



INTEGRATED HOSPITALITY MANAGEMENT FOR THE MARITIME INDUSTRY

Member of the SCHULTE GROUP

 **SEACHEF**

WE OFFER A
**NUTRITIOUS AND
PALATABLE DIET**
IN A HOSPITABLE
AND HYGIENIC
ENVIRONMENT,
WHICH IMPROVES
CREW MOTIVATION
AND THUS
**OPERATIONAL
EXCELLENCE.**

WHO WE ARE

Seachef is the pioneer of integrated hospitality management for the maritime industry.

Established in 1994, we supply ship owners and managers with comprehensive services along the entire value chain. We actively manage health and budget on board: Our coordinated services include procurement, provision budget management, catering and housekeeping services.

Through streamlined workflows and transparent accounting, we are able to offer a nutritious, palatable meal in a hospitable, hygienic environment for crews, whilst remaining cost competitive.

A business unit of Bernhard Schulte Shipmanagement (BSM), Seachef caters to the taste and dietary needs of more than 40 nationalities on board over 400 vessels.

Seachef is an ISO 9001:2015 certified entity and follows strict compliance to its Quality Management System (QMS). It complies with HACCP, FDA and AQIS guidelines as well as with MLC 2006 standards.

WHY SEACHEF?

With catering and hospitality services handled by Seachef, crews feel in good hands, which contributes to good health and high vessel availability.

Seachef is able to make the most of the vessel's funds and improve efficiency on board by efficiently managing the supply chain and reducing paperwork for senior officers.

We create a 'win-win' for both owners and crew by simplifying the way food is purchased, handled and consumed on board.

The overall recruitment and training of the hospitality staff is continuously supported by 23 associated Crew Service Centers and four Maritime Training Centers at key locations around the world.

Annual surveys among seafarers show a consumer satisfaction rate of more than 90%.



AREAS OF EXPERTISE

CATERING MANAGEMENT AND CREWING

Seachef provides skilled multinational chefs equipped to handle a variety of cuisines, tailored for a wide range of dietary requirements. The pool of staff consists of over 1,200 hospitality professionals mainly from India, the Philippines, Bangladesh, China, Indonesia, Malaysia, Burma and partly from Africa and Europe. The right mix of personnel and the supply with relevant training, e.g. through Seachef's Online Learning Management System, guarantees high productivity on board.

The ships' catering crews are supported by Seachef's back office on shore. Together they ensure that senior officers on board are relieved of paper and accounting work and can focus on the commercial and technical operation of their vessels. Seachef's base office in Mumbai is run by experienced Catering Superintendents who are graduates from recognized catering institutes and have extensive experience in running catering and housekeeping departments on board merchant vessels, offshore platforms and hotels.

HOUSEKEEPING SERVICES

Besides a palatable, balanced diet, hygienic and hospitable living conditions are key to crew welfare and performance. Seachef recruits, trains and provides quality housekeeping attendants and stewards for a wide range of duties on board, including cabin cleaning, inventory management, laundry services, pest control, general, spring, heavy duty and stores cleaning as well as garbage management.

QUALITY SUPPLY CHAIN

Seachef has an extensive worldwide network of trusted ship suppliers across the world who are continuously vetted for their quality service and commitment to prerequisite standards during the delivery process. With a large pool of vessels under its service, Seachef is able to leverage on its volume of purchase and negotiate the best prices with the chandlers. All suppliers are engaged on credit terms, which allows Seachef to pay them directly without involvement of cash transactions.

PROCUREMENT SERVICES

Seachef's procurement team is responsible for planning and arranging supply of provisions/bonded goods along with general stores to various vessels worldwide. The entire procurement process is in line with the international and local regulations applicable around the various destinations where the goods are procured and to the end delivery point where they are delivered.

Leveraging on its volume of purchase, Seachef negotiates the best rates for products and plans the supplies at the most cost economical ports. Aided by a strong back office team, the procurement process operates on a cloud-based ERP-software, which can be accessed from anywhere.

TRAINING HOSPITALITY PROFESSIONALS

In order to ensure excellent performance in a demanding environment, Seachef trains its





hospitality staff on various aspects of their day-to-day job before they join on board. The professionals further develop their hospitality skills at internal or external training agencies, from international cuisine training and table setup to food safety, inventory management and store maintenance. Seachef's Online Learning and Testing Platform offers a wide range of webinars, video lectures, and questionnaires and allows staff to train and pass exams even from remote locations.

CATERING AND HOUSEKEEPING AUDITS

Seachef reviews the implemented procedures onboard by conducting Catering and Housekeeping Audits at the request of ship owners and managers. The audits that are both available to vessels which are and are not catered by Seachef, help the owners detect, understand and eliminate possible gaps in the

procedures followed on board. Seachef carries out a wide range of audits with key focus on different areas, including stores and inventory management systems, food safety, effective housekeeping, menu planning, equipment checks, supply planning and purchasing processes.

CONSULTING

As the pioneer in the field of professional maritime catering and housekeeping services, Seachef is able to share a wealth of knowledge and experience with ship owners and managers. Streamlining the day-to-day procedures and practices helps them achieve greater results on board their vessels. Seachef provides consultancy services in a multitude of areas, including menu planning for multinational crews, implementing food safety management systems, streamlining the purchasing and crew selection process, development of training programmes or feeding rate budgeting and supply planning.



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