following must be available to customers to self-serve at all times: <ul style="list-style-type: none"> - Gin - Vodka - Whiskey - Bourbon - Rum (dark and/or white) • All spirits must be of the same quality to what is loaded onboard international Business class
Ice (ZQN only due to international services)	<ul style="list-style-type: none"> • This must be available to customers to self-serve at all times and constantly replenished to ensure it does not run out

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6 - Tier 3 Regional

HLZ | TRG | NPL | NPE | PMR | NSN | DUD | IVC

Please also refer to section 1.0 General Guidelines

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General Guidelines	Standards, Specifications & Measures
PA	<ul style="list-style-type: none">• When there are fewer than 16 guests in the lounge, address customers individually (instead of via the PA system)
Spirits (DUD only due to international services)	<ul style="list-style-type: none">• The following must be available:<ul style="list-style-type: none">– Gin– Vodka– Whiskey– Bourbon– Rum (dark and/or white)• All spirits must be equivalent to the quality served in the Business Premier cabin
Ice (DUD only due to international services)	<ul style="list-style-type: none">• Must be available to customers to self-serve at all times and where machines are not available constantly replenished to ensure it does not run out

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7 - Lounge Menus

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Food Principles and Personality

- The Air New Zealand Food & Beverage Principles is an emblematic part of our business - what we do with our food and beverage offering can enhance customer experience, build our brand and can impact on our corporate reputation
- Having principles creates a common starting point for work in this broad area. They are designed to:
 - Bring focus, consistency, and co-ordination of thought
 - Guide food & beverage specifications and decisions
 - Provide direction for engaging our suppliers and partners
 - Create the basis for our communications and stories
 - Provide stimulus for our corporate social responsibilities
- The six principles are:
 1. **Mana-aki-tanga:**
Hospitality, kindness, support - the process of showing respect, generosity, and care for others and care taken in the preparation of our food and beverage offerings
 2. **New Zealand to the fore**
We are passionate about championing New Zealand, but we also embrace the world of cuisine opportunities. Because we are an international business, we need our thinking and actions, to be both local and global
 3. **Quality is key**
The commitment to consistently doing things well can inform every part of our food and beverage offer. Every item should evoke a positive emotion of 'I want to eat that'
 4. **Commit to what matters most**
Prioritise and communicate what matters most to us across the life cycle of our food and beverage. Having stories to tell is important - but it's our commitment to what we say that will make the real difference
 5. **Keep it real**
Balance what's ideal with what's viable. Ideas that are actually workable are the most valuable
 6. **The beginning, not the end**
Principles can set the direction for future endeavour. It is staying true to them over time that will define success
- In addition to the Air New Zealand Food Principles, our food personality statement informs our teams of how the food experience within Air New Zealand lounges should be.
- A food personality is the overall idea, theme or mission that defines a dining experience. Many establishments are conceived based on a chef's personal experiences or interests. Heritage, local ingredients, traditions, and culture are all common sources of inspiration.
- The Air New Zealand Lounge food personality statement is:
Relaxed seasonal dining featuring a range of premium New Zealand brands presented in the spirit of mana-aki-tanga. Something for everyone, from the flair of the theatre kitchen to our curated buffet counter.
- Our food principles, along with our food personality statement assists in creating:
 - An excitement with a visually appealing fresh buffet
 - A perceived quality and value - should feel abundant with variety
 - A "New Zealand Experience"
 - Celebrated "hero" items ^(H) - signature dishes that make us famous

Buffet Presentation and Upkeep

- Presentation is someone's first impression of a meal. An attractive and appealing appearance stimulates the desire to taste the food
- Food quality should be checked prior to leaving the kitchen. All items placed on the buffet must meet the culinary specifications and standards.
- Platters, bowls, and dishes should be neatly arranged on the buffet. Always straighten up any items that have been moved by the customers
- Serving spoons, tongs and cheese knives must be neatly placed on their resting plates. These should be swapped out regularly for clean items
- Existing platters, bowls and dishes of food should not be topped up at the buffet. They must be replaced with a fresh platter, bowl, or dish. Placing fresh food on top of food already on the buffet is not an acceptable practice
- Bench tops and under counter cupboards and tiling should be kept clean and any spills wiped up immediately

Production Menus and Menu Grids

- The Air New Zealand Culinary Manager will work seasonally with the caterer to produce Production Menus and Menu Grids from which the catering operation will execute the CX Specifications & Standards
- Menus are always designed with allergens front of mind e.g.,
 - Vegan (to cover both vegetarians and vegans)
 - Gluten Free
- Seasonal substitutions of fruit and vegetables are acceptable as required and agreed to by the Air New Zealand Culinary Manager
- Menus and seasonal changes to occur as per the agreed culinary calendar

Tier 1 Menu Specs

AKLi | SYDi (Flagship)
AKLd | WLGd | CHCd

Timings	Standards and Specifications
All Day: opening-close	<ul style="list-style-type: none"> • 2x sweet items (doesn't have to be cookies) • 2x savoury items • All items to look more appealing than cheese board/become Hero item <p>Fresh seasonal whole fruit</p> <ul style="list-style-type: none"> • Fruit is colourful and fresh • All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on • Displayed in bowls <p>Savoury Snacks – Bulk</p> <ul style="list-style-type: none"> • Salty item to be displayed on the bar and/or at drinks stations (alternative to bhujia mix)
<p>Out of Main Offering</p> <ul style="list-style-type: none"> • Morning Tea: 1000-1200 • Afternoon Tea: 1430-1700 • Supper: AKLd, WLGd, CHCd: 2030-close AKLi/SYD: 2200-close 	<p>In addition to the All-Day Offering...</p> <p>Soup[Ⓜ] - also served through Lunch / Dinner time bands If this were the only dish served, customers would rave about it</p> <ul style="list-style-type: none"> • All soups are gluten/dairy free and vegan • Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer • Garnishes to suit e.g., croutons, tortilla, crème fraiche <p>Mini Bread Rolls - also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 2x 'homemade' bread/baking options to compliment soup in a breadbasket • Butter, margarine, and olive oil displayed to accompany <p>Hot Savoury Snacks</p> <ul style="list-style-type: none"> • 1x hot option, e.g., sausage rolls, mini pies offered via tray pass (ensure variety) • Accompanied with appropriate condiment e.g., chutney, relish, sauce <p>Cheeseboard - also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 2x types of cheese + a blue cheese available from 5pm • Each cheese served on its own board • Garnished with dried fruit and nuts • Relish or chutney • 2x types of crackers - rice crackers and one other <p>Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required) • Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available <p>Signage must be visible informing customers that requests are available</p>
<p>[Ⓜ] Hero Item</p>	

Salads - also served through Lunch / Dinner time bands

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 4x seasonal, finished, pre-dressed salads with optional toppings
- All salads to be vegan and gluten free and compliment other available protein dishes
- Toppings
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Sweet and Savoury Baking

Rustic/homemade feel, baked on-site

- Morning – savoury and sweet scones made on site the same day e.g., cheese and bacon, lemonade etc
- Afternoon – savoury tapas items to accompany alcohol and sweet slice to accompany tea/coffee

Breakfast: Opening-1000**In addition to the All-Day Offering...**

Menu items should be individualised, smaller, premium looking bite-sized portions wherever possible

Fruit Salad

- Fresh and colourful seasonal fruit made up of a minimum of 4 types of fruit

Food Theatre (AKLi and SYD only)

- Food Theatre runs for the duration of this meal band
- Menu item changes with each Menu Cycle

Hot Options

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Egg dish - scrambled eggs, changed regularly so that eggs look fluffy and fresh without separating (or alternative egg based equivalent and homemade looking)
- Egg dish (vegetarian) – e.g., frittata, filo pastry
- Protein dish – e.g., breakfast sausages (or alternate meat equivalent)
- Vegan dish - e.g., tomato, pulse, or bean dish, must be garnished and look homemade (not mass produced)
- Potato dish - e.g., potato hash brown

Pancakes (AKLi and SYD only during summer months)

- Self-serve Pancake maker available at breakfast
- Staff to ensure that some pancakes are pre-made and ready for customers to self-serve
- Condiments displayed with pancake maker to include fresh fruit salad, whipped cream, syrup

Cereals

- Bircher muesli - individually portioned
- 4x type of cereal - cornflakes, toasted and natural muesli, Light N Tasty, Weetbix

Porridge Station (All Tier 1 Lounges. AKLi and SYD, winter months only)

Porridge self-served from an urn with seasonal toppings

Breakfast Puddings (AKLi and SYD only)

Individual single serve incorporating a grain, cereal, or starch with either a fruit puree, yoghurt, or flavoured syrup suitable for breakfast

Signature Smoothie/Juice Booster Shot (All Tier 1 Lounges)

- Should be vibrant and colourful and look inviting for every customer to want to take one
- Served in individual oversized shot glasses. There must be enough shot glasses to manage rotation at peak times
- Staff can individually offer to customers by tray service

Yoghurt Bar

- 2x types of yoghurt – Greek and low-fat plain
- Fruit compote
- Staff must keep these items looking fresh, appetising, and tidy

Bakery

Bakery to be displayed in bakery basket

- 3x type of toast - wholemeal, white bread, Vogel's gluten free bread
- Artisan bread - e.g., fruit bread
- English muffins
- 3x type of petite pastries - croissants and 2x Danish options displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

- Full, trim, soy

Lunch: 1200-1430

Dinner: 1700-2200

In addition to the All-Day Offering...**Theatre Kitchen (AKLi and SYD only)**

- Food Theatre runs for the duration of this meal band
- Menu item changes with each Menu Cycle

Four Seasonal Hot Options

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Protein Dish (GF) - e.g., chicken curry with thickened sauce including potatoes finely chopped (or alternate meat equivalent)
- Vegan Dish - vegan main meal, preferably protein not carb based e.g., spinach and chickpea)
- Starch Dish - e.g., saffron and sultana rice (or alternate carb equivalent, small quantity, changed regularly)
- Vegetable Dish - vegetable side dish to accompany the other hot options

Desserts

3x types of single serve desserts, one of the three is always vegan

AKLr

*Menu to be aligned to AKLd as much as possible

Timings	Standards and Specifications
All Day: opening-close	<ul style="list-style-type: none"> • 2x sweet items (doesn't have to be cookies) • 2x savoury items • All items to look more appealing than cheese board/become Hero item <p>Fresh seasonal whole fruit</p> <ul style="list-style-type: none"> • Fruit is colourful and fresh • All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on • Displayed in bowls <p>Savoury Snacks – Bulk</p> <ul style="list-style-type: none"> • Salty item to be displayed on the bar and/or at drinks stations (alternative to bhujia mix)
<p>Out of Main Offering</p> <ul style="list-style-type: none"> • Morning Tea: 1000-1200 • Afternoon Tea: 1430-1700 • Supper: 2030-close <p>Ⓜ Hero Item</p>	<p>In addition to the All-Day Offering...</p> <p>Soup Ⓜ - also served through Lunch / Dinner time bands</p> <p>If this were the only dish served, customers would rave about it</p> <ul style="list-style-type: none"> • All soups are gluten/dairy free and vegan • Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer • Garnishes to suit e.g., croutons, tortilla, crème fraiche <p>Mini Bread Rolls - also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 2x 'homemade' bread/baking options to compliment soup in a breadbasket • Butter, margarine, and olive oil displayed to accompany <p>Hot Savoury Snacks</p> <ul style="list-style-type: none"> • 1x hot option, e.g., sausage rolls, mini pies offered via tray pass (ensure variety) • Accompanied with appropriate condiment e.g., chutney, relish, sauce <p>Cheeseboard - also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 2x types of cheese + a blue cheese available from 5pm • Each cheese served on its own board • Dried fruit and nuts available in jars adjacent to the cheese board • Relish or chutney • 2x types of crackers - rice crackers and one other <p>Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required) • Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available • Signage must be visible informing customers that requests are available

Salads - also served through Lunch / Dinner time bands

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 4x seasonal, finished, pre-dressed salads with optional toppings
- All salads to be vegan and gluten free and compliment other available protein dishes
- Toppings
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Sweet and Savoury Baking

Rustic/homemade feel, baked on-site

- Morning – savoury and sweet scones made on site the same day e.g., cheese and bacon, lemonade etc
- Afternoon – savoury tapas items to accompany alcohol and sweet slice to accompany tea/coffee

Breakfast: Opening-1000**In addition to the All-Day Offering...**

Menu items should be individualised, smaller, premium looking bite-sized portions wherever possible

Fruit Salad

- Fresh and colourful seasonal fruit made up of a minimum of 4 types of fruit

Hot Options

Displayed in premium style bain-marie dish with clear glass lid for viewing.

- Egg dish - scrambled eggs, changed regularly so that eggs look fluffy and fresh without separating (or alternative egg based equivalent and homemade looking)
- Protein dish – e.g., breakfast sausages (or alternate meat equivalent)
- Vegan dish - e.g., tomato, pulse, or bean dish, must be garnished and look homemade (not mass produced)
- Potato dish - e.g., potato hash brown

Cereals

- Bircher muesli - individually portioned
- 4x type of cereal - cornflakes, toasted and natural muesli, Light N Tasty, Weetbix

Porridge Station

- Porridge self-served from an urn with seasonal toppings

Signature Smoothie/Juice Booster Shot

- Should be vibrant and colourful and look inviting for every customer to want to take one
- Served in individual oversized shot glasses. There must be enough shot glasses to manage rotation at peak times
- Staff can individually offer to customers by tray service

Yoghurt Bar

- 3x types of yoghurt – Greek, Greek with fruit and low-fat plain
- Fruit compote
- Staff must keep these items looking fresh, appetising, and tidy

Bakery

Bakery to be displayed in bakery basket

- 3x type of toast - wholemeal, white bread, Vogel's gluten free bread
- Artisan bread - e.g., fruit bread
- English muffins
- 3x type of petite pastries - croissants and 2x Danish options displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

- Full, trim, soy

Lunch: 1200-1430
Dinner: 1700-2200

In addition to the All-Day Offering...**Three Seasonal Hot Options**

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Protein Dish (GF) - e.g., chicken curry with thickened sauce including potatoes finely chopped (or alternate meat equivalent)
- Starch Dish - e.g., saffron and sultana rice (or alternate carb equivalent, small quantity, changed regularly)
- Vegan Dish - vegan side dish to accompany the other hot options

Desserts

- 2x types of single serve desserts, one is always vegan

Tier 2 NZ International Menu Specs

WLG | CHC

Timings*

*Lounge Opening Hours are based around flight schedule and may vary between lounge and by season

**Some specifications differ between the WLG & CHC lounges due to hours of operation

Standards and Specifications**

All Day: opening-close

- 2x sweet items (doesn't have to be only cookies)
- 2x savoury items
- All items to look more appealing than cheese board/become Hero item

Fresh seasonal whole fruit

- Fruit is colourful and fresh
- All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on
- Displayed in bowls

Savoury Snacks – Bulk

- Salty item to be displayed on the bar and/or at drinks stations (alternative to bhujia mix)

Out of Main Offering

Ⓜ Hero Item

In addition to the All-Day Offering...

Three Seasonal Hot Options

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Protein Dish (GF) - e.g., chicken curry with thickened sauce including potatoes finely chopped (or alternate meat equivalent)
- Vegan Dish - vegan main meal, preferably protein not carb based e.g., spinach and chickpea
- Starch Dish - e.g., saffron and sultana rice (or alternate carb equivalent, small quantity, changed regularly)

Soup[Ⓜ] - also served through Lunch / Dinner time bands

If this were the only dish served, customers would rave about it

- All soups are gluten/dairy free and vegan
- Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer
- Garnishes to suit e.g., croutons, tortilla, crème fraiche

Mini Bread Rolls - also served through Lunch / Dinner time bands

- 2x 'homemade' bread/baking options to compliment soup in a breadbasket
- Butter, margarine, and olive oil displayed to accompany

Cheeseboard - also served through Lunch / Dinner time bands

- 2x types of cheese + a blue cheese available from 5pm
- Each cheese served on its own board
- Garnished with dried fruit and nuts
- Relish or chutney
- 2x types of crackers - rice crackers and one other

Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands

- Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required)
- Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available
- Signage must be visible informing customers that requests are available

Sweet and Savoury Baking

Rustic/homemade feel, baked on-site

- Morning – savoury and sweet scones made on site the same day e.g., cheese and bacon, lemonade etc
- Afternoon – savoury tapas items to accompany alcohol and sweet slice to accompany tea/coffee

Breakfast**In addition to the All-Day Offering...****Fruit Salad**

- Fresh and colourful seasonal fruit made up of a minimum of 4 types of fruit

Hot Options

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Egg dish - scrambled eggs, changed regularly so that eggs look fluffy and fresh without separating (or alternative egg-based equivalent, garnished, and homemade looking)
- Protein dish – e.g., chicken breakfast sausages (or alternate meat equivalent)
- Vegan dish - e.g., tomato, pulse, or bean dish, must be garnished and look homemade (not mass produced)

Cereals

- Bircher muesli - individually portioned
- 4x type of cereal - cornflakes, toasted and natural muesli, Light N Tasty, Weetbix

Signature Smoothie/Juice Booster Shot

- Should be vibrant and colourful and look inviting for every customer to want to take one
- Served in individual oversized shot glasses. There must be enough shot glasses to manage rotation at peak times
- Staff can individually offer to customers by tray service

Yoghurt Bar

- Greek yoghurt
- Fruit compote
- Staff must keep these items looking fresh, appetising, and tidy

Bakery

Bakery to be displayed in bakery basket

- 3x types of toast - wholemeal, white bread, Vogel's gluten free bread
- Fruit bread
- English muffins
- 2x type of petite pastries - croissants and 1x Danish option displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

Full, trim, soy

Lunch / Dinner**In addition to the All-Day Offering...****Four Seasonal Hot Options**

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Protein Dish (GF) - e.g., chicken curry with thickened sauce including potatoes finely chopped (or alternate meat equivalent)
- Vegan Dish - vegan main meal, preferably protein not carb based e.g., spinach and chickpea)
- Starch Dish - e.g., saffron and sultana rice (or alternate carb equivalent, small quantity, changed regularly)
- Vegetable Dish - vegetable side dish to accompany the other hot options

Salads - also served through Lunch / Dinner time bands

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 4x seasonal, finished, pre-dressed salads with optional toppings
- All salads to be vegan and gluten free and compliment other available protein dishes.
- Toppings
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Desserts

- 1x type of single serve desserts e.g., mini pavlova

Tier 2 AUS International Menu Specs

BNE | MEL | PER

Timings	Standards and Specifications
All Day: opening-close	<ul style="list-style-type: none"> • 2x sweet items (doesn't have to be cookies) • 2x savoury items • All items to look more appealing than cheese board/become Hero item <p>Fresh seasonal whole fruit</p> <ul style="list-style-type: none"> • Fruit is colourful and fresh • All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on • Displayed in bowls <p>Savoury Snacks – Bulk</p> <ul style="list-style-type: none"> • Salty item to be displayed on the bar and/or at drinks stations (alternative to bhujia mix)
<p>Out of Main Offering</p> <ul style="list-style-type: none"> • Morning Tea: 1000-1200 • Afternoon Tea: 1430-1700 • Supper: 2200-close <p>Ⓜ Hero Item</p>	<p>In addition to the All-Day Offering...</p> <p>Soup Ⓜ - also served through Lunch / Dinner time bands</p> <p>If this were the only dish served, customers would rave about it</p> <ul style="list-style-type: none"> • All soups are gluten/dairy free and vegan • Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer • Garnishes to suit e.g., croutons, tortilla, crème fraiche <p>Mini Bread Rolls - also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 2x 'homemade' bread/baking options to compliment soup in a breadbasket • Butter, margarine, and olive oil displayed to accompany <p>Cheeseboard - also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 2x types of cheese + a blue cheese available from 5pm • Each cheese served on its own board • Garnished with dried fruit and nuts • Relish or chutney • 2x types of crackers - rice crackers and other <p>Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required) • Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available • Signage must be visible informing customers that requests are available <p>Sweet and Savoury Baking</p> <p>Rustic/homemade feel, baked on-site</p> <ul style="list-style-type: none"> • Morning – savoury and sweet scones made on site the same day e.g., cheese and bacon, lemonade etc • Afternoon – savoury tapas items to accompany alcohol and sweet slice to accompany tea/coffee

Breakfast: Opening-1000

NB: there is currently no Breakfast served in PER due to Lounge operating hours.

In addition to the All-Day Offering...**Fruit Salad**

- Fresh and colourful seasonal fruit made up of a minimum of 4 types of fruit

Hot Options

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Egg dish - scrambled eggs, changed regularly so that eggs look fluffy and fresh without separating (or alternative egg based equivalent and homemade looking)
- Egg dish (vegetarian) – e.g., frittata, filo pastry
- Protein dish – e.g., chicken breakfast sausages (or alternate meat equivalent)
- Vegan dish - e.g., tomato, pulse, or bean dish, must be garnished and look homemade (not mass produced)
- Starch Dish – e.g., potato hash browns

Pancakes

- Self-serve Pancake maker available at breakfast
- Staff to ensure that some pancakes are pre-made and ready for customers to self-serve
- Condiments displayed with pancake maker to include fresh fruit salad, whipped cream, syrup

Cereals

- Bircher muesli - individually portioned
- 4x types of cereal - cornflakes, toasted and natural muesli, Light N Tasty
- Weetbix

Breakfast Puddings

Individual single serve incorporating a grain, cereal, or starch with either a fruit puree, yoghurt, or flavoured syrup suitable for breakfast

Signature Smoothie/Juice Booster Shot

- Should be vibrant and colourful and look inviting for every customer to want to take one
- Served in individual oversized shot glasses. There must be enough shot glasses to manage rotation at peak times
- Staff can individually offer to customers by tray service

Yoghurt Bar

- 3x types of yoghurt – Greek, Greek with fruit and low-fat plain
- Fruit compote
- Staff must keep these items looking fresh, appetising, and tidy

Bakery

Bakery to be displayed in bakery basket

- 4x types of toast - wholemeal, white bread, soy linseed, Vogel's gluten free bread
- Artisan bread - e.g., fruit bread
- English muffins
- 3x petite pastries - croissants and 2x Danish options displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

Full, trim, soy

Lunch: 1200-1430**Dinner: 1700-2200**

④ Hero Item

In addition to the All-Day Offering...**Four Seasonal Hot Options**

Displayed in premium style bain-marie dish with clear glass lid for viewing

- Protein Dish (GF) - e.g., chicken curry with thickened sauce including potatoes finely chopped (or alternate meat equivalent)
- Vegan Dish - vegan main meal, preferably protein not carb based e.g., spinach and chickpea)
- Starch Dish - e.g., saffron and sultana rice (or alternate carb equivalent, small quantity, changed regularly)
- Vegetable Dish - vegetable side dish to accompany the other hot options

Soup ④ - also served through Lunch / Dinner time bands

If this were the only dish served, customers would rave about it

- All soups are gluten/dairy free and vegan
- Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer
- Garnishes to suit e.g., croutons, tortilla, crème fraiche

Mini Bread Rolls - also served through Lunch / Dinner time bands

- 2x 'homemade' bread/baking options to compliment soup in a breadbasket
- Butter, margarine, and olive oil displayed to accompany

Cheeseboard - also served through Lunch / Dinner time bands

- 2x types of cheese + a blue cheese available from 5pm
- Each cheese served on its own board
- Garnished with dried fruit and nuts
- Relish or chutney
- 2x types of crackers - rice crackers and other

Salads

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 4x seasonal, finished, pre-dressed salads with optional toppings
- All salads to be vegan and gluten free and compliment other available protein dishes.
- Toppings
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands

- Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required)
- Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available
- Signage must be visible informing customers that requests are available

Desserts

2x types of single serve desserts, one of which is always vegan

Tier 2 Domestic Menu Specs

ZQN | WLGr | CHCr*

*CHCr serviced by CHCd with grab and go options

Timings	Standards and Specifications
All Day: opening-close	<ul style="list-style-type: none"> • 2x sweet items (doesn't have to be cookies) • 2x savoury items • All items to look more appealing than cheese board/become Hero item <p>Fresh seasonal whole fruit</p> <ul style="list-style-type: none"> • Fruit is colourful and fresh • All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on • Displayed in bowls <p>Savoury Snacks – Bulk</p> <p>Salty item to be displayed on the bar and/or at drinks stations (alternative to bhuja mix)</p>
<p>Out of Main Offering: opening-1200</p> <p>Ⓜ Hero Item</p>	<p>In addition to the All-Day Offering...</p> <p>Soup Ⓜ - also served through Lunch / Dinner time bands</p> <p>If this were the only dish served, customers would rave about it</p> <ul style="list-style-type: none"> • All soups are gluten/dairy free and vegan • Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer • Garnishes to suit e.g., croutons, tortilla, crème fraiche <p>Mini Bread Rolls – also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • 1x 'homemade' bread/baking option to compliment soup in a breadbasket • Butter, margarine, and olive oil displayed to accompany <p>Hot Savouries</p> <p>Displayed in premium style bain-marie dish with clear glass lid for viewing</p> <ul style="list-style-type: none"> • 3x types of hot savouries (including one vegan option) with condiment available, e.g., ham & cheese croissants, broccoli cheese bites with relish (ensure variety) <p>Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands</p> <ul style="list-style-type: none"> • Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required) • Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available • Signage must be visible informing customers that requests are available <p>Sweet and Savoury Baking</p> <p>Rustic/homemade feel, baked on-site</p> <ul style="list-style-type: none"> • Savoury and sweet baking made on site the same day

Breakfast: Opening – 1000**In addition to the All-Day Offering...**

Menu items should be individualised, smaller, premium looking bite-sized portions wherever possible

Fruit Salad

- Fresh and colourful seasonal fruit made up of a minimum of 4 types of fruit

Hot Options

Displayed in premium style bain-marie dish with appropriate condiments on the side

- Egg dish - scrambled eggs, changed regularly so that eggs look fluffy and fresh without separating (or alternative egg based equivalent and homemade looking)
- Protein dish – e.g., chicken breakfast sausages (or alternate meat equivalent)
- Potato dish
- Vegan dish

Cereals

- Bircher muesli - individually portioned
- 2x type of cereal - cornflakes, Light N Tasty

Signature Smoothie/Juice Booster Shot

- Should be vibrant and colourful and look inviting for every customer to want to take one
- Served in individual oversized shot glasses. There must be enough shot glasses to manage rotation at peak times
- Staff can individually offer to customers by tray service

Yoghurt Bar

- 2x types of yoghurt – fruit and low-fat plain
- Fruit compote
- Staff must keep these items looking fresh, appetising, and tidy

Bakery

Bakery to be displayed in bakery basket

- 3x types of toast – wholemeal, white bread, Vogel's gluten free bread
- Artisan bread – e.g., fruit bread
- 2x petite pastries – croissants and assorted Danish options displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

- Full, trim, soy

Main Meal: 1200-close

Ⓜ Hero Item

In addition to the All-Day Offering...**Seasonal Hot Options**

Displayed in premium style bain-marie dish with clear glass lid for viewing

- 2x types of hot items (WLGr to align with WLGD hot options, ZQN e.g., chilli con carne/pasta dish/curry)
- 1x hot handheld item
- Accompanying condiments

Soup[Ⓜ] - also served through Lunch / Dinner time bands

If this were the only dish served, customers would rave about it

- All soups are gluten/dairy free and vegan
- Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer
- Garnishes to suit e.g., croutons, tortilla, crème fraiche

Mini Bread Rolls – also served through Lunch / Dinner time bands

- 1x 'homemade' bread/baking option to compliment soup in a breadbasket
- Butter, margarine, and olive oil displayed to accompany

Salads

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 2x seasonal, finished, pre-dressed salads with optional toppings
- WLGr to align with WLGD salads, ZQN made in house if possible
- All salads to be Vegan and GF to compliment other available protein dishes
- Toppings
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Cheeseboard

- 2x types of cheese + a blue cheese available from 5pm
- Each cheese served on its own board
- Garnished with dried fruit and nuts
- Relish or chutney
- 2x types of crackers - rice crackers and other

Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands

- Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required)
- Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available
- Signage must be visible informing customers that requests are available

Sweet and Savoury Baking

Rustic/homemade feel, baked on-site

- Savoury tapas items to accompany alcohol and sweet slice to accompany tea/coffee

Tier 3 International Menu Specs

NAN | RAR

*Seasonal local produce and cuisine

Timings	Standards and Specifications
<p>All Day: opening-close</p>	<ul style="list-style-type: none"> • 2x sweet items (doesn't have to be cookies) • 2x savoury items • All items to become Hero item <p>Fresh seasonal whole fruit</p> <ul style="list-style-type: none"> • Fruit is colourful and fresh • All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on • Displayed in bowls <p>Fresh Fruit</p> <ul style="list-style-type: none"> • Fresh seasonal sliced fruit - pineapple, paw paw and watermelon <p>Savoury Snacks – Bulk</p> <ul style="list-style-type: none"> • Salty item to be displayed on the bar and/or at drinks stations (alternative to bhujia mix) <p>Gluten Free Bread</p> <ul style="list-style-type: none"> • Must be able to accommodate requests and have 2x type of gluten free bread (wholemeal, white) available as required • Signage must be visible informing customers that requests are available
<p>Breakfast (due to schedule not applicable to RAR)</p>	<p>In addition to the All-Day Offering...</p> <p>Seasonal Hot Options</p> <p>Displayed in premium style bain-marie dish with clear glass lid for viewing</p> <ul style="list-style-type: none"> • Egg dish - scrambled eggs, changed regularly so that eggs look fluffy and fresh without separating (or alternative egg based equivalent and homemade looking) • Protein dish - e.g., chicken breakfast sausages (or alternate meat equivalent) • Starch dish - e.g., gourmet potatoes, braised spiced chickpeas <p>Cereals</p> <ul style="list-style-type: none"> • 2x types of cereal - Nutra grain, toasted muesli, <p>Yoghurt Bar</p> <ul style="list-style-type: none"> • 2x types of yoghurt – Greek and low-fat plain • Fruit compote • Staff must keep these items looking fresh, appetising, and tidy <p>Bakery</p> <p>Bakery to be displayed in bakery basket</p> <ul style="list-style-type: none"> • 3x types of toast - wholemeal, white bread, gluten free bread • 1x sweet muffin • English muffins • 2x pastries - e.g., croissants and Danish options displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

Full, trim, soy

Lunch / Dinner**In addition to the All-Day Offering...****Four Seasonal Hot Options - NAN**

Displayed in premium style bain-marie dish with clear glass lid for viewing

- 2x Protein dishes - e.g., Tandoori chicken, lamb curry, grilled wahoo, with condiments to accompany
- Starch dish - e.g., Biryani rice, vegetable Nasi Goreng, with condiments to accompany
- 1x Vegan dish - e.g., pumpkin and okra curry, stir fired bok choy

Four Seasonal Hot Options - RAR

Displayed in premium style bain-marie dish with clear glass lid for viewing

- 1x Protein dishes - e.g., Tandoori chicken, lamb curry, grilled wahoo, with condiments to accompany
- Starch dish - e.g., Biryani rice, vegetable Nasi Goreng, with condiments to accompany
- 1x Vegan dish - e.g., pumpkin and okra curry, stir fired bok choy

Salads

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 2x seasonal, finished, pre-dressed salads with optional toppings
- All salads to be vegan and gluten free and compliment other available protein dishes.
- Toppings (NAN only)
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands

- Club sandwiches, wraps, sushi, summer rolls etc (doesn't have to be sandwiches and/or wraps, more variety required)
- Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available
- Signage must be visible informing customers that requests are available

Sweet Slices and Desserts - NAN

- 1x sweet slice - e.g., chocolate brownie
- 1x dessert individual single serve
- **Sweet Slices and Desserts - RAR** 2x dessert individual single serve

Milks

Full, trim, soy

Tier 3 Regional Menu Specs

HLZ | TRG | NPL | NPE | PMR | NSN | DUD | IVC

Timings	Standards and Specifications
All Day: opening - close	<ul style="list-style-type: none"> • 1x sweet items (doesn't have to be cookies) • 2x savoury items • All items to look more appealing than cheese board/become Hero item <p>Fresh seasonal whole fruit</p> <ul style="list-style-type: none"> • Fruit is colourful and fresh • All retailer stickers must be removed from the fruit prior to display, except for bananas where sometimes the labels are not easy to remove and leave a residue behind causing browning of the skins. In this instance, it is permitted to leave the labels on • Displayed in bowls <p>Savoury Snacks – Bulk</p> <ul style="list-style-type: none"> • Salty item to be displayed on the bar and/or at drinks stations (alternative to bhujia mix) <p>Gluten Free Bread</p> <ul style="list-style-type: none"> • Must be able to accommodate requests and have 2x type of gluten free bread (wholemeal, white) available as required • Signage must be visible informing customers that requests are available
Breakfast: opening - 1000	<p>In addition to the All-Day offering...</p> <p>Fruit Salad</p> <ul style="list-style-type: none"> • Fresh and colourful seasonal fruit made up of a minimum of 4 types of fruit <p>Hot Options - 3x Hot Options where Rational ovens are installed, otherwise 2 x Hot Options</p> <p>Displayed in premium style bain-marie dish with clear glass lid for viewing</p> <ul style="list-style-type: none"> • Protein dish – e.g., breakfast sausages (or alternate meat equivalent) served with condiments e.g., tomato sauce • Egg dish - scrambled eggs (where Rational ovens are installed) • Vegan dish - e.g., bean dish, must be garnished and look homemade (not mass produced) <p>Cereals</p> <ul style="list-style-type: none"> • Bircher muesli – in individually portioned jars • 2x cereal options e.g., cornflakes, toasted and natural muesli, Light n Tasty. <p>Signature Smoothie/Juice Booster if possible</p> <ul style="list-style-type: none"> • Should be vibrant and colourful and look inviting for every customer to want to take one • Served in individual oversized shot glasses. There must be enough shot glasses to manage rotation at peak times • Staff can individually offer to customers by tray service <p>Yoghurt</p> <ul style="list-style-type: none"> • 2x types of yoghurt – Greek and low-fat plain • Fruit compote • Staff must keep these items looking fresh, appetising, and tidy

Bakery

Bakery to be displayed in bakery basket

- 2x types of toast - wholemeal, white bread
- 2x types of gluten free bread - wholemeal, white bread
- Artisan bread - e.g., fruit bread
- 2x petite pastries - croissants and Danish options displayed in small quantities and refreshed regularly (ensure variety)

Preserves and Spreads

- Butter and margarine
- Marmalade and berry/red stone fruit jam
- Marmite, vegemite, honey, peanut butter

Milks

Full, trim, soy

Lunch / Dinner: 1000 - close

H Hero Item

From 17 Nov 2022 this menu will roll out across the regions, port by port. Full alignment across all regional lounges will be achieved in early 2023

In addition to the All-Day Offering...**Hot Savouries (the following will be replaced by seasonal hot dishes by early 2023)**

Displayed in premium style bain-marie dish

- 2x types of hot savouries (including one vegan option) with condiment available, e.g., ham & cheese croissants, broccoli cheese bites with relish (ensure variety)

Seasonal Hot Dishes

Displayed in premium style bain-marie dish with clear glass lid for viewing

- 1x Protein dishes with condiments to accompany
- Starch dish - with condiments to accompany
- 1x Vegan dish

Soup^H - also served through Lunch / Dinner time bands

If this were the only dish served, customers would rave about it

- All soups are gluten/dairy free and vegan
- Feels homemade and fresh off the stove, 'country rustic soup' with heartiness in winter and lightness in summer
- Garnishes to suit e.g., croutons, tortilla, crème fraiche

Mini Bread Rolls

- 1x 'homemade' bread/baking option to compliment soup in a breadbasket
- Butter, margarine, and olive oil displayed to accompany

Cheeseboard

- 2x types of cheese
- Garnished with dried fruit and nuts
- Relish or chutney
- 2x types of crackers

Cold, handheld item – (vegan and protein options) also served through Lunch / Dinner time bands

- Club sandwiches, wraps etc (doesn't have to be sandwiches and/or wraps, more variety required)
- Must be able to accommodate requests and have gluten free bread available to make up sandwich as required/gluten free option available
- Signage must be visible informing customers that requests are available

Salads

All items must be labelled accurately as per agreed menu name, and must accurately display dietary category (V, GF)

All items must be presented in CX approved dishes/ containers, with CX approved serving utensils

Prior to presentation, all salads must be checked for colour, texture, odour, freshness, cut size, and consistency

- 2x seasonal, finished, pre-dressed salads with optional toppings
- All salads to be vegan and gluten free and compliment other available protein dishes.
- Toppings
 - Toasted Croutons - sourdough croutons toasted with EVO, salt & pepper
 - Roasted Nuts & Seeds - sunflower, pumpkin & sesame seeds, sliced almonds
 - Crispy Noodles
 - Crispy Shallots

Sweet and Savoury Baking

Rustic/homemade feel, baked on-site

- Morning – savoury and sweet scones e.g., cheese and bacon, lemonade etc

Afternoon – savoury tapas items to accompany alcohol and sweet slice to accompany tea/coffee

Surprise and Delight Guidelines

TIER 1 & 2 LOUNGES

Timings	Standards and Specifications
<p>Peak afternoon hours (but not limited to)</p>	<p>Types of Activity</p> <ul style="list-style-type: none"> • Activity may include (but is not limited to); <ul style="list-style-type: none"> – Tray pass of food and/or beverage items – Special dishes prepared at the Theatre Kitchen (AKLi, SYD) – May be themed to a celebration e.g., Christmas, Easter, Mother's Day, to promote a new product or showcase local produce • The activity should be integrated into the overall Lounge experience and must offer a value add to the customers <p>Food Items</p> <ul style="list-style-type: none"> • Items should be. <ul style="list-style-type: none"> – Bite sized (maximum 2 bites) – Able to be eaten with your hands – Sweet or savoury – Hot or cold (if hot they should be able to be eaten immediately - not steaming hot) • Items should not be; <ul style="list-style-type: none"> – Too crumbly as to cause a mess – Dripping with sauce – The same as what is available on the buffet • Repurposing existing items; <ul style="list-style-type: none"> – Chefs should attempt to repurpose existing items, ingredients, or cut-offs to minimise wastage and not incur additional catering cost <p>Service Delivery</p> <ul style="list-style-type: none"> • Served in small bowls, plates or Chinese ceramic spoons (if available) or delivered directly from a platter or tray • Must be offered to customers via tray pass, not placed on the buffet • No label is required • Staff should explain to the customer what is on offer • Must always be offered with a napkin every time



Surprise and Delight Guidelines

TIER 3 LOUNGES

Timings	Standards and Specifications
<p>Activity should be timed to accommodate the workload of the lounge teams i.e., at quieter times</p>	<p>Types of Activity</p> <ul style="list-style-type: none"> • Activity may include (but is not limited to); <ul style="list-style-type: none"> – Tray pass of food and/or beverage items – May be themed to a celebration e.g., Christmas, Easter, Mother's Day, to promote a new product or showcase local produce • The activity should be integrated into the overall Lounge experience and must offer a value add to the customers <p>Beverage Items</p> <ul style="list-style-type: none"> • Items should be; <ul style="list-style-type: none"> – Pre-poured using the correct glassware e.g., wine in wine glasses, sparkling wine in flutes, non-alcoholic beverages in tumblers – Beverage garnishes should be kept simple and modern and not hanging over the side of the glass • Examples of beverages to offer; <ul style="list-style-type: none"> – Iced water – Juice – Sparkling wine – Cocktails (Tier 3 International Lounges) <p>Other items</p> <ul style="list-style-type: none"> • If a non-beverage product has been provided to the lounge as part of a special promotion, this may be offered via tray pass on small plates or in the vessel/packaging that has been provided or as briefed <p>Service Delivery</p> <ul style="list-style-type: none"> • Offer beverage from a service tray – the tray should be loaded so that is comfortable and safe to carry • Staff should explain to the customer what is on offer • Must always be offered with a napkin every time



8 - Lounge Publications

Standards & Specifications

Look & Feel - Key Principles

- Publications must be high-quality magazine or newspapers, featuring engaging articles
- Magazines should look premium with quality content i.e. a higher ratio of meaningful content to advertisements
- Standard size magazines are preferred for a uniform look on the racks. Other sizes will be considered on a case-by-case basis
- Direct sales advertising, marketing collateral (brochures, pamphlets, annual reports), catalogues with price points, sales listings or other formats will not be accepted (even if these "appear as magazines")
- Supplier provided display stands are not permitted.

Categories - Key Principles

- Titles should align with Air New Zealand's brand and sustainability values and be reflective of the region where they are presented.
- Approved categories;
 - Leisure
 - Travel
 - Home
 - Business (local & international)
 - Fashion
 - Women's
 - Men's
 - Innovation
 - Food
 - Regional Special Interest
 - Industry Special Interest

Kia ora Magazine

Definition

- Air NZ's inflight magazine
- Published monthly

Display & Stocking

- Available to all lounges
- As per service standards, magazine display to be kept fully stocked
- Frequency of rotation;
 - Kia ora magazine to be changes on the first of every month
 - Removed the previous month's copies

Enquiries for Kia ora magazine only

- Samantha Bogun - Samantha.Bogun@airnz.co.nz

Purchased Titles (Air NZ does not currently purchase any titles)

Definition

- These are titles that Air NZ pays for

Display & Stocking

- As per service standards, magazine display to be kept fully stocked
- Frequency of rotation;
 - All core approved magazines to have continued supply in line with their publication date.
 - All magazines will be removed once their cover date has expired.

Free of Charge (FOC) Placements

Definition	<ul style="list-style-type: none"> These are titles that are provided without any cost to Air NZ Individual publishers will select which lounges they want their magazines displayed in 	
Display & Stocking	<ul style="list-style-type: none"> As per service standards, magazine display to be kept fully stocked All magazines to be removed once their cover date has expired <p>NB: not all of the titles listed below are available to all lounges</p>	
Publisher	Title	Frequency
Are Media	Woman's Day	Weekly
	NZ Woman's Weekly	Weekly
	The Listener	Weekly
	Your Home & Garden	Monthly
	The Australian Women's Weekly	Monthly
	NZ Rugby	Bi-Monthly
North & South	North & South	Monthly
ICG MEDIA	NZ Marketing Magazine	Monthly
	Dish	Monthly
	Good	Monthly
School Road Publishing (Stanley Street Group)	Woman	Bi-monthly
	Haven	Monthly
	Scout	Monthly
	Thrive	Monthly

Paid Placements

Definition	<ul style="list-style-type: none"> These are titles that pay Air NZ to be placed in our Lounges. They are sourced by our media broker at Mediaworks from a variety of publishers. These titles are often specialist, region specific and/or limited run publications.
Supply & Delivery	<ul style="list-style-type: none"> One week prior to the start of the next month, our media broker will supply each Lounge with an email, listing the publications they will be receiving. By default, we will instruct each publisher to supply to the Lounges two boxes per month, one at the beginning and one mid-month. If volumes are not appropriate i.e., too many, too few copies, Lounges are to communicate this directly to our media broker to feedback to the publisher.
Display & Stocking	<ul style="list-style-type: none"> As per service standards, magazine display to be kept fully stocked, with volumes being recorded and

fed back to our media broker to ensure par levels are maintained and met.

- All core approved magazines to have continued supply in line with their publication date.
- All magazines will be removed once their cover date has expired.
- Single issue annual publications will be limited to a maximum three months' display (rather than for the full 12 months to prevent display fatigue for our frequent travellers)
- Should a Lounge receive a title not on monthly email list, these should not be displayed until our media broker has been notified and instruction given.

Customer Feedback & Reporting

- Any magazines that are not appreciated by our customers should be fed back to relevant suppliers monthly.
- If any Lounge staff are approached by a publisher requesting to display their publication within the Lounge, please ask them to email our media brokers.
- Publishers will receive a quarterly audit report providing insight into lounge visits, visitor demographics and any feedback received specifically about their publication.

Enquiries for Paid Placement titles only

- If uncertain about any paid placement, please get in touch with our Mediaworks media broker, Lisa Ison lisaion@mediaworks.co.nz

Lounges Rate Card for Paid Placements

Lounge Tier Alignment	Lounge Location		Stocking Fee (per lounge, per month)
Tier 1 Flagship	• Auckland International	AKLi	\$125
	• Sydney International	SYD	
Tier 1 Domestic	• Auckland Domestic	AKLd	\$125
	• Wellington Domestic	WLGd	
	• Christchurch Domestic	CHCd	
Tier 2 - International	• Wellington International	WLGi	\$75
	• Christchurch International	CHCi	
	• Brisbane	BNE	
	• Melbourne	MEL	
	• Perth	PER	
Tier 2 - Domestic	• Auckland Regional	AKLr	\$75
	• Wellington Regional	WLGr	
	• Christchurch Regional*	CHCr	
	• Queenstown	ZQN	
Tier 3 - International	• Rarotonga	RAR	\$50
	• Nadi	NAN	
Tier 3 - Domestic	• Hamilton Regional	HLZ	\$50
	• Tauranga Regional	TRG	
	• Napier Regional	NPL	
	• Palmerston North Regional	NPE	
	• New Plymouth Regional	PMR	
	• Nelson Regional	NSN	
	• Dunedin Regional	DUD	
• Invercargill Regional	IVC		

*currently a pop-up space within the terminal

Lounge Distribution List

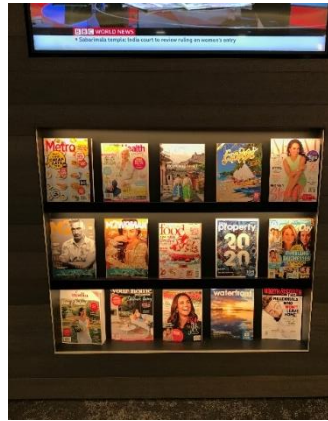
NEW ZEALAND LOUNGES

City Name	Airport	Mailing Address
1 Auckland (Regional, Domestic & International)	AKLr / AKLd / AKLi	Attn: Shivika Sharma Shivika.Sharma@airnz.co.nz Air New Zealand Regional Lounge AUCKLAND, Air New Zealand Domestic Lounge AUCKLAND or Air New Zealand International Lounge AUCKLAND* c/o Air New Zealand 14 Laurence Stevens Drive Mangere 2022 021-718-897

***Please specify on the box whether its intended destination is the Auckland Domestic, Regional or International Lounge. Address labels for ADP must be printed, not hand-written**



AKL Regional



AKL Regional



AKL Regional



AKL Domestic



AKL International



AKL International

- | | | | |
|---|--|-----|--|
| 2 | Christchurch
(Regional, Domestic
& International) | CHC | Emily Sheat emily.sheat@airnz.co.nz
Air New Zealand Lounge
Level 2 – Christchurch Airport
27 Durey Rd,
Christchurch Airport,
Christchurch 8053
03-373-7170 |
|---|--|-----|--|



CHC Domestic



CHC International



CHC International

- | | | | |
|---|----------------|-----|--|
| 3 | Dunedin | DUD | Debbie Brown Debra.Brown@airnz.co.nz
Sarah Hill Sarah.Hill2@airnz.co.nz
Air New Zealand Lounge
Dunedin Airport 25 Miller Rd
Momoa
Dunedin 9073
021-275-2875 |
|---|----------------|-----|--|



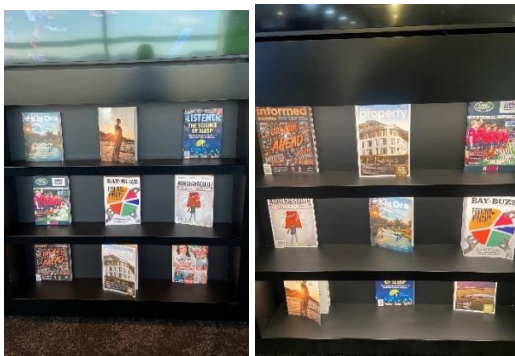
- 4 **Hamilton** HLZ Hilary Crow Hilary.Crow@airnz.co.nz
Air New Zealand Lounge
Airport Rd
RD2
Hamilton 3282
021-976-707



- 5 **Invercargill** IVC Hilary Hewitt Hilary.Hewitt@airnz.co.nz
Air New Zealand Lounge
106 Airport Ave
Invercargill Airport
Invercargill 9879
021-737-183



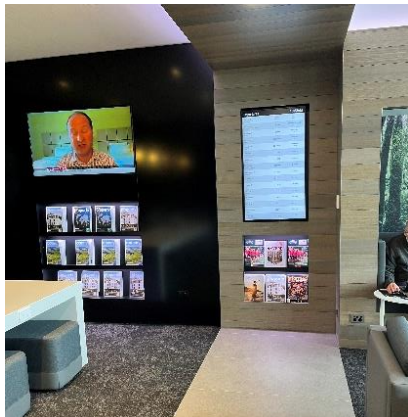
- 6 **Napier** NPE Jo Wenham Joanna.Wenham@airnz.co.nz
Air New Zealand Lounge
111 Main N Rd
Napier 4110
021-287-5312



- 7 **New Plymouth** NPL Skyler Haywood Skyler.Haywood@airnz.co.nz
 Air New Zealand Lounge
 192 Airport Dr
 New Plymouth Airport
New Plymouth 4373
 021-277-0277



- 8 **Nelson** NSN Louise Wise Louise.Wise@airnz.co.nz
 Air New Zealand Lounge
 Nelson Airport
Nelson 7011
 021-279-2771



- 9 **Palmerston North** PMR Joanna Gerretzen Joanna.Gerretzen@airnz.co.nz
 Air New Zealand Lounge
 Airport Dr
 Milson
Palmerston North 4442
 021-513-445



- 10 **Tauranga** TRG Payal Prasad Payal.Prasad@airnz.co.nz
 Air New Zealand Lounge
 70 Jean Batten Drive, Mt Maunganui
Tauranga 3116
 021-289-7570



- 11 **Wellington (Regional, Domestic & International)** WLGr / WLGD / WLGi Kay Martin Kay.Martin@airnz.co.nz
 Lisa Cooper lisa.cooper@airnz.co.nz
 Air New Zealand Lounge
 Level 2 – Wellington Airport
 28 Stewart Duff Dr,
 Rongotai,
Wellington 6022
 04-388-0583



WLG Regional



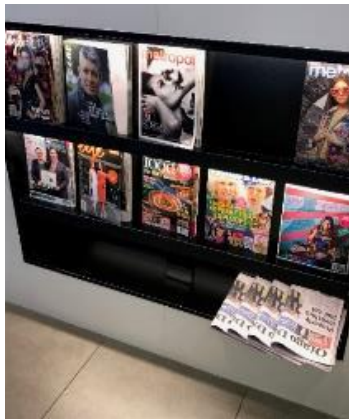
WLG Regional



WLG International

12 Queenstown ZQN

Robyn Wrigley Robyn.Wrigley@airnz.co.nz
Air New Zealand Lounge
Sir Henry Wigley Dr
Frankton
Queenstown 9300
027-268-1106



OFF-SHORE LOUNGES

	City Name	Airport	Mailing Address
1	Fiji	NAN	Fouzia Sakur Fouzia.Sakur@airnz.co.nz Air New Zealand Lounge Level 1 International Departure Concourse Nadi International Airport Nadi Fiji +679-672-0070
2	Rarotonga	RAR	Addrienne Hosking-Tinirau Addrienne.Hosking-Tinirau@airnz.co.nz Air New Zealand Lounge Rarotonga International Airport Rarotonga, Cook Islands +682-226-085
3	Brisbane	BNE	Dean Lemmo deanlemmo@compass-group.com.au Air New Zealand Lounge Loading Dock 1 11 The Circuit Brisbane International Airport Queensland 4008 Australia +61-403-712-234
4	Sydney	SYD	Habib Golpayegani habibgolpayegani@compass-group.com.au Sydney International Airport Loading Dock 6, Mascot 2020 NSW Australia +61-427-216-231
5	Melbourne	MEL	Chamin Fonseka chaminfonseka@compass-group.com.au Air New Zealand Lounge Melbourne International Airport International Departures Gate 27 Francis Briggs Road (proceed to Satellite Dock) Tullamarine Victoria Australia 3045 +61-403-027-371 NB - Loading dock delivery times: Monday to Friday 0500 – 14:00
6	Perth	PER	Nicole Sing nicolesing@compass-group.com.au +61 429 898 987 Air New Zealand Lounge Departure Level 2 - Perth International Airport T1 Western Australia Australia 6105 Ph +61-412-611-068 NB: due to aviation security, the Lounge need to be contacted prior to the delivery time so they can be available to meet the delivery. The PER Lounge is only open from 4pm daily.

