

# How LSG Sky Chefs NZ is exploring new routes

This is a special feature from *PAX International's* [October 2020 digital edition](#).



Ariel Quiroga, Account Manager, LSG NZ (left) with Bilal Ozturk, Sales and Service Director at LSG Sky Chefs New Zealand and Pacific, at the Auckland LSG NZ facility in October 2020

[LSG Sky Chefs](#) New Zealand Ltd. (LSG NZ) is exploring new business avenues during the pandemic, announcing in September its first ever rail partnership and expanding its existing range of supermarket offerings.

LSG NZ is catering three of state-owned rail operator [KiwiRail](#)'s scenic trains, known as "The Great Journeys of New Zealand." The service includes the TranzAlpine route, the Coastal Pacific route (Christchurch to Picton) and the Northern Explorer (Auckland to Hamilton).

The caterer provides a full offering with a cold breakfast, lunch, cheese platters and farewell canapés. Meals for the TranzAlpine and Coastal Pacific journeys are produced in Christchurch, while LSG NZ's facilities in Auckland and Hamilton supply the Northern Explorer.

"The trains really take you on an adventure. You can take pictures, look around, and enjoy our great Kiwi hospitality with fresh, delicious, daily-made food on the side," Bilal Ozturk, Sales and Service Director at LSG Sky Chefs New Zealand and Pacific, tells *PAX International* in October. "Huge respect for the landscapes and the country itself. It's amazing. It's beautiful."

The meals are inspired by the scenery of each route.



LSG Sky Chefs New Zealand is catering scenic routes for KiwiRail, including Coastal Pacific route from Christchurch to Picton

“We always offer different options for different locations, like we do for our different airline customers,” Ozturk says. “All those customers bring different flavors to your kitchen. We developed the menus together using local ingredients, such as fruit and vegetables and of course the awesome cheese.”

Additionally, the company supported KiwiRail with finding the right equipment such as trays, drawers, tableware, glassware, service ware, napkins and tray mats. Ozturk says LSG NZ hosted in-person workshops, trials and tastings with KiwiRail whenever the pandemic situation allowed, most of which happened in the Christchurch kitchen.

“This shows that opportunities never end. Challenge is always good because challenges bring new rewards.”

While the contract with KiwiRail covers one year, Bilal says LSG NZ is of course optimistic and confident that this is the beginning of a successful and long relationship with KiwiRail.

The agreement with KiwiRail comes as a result of LSG NZ’s other ventures in the consumer market. Ozturk says KiwiRail approached LSG NZ after seeing the meals and sandwiches it is developing for grocery distributor Foodstuffs’ retail franchises New World and PAKn’SAVE. LGS NZ made moves into the supermarkets sector in June with in store ready-to-heat meals. Next, the caterer is planning to introduce a cooked lobster offering to its supermarket customers.

Along with providing catering services for airline and train customers under its LSG Sky Chefs brand, the LSG Group also develops software solutions for onboard retail programs using its expertise in logistics, culinary and technology.