



Catering

Presentation

History

- In 1948, along with his brothers Joe Abela and Edwin Abela, Albert Abela founded in Lebanon a major-league catering international group including various forms of catering, from life support services and food processing to transportation: supplying in-flight meals but also catered in airports (such as the airports of Beirut, Dubai, Heathrow, Gatwick, Athens, Sharjah, Bucharest and Sofia), in hospitals, in nursing homes, in hotels (in France, Monaco, the United Kingdom and Egypt), in organizations (such as the United Nations United Nations Economic and Social Commission for West Asia, ESCWA, in Lebanon), in schools, in universities, in onshore and offshore oilfields and in event and hospitality catering.



History

- The group has also invested worldwide in the field of high-end leisure: acquisitions of several four- and five-star hotels in Egypt, the United Kingdom, France (Gray d'Albion in Cannes), and Monaco (L'Abela Hotel in Monaco now known as Hôtel Columbus).
- It also owns a significant stake of Casino du Liban, one of the largest state-owned enterprises in Lebanon and has been operating and managing it.
- The group has also opened, owned and managed supermarkets in Lebanon (later re-branded Monoprix after it has been rented and managed by the Lebanese operator of the brands of the Galeries Lafayette group) and in the Gulf.



History

- Operations in 40 countries (including the United Arab Emirates, Qatar, India and the United Kingdom), over 15 million meals a year including meals served to air passengers of 165 airlines, 34,000 employed people, and annual turnover of \$1.3 billion.



History

- In 2001, the world largest catering organization, Sodexo Alliance (today known as Sodexo), acquired two companies of the group (also one of the world largest catering organization): in France, Sogeres (60% owned by the group and 40% owned by Paribas Affaires Industrielles, BNP Paribas), a company running the catering at the Roland Garros tennis championships in Paris and holding catering contracts with French commercial television channel TF1 and the American Hospital of Paris; and, in the United States, Wood Dining Services (100% owned by the group), a company operating in 21 states and having among its clients the National Security Agency, elderly care group ManorCare and Lehigh University in Pennsylvania.

sOgeres



History

- The group was the first to handle catering on offshore drilling rigs in the North Sea.



History

- Moreover, in 1974, in joint venture with the Maltese government, the group set up Medserv Limited. In 1997, the group bought out the Maltese government stake. In 2001, AD Holdings Limited (later renamed Medserv plc) was granted options by the group to purchase the entire equity of Medserv Limited (later renamed Medserv Operations Limited), a transaction that was completed in 2003.



History

- Medserv has exclusive rights to a 200-metre-long, deep water quay at the Malta Freeport, with an additional 5,000 square metres of adjacent land area and laydown facilities extending to 50,000 square metres within the Malta Freeport confines. Medserv offers a variety of services to oil and gas offshore operators, with the company's main focus being on industry activity within North Africa and the Mediterranean basin. Aside from its Malta base, Medserv also has operations in Cyprus, Greece, the United Arab Emirates, Oman, Iraq and Libya.



- William Abela has created “Abela Catering & Management” (AC&M), one of the leading catering, consultancy and management companies in the hospitality industry in the Middle East, executing various projects in Lebanon, Saudi Arabia, United Arab Emirates and Europe was gratified in 1998 and elected “hotelier of the year” in recognition of his accomplishments.
- He also developed “Abela Delices”, an upscale catering company in Lebanon that caters from A to Z, for up to 2,000 meals a day, for private dinners, weddings, birthdays, anniversaries, cocktails, parties and other multiple functions including the supply of equipment, staff, utensils and all materials needed for various events including for corporations. Up to 2,000 meals a day.



- “Abela Delices” was the appointed caterer of prestigious clubs such as the Golf Club of Lebanon as well as international companies & cafeterias that wanted to give to their executives high end food services. William Abela has also been known for his engagement defending associative and humanitarian causes and has always given a major part of his time to defend child and elder people interests and rights.



- Abela Catering & Management is a long-experienced catering firm servicing all areas of the hospitality industry.
- We help you by offering a "one-stop" complete management service, including hotel, resort property, serviced apartments, and a diverse array of hospitality assets as well as building and design advice.
- Let us help establish, or rebuild, profitability, solve management systems inefficiencies, re-engineer policies and guest programs, establish effective marketing programs and manage your new developments from scratch and beyond.

- AC&M studies projects before execution as well as a provider of technical assistance during the preopening and the launching period.
- Given our experience with hospitality properties, AC&M can provide the link between owners of properties, contractors and the consumer as guest, to provide the appropriate services while ensuring a good and improving return to stakeholders.
- AC&M is also specialized in Owners Representations when hotels are given to a Management Company. AC&M provides its clients with comprehensive, detailed and accurate reports, studies and evaluations for a variety of business purposes.

- Our senior executives leading experts in their fields and graduated from Switzerland, France and USA are skilled at preparing detailed analytical reports and studies and presenting to our clients valid data that may be verified by independent review.
- AC&M can further enhance the profitability and momentum of value-adding assets through marketing and advertising advice and further investment in maintenance and upgrading whilst controlling costs and expenses.

- Our objectives for the firm have been to provide professional catering, consulting and managing services to hotels, tourism and hotel industries, restaurants, and foodservice. To that end, AC&M specializes in the following areas:
 - - New Property Development
 - - Operational Manual Creation
 - - Market Analysis & Financial Projection
 - - Cost Management
 - - Marketing research
 - - Personnel Manual Development
 - - Turnaround Strategies
 - - Property Management
 - - Operations Analysis & Review
 - - Strategic Business Plans
 - - Restructuring & Re-launching Hotels in Difficulties
 - - Owner representation
 - - Catering services

- New Property Development
- AC&M is prepared to assist your company in selecting the most suitable and marketable property for your next project.
- Whether a full-scale hotel, boutique hotel, motel, inn, restaurant, cafe, bistro or retail food shop...
- AC&M can find the most applicable location with the best market share and the best possible visibility and traffic flow.
- We can assist from location through full construction and operation of the property.

- Operational Manuals Creation
- Let AC&M prepare a comprehensive Operations Manual for your company.
- The cost is relatively low compared to the hours you and your executives might have to spend drafting such a document.
- Our professionals will come in, inspect, observe and write most unobtrusively and generate written or online manuals to detail the nature of your operation.
- While doing so, we can subtly prepare a report as an addendum to provide you with ways to streamline or economize your operation.
- Often, we find, an independent observer is capable of seeing more than the regular staff or executive.
- This is the greatest strength of an independent consulting firm.
- They can document the obvious in a practical, efficient and effective manner.

- Turnaround Strategies
- Planning to sell or just want to economize... perhaps to maximize your profitability?
- AC&M is perfectly suited to your needs.
- AC&M has developed a substantial library relating to hospitality and cooking.
- In addition, AC&M keeps a constant file on a very wide variety of vendors supplying everything a hotel or restaurant might need.
- In this way, AC&M executives and consultants have a readily available resource of information at their fingertips to assist in developing new programs and more cost effective procedures.

- Personnel Manual Development
- The world of personnel management changes all too regularly.
- New laws, codes of ethics and conduct make it essential for even the smallest company to have a written personnel policy and strategy for dealing with the complex matters which arise.
- AC&M can prepare a comprehensive manual dealing with all the current mores of society, laws, tax structures and litigation which go into making today's workplace.

- Training Programs
- We offer training to your staff on an individual basis or in group sessions as you require.
- Most of our hospitality professionals have taught at culinary and hospitality management schools, colleges and universities.
- Training may range from hotel operations to cooking.
- Our training operation is customized to your needs and is never done on a textbook level.
- We find that since no two properties are run identically, even within the same chain, it is best for us to analyze the client's operation and develop training from that point.

- Cost Management
- The management of operating and promotional expenses remains one of our most important services for the diverse range of clients we attend.
- This service is provided to clients in all sectors of commerce, government and industry throughout the world.
- Our cost management team includes economists, accountants, hoteliers and chefs.

- Marketing Research
- Our Research Development Operation within the Marketing Group develops forms and questionnaires for hotel and dining guests as user response cards.
- They've also developed a number of polling questions for direct person-to-person market research.
- To give AC&M the leading position in these areas we attend numerous meetings, conventions and conferences which assist our executives and consultants in maintaining their competitive edge over other executives and consultants in the field.

- Operational Analysis and Reviews
- AC&M maintains resources throughout the hospitality industry through a wide range of contacts in the full spectrum of hotels, lodgings, food service, restaurants, suppliers, and other ancillary service providers.
- Our technical support executives and consultants also maintain contact in the fields of computers and technology, communications, entertainment and government.
- We constantly review data on emerging technologies, resources, products, and services which might assist our clients' businesses.
- Our professionals are capable of handling any analytical or operational matter and preparing in depth written reports for you, your investors or others.

- Strategic Business Planning
- Whether you're implementing a comprehensive management plan, developing a new business operation or venture, producing or expanding a line of food products, AC&M' expertise, dedication and experience will help you do the job more efficiently and with lower risk.

- Property Management
- Developing a new property... a restaurant or hotel?
- Need someone responsible to operate it and insure profitability?
- AC&M can handle the job efficiently, quietly and seamlessly.
- With over cumulative years experience in our management team, AC&M is capable of managing any property from a small bed and breakfast to a hotel casino.

- Owner representation
- Giving your property to a management company, you may need someone who will be able to defend your interests and talk on your behalf.
- AC&M hoteliers team will make the operations and the relations smoother by talking the same language as the operating company, while being on your side.
- We will negotiate on your behalf with Management Companies to represent and defend your interest.
- We will insure the day to day follow up and the supervision of the Management Company while in operation.

- Catering services
- With more than 40 years of a worldwide experience in the Catering Industry, our senior partners will deliver with cost effective solutions, various kind of catering services such as Airline Catering, Industrial Catering to include hospitals, schools, remote camps, restaurants, banquets of all kinds, etc.
- After understanding the requirements, analyzing the operations, We deliver:
 - • Consultancy
 - • Kitchen Planning
 - • Equipment Specification
 - • Hygiene and Sanitation
 - • Catering Management



- Contact us:
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