

front

ISSUE #29 BURNER

A News Publication for the Foodservice Industry

LOCAL, FRESH, CONVENIENCE

White's Grocers - IGA

FEEDING TIME

Sydney Zoo

PHO-NOMENAL DELIGHTS

Pho Queue

EAT, PLAY, DRINK

Crafty's Sports Bar

COOKING UP CAREERS

TasTAFE Drysdale



KAZUKI

*The slow restaurant
on a fast street*



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Front Burner is a news publication produced especially for Chefs, Managers and Business owners right across the Foodservice Industry. We share stories and experiences from business operators ranging from fine dining, casual dining, QSR, healthcare and retail. We aim to share best practices and insights that can help us all improve quality, productivity and service within our industry.

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From the Editor

It is with great pleasure that I write this Editor's Letter for the 29th issue of *Front Burner*, my first as the magazine Editor. Following the retirement of Michael Wood last year, I am honored to take on the role of Comcater Managing Director.

Comcater has been an Australian owned family business for the past 40 years, of which I have proudly been a part of for 34 years. I thoroughly enjoy being part of the Australian foodservice industry and working with an enthusiastic team who are focused on supplying the best equipment solutions and service as possible.

Since its launch, *Front Burner* has established itself as a leading publication delivering real stories of real people working in our industry. In every edition we explore the successes as well as the issues facing foodservice operators. We bring you topical news, interviews, best practice advice and keep you up to date with everything there is to know about the world of commercial kitchen equipment.

As a leader in the foodservice industry, Comcater is constantly on the lookout for innovative equipment that delivers operational efficiencies and maximum benefits to its users. We recently introduced Joni's range of commercial mixing and tilting kettles to the Comcater equipment line up.

Joni kettles reduces manual handling, removes repetitive movements, increases productivity (without

increasing labour) and improves product consistency, making it the perfect equipment for high volume production kitchens.

Throughout our travels for this issue, it was encouraging to see how many businesses have benefited from changing or implementing ideas after visiting various live cooking demonstrations that Comcater offer around the country. Cooking demonstrations are available on all equipment types including the newest Joni kettles.

In this issue, we visit foodservice operations from various industries ranging from fine dining at one of Melbourne's newest Japanese Restaurant Kazuki's, to casual dining at Brisbane's only dedicated Vietnamese soup kitchen Pho Queue. We travel to Devonport to discover how TasTAFE Drysdale is training the next generation of chefs and hospitality staff with state-of-the-art equipment. Finally, we meet up with the team at White's IGA Supermarket to uncover how they produce over 300 fresh meals daily, offering convenience to locals right across the Sunshine Coast.

Whether you're involved in catering, aged care or fast casual, we hope that you find the stories in this issue both educational and entertaining.

We hope you enjoy Issue 29 of *Front Burner*. *



Robert Wood, Managing Director

Comcater Celebrates 40 Years!



Comcater, Australia's leading food-service equipment company, has reached the milestone of 40 years.

To commemorate this milestone, 150 staff and special guests (including 56 interstate staff) came together on Saturday 16th November at St Kilda's premier venue Encore to celebrate.

With a flowing champagne tower, fire twirlers, great food and entertainment, it was one celebration that will not be forgotten in a hurry. *

Garland Tough Competition

To celebrate 40 years of Garland in Australia, Comcater and Garland called for social media followers to like and comment about their toughest day in the kitchen to go in the draw to win a Garland 6 Burner Range (valued at \$8,370 RRP). With hundreds of entries received – there were some telling stories encapsulating how tough our industry really is.

The winner was selected by a lucky draw. We had the pleasure of delivering a brand new Garland 6 Burner Range to Wokaholic in Kew, Victoria. With equipment in the kitchen dating back 30 years, business owner Naradon Beer Pukason is looking forward to bringing some new technology to his kitchen. *



Naradon Beer Pukason (Wokaholic Owner) & David Magnanini (Garland Product Manager)



Golden Plate Awards Jack pulls the rabbit out of the hat

The Golden Plate Awards is an industry supported program in Regional Victoria dedicated to helping restaurants, hotels and cafes improve product and service competitiveness.

The Golden Plate Awards program began in 2002, Comcater are a proud major industry sponsor of the Awards program.

This year's Best Contemporary Dining winner was Jack Rabbit Restaurant from the Bellarine region. Under the helm of Executive Chef Dwayne Bourke, Jack Rabbit overcame strong competition from renowned restaurant hotels and cafes across Victoria, taking out the title of Regional Victoria's State Golden Plate Winner for 2019. *

THE SLOW RESTAURANT

on a fast street



KAZUKI'S

With its rich Italian heritage, Carlton has always been the go-to destination for authentic espresso and pizza, but a new wave of culinary openings like Kazuki's is transforming this northside neighbourhood.

There's a saying in Japan, 'Ichi-go ichi-e,' which means, every moment is one-of-a-kind and something to be treasured. This is the philosophy husband and wife team, Kazuki and Saori Tsuya apply to Kazuki's — one of Melbourne's newest Japanese restaurants.

After first establishing Kazuki's in Daylesford in 2011, Chef Kazuki and Saori fulfilled a long-held dream of owning a restaurant close to the city — relocating their acclaimed regional dining restaurant to Lygon Street Carlton. A slow restaurant on a fast street, Kazuki's is a place where flavours, service and interiors are harmonious.

Kazuki's offers tasting menus of five or seven courses, as well as à la carte dining for lunch and dinner.

The tasting menus have been carefully prepared so you can experience the kitchen's complete offering in a structured way, alongside an extensive wine and saké matching options.

"We use a combination of local produce and Japanese ingredients. I like to work with producers who take pride

in their products and specialise in one area," said Kazuki.

Diners can expect dishes such as Moreton Bay bug with ponzu and sake, or dry-aged duck with blood plum and smoked liver.

We all know that small sized kitchens are very common right across the industry so ensuring that equipment with multiple applications were installed in the Kazuki's kitchen was paramount.

Kazuki's comprises of 30 seats downstairs and 18 on the second floor. Its decor is minimal without losing any of its charm: lots of greys, dark wood, and leather accents which makes it cosy and intimate.

"We worked with Chris Love from Chris Love Design to update the kitchen to ensure it conformed with the current food premises regulations. They also worked hard to help maximise the use of limited space in the kitchen whilst working within my budget," said Kazuki.

"We use the RATIONAL oven to bake bread every morning, slow cook pork belly/lamb shoulder overnight and confit ocean trout at low temp (38°), definitely gets used a lot," said Kazuki.

"We are open Friday, Saturday and Sunday for lunch and Tuesday through to Sunday for dinner. Sunday is very popular, we offer a 4 course menu for \$75. We quickly gained the support of the locals since opening in Carlton and also have long term customers from our restaurant in Daylesford."

"We are a small team, we employ seven chefs in total. I do some prep work, I cook, and also help out front of house as well, which is a great opportunity to meet our customers."

Kazuki's is one of the most exciting restaurants to open in Melbourne in the past year. The Lygon Street location (Little Italy) may seem odd, but Kazuki's has definitely created its own context and the relocation to the city is definitely paying off for Kazuki and Saori. *



Executive Chef Kazuki Tsuya

In the kitchen: RATIONAL & Tecnomac

FEEDING



FEEDING EIGHT THOUSAND VISITORS DAILY IS JUST AS IMPORTANT AS FEEDING THE RESIDENTS



Located in the heart of Western Sydney, Sydney's newest attraction Sydney Zoo is home to a wide range of both exotic and native animals showcased through a safari like experience. With cleverly designed hidden barriers combined with the latest technology, it provides an experience that is more immersive and engaging than traditional zoos. The vision of Sydney Zoo is to connect people with animals to secure a sustainable future for wildlife and this is something which also carries across into the food and beverage facilities and operation.

Sydney Zoo employs over 300 staff which include 120 food and beverage staff who busily serve over 8000 hungry visitors every day. The food

and beverage offerings include 3 main outlets, a 350 seat eatery with a café and two 120 outdoor kiosks.

Heading up the busy food and beverage operation is Food & Beverage Manager Paul Baines. Employed during the early building stages, Paul has been heavily involved in the planning and roll out of the food and beverage facilities across the zoo. "In my role, I manage the entire food and beverage operation using an expert inhouse team. We have full control over quality, pricing and menu development."

"Being based in Western Sydney, we have developed a menu that covers all dietary requirements and menu trends. We are aiming to change the perception of what guests expect from a zoo with respect to food," said Paul.

TIME



Visitors can expect to see menu items such as sushi and poké bowls, along with vegan, vegetarian, gluten-free and halal options.

“One of the values of the business is to provide value for money and we are finding that by having reasonable pricing and better quality, we’re seeing a positive impact on the guests experience.”

Keeping within the sustainable future vision all packaging used throughout the zoo is biodegradable. Paul and his team buy and support local industries (wherever possible) and all seafood is MSC certified. “One of the joys of working at Sydney Zoo is being able to choose suppliers based on the quality of the product, not based solely on the price.

Being in a position to appoint with a full understanding of the supply chain ensures we can work with suppliers that share our sustainability vision,” added Paul.

Paul worked closely with Craig Haksteeg, Comcater Regional Business Development Manager to fit out the 3 kitchens across the Zoo. “Designing the kitchen was my first major milestone in this role,” said Paul.

“With such a high volume of food required to be produced, we had to go with the highest quality equipment to ensure we can meet the demand.”

“We selected Garland grills, RATIONAL combi ovens and Frymaster fryers as these are the leaders in the industry and we felt confident that they could meet the high volume output we required,” said Paul.

“The Garland XPress clam grill is the perfect piece of equipment for the Sydney Zoo. It is designed so that upper and lower grill plates cook both sides simultaneously; it reduces cook times by up to 50%. It is easy to use, reliable and has amazing throughput,” said Craig Haksteeg.

Sydney Zoos unmissable features include; Sydney’s largest freshwater aquarium, a two storey high African Boardwalk, the first of its kind Primate Boulevard and the largest reptiles and nocturnal house in Australia. It is definitely a one-of-a-kind destination, and is set to be one of Sydney’s must visit attractions. Tickets available at www.sydneyzoo.com *

Viva España

Rustic delicious Spanish cuisine
served in the heart of Brisbane.



Chef Javier Codina



moda

TAPAS • BRASA • BAR

Located inside a stunning heritage listed building on Petrie Terrace in Brisbane's CBD, business partners Chef Javier Codina and Front Of House Host and Manager Francois Le Saveant combine rustic cuisine with friendly attentive service to deliver a unique dining experience which has patrons feeling like they are stepping inside a Spanish brasserie.

The venue which was once the Police Barracks Stables creates the perfect atmosphere for a Spanish feast with its brick walls, delicate lighting, leather and timber furniture, leafy alfresco terrace and elegant wine room.

For Spanish born Chef Javier, cooking and making people feel comfortable is his passion.

"From the early age of 14, I knew I wanted to be a chef and it's been an amazing journey. I love making people feel comfortable and relaxed. I am a very passionate and giving person and being able to give this experience to my customers gives me great pleasure," said Javier.

Javier delivers a mouth-watering Spanish-inspired menu, including extraordinary tapas, delicious entremeses (entrees) and steaks perfectly grilled in the Mibrasa charcoal oven. "We discovered the Mibrasa oven at a Comcater hosted event at SeaWorld a few years ago, I was blown away by the flavour that the charcoal imparts on the food and knew that I had to put one in my kitchen."

"Cooking with a charcoal oven is an art, I have been experimenting a lot. It's a little beast. At first I started experimenting with meats and then lobster and Morton Bay Bugs, I just love it and so do my customers."

Keeping costs down in the kitchen is a key goal for Javier. The team work cleverly and very resourcefully and make use of equipment in the kitchen to reduce wastage and costs.

"Yesterday we made over 360 meatballs with beef trimmings that we have been saving and putting aside instead of throwing them away. That's pure profit. You have to be clever and not wasteful. We also buy a lot of produce in bulk and cook it either in the Mibrasa or RATIONAL, chill it in the Tecnomac and then vacuum seal it in the Purevac machine. Using this cook and chill process we can buy produce when it's cheap and in season and it keeps perfectly. After all, the labour is here and the equipment is here. You might as well use it to your advantage."

Javier's resourcefulness extends through to his bread making. "Why would I pay for bread when I can make perfect bread in the RATIONAL combi oven. We even proof the bread in the combi oven. It tastes amazing! We make our own bread twice a day." Over the years Javier has cultivated an excellent relationship with growers and suppliers of fresh local produce. He visits the markets before dawn daily to personally select ingredients to fuel his daily inspiration.

Since opening its doors over 12 months ago, Moda has established itself as the hottest place in Brisbane for tapas and wine lovers alike. With an extensive Spanish, South American and Australian wine list to complement the rustic menu coupled with Javier and Francois's passion for great food and hospitality there is no doubt that Moda will continue to provide a dining experience like no other. ✱

In the kitchen: Mibrasa, Purevac, RATIONAL & Tecnomac

LOCAL, FRESH, CONVENIENCE

Michael and Roz White started their retail journey on the Sunshine Coast with the purchase of a small convenience store in October 1993. From these humble beginnings grew what is now the White's IGA Group which consists of five supermarkets across the Queensland Sunshine Coast. Employing over 400 staff, the group delivers fresh, convenience to thousands of local residents daily.

Their newest and largest venture in Baringa opened its doors in August 2019. The "Supa" store is 2,000sqm in size and features a fresh food hall with a butcher and bakery, a sit-down café offering breakfast and lunch, a juice bar and a very impressive charcuterie and cheese 'fromagerie' wall.

This store epitomises Michael and Roz's values towards business - commitment to customer service, value for money and support of their staff and local communities. One way in which they do this is through the commitment to their Locavore culture.

"We have a Locavore policy which means we strive to support local suppliers wherever possible, it's something our customers really appreciate. All of this forms part of producing a very unique product range for each individual store," said Regan Jensen, White's IGA Retail Operations Manager.

Trying to compete and stay ahead of the larger supermarket chains has been a major focus for the team at White's IGA. "We strive to keep ahead of the game and always remain on trend," Regan added.

One way which the Baringa store is doing this is by offering a wide selection of prepared meals and food to go options. The kitchen at the Baringa store busily produces between 300-400 meals per day ranging from home style meals, bakery, convenience products and roast meats.

The Baringa store kitchen is complete with 3 RATIONAL SelfCookingCenters®.

"The RATIONAL SelfCookingCenters® have helped our business in many ways. Roast chickens are a core part of our business and having a good, consistent quality products is really important to us."





Michael & Roz White



“With 12 staff working in the kitchen at various times, pre programming dishes, including the roast chicken, into the units ensures the customer will always receive the same quality food, regardless of who is operating the unit. We strive to have the best roast chicken and loyalty to our stores has grown on this product (chickens). We have one customer who will drive past six other supermarkets to come to our store, simply because she loves the chickens,” says Regan.

With over 20 years of supporting their local community, Michael and Roz White and the team at White's IGA will continue to sustain their promise 'to be local, live local and support local.' *



“**The RATIONAL's are so easy to use. Even our most junior staff members can operate them with ease.**

- Regan Jensen
(Retail Operations Manager, White's IGA)



KEEP UP WITH CONSUMERS AND INCREASE PROFITABILITY WITH

Supermarkets are experiencing more pressure to perform now than ever before. Changing consumer habits, along with competition from convenience stores and quick-service restaurant chains, mean retailers need to satisfy consumer needs in a new way.



As a result, supermarkets have expanded their grab-and-go and prepared-foods options, and many have also added in-store dining. Technomic's recent Retailer Meal Solutions Consumer Trend Report finds that since 2015, US retailers have increased the number of items they offer on their prepared foods menus by 22% — and Australia is following suit.

While this growth is giving supermarkets new opportunities, business and environmental concerns are pushing retailers to conserve inventory and energy in new ways.

This has caused sustainability to emerge as a major consideration for supermarkets, not only because waste affects bottom-line profits, but also because consumers want the businesses they patronise to behave in an environmentally responsible manner.

For supermarkets who are looking for helpful solutions to keep up with foodservice trends while maintaining sustainability efforts, adding new technology to the kitchen can be a game changer. HERE'S HOW.



New Technology for a New Age

Achieving sales growth and brand differentiation, all while transitioning to offering what consumers want — such as healthy, sustainable options, grab-and-go foods and more — means supermarkets have a lot to consider.

Technological innovations have helped supermarkets respond to these emerging pressures and changing trends. One such example is the combi oven, a cooking appliance that is easy to use, delivers high-quality, tasty food and saves time, money and energy.

Combi ovens use a combination of steam and dry heat to produce consistently excellent results, and thanks to their unique construction and cooking intelligence, they offer the ability to steam, bake, grill, overnight cook and more. By installing a combi oven, supermarkets are able to offer a wide variety of foods — ranging from perfectly cooked roast chicken, roast meat, baked goods and steamed vegetables, as well as different cuisines such as Asian or Tex-Mex — along with standard deli offerings all from the same piece of equipment.



Increasing Sustainability Through Energy Conservation

Food safety and variety are crucial for a successful supermarket prepared food program, but the combi oven also has the potential to help supermarkets maintain sustainability standards. It controls energy and efficiency to satisfy customers' desire for convenience and speed as well as retailers' concern for the bottom line. For example, the RATIONAL SelfCookingCenter® has highly sensitive sensors to detect and evaluate the current conditions in the cooking cabinet and adapt energy levels to meet the food requirements. This ensures food is cooked at the right temperature for the right amount of time — saving energy and the cost of running ovens for too long or at too hot a temperature.

Additionally, short preheating times eliminate the need for the standby mode commonly used with conventional appliances. The combi oven only needs to be on when cooking, reducing energy costs up to 70%. Apart from the energy savings, combi ovens can help supermarkets reduce food waste. These versatile ovens can cook chicken before its expiration date for use in salads; dehydrate pineapple and mango for resale; turn grapes into raisins; and transform beef into beef jerky. And due to the gentle way that the ovens cook, proteins shrink less, enabling more portions from roasts than possible with conventional cooking methods.

MARKET TRENDS WITH FOODSERVICE TECHNOLOGY

RATIONAL

SUPERMARKETS & CONVENIENCE

Remote Technology Boosts Efficiency & Food Safety

Not only is the combi oven an exciting piece of technology, but it also provides supermarkets with convenient solutions for kitchen management tasks. For instance, **state-of-the-art, cloud-based networking solutions enable operators to monitor the ovens from afar and download HACCP data, initiate service requests and transmit cooking programs to all units in a single kitchen or across a chain of retail outlets.** This means retailers don't have to individually program equipment in each kitchen in each store. Instead, the job can be done remotely.

As labour costs increase and unemployment levels drop, supermarkets will continue to look for ways to get the most out of their workforce without sacrificing customer service or product quality. Helpful for assisting busy employees who might be handling multiple tasks at one time, combi ovens can notify workers when items finished cooking. This way, they don't have to stand idle, watching and waiting for food to finish.

Smart supermarkets are focusing on installing not only combi ovens, but blast chillers as well. Where combi ovens increase cooking efficiency and variety, blast chillers help grocers with food quality and sanitation.

Unlike restaurants, which prepare food for immediate consumption, supermarkets have the responsibility to ensure food is fresh and safe, because consumers purchase food to bring home to enjoy days later. These pieces of equipment can work together to help ensure food safety and freshness, as they both can record time and temperature data for HACCP documentation.

In-store dining areas need to reflect new trends and food preferences to appeal to customers, and retailers need to invest in equipment that can keep up with changing diets, flavours and food styles, all while consistently producing excellent results. With equipment that helps accomplish all these things, supermarkets can be confidently prepared for consumers' shifting eating habits.

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90 minutes



SelfCookingCenter®
45 minutes

Sounds impossible, but with the SelfCookingCenter® supermarket operators can produce tender and juicy roast chickens up to 50% faster than a traditional rotisserie and with 100% quality every time.

"For the juiciest chooks at just the right colour!"



EAT, PLAY, DRINK





CRAFTY'S

S P O R T S B A R

CRAFTY'S SPORTS BAR LOCATED AT HARBOUR TOWN HAS CHANGED THE HOSPITALITY LANDSCAPE ON THE GOLD COAST WITH THEIR ENERGETIC 'ACTIVE' VENUE, ENCOURAGING FUN, HUMOUR AND HIGHLY 'COMPETITIVE SOCIALISING' TO THE LOCAL ENTERTAINMENT SCENE.

All about balance, Crafty's is the perfect place for guests to catch up with friends over lunch, or to watch a sports game over cocktails and craft beer in the afternoon or night.

Crafty's has created an all-day venue that comfortably seats 330 people across the dining room and bar area. The space is light, bright and inviting. The venue is redefining sports bars into an all day, family friendly, social venue.

The Crafty's menu covers all the sport's bar favourites; with punters claiming the fried chicken is better than the Colonel's and the cheeseburger spring rolls leave you wanting more.

Other stand out dishes include the chilled prawn and mango salad, extensive range of burgers, amazing steak cuts as well as the freshly made wholesome super bowls for those looking for lighter options.

We caught up with Dave Galvin, Managing Director for SITE Hospitality to uncover how this energetic new bar and eatery came together.

Tell us about SITE Hospitality and the role it played in the Crafty's Project?

SITE is a Sydney based hospitality concepts and solutions business. By collaborating with best-in-class architects, designers, branding agents and project managers, SITE specialises in re-conceptualising distressed hospitality venues and creating new F&B brands. The SITE team create unique bar and restaurant concepts, combining more than 80 years' experience in the

hospitality industry with bespoke research and intel for each client.

SITE assisted with the full roll out of the Crafty's concept from kitchen & bar design through to operating supplies, furniture, fixtures and equipment, recruitment of staff, workflows, menu development, systems and processes, onsite training and pre and post opening support.

What was involved in fitting out the kitchen for Crafty's?

SITE worked closely with hospitality architects H&E to design a kitchen that made the most sense from a workflow and staffing perspective.

What equipment was installed?

We worked closely with Daniel Voyce (Comcater, Regional Sales Manager), Daniel guides SITE on all projects and assists us with selecting the right equipment for the right job; his knowledge is unparalleled. The kitchen at Crafty's is extremely busy, they average 4300 - 4500 covers per week. Being a high paced kitchen we needed robust equipment that could withstand the pressure; we installed a Garland cooking equipment which gets used non stop, RATIONAL combi ovens and Lincoln Impingers.

How many chefs do Crafty's employ?

The kitchen is lead by Head Chef Christopher Brooks and overseen by Stephen Seckold, SITE Group Chef. Christopher is supported by 9 to 12 chefs depending on the season. *

In the kitchen: Alto-Shaam, Brema, Cambro, Frymaster, Garland, Lincoln, Purevac, RATIONAL & Vitamix



Drysdale



COOKING UP CAREERS

Located on the Bass Strait coast of Tasmania, the seaside township of Devonport has in the past been best known as the host town for the Spirit of Tasmania ferry on its voyage to and from Melbourne but it is a bounty of exceptional fresh produce which is quickly putting Devonport on the foodie's map.

With the finest produce Tasmania has to offer on its doorstep, the interest and demand in cookery and bakery skills has been on a continuous rise over the past few years. This demand has been supported by a **new-state-of-the-art \$1.4 million kitchen training facility for TasTAFE Drysdale at Devonport's Providore Place, funded by the State Government.**

The new Devonport Tafe building harbours contemporary state of the art equipment that will **support up to 250 cookery apprentices each year.** We caught up with TasTAFE Drysdale Education Manager Tim Cox to discover how the new facilities will support the demand for more chefs in Drysdale.



Tim Cox & Luke Clarke



Tell us about the TasTAFE Drysdale Hospitality Training program?

TasTAFE Drysdale hospitality training plays a vital role in ensuring we have well trained chefs, bakers, baristas and hospitality staff to support local businesses, drive investment and create local jobs.

The tourism and hospitality industries are vital to Tasmania and a key driver of our economy, providing thousands of jobs, particularly in regional areas. As the industry grows so too does the demand for skilled staff. We need more chefs, more bakers more baristas and the facility will help us achieve this.

What facilities are on offer at the new TasTAFE Drysdale Campus?

This new facility is located in the hip and modern Providore Place, it sits away from the rest of the TasTAFE Drysdale campus. Providore Place is home to speciality food and drink outlets, and has been designed to celebrate our local and seasonal produce, so it's the perfect location for the training to be held. It introduces the students to life after their studies.

The facilities will provide 250 apprentices and pre-employment students annually with state-of-the-art equipment training.

What was involved in fitting out this new facility?

Luke Clarke, Manager & Project Coordinator Reward Hospitality Devonport worked closely with the Tafe cookery teachers to design a layout and fitout the kitchen. There were certain requirements such as each student requires 1.5 meters of bench space, two stove burners and access to an oven (which can be shared). Our training room can accommodate 14-to 16 students but the ideal number to work with would be 12.

What equipment do your kitchens have?

Our kitchen is complete with RATIONAL combi ovens, Mareno suites, Brema, Tecnomac, Frymaster, Comenda, Alto-Shaam and Vitamix.

Offering the best facilities and equipment that are available to train our students is paramount. It's important that they are trained on equipment the majority of businesses that they will become employed in are using. In addition the equipment we have selected is reliable, solid, good quality and has longevity. This is important as we can't afford to have equipment not working as it affects the classes.

In addition to the Tafe training the facility is also utilised for lifestyle programs and short courses including cookery, bakery, patisserie, coffee, wine and cheese appreciation. Whether it's a nationally recognised qualification or short course training at TasTAFE Drysdale will not only place students in a great position to find work locally, but also provide a springboard to land a job anywhere in the world. ✱

Drysdale is the tourism and hospitality training division of TasTAFE.



The Morwell Club

HEART



Julie Whitmore (Executive Chef) & Matthew Crozier (Comcater Area Sales Manager)



Located in Victoria's La Trobe Valley township of Morwell, the Morwell Club has been the heart and soul of the community for decades. In the early days it was a men's only club and as times progressed it opened its doors to women and children and it is now enjoyed by the entire family. Over the years, the walls of the Morwell Club have definitely heard a yarn or two. It has been the place for mates to come together for a quite beer, to play a few rounds of billiards and catch up with locals whilst enjoying a juicy steak.

OF THE COMMUNITY

Today the club is home to a large modern bistro and number of bars and function spaces along with several sub clubs including the Morwell Lawn Bowls, Golf, Snooker, Billiards and Fishing Clubs.

Someone who has seen the club transform across the decades is Executive Chef Julie Whitmore who commenced working at the club in the 1970's.

Serving lunch and dinner daily and catering for a very busy function space one can only imagine how many Chicken Parmas Julie has pumped out of the kitchen during her time. Stepping into the Morwell Club kitchen is like stepping back in time.

Sitting front and proud in full view of the bistro overpass are two Frymaster Fryers dating back to 1992 and further across the kitchen an early 1990's RATIONAL unit.

“The Frymaster fryers have been the real work horse in our kitchen, they just keep going. They are reliable and recover heat really quickly. They are 27 years old and still working, you can't complain about that,” said Julie.

The club is currently undergoing renovations which has allowed for a kitchen upgrade.

“Our Garland range has been pumping out food for almost 30 years and when the funds become available to upgrade equipment there was no doubt that we would replace it with another Garland range,” said Julie. “Its heavy duty, reliable and it pulls apart easily which makes it easy to clean at the end of each service.”

Julie has worked closely with Matthew Crozier, Comcater Area Sales Manager to install a Garland 6 burner range which will support Julie and her team of 4 chefs to continue serving the perfect steak to Morwell residents for the next 30 years! *



SAFER, FASTER &
MORE PRODUCTIVE

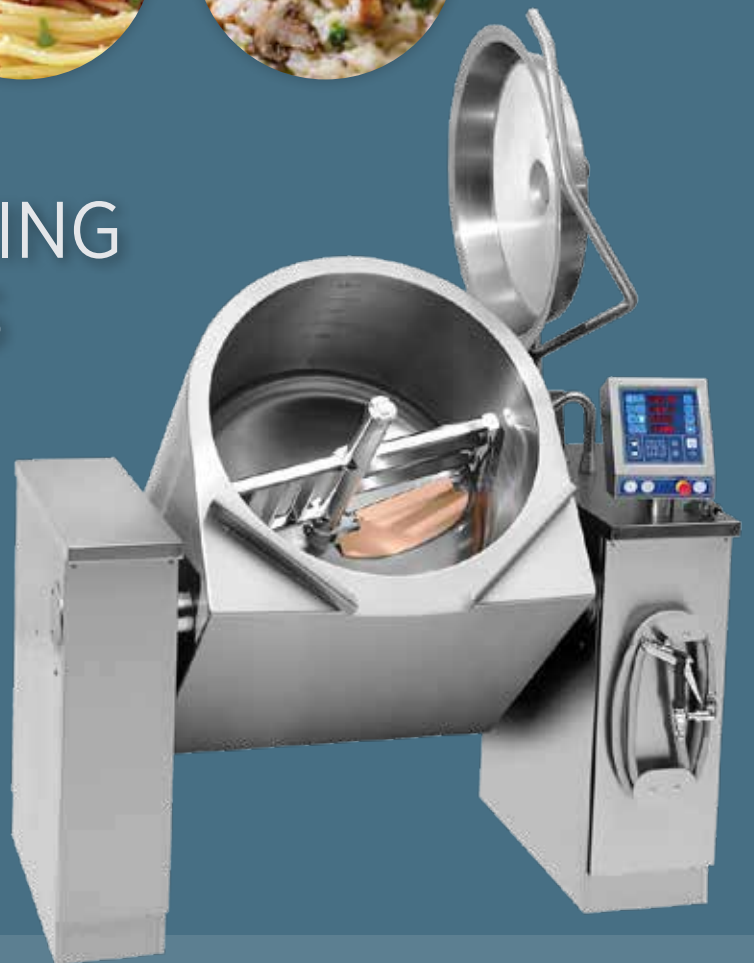
"We know what's cooking"



HIGH QUALITY MIXING & TILTING KETTLES

for commercial kitchens

- Reduce manual handling
- Remove repetitive movements
- Increase productivity without increasing labour
- Improve product consistency



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COMCATER
- foodservice equipment

DEALER PROFILE



Peter Santiago & Richard Jimenez



MoVida Melbourne



Loreto College Mandeville Hall



400 Gradi - Adelaide



Bavarian Bier Café - Highpoint

Advantage Commercial Kitchens commenced operations in Melbourne's inner city suburb of Brunswick in 2001. Since then it has rapidly grown and today operates two showrooms (Dandenong & Docklands), which include a demonstration kitchen and a manufacturing workshop.

With over 18 years of experience, Peter Santiago and his team have established Advantage Commercial Kitchens as the experts in custom commercial kitchens. With onsite manufacturers, designers and installers the team are dedicated to creating the perfect kitchen.

Advantage Kitchens relocated to Docklands from Brunswick 3 years ago, creating a customisable working kitchen for Masterclasses as well as a space for demonstrations to allow customers to interact with a variety of equipment before considering their purchase.

We caught up with Peter to learn more about Advantage Commercial Kitchens.

How many staff do you employ?

We currently employ 30 staff across the two sites. We employ staff in different roles including sales representatives, manufacturing staff, installers, architects, designers and delivery drivers.

What is your point of difference?

Our point of difference is that we don't engage in third parties to complete a job. We have total control of all of our custom manufacturing, installations and our

deliveries. This allows us to tailor needs according to customer requirements and deadlines. We find that this enhances the overall customer experience through quality and timeliness of our products and services making us very exclusive.

When we were opening 400 Gradi at Crown Melbourne, they shut down on Sunday and we worked overnight to have everything ready for them to open for lunch on the Monday. This is the advantage you have when you've got a team of people that are employed by a company and not contracted as you have got a lot more flexibility in being able to manipulate and move people around to suit the actual target that you are trying to achieve. When you are dealing with contractors it is not so easy.

What tailored customer solutions do you offer?

We offer a variety of tailored customer solutions including equipment stands, canopy exhaust hoods, extraction systems, kitchen larders, preparation areas, refrigeration, stainless steel fabrication; benching, sinks and shelving.

What does the next 12 months hold for Advantage Commercial Kitchens?

Over the next 12 months, we hope to continue to engage in larger scale projects. We have a dedicated team and are very equipped to deliver and continue to build the business in this area.

We are also planning to run more Master Classes in our Docklands Showroom. These sessions allow the customers the opportunity to experience a choice of commercial equipment first hand. *

KEEP SERVICE FROM *slipping*

We all know the amount of effort that goes into preparing the perfect meal and drinks for our customers and ensuring the order reaches our customers safely is a very important step in the overall food-service operation. Thankfully there are premium non-skid surface trays on the market to facilitate this.

For the past 60 years Cambro has been offering a wide range of trays and meal delivery solutions for the foodservice industry. The Camwear® Non-Skid Tray ensures your delicious meals and drinks stay safe and don't slip away. Designed for busy cafes, restaurants, bars, self serve dining area, aged care and healthcare the Camwear® Non-Skid Tray is embedded with a clear non-skid surface to keep meals and drinks in place and to provide safer handling.

The tray's robust fibreglass construction means it will not bend or flex under the weight of a heavy load, and its thick non-slip surface will prevent crockery and glassware from sliding while being carried. Strong and extremely durable, it is also safe to wash in high-temperature commercial dishwashers which allows for rapid cleaning and faster turnarounds at the end of busy services.

For Healthcare patient meal delivery application, using disposable paper tray mats for every meal is a costly ongoing expense. Switching to a non-skid surface puts an end to tray mats which is not only great for the environment but also for the hip pocket.

Cambro products are built to last and the Camwear® Non-Skid Tray are an investment that will stay with you for many years to come. *

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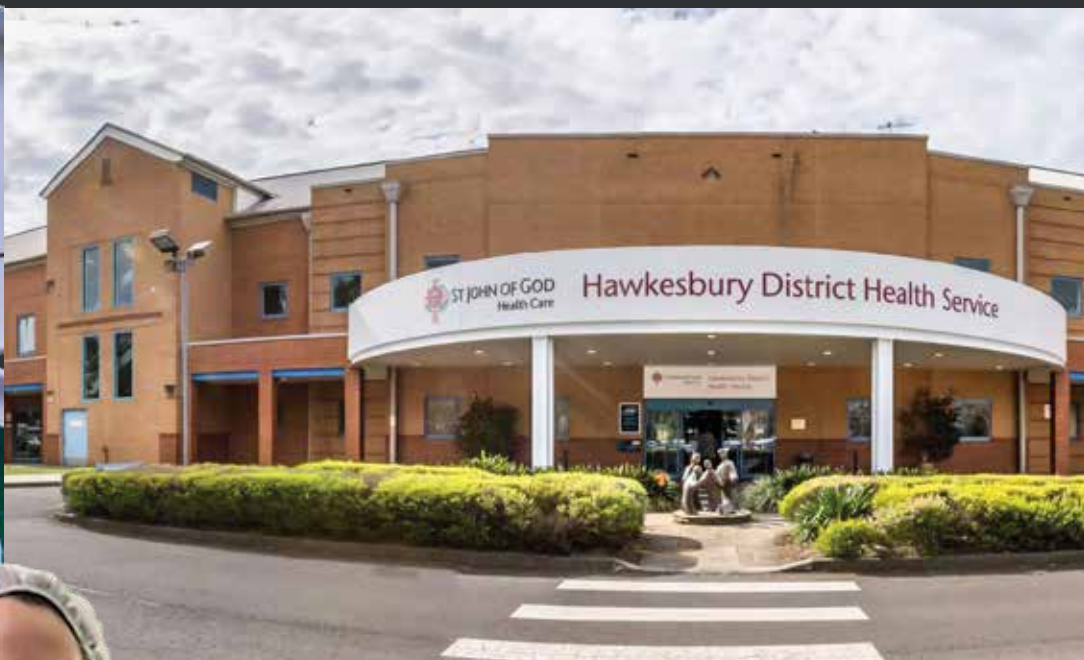
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- **Promote your business**
- **Entice customer satisfaction**

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The team at St John of God, Hawkesbury District Health Services, Windsor NSW have been using the same Camtray since 1988. That's 31 years!

“I've never had any problems with Cambro. They have withstood the test of time - we have trays which we have been using for 31 years. They are placed in the dishwasher at least 3 times a day and still look amazing,”

***Rita Carruthers,
Chef***



The Urban Dictionary defines Pho Queue as “The line or queue formed outside of a Vietnamese restaurant in anticipation of its noodle soup, also known as Pho” and that’s exactly what you see when you walk past the recently opened Pho Queue in Annerley.

Pho-nomental Delights



The sister store to Cafe O-Mai and Red Lotus, Pho Queue is Brisbane’s only dedicated Vietnamese soup kitchen, where customers build their own bowl of Pho based off five different broth variants. In addition to Pho, Pho Queue has quickly developed a strong following for their Bánh Mì, traditional Vietnamese baguettes, which are produced in house.

Just like many foodservice establishments, speed and consistency and high staff turnover are the major challenges faced by the team at Pho Queue.

“We rely on the RATIONAL units to deliver repeatable and consistent products day in and day out,” says Leighton Rossi.



Almost every dish available at Pho Queue is cooked and prepared utilising either the RATIONAL SelfCookingCenter® or RATIONAL VarioCookingCenter®.

“We use the preset bread process on the SelfCookingCenter® for our Bánh Mì and it delivers outstanding results” says Leighton Rossi. “Whoever came up with this process did a fantastic job. It works perfectly,” he adds. The VarioCookingCenter® is used for their Pho broths and has reduced cooking times significantly.

The ease of use and preset processes with the RATIONAL units means no matter who is cooking on the day, the products will always come out consistent.

“At the end of the day, it all comes down to cost. With RATIONAL, we are able to save on labour costs and increase the speed at which products are delivered to our customers,” says Leighton Rossi.

Pastry Chef Karl Nguyen sweetens the deal for diners with a selection of colourful Asian infused French cakes created in a kitchen dedicated solely to sweet treats. The kitchen is surrounded by a counter which allows patrons to sit and watch the precise processes of dessert-making behind the glass.*

“RATIONAL is a must in any kitchen. It is a workhorse which hasn't broken down on us even with constant usage all day and night.” Leighton Rossi, Chef/Owner Pho Queue










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HOMESTYLE AGED CARE



Tim Humphries, Craig Lategan & Michael Foley

For the past 30 years, Homestyle Aged Care has provided residential care homes and service in the greater Melbourne metropolitan and Geelong areas. As a prominent owner / operator of ten high-quality, purpose-built homes Homestyle Aged Care is home to over 950 residents.

The team at Homestyle believe that each person has lived a full and rich life in their own way and work closely with their residents to continue stimulating memories, whilst encouraging and watching new friendships develop.

We caught up with Tim Humphries, Homestyle Aged Care CEO and Michael Foley, Head of Catering to uncover how Homestyle is delivering a home style foodservice experience to their residents.



Home-style Living, Care & Food



Tell us about the food-service operation at Homestyle Aged Care?

We employ a total of twenty five chefs, ten of which are Head Chefs. We offer a seasonal menu so each season the entire menu changes and it is reviewed by all ten Head Chefs, Senior Management and an Independent Dietitian.

We employ some great chefs, many have come from a hotel background and are enjoying working during the day rather than evenings which suits their family commitments. They have great skills and take a lot of pride in their work and love to share photos and recipes of their meals amongst each other.

What equipment is installed in your kitchens?

Our kitchens are equipped with RATIONAL SelfCookingCenter® and VarioCookingCenter® units, Comenda dishwashers, Cambro shelving and heated carts, Hupfer heated plate dispensers and a Garland range.

How do you decide what equipment you install in the kitchen?

We attended a Food for Life seminar hosted by Maggie Beer a little while ago and she highlighted the importance of using commercial kitchen equipment in Aged Care due to the efficiencies and the overall HACCAP benefits. We have been lucky enough to have been working with Craig Lategan Comcater Area Sales Manager for some time so we have been across the benefits of commercial kitchen equipment for quite some time.

Craig and the team host demonstration and training days at the Comcater Sales Office and Demonstration Kitchen. Our chefs and managers attend and they are great hands on sessions where the team learn about new features in the ovens and ensure that the equipment is being used to its maximum potential.

At the last session, they demonstrated that you can use the RATIONAL combi ovens to toast bread; we were still using a conveyor toaster. It may seem like a simple task but when you're time poor, every minute counts.

How is Homestyle Aged Care altering its foodservice operation to create a more home style environment?

We know that nothing can replace the feeling of your own home, however we do go out of our way to provide the best quality in homely comforts, care and support.

We are always looking for ways that we can deliver this through the foodservice operation and have designed our next site (located in Tarneit) to have a front of house bench to serve meals from.

We are trying to make it feel as domestic as we can, so that it resembles an island bench like we have in our homes. We are working hard to remove anything that makes it look and feel institutional.

We have also incorporated a nostalgic kitchen in a number of homes set up with residents living with dementia patients in mind. The kitchen is equipped with domestic kitchen equipment so that residents can associate with it. We will encourage them to go in and make themselves a cup of tea, open a fridge and do all those things which they would have done in their own home.*

MARCH

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