

28 July 2023

### **CATERING ISSUES**

Last Wednesday we finally managed to meet with Angela Mullen and Simon Cox from Inflight Retail to share with them our concerns as well as the feedback you have been sending us over the last few months about the lack of stock, problems with EPOS, lack of tobacco, etc.

We were also able to discuss the problem encountered in the last few weeks with the EPOS being inoperative or even missing completely. We have been assured that this was a one-off event that affected PMI and AGP bases only and they told us the problem has been identified and solved.

Angie has confirmed that, for those of you who were forced to do a complimentary service due to the lack of EPOS, the corresponding 5% commission will be paid by calculating the incoming stock against the starting bar stock.

Please continue to report any problems you have using the Catering Form as well as the "missed sale" button if there is a lack of stock or even if it is in poor condition.

Also, if you encounter a shortage of milk, napkins, cups, etc. Please report it to Base Management immediately so that it can be dealt with as soon as possible.

Wishing you a good weekend,

*SITCPLA Reps*