



# FUTURE HOSPITALITY HUB



# NEW MESS CONCEPT

**The traditional dining offer in Defence Messes can limit customer choice, and during peak meal periods the buffet model can feel slow and restrictive.**

**Our new Mess Concept addresses these challenges by focusing on four key customer motivations and requirements.**

**1.**

#### **FAST FUELLING**

Quick serve options designed to keep people moving during busy periods.

**2.**

#### **HEALTHY EXPRESS**

Fresh, nutritionally balanced options that support optimal performance without compromising on speed.

**3.**

#### **INDULGENT ESCAPES**

Flavour-forward, chef-crafted global dishes that offer a memorable, elevated dining moment.

**4.**

#### **HEARTY MEALS**

Satisfying, familiar meals that feel substantial and comforting.



### **SIMPLY SERVED: BUFFET STATION**

**Hearty Meals:** satisfying, familiar meals that feel substantial and comforting.

1.



### **CREATE: LIVE COOKING**

**Indulgent Escapes:** flavour-forward, chef-crafted global dishes that offer a memorable, elevated dining moment. Interactive, energetic and made to order.

2.



### **FRESH & FAST: GRAB N GO**

- **Fast Fuelling:** quick serve options designed to keep people moving during busy periods.
- **Healthy Express:** fresh, nutritionally balanced options that support optimal performance without compromising on speed.

3.



### **SMART VENDING CANTEENS (24/7 ACCESS)**

Smart Vending Canteens will provide round the clock convenience. These locations will offer traditional cold drinks and snacks, as well as a rotating selection of Fresh n Go meal packs (Breakfast and Lunch/Dinner) that mirror the daily options from the Fresh n Go station. Barista quality bean to cup coffee will also be available.

4.



## Customer Flow & Payment Options

- Upon entering the Mess, customers will continue to see the familiar NZDF PAYD terminals. These will now be supported by **EFTPOS kiosks**, providing additional choice and improving flow.
- For Groups operating under Paid to Forecast, customers will be able to identify themselves via their **Service Number** or the **DefenceLife app**, creating a smoother and more reliable sign in process.
- To support first time users, answer menu or allergen questions, or assist with Group sign in, a **Reception Desk** will be available at the entrance.

# TRENTHAM MILITARY CAMP ALL RANKS' MESS







BEFORE



AFTER



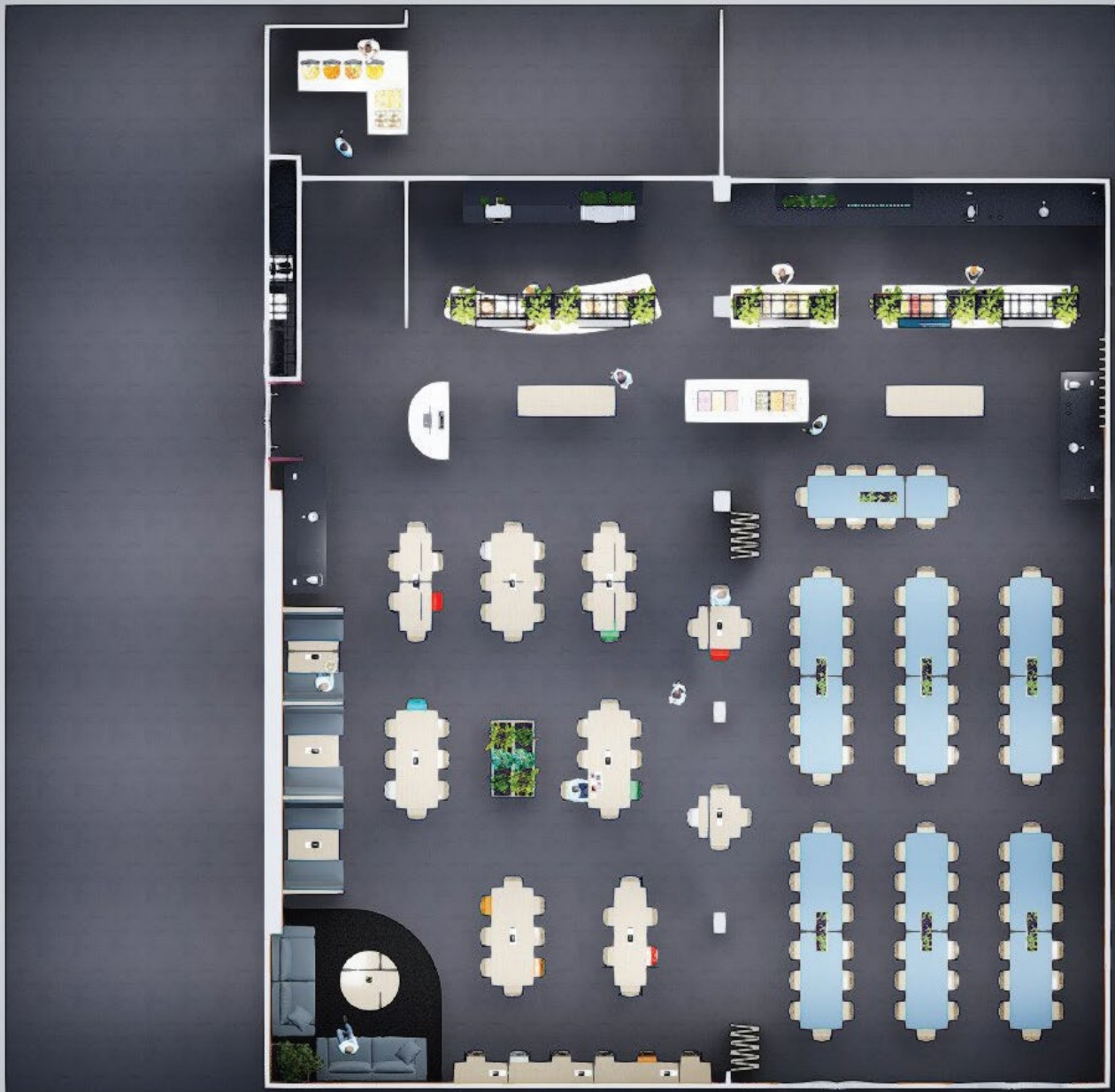
BEFORE



AFTER



# BASE AUCKLAND WHENUAPAI COMBINED MESS





BEFORE



AFTER



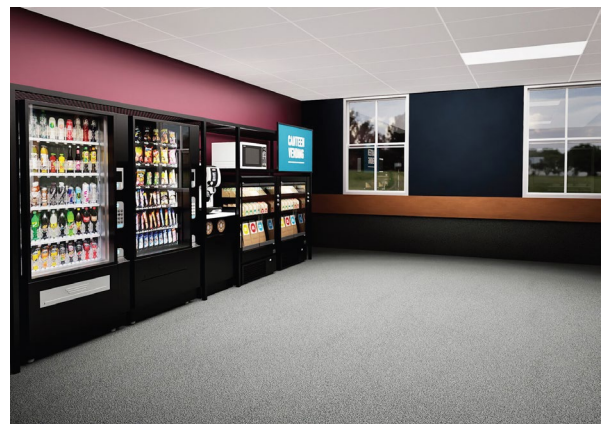
# BASE WOODBOURNE AIRMAN'S MESS



BEFORE



AFTER





# DEVONPORT NAVAL BASE NORTH YARD GALLEY



BEFORE



AFTER

