Does the Bloomin' Onion[®] Work Everywhere?

The Ins and Outs of Managing International Operations, and Taste Buds

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Who am I and How did I get here?



My International Career in Numbers:

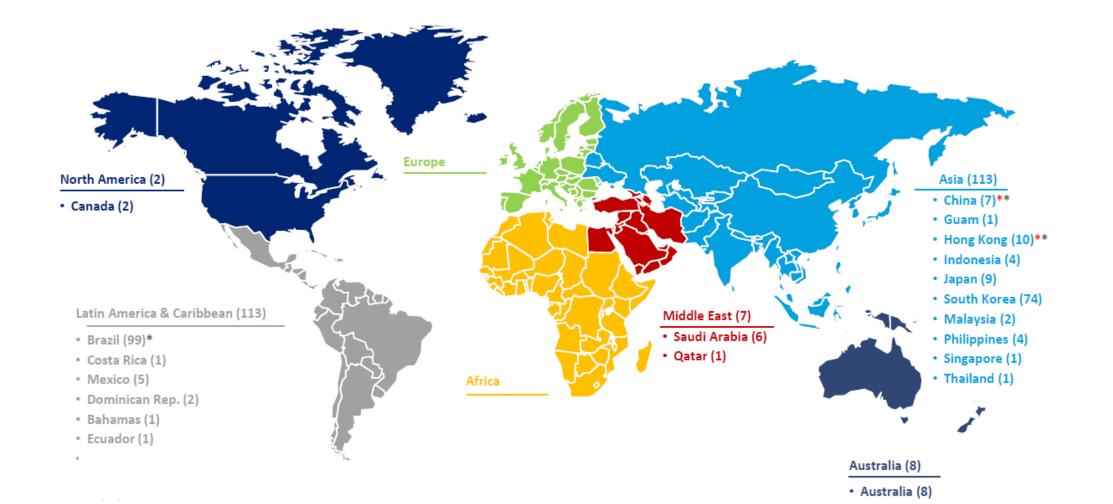
- 16 years with BBI
- 10 years with International
- 24 Countries
- 2 Passports
- 4th Set of Luggage
- 31 New Restaurant Openings
- 1,657,381 Air Miles
- 23 Hotel and Airline Loyalty Clubs



Did you know?



Bloomin' Brands International operates 243 Restaurants * in 22* Countries, Territories, Administrative Regions and States (* includes 10 Abbraccio restaurants and 1 Fleming's restaurant in Brazil)



Our Global Reach



For the full video, visit: <u>http://franchise.bloominbrands.com</u>, and select "Global Franchise".



How we do Global - Freedom within a Framework



✓ Menu Innovation and Localization

✓ Restaurant Design Variations



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✓ Culture and Diversity
Adaptation

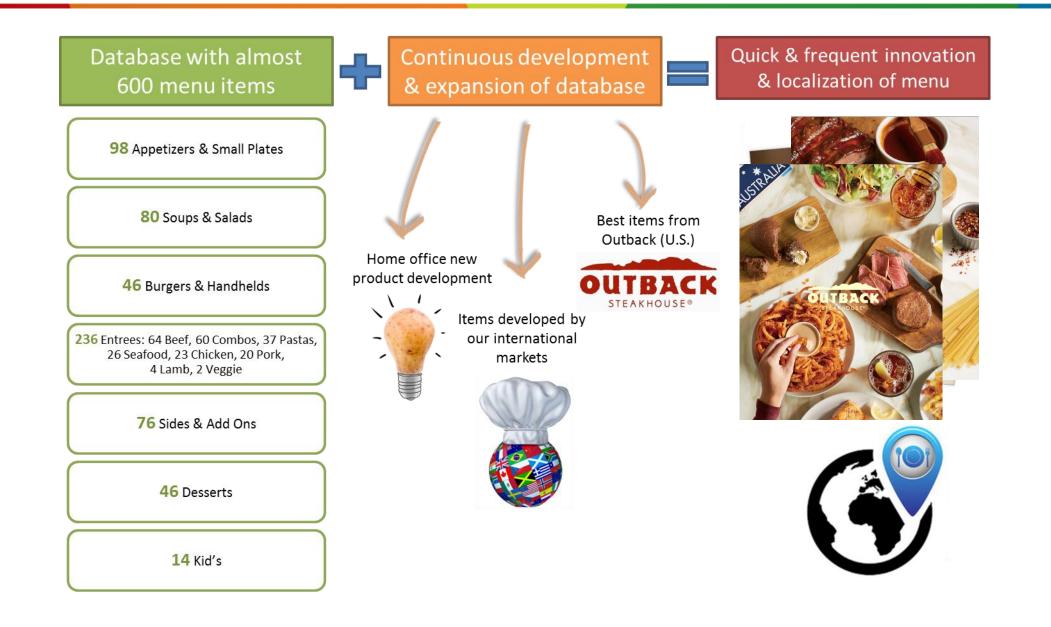






Menu Innovation and Localization





The Middle East Market- Saudi Arabia





Saudi Arabia



Challenges:

- Dedicated Religious practices
- Culture and Language Differences
- Non-Alcoholic Market
- Contract Labor
- Cannot serve Pork Products

Solutions:

- Flexible training & working schedules
- Separate Dining Rooms, New Logo
- Revised recipes and Spirit-Free Bar
- Menu printed in dual languages
- Creation of Ramadan menus
- Introduced Beef Ribs and Beef Bacon



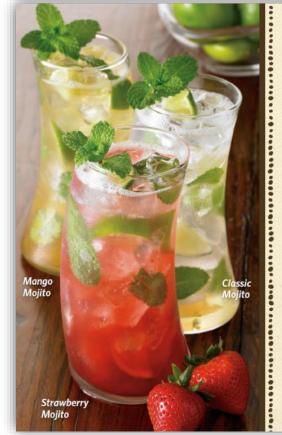
Saudi Arabia - Menu Innovation





Saudi Arabia – Menu Innovation





OJITOS

Frozen Berry Mojito Berries, limes and mint blended

smoothly with ice for this slightly tart slightly sweet mojito. 30.00

Classic Mojito

The Classic mojito made with limes, fresh mint and the perfect amount of sweetness. Garnished with a mint sprig. 28.00

Mango Mojito

Real mangos, limes and fresh mint gently muddled together te and topped with 7UP® to crea this Caribbean-inspired drink. 30.00

Strawberry Mojito

A refreshing combination of strawberries lime and fresh mint muddled together and topped with 7UP®. 30.00

Apple Mojito

Freshy diced red apples, limes, flavorful mint and exotic flavors gently muddled and topped with 7UP® to create a one of a kind flavor sensation, 30.00



IFTAR MENU

MAY YOUR FASTING BE ACCEPTED AND WISH YOU A DELICIOUS IFTAR

Start with a traditional selection of dates, Arabic coffee and sambosik, followed with a cup of soup and side salad with your choice of dressing.

Then choose one of your favorite entrees from the selection below, each served with Laban and your selection of Pepsi® products or homemade Iced Tea.

> STEAKHOUSE*

Enjoy a complimentary scoop of vanilla ice cream with our rich homemade chocolate sauce



Flame grilled steak skewers with red onions, bell peppers, mushrooms and tomatoes. Served over a bed of our special lambalaya rice with a rich demiglace and green oniona.

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DIABLO STEAK Flame grilled steak skewers with red onions, bell peppers, mushrooms and tomatoes, with a spicy diablo sauce.

SIRLOIN WIT Served over a bed of rice pillet

Our signature sinkin H topped with homemade peppercorn sauce, PEPPERCORN SAUCE Served with Aussie

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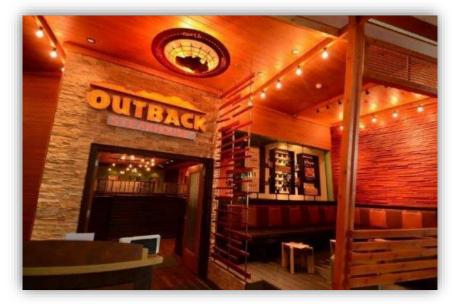


TWEET FEED We've partnered with Ensan Tweet using the hashtag "Giving" to tell us your ideas and how to make Open your Twitter account while waiting for your order charity to feed one person in need GIVING part of our day to day culture for every published tweet,

Ramadan Menu

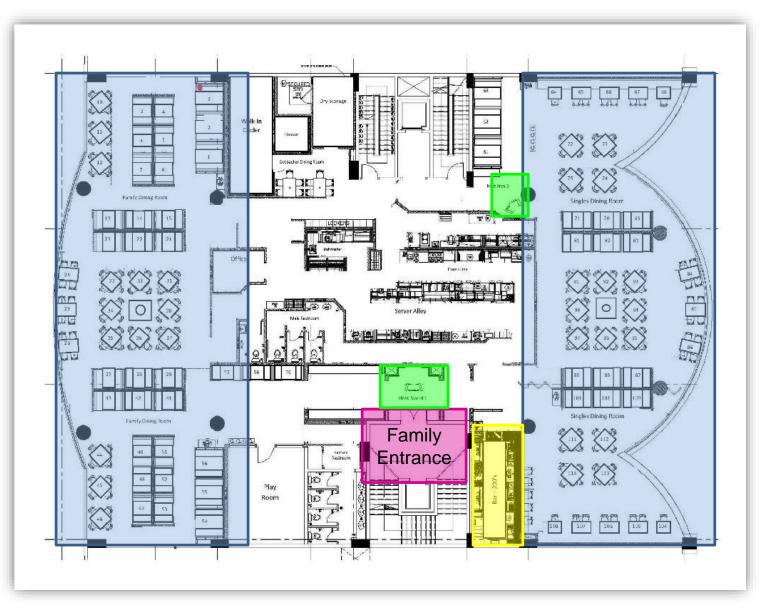
Saudi Arabia - Design Variation





Dual Dining Rooms

- 1. Dual Dining Rooms
- 2. Family-only Entrance
- 3. Dual Host Areas
- 4. Bar located in the Men's section



Saudi Arabia – Embracing the Culture





The Asia Market- China





China

BLOOMIN

Challenges:

- Breaking into saturated market
- Unfamiliar with Western Dining
- Steak not a popular item
- Differing opinions on "Steakhouse" concept
- Fast moving consumer trends

Solutions:

- Employ local expertise
- Innovative menu solutions
- Educate consumers and Outbackers on Western Dining and Steak culture
- Improve the Design







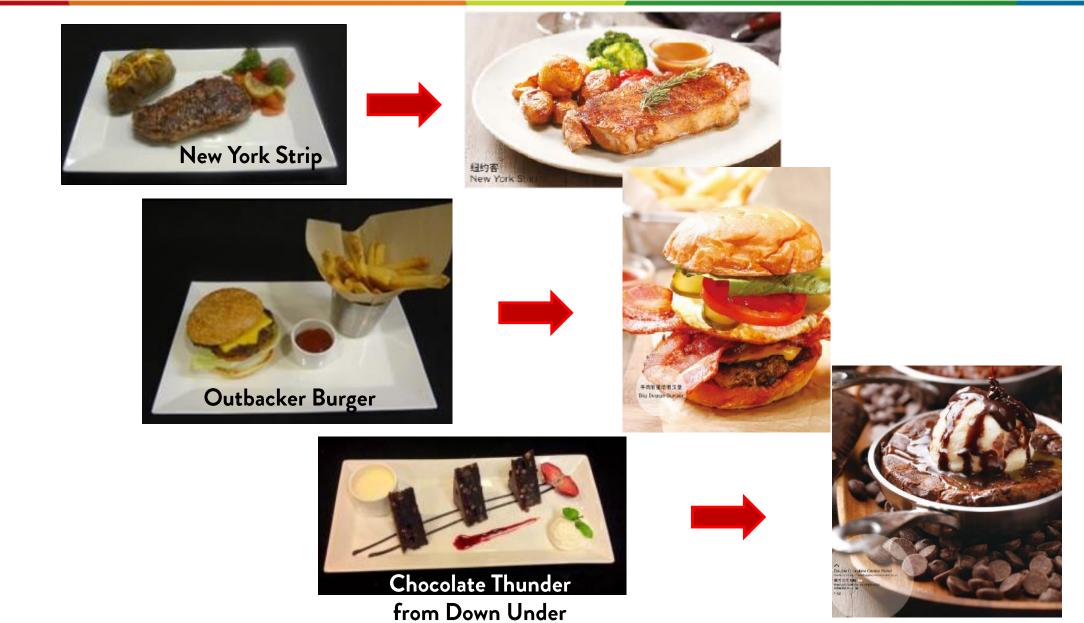
China – Design Evolution





China – Menu Item Innovation





China – Menu Improvement





China – Menu Improvement





China – Embracing the Culture





The Latin American Market - Brasil





Brasil



Challenges:

- Consumers unfamiliar with bold flavor profiles
- Unknown Brand
- Challenging Labor model
- Competing with Brasilian Steakhouse model

Solutions:

- Create culture of Hospitality
- Maintain Brand Standards
- Stay true to Bold Flavors and Frosty Beers
- Capture vibrant Brazilian culture
- Capitalize on winning menu items



Brasil – Changing the Food Culture





Brazil – Changing the Food Culture



For the full video, please visit: <u>https://www.youtube.com/watch?v=Bg2Ev0JTsdM</u>



Brasil – Embracing the Culture





In Summary.....



Does the Bloomin' Onion[®] work everywhere?



















Q&A



Grazie! Any questions?

Email me! kimvanheuvelen@bloominbrands.com