

# PRODUCT MANAGER - PREMIUM DINING TRAVEL

## deSter

Gategroup is the leading independent provider of products, services and solutions related to a passenger's onboard experience.

Gategroup's brand deSter is a designer and manufacturer of food presentation concepts and onboard service equipment for the travel industry and is also a producer for leading companies in the hotel, retail and food service market. Whether you need a stylish tray set-up or hot meal service with contemporary tableware, we answer your needs with compelling product and service solutions.

deSter is looking for a **Project/Product Manager Business Class tableware products** to strengthen the product development team.

### FUNCTION

Responsible for the development of premium dining equipment for the airline business. Understand the dynamics between food, hospitality and tableware to meet the customer expectations with the right product developments.

Responsible for new product development and the product development process.

- Manage projects, and give direction especially to sales, design and procurement to create the best customer experience taking into account added value, cost, design and technical feasibility.
- Involved in co-development projects with key airline customers. Collaborate & convert the customer needs into a clear development target.
- Be the contact person for all product related matters related to chinaware, stainless steel and glassware.
- Be the driver in proactive developments based on validated business cases, trends (culinary/hospitality/tableware) and understanding of the market, to grow the product range and to stay competitive.
- Understand deadlines and have the ability to manage project schedules. Setting priorities and operating within specific deadlines and requirements is critical.
- Develop & manage your own development budget.
- Understand the onboard hospitality/service and product lifecycle (crew, handling, passenger usage, operations, logistics, food....) & integrate this knowledge in the customer proposals.
- Technical understanding of the involved products to be able to drive developments.
- Support sales in giving presentations to customers. (present, create communication tools...)
- Define and gather inspiration related to hospitality, food and tableware for the front end of the organization as source of new developments.
- Provide internal training sessions.
- Closely connect & align frequently with the extended team in Frankfurt.

Responsible for the specifications of a product /development

- Define specification of product solutions as input for the quotation process.
- Make sure the specifications are in line with the customer expectations on usage of the products, operations, logistics
- Responsible for the product sign off. Check if product/samples are compliant and in line with the agreed specifications

- Support quality control in finding the root causes and solutions for quality complaints. Adjust specs and products based on learnings from quality
- Propose specs changes to enhance profitability

## KEY CHALLENGES

Understanding of tableware developments related to hospitality and airline trends.  
 Translate airline customer/market expectations into a strong product solution both functional as appealing.  
 Manage new developments.  
 Combination of often ad hoc day to day activities with proactive development.

## SKILLS AND EXPERIENCE

A strong affinity for food equipment & hospitality.  
 Product development / Marketing/Engineering education – Master or similar by work experience  
 3-5 years of work experience in product management / product development would be beneficial.

Product development process know-how. (how to develop a product, how to put it on the market...)  
 Market knowledge in aviation food service is a big plus  
 Feeling and understanding of design (product design and graphic design)  
 Experience in customer presentations and communication.  
 Knowledge and interest in products/materials related to the product categories: chinaware, glassware, stainless steel, linen. (functionality, specifications, production process)  
 Project management skills  
 Analytical skills to perform product analysis and to define processes.  
 Computer and software knowledge (Office 365)  
 Knowledge of graphical software is a plus  
 Experience in communicating with Far East colleagues/partners is a plus.

## COMPETENCIES

Customer and solution oriented mindset.  
 Hands-on mentality.  
 Open minded to be able to give different perspectives on problems, processes, techniques and products.  
 Well organized, accurate  
 Team player with ability to function in both cross-cultural as cross-functional contexts (both as leader and team member)  
 High presentation and communication skills (written and oral)  
 Flexible, both in task diversification and in working hours

## LANGUAGE AND TRAVEL

Fluent English in speaking & writing  
 Knowledge of Dutch and/or German is a big plus  
 Willingness to travel internationally. Frequent trips to Frankfurt required.

## INFO

**Location:** *Hoogstraten, Belgium*  
**Contract:** *indefinite contract and market conform salary*  
**Person to contact:**

deSter | Gelmelstraat 96 | 2320 Hoogstraten | Belgium | [www.dester.com](http://www.dester.com)