



WHERE **CREW WELLBEING**
DRIVES **OPERATIONAL**
EXCELLENCE

Member of the SCHULTE GROUP

BSM CATERING
SERVICES

WHO WE ARE

BSM Catering Services is a global pioneer in integrated hospitality management for the maritime industry. With **30+ years of experience**, we support ship owners and managers with end-to-end catering and housekeeping solutions that optimize **crew welfare, operational efficiency, and cost control**.

Established in **1994**, we provide comprehensive services across the entire hospitality value chain, supporting more than **100 clients, 600+ vessels**, and serving crews of over **40 nationalities** worldwide. Our solutions are delivered through a robust global network covering **1,000+ ports**, ensuring consistent quality wherever our vessels operate.



OUR VALUE PROPOSITION

At BSM Catering Services, we actively manage both crew health and onboard budgets. Through streamlined workflows, transparent accounting, and a tightly controlled supply chain, we deliver:

- Nutritious, culturally diverse meals
- High standards of hygiene and food safety
- A welcoming onboard environment
- Cost-effective and sustainable operations

Our approach consistently achieves 90%+ annual customer satisfaction, reflecting the trust our clients place in us year after year.



WHY BSM Catering Services

When catering and hospitality services are managed by BSM Catering Services, crews feel genuinely cared for, contributing directly to better health, higher morale, and increased vessel availability.

For ship owners and managers, our integrated model:

- Maximises value from vessel budgets
- Reduces administrative workload for senior officers
- Improves efficiency through digitalised processes and transparent reporting
- Achieves the right balance between crew welfare and cost efficiency.

**THIS IS HOSPITALITY MANAGEMENT
ENGINEERED FOR PERFORMANCE AT SEA.**

AREAS OF EXPERTISE

Catering Management & Crewing

End-to-end hospitality solutions tailored for the maritime industry

We provide highly skilled, multinational chefs and catering crews, capable of delivering a wide range of international cuisines and meeting diverse dietary requirements.

- Over 1,200 trained hospitality professionals
- Tailored crew composition for every vessel type
- Continuous development via our Online Learning Management System (LMS)
- Strong shore-side support to reduce paperwork and onboard administrative burden

The result: consistent quality, high productivity, and seamless onboard operations.

Catering & Housekeeping Audits

At the request of ship owners and managers, we conduct comprehensive catering and housekeeping audits to assess and enhance onboard procedures.

Audit focus areas include:

- Food safety and hygiene compliance
- Stores and inventory management systems
- Menu planning and nutritional balance
- Housekeeping effectiveness
- Equipment condition and usage
- Supply planning and purchasing processes

These audits help identify gaps, strengthen compliance, and drive measurable operational improvements.

Quality Supply Chain

BSM Catering Services operates an extensive global network of **trusted and approved ship suppliers**, ensuring consistent quality and reliable delivery across all ports of call.

Our supply chain is built on:

- A worldwide network of **vetted and audited ship suppliers**
- Ongoing supplier evaluation against **predefined quality standards**
- Reliable, timely delivery across all major ports
- Consistent service excellence and operational continuity

With a substantial fleet under management, BSM Catering Services leverages **purchasing volume and long-term supplier relationships** to secure **competitive pricing without compromising quality.**

Housekeeping Services

We recruit, train, and deploy experienced housekeeping professionals to support daily and specialised onboard operations, ensuring high standards of cleanliness, hygiene, and organisation. Our services include:

- Cabin and accommodation cleaning
- Laundry services and inventory management
- Pest control and waste management
- General, spring, heavyduty, and store cleaning

Our teams help create a safe, hygienic, and well-maintained living environment that enhances crew wellbeing and supports full compliance with maritime standards.

Training Hospitality Professionals

End-to-end hospitality solutions tailored for the maritime industry

All BSM Catering Services personnel receive structured training before joining vessels and continue to develop their skills through internal and external programmes.

Training includes:

- International cuisine and menu planning
- Food safety and hygiene standards
- Inventory and stores management
- Table service and hospitality excellence
- Equipment care and maintenance

This investment in people guarantees professionalism, compliance, and continuous improvement on board.

Procurement Services

BSM Catering Services' dedicated procurement team delivers **integrated and cost-efficient supply solutions**, ensuring vessels are fully supported wherever they operate.

Our procurement expertise includes:

- Strategic planning and coordination of **provisions, bonded goods, and general stores**
- Global sourcing to ensure **quality, availability, and compliance**
- Supply optimisation at the **most cost effective ports**
- Volume-based negotiations to achieve **optimal commercial terms**

By combining **operational expertise, purchasing power, and global reach**, BSM Catering Services delivers **reliable, efficient, and commercially optimised procurement solutions** for the maritime industry.

BSM CATERING SERVICES

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