# Does the Bloomin' Onion ${ }^{\circledR}$ Work Everywhere? 

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

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BLOOMIN'
BRANDS
INTERNATIONAL"
BOHEFISH
6 RIIL

## Who am I and How did I get here?



## 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: http://franchise.bloominbrands.com, and select "Global Franchise".


## How we do Global - Freedom within a Framework

$\checkmark$ Menu Innovation and Localization
$\checkmark$ Restaurant Design Variations
$\checkmark$ Culture and Diversity Adaptation
$\checkmark$ Concept Evolution


## 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



Spirit-Free Cocktail Menu


Ramadan Menu

## Saudi Arabia - Design Variation



## Design Variations

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

## 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



Chocolate Thunder from Down Under

## China - Menu Improvement



## China - Menu Improvement



## China - Embracing the Culture



## The Latin American Market - Brasil

Latin America \& Caribbean (113)

- Brazil (99)*
- Costa Rica (1)
- Mexico (5)
- Dominican Rep. (2)
- Bahamas (1)
- Ecuador (1)
- Puerto Rico (4)



## 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

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## Brasil - Changing the Food Culture



## Brazil - Changing the Food Culture

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


## Brasil - Embracing the Culture



Does the Bloomin' Onion ${ }^{\circledR}$ work everywhere?


## Concept Evolution

## ABBRACCIG <br> - oncina italiana -


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${ }^{1}{ }^{2}$


## Concept Evolution



## Concept Evolution



## Concept Evolution



Q\&A


