

# Japan Airlines launches First Class dining service on Sydney-Tokyo route with gategourmet



gategourmet's offerings for JAL

On June 1, [Japan Airlines](#) (JAL) successfully launched its First Class service with [gategourmet](#) on the non-stop route from Sydney ([SYD](#)) to Tokyo Haneda ([HND](#)).

This marks a significant enhancement in JAL's premium offerings, demonstrating a commitment to exceptional service, aimed at enhancing the passenger experience and attracting a discerning clientele, the July 9 press release said.

In preparation for the launch, JAL hosted gategourmet's team from Oceania in their offices in Japan. Two senior representatives from JAL visited gategourmet's Sydney unit for three days to observe operations, provide insights and coach the team ahead of the launch.

The gategourmet SYD unit successfully met all First Class requirements to the highest standards.

"The representatives were impressed with our SYD team's knowledge and meticulous attention to detail, especially regarding the First Class menu and equipment handling," gategourmet said.

The jointly developed curated menu features gourmet dishes highlighting both Japanese and Western cuisines, with an emphasis on high-quality ingredients and aesthetic presentation.

The company said that feedback from JAL HQ was overwhelmingly positive, praising the professionalism and dedication of gategourmet's staff, the quality and presentation of the First Class menu and the integration of equipment into flight operations.

"This successful launch underscores our gategourmet Sydney team's expertise and commitment to

excellence in inflight catering services,” the company said.

The positive passenger feedback further strengthens the relationship between JAL and gategroup.

Executive Chef Culinary Excellence, Steve Sweetman and Director Commercial Oceania, Sharon Meaker, partnering with the Sydney team, recently hosted Japan Airlines at the company’s Sydney kitchens to design the next cycle of menus for all classes, including the recently launched First Class service.