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A New Wave

ISSUE #26

MY VICINO Feeding the Village with One Oven

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From the **Editor**

How blessed are we to live in Australia. We live in a country surrounded by beautiful beaches and breathtaking countryside. We have an array of world class sporting events and concerts constantly on offer; we can dine on a different international cuisine every day of the week and still have options remaining.

Whatever we choose to do or wherever we may be, one thing remains the same: no matter how many people need to be fed or whatever type of cuisine is being served, having the right foodservice equipment will play an integral part in a venue's efficiency, productivity and its profitability.

> As a leader in the foodservice industry, Comcater prides itself on being able to support operators all across Australia to find the foodservice solutions

and innovations to meet the challenges of today.

In this issue of Front Burner, we explore all the things which make Australia great. We visit Beachside Pavilion on the sunny shores of the Gold Coast and WA's new field of dreams - Optus Stadium. We travel through regional Victoria and explore the fine dining restaurant that has definitely put the tiny town of Dunkeld on the food and tourism map. Plus, we enjoy the fresh and simple flavours of Italy at My Vicino and the bold flavours of South Asia at Beyond India.

Whether you're involved in a foodservice and hospitality business that's large or small, I trust the stories in this issue will provide you with valuable insights and advice.

We hope you enjoy Issue #26 of Front Burner. *

Michael Wood, Managing Director

NEWS Smoke, Fire, Flavour

Keno Australasian Hospitality and Gaming Expo

Thousands of delegates passed through the Brisbane Convention & Exhibition Centre halls on the 7th and 8th of March for the 2018 Keno Australasian Hospitality and Gaming (AHG) Expo. With over 200 stands under the one roof, the event was a must visit for everyone involved in the hospitality and gaming industries.

Generating heat at the heart of the show were the 2 latest pieces of equipment from Mibrasa – the Mibrasa closed charcoal oven and the new Robatayaki open grill.

On show for the first time in Australia the Mibrasa Robatayaki multi-tier open charcoal grill lends itself to an array of foods from meat, fish, seafood and vegetables, imparting light smoky aromas and flavours. Its design incorporates an elevated system, enabling height adjustments between the grill and hot coals to provide the chef with total control allowing them to cook with more efficiency.



"Robatayaki originated from the Japanese tea ceremony," said Alex Newman-Rogers National Category Manager – Mibrasa, "over time this method of cooking found its way to the north Japanese fishermen who utilised this technique to keep food hot while out at sea for long periods. The evolution of the Robatayaki has brought it into the modern day kitchen,



where chefs prepare food and display their showmanship in front of diners allowing them to take part in the entire cooking experience. It's the perfect solution for any business owner who is seeking for a point of difference." *

FRIMA becomes RATIONAL

The professional kitchen specialists now under one umbrella brand

RATIONAL has amalgamated RATIONAL combi-steamers and FRIMA VarioCookingCenter® units under the RATIONAL umbrella brand. The market leader from Landsberg, Germany hopes the change will allow them to better address the needs of the market as a product specialist, solution provider and consultant whilst offering its customers the appropriate tool for hot food preparation in professional kitchens.

By combining the SelfCookingCenter[®] and VarioCookingCenter[®] units into one kitchen, almost all cooking challenges in a professional kitchen can be met.



"Our customers in commercial kitchens are increasingly seeking appliances, complete solutions and top services to suit their exact requirements as simply as possible and from a single source," explains Mark Sweeting, General Manager - RATIONAL Australia.

The amalgamation will see the customer consultancy and service of both organisations enhanced so that RATIONAL can better and more effectively serve its customers.

Customers can rely on the know-how of the individual combi-steamer and VarioCookingCenter[®] specialists and, when required, receive a combined solution (which is becoming increasingly more important for large kitchens as well as casual dining catering).

The technologies of both product lines will continue to be developed and produced at the same factories as before. In this way, RATIONAL as the specialist for professional kitchens can better respond to the needs of the market for complete solutions and process optimisation, once more affirming its corporate philosophy of focussing on customer benefit.

For further information, visit www.rationalaustralia.com.au or email sales@rationalaustralia.com.au *

DESTINATION DINING AT ITS FINEST

WWW.ROYALMAIL.COM.AU/WICKENS

Executive Chef Robin Wickens in the Restaurant Kitchen Garden



AT ROYAL MAIL HOTEL

SITUATED 270 KILOMETRES WEST OF MELBOURNE IN THE REGIONAL TOWNSHIP OF DUNKELD SITS A HOTEL THAT HAS PUT THIS TINY TOWN ON THE FOOD AND TOURISM MAP.

With a history dating back to the mid 1800's, the Royal Mail Hotel is one of Victoria's premier regional escapes. The hotel offers a one-of-a kind experience with award-winning dining, quality accommodation and a selection of wine and nature based experiences all set against stunning views of the Victorian Grampians.

After a year of construction and renovations, the Royal Mail Hotel Executive Chef Robin Wickens and his team have unveiled a completely new restaurant - Wickens at Royal Mail Hotel. Built on a new site on the property, the dining room has been designed to create a strong connection between the land and the dining table and is supported by a 1.2 hectare kitchen garden - the largest working restaurant kitchen garden in Australia.

Robin Wickens has been at the helm of the two-hatted restaurant at the Royal Mail Hotel for the last 4 years and was instrumental in the design, layout and equipment selection for the new kitchen. "Being able to design a kitchen from scratch is a real treat; we pretty much had full scope to do whatever we wanted. The kitchen has been designed so that it follows the flow of service. It starts on the left with canapés and then travels along to larder, fish and hot dishes and right through to pastries across the other end," said Robin.

With the assistance of Stephen Wilson -Comcater Dealer Account Manager and Bruce Jenkins - Director KBR Commercial, the kitchen has been fitted with RATIONAL combi ovens, Garland induction cooktops, Garland Master Series Range, Cambro Solutions and Vitamix blenders.

"The induction cooktops are fantastic, they can really change the way that you cook," said Robin. "You have amazing control of the heat and it also takes a lot of the heat out of the kitchen.

The restaurant offers a 5 and 8 course menu which constantly changes depending



on what is available in the garden kitchen. For the wine lovers, it offers a wine matched option, with an impressive selection of French wines that showcase the breadth and depth of the Royal Mail Hotel wine cellar that holds the largest privately-owned collection of Bordeaux and Burgundy in the Southern Hemisphere.

The floor to ceiling windows throughout the dining room extend into the kitchen providing diners with a full view of Robin and his team of 8 chefs at work. Robin says guests are invited to come into the kitchen during service and chat with the chefs, while at the four-person chefs' table (which is situated with a full view of the pass) is served by the chefs themselves.

The former Royal Mail dining room has been renamed the Parker Street Project and has doubled in size as part of the renovation. The updated, share plate menu reflects Wickens' British background and the farm-to-fork philosophy that drives the whole Royal Mail venture. *

In the kitchen: Cambro, Garland, RATIONAL & Vitamix



magine a place where you feel like you just walked over to your neighbours to get a lemon but you end up staying for a wine and a plate of pasta? My Vicino (which translates to My Local in Italian) delivers exactly that.

Owned and operated by Joe Tallarida, My Vicino is a local neighbourhood espresso bar that serves amazing coffee, all day breakfast and lunch by day then transforms into an Italian Street Food style eatery by night. For Joe, his dream was to create a place that reminded him of his childhood. It became a reality in June 2016 when he opened the doors to My Vicino in the suburban town of Wembley, Perth.

"I grew up in an Italian home where friends and family were always welcome; the door was always open and people dropped in at any time of the day," said Joe. "Regardless of when they came there was always food for everyone. I wanted to create an eatery that made you feel like you were eating at my place, where the door is always open and you are always welcome. That's why we are not located on a main road or in a busy shopping centre, I wanted something that was tucked away within the neighbourhood and village."

For the Italian home style mantra, the dinner menu has been designed to be shared and Joe and the team refer to it as "Italian Street Food" that is simple, fresh, value for money and served quickly. It comprises of all the traditional Southern Italian dishes; meatballs in rich ragu, antipasto, arancini, fresh pork sausages, the list goes on.

The word has gotten around town quickly and My Vicino has definitely become

"my local" for many Wembley residents. The decor is cosy and comfortable and the kitchen has been fitted out with the essentials to support a bustling café.

"We have designed our operation around equipment that helps us deliver quality food quickly," Joe explains. "We have over 30 different dishes on our menu and 2 chefs on staff in the evening, however the RATIONAL XS is just like having a 3rd Chef.

" We have designed our menu and prep around the RATIONAL XS being the hub for what we do – 80% of our menu items are cooked in the RATIONAL XS.

ffOne chef can manage breakfast and lunch and also prep for dinner using the RATIONAL XS during quiet times.

^{ff}You can do so much in this piece of equipment. It allows us to serve over 70 covers in an hour and a half with only 2 chefs. If you could put a hat on it you would think it was a chef.³³

Joe and the team at My Vicino have definitely created an urban café with a relaxed home style feel. It's just like going to your Italian mates place and never wanting to leave!

The food is simple and fresh for breakfast, lunch and dinner.

You may even catch Joe's mum making the same traditional biscuits, just as she did many years ago when the neighbours would pop in for a coffee. *



FEEDING THE VILLAGE WITH ONE OVEN

举 vicino

cinc







In the kitchen: Dean, Menumaster & RATIONAL

Efficiency in the kitchen:



After all, careful thought and budget planning are crucial when it comes to major investments in kitchen equipment.

It is helpful to compare the expenses associated with the everyday challenges of professional kitchen work, and to consider questions like: could purchasing a combi-steamer help us reduce our energy costs and utilise our workforce more efficiently without compromising quality? RATIONAL researchers examined four specific aspects (Energy, Raw Materials, Time / Labour, Cleaning) of the potential savings resulting from using a SelfCookingCenter[®].

The biggest cost driver in professional kitchens is electricity. 70% of all costs are related to electricity, of which 40% are incurred through cooking alone. Industry professionals agree that combi-steamers provide immense savings potential in terms of both electricity and gas consumption. After all, shorter preheating times, lower cooking temperatures, and shorter cooking times are just a few of the exceptional features such appliances offer. **G** Our tests revealed that using a SelfCookingCenter[®] requires up to 70% less energy than cooking in conventionally equipped kitchens without combi-steamers, **JJ** said Mark Sweeting, General Manager - RATIONAL Australia.

"Thanks to our new triple-pane glass doors and LED lighting, we have even increased those savings by up to 10% compared to our previous models. This makes a significant difference to users' bottom lines."

Thanks to the energy consumption indicator in the SelfCookingCenter[®],

Escape the money pit with a combi-steamer



users can keep an eye on gas and electricity usage at all times, and can actively incorporate these figures into budget calculations.

"RATIONAL researchers observed the issue of raw material consumption and after extensive comparative cooking tests, determined that precise regulation and technical features such as *iCookingControl® allow chefs to use an average of 20% fewer raw materials than with conventional cooking methods*," added Mark.

RATIONAL researchers also determined that the appliances can reduce working time by up to 50%. There are two primary reasons for this: one, iLevelControl allows rolling batches; and two, intelligent cooking processes eliminate the need for routine work like checking and turning food. This represents valuable time that kitchen staff can use for other important activities - but time savings are a resource rarely included in cost-effectiveness analysis.

The fourth cost driver considered was cleaning: since all of RATIONAL's units are equipped with fresh steam generators, they eliminate the need for the expensive water filters required in combi-steamers with injection functions. In contrast, the SelfCookingCenter[®] automatically descales itself as part of the cleaning

process, which can quickly save hundreds of dollars per year. The cost savings calculator available at rationalaustralia.com.au helps users translate the areas of potential savings described above into concrete numbers for their own kitchens. Users can either enter their own budget figures directly into the calculator or run sample calculations for hotel/restaurant, supermarket, or casual-dining operations.

The calculator is a quick way for users to discover what their own total savings might look like. In any event, there are two things SelfCookingCenter[®] users never have to "save" on: quality and hospitality. *****







WWW.HOPSCOTCHMELBOURNE.COM.AU









SOUTHBANK 🚸 MELBOURNE

Located on Melbourne's vibrant Southbank promenade you'll find an urban beer bar that offers over 30 different beer options on tap and a dude food style menu designed to arrive at the table while the beer is cold and frothy.

Owned and operated by the Australian Venue Co., Hopscotch is all about a quick quality food that can be eaten with one hand so you can balance your drink in the other.

The venue is colourful, full of benches, booths and stools to perch on amid an eclectic industrial fit-out. There are neon lights, bright art and above the bar, a sign that clearly states -"TAKE ME, I'M YOURS".

The kitchen is led by the Executive Chef Telina Menzies. With her father and two uncles working as professional chefs, you could say Telina has cooking in her blood. Telina took on an apprenticeship at the Hyatt Regency Perth as an ambitious 17-year-old, with her extensive work experience including a stint in the UK. Here she took on a number of London's culinary institutions, even finding herself preparing food for the Royal Family and Sir Richard Branson.

Originally from Perth, Telina now calls Melbourne home, and Hopscotch is the first venue in Melbourne that she has opened.

"This venue is very much me - dude food style menu and beer; two of my favourite things," said Telina. "The venue is built around beer and the menu has been designed around beers. It's everything that you want when you're sitting around having a few drinks out on a terrace hanging with friends. Not the kind of things you would eat with a fork and knife, but its salty, crispy, social food."

The kitchen has been designed on a low labour model and with the capability to turn around at large volume of food quickly.

Supported by Jim Carpoussis, Senior Project Manager for Hospitality World Direct (HWD), the kitchen is complete with Frymaster MJ35's, Garland Restaurant Series grill, target top and burners and a RATIONAL combi oven. "We have designed the kitchen to allow us to have the meal in front of the customers within 15 minutes. It needs to be fast and we need to be able to turn the tables over quickly.

"Labour costs are one of the largest expenses we face, and having the right equipment can play a big part in reducing these costs. The RATIONAL oven helps us keep our labour costs down, we vacuum seal food, load it up and leave it to slow cook overnight. The financial outlay isn't cheap but it definitely pays for itself 10 times over,³³ said Telina.

"Hopscotch is a high volume, quick turnover style venue, the equipment is pumping 7 days a week from 10am till 11pm."

⁶⁶The Garland Restaurant Series target top, grill and flat top don't stop, they may be a larger financial outlay but they are an investment because they are going to last longer.³³ "They are like beasts, they pump out really high volume food; when you need equipment that is going to withstand the test of time. It's definitely the one you need."

Hospitality World Direct and Telina have been working together many years. "When you're opening a new venue, it's really important that you work with people that you can trust. Things change all the time, sometimes your timings are pushed out, sometimes things are brought forward. The team at HWD are really flexible and it's really important that you are working with a team that you can trust to deliver the right equipment for your needs. Kitchen equipment is the largest financial outlay when you're opening a new venue. It's important that you work with someone that you can trust to deliver the right equipment for your needs."

Whether it's summer, winter or anything in between, the misting machines on the terrace will cool you down and the heaters will keep you toasty, but most importantly there's so much beer and dude food to choose from you'll never go thirsty and hungry! *



In the kitchen: Frymaster, Garland & RATIONAL

ICE MAKING IS OUR PASSION

Brema has been specialising in ice making for over 30 years. The company was founded by Cesare Maroli near Milan in 1985 and over the years has continued to design and manufacture ice making equipment to the highest guality standards, using the best materials, practices and the most advanced technologies.

e caught up with Alessandro Maroli, Sales Manager and son of the company founder to discuss what sets Brema apart and how the family's dedication and passion for ice has encouraged the business to grow into a globally leading supplier.

će Makers



Alessandro Maroli receiving an Award at HOST 2017

Tell us about Brema and the markets that you service?

 (\mathbb{R})

Ice making is our passion. We are constantly developing new solutions that exceed our customer's ice making needs.

The Brema product range consists of ice makers for a wide variety of markets, including hotels, restaurants, fast food outlets, bars, fish markets, supermarkets and others.

Besides standard, compact ice cubes that cool without diluting, we also produce other types such as fast ice which adapts to any shape of glass, granular flakes which are ideal for exhibiting and presenting foods and cold flakes which are ideal for processing, transporting and preserving foods.

How many staff does Brema employ?

We employ 105 staff, and they are all very hard working and committed staff. It is a family business and my mother, father, wife and I are all very involved. My family and I spend a lot of time in the Research and Development (R&D) department, it's an integral part of our business.

Why is the Research and Development department such an integral part of the business?

We cannot always compete on price but we can control the quality of our machines, therefore we are very hands on in this process. The truth is that through bad production you can ruin a good project, therefore R&D is a central part of our operation.

Brema ice machines have an impressive failure rate of less than 1%. How do you achieve such manufacturing quality?

Quality is always our first priority as we strive for complete customer satisfaction. The manufacturing process we use consists of only the highest-quality materials and we carefully monitor the process by means of computerised inspection systems. Before delivery, every single ice machine is put through meticulous functional tests to ensure maximum reliability.

We have a testing processes that is unique to Brema; I am confident that we are the only company in the world to be using this process. It involves robots testing machines in a controlled atmosphere using

THE CHILL FACTOR

We all know how important good quality ice is in the commercial foodservice industry. From hotels to upscale bars, there is a multitude of areas where ice can come in handy, and having the right ice machines to produce it becomes critical if you require large volumes.

Here is a snippet of Brema's best sellers and most popular ice types.



- Great texture ice cubes are crystal clear and compact
- Their unique shape enhances the appearance of drinks
- Great for bars and clubs in spirit drinks long lasting ice won't water down drinks



- Produces ice quickly a fresh and light 7g cube
- Suitable for any business with peak ice demands
- Great in soft drinks





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13g Cubes

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water filter supplied with every purchase!

TROPICAL CLASS +43°C



Outstanding reliability & quality

Ease of use, cleaning & maintenance (no tools required)

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WaterMark



helium and nitrogen. During the testing the refrigeration circuit is pressurised to ensure its integrity.

Every Brema machine is put through an 8 step quality check during the production stage. Here we check and record the processes the machines are subjected to.

The results are collected and entered into a single document (Product Quality Passport) to guarantee complete traceability of all installed components and tests performed.

After an accurate functional check, all machines leave the Brema factories with their own passport that allows us to follow them all over the world. *





- Flexible use due to it's shape and fast cooling ability
- Ideal for cocktails as well as seafood and buffet presentation
- Efficient water to ice ratio 1 litre of water makes 1 kg of ice
- Great for immediate cooling in drinks and easily blended for cocktails, smoothies and frappes

FEEDING TI

KICKOFF AT OPTUS STADIUM

M ore than a decade on from the initial discussions, the new Optus Stadium opened its doors to the public on January 21st, 2018. The state-of-the-art \$1.45 billion stadium can accommodate up to 60,000 punters for an array of sporting, music and business events.

Complete with two of the largest screens in the southern hemisphere, over 1500 lights resulting in the biggest LED lighting system in the world, a new train line, sprawling parkland and 51 food and drink outlets, not a single feature of the stadium was half-baked - especially when it came to designing the commercial kitchen.

"It's excellent, everything is top standard and the latest technology," says Optus Stadium Executive Chef, Jochen Beranek of his brand new kitchens that takes in room after room and spans across more than 2000 square meters.

Working with consultant Mike Driscoll, Director of Mike Driscoll & Associates alongside commercial kitchen equipment specialists Caterlink, the kitchens are fitted with a staggering 86 RATIONAL SelfCookingCenter[®] combi ovens, RATIONAL VarioCookingCenters[®], 65 triple and double bank Frymaster units, Lincoln commercial pizza ovens, PureVac vacuum packing units, commercial microwaves from Menumaster, storage and transport solutions from world leader Cambro and a range of Antunes quick service solutions.

"We have 86 RATIONAL ovens in total, they can roast, they can steam, they can bake, you can attach a USB to it so you have all your profiles created on how and what you want to cook," explains Chef Jochen.

This army of combi ovens will not be the only kitchen hand getting put to the test, with Chef Jochen employing 1000 catering staff across the stadium's 24 kitchens, 25 bars and 53 food and beverage outlets capable

HE MASSES

of pumping out a staggering 60,000 meals and snacks per hour! "I feel like someone handed me a key to a new Mercedes," said Chef Jochen.

The job at hand was mammoth and the stadium is the largest singularly awarded kitchen fitout contract nationally. "It is by far the largest project that Caterlink has managed and the timelines we worked with were extremely tight", said Sean Gurney, Caterlink Project Consultant.

"We worked on 109 different areas and each area required a minimum of 3 to 4 service drawings - one for hydraulics, one for electrical, one for mechanical and another for penetration. At any one time we would have in excess of over 300 service drawings in the system that we were reviewing and working on. The time constraints we worked with were crazy, in a 10 month period everything was reviewed, approved, manufactured and installed," said Phillip Van Der Einden.

The surrounding Stadium Park will provide year-round access for visitors of all ages to enjoy the nature playgrounds in the Chevron Parkland, the BHP Boardwalk and Amphitheatre, picnic and barbeque areas, public art, recreational facilities and the opportunity to dine in the buffet or a la carte restaurants that overlook the Swan River. * Caterlink Project Consultants -Sean Gurney & Phillip Van Der Einden, & Regional Sales Manager WA - Clive Gilbert



Photo Credit: Optus Stadium

In the kitchen: Antunes, Cambro, Frymaster, Lincoln, Menumaster, PureVac & RATIONAL



The New Wave

Most people who have visited the Gold Coast in recent years would be very familiar with the Broadbeach haunt Alto Cucina & Bar (the younger sibling of the iconic Mario's). Having closed its doors in early 2017 the DiMattina group have reopened the popular restaurant and watering hole as the Beachside Pavilion.

Beachside Pavilion is contemporary, relaxed and has a nautical beach theme. With an emphasis on great service, quality food and specialising in fresh sustainable seafood, Beachside Pavilion serves hundreds of freshly shucked oysters and the seafood display showcases the freshness and quality of seafood on offer.

"Fresh seafood is a big hero on the menu here – you'll find small and simple plates like grilled octopus with olive oil, lemon juice and dill mayonnaise, as well as colourful poke bowls. If you like it really fresh, then you can choose from the raw menu of kingfish ceviche, tuna and ocean trout tartare, and a selection of sashimi with ponzu," explains Andrew DiMattina, business owner.

The restaurant makeover also incorporated an entirely new kitchen. Together with the assistance from Paul Terzis from Commercial Kitchen Company, the team at Beachside Pavilion installed a new kitchen including Frymaster, Garland, Mibrasa and RATIONAL. **C** The Mibrasa charcoal oven is the absolute best. The team first saw it at Fine Food last year and were convinced that we should have one in this restaurant. I just love it. It imparts a smoky flavour to food that only a wood-fired grill can give, **J** says Andrew.

"The other new piece of kit was a Garland Target Top - it's just fantastic, I've never worked with one before. You can fit a lot more pots and pans on it and move them around the heat without turning down the gas. It occupies the same footprint as a 4 burner but can fit about 8 pans on it."

Open for breakfast, lunch and dinner, 7 days a week the kitchen is constantly on the go.

L It's a pretty busy place; we use the Frymaster Filtration Suites which reduces our filtering time. It's done in 10 minutes; it can take over 30 minutes with other units.

"The RATIONAL self-cleaning aspect helps out too, you just put a tablet in and it just happens, you've got to love that," added Andrew.

Catering for everyone's needs, the Beachside Pavilion also offers a take-away Fish & Chip Bar from a window at the front of the restaurant, perfect for those wanting a quick bite before heading back to the sand and the famous Gold Coast surf. *











WHEN STYLE MEETS POWER & RELIABILITY





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CTPL (Con Tsoubarakis Pty Ltd) specialises in the design, manufacture, supply and installation of commercial refrigeration and foodservice equipment. Founded by Con over 35 years ago, the business is still family owned and operated and located in its originating Adelaide suburb of Royal Park.

From concept to completion CTPL produces high quality products and are renowned for their custom made commercial refrigeration. Each unit is produced from top to bottom using durable materials and powerful motors creating heavy duty, long lasting units. They provide the finest shop-fitting and commercial stainless steel fabrication for retailers Australia wide, and complete commercial kitchen fitouts with custom made commercial range hoods, 2mm thick stainless steel benches and stainless steel products.

We caught up with CTPL Director, John Tsoubarakis (Con's son) to talk about all things refrigeration and foodservice equipment.

How did CTPL first start?

The business was started by my father (Con Tsoubarakis) in the early 70's. He was a fitter by trade and he manufactured a charcoal chicken rotisserie for our family business. We owned and operated one of the first Charcoal Chicken shops in the country. On Saturdays, we would pump out over a 1000 roast chickens. It was a huge success and we started producing charcoal chicken rotisserie ovens and travelling all over the country fitting them. From there we started making warmer ovens to keep the chickens in, then manufacturing fridges, then stainless steel benches and so on.

What have been your career highlights so far and what are you most proud of?

I think we are most proud of the fact that we can walk into any job that we have done and know that the customer has received the very best service and equipment in the country. Our family has been doing this for many years and we have always taken a lot of pride in the work we do and the service we deliver.

What is your philosophy on Customer service?

The key is to listen to your customers. Find out what they are after, understand their needs and when they need it by. It's important that customers feel comfortable with our business and trust us as professionals to deliver what they need. We make sure we work closely with our customers and our suppliers, we all collaborate together. It's a team effort! *



Nominees



CTPL Director - John Tsoubarakis

WWW.CTPL.NET.AU



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Frymaster FilterQuick[™] Automatic Filtration Fryer

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Reduce your operating costs and create a safer working environment whilst achieving constantly great tasting food with FilterQuick[™] Automatic Filtration Fryer.

Simple push button filtration, built in oil quality sensor and automatic oil replenishment results in less manual oil handling. Cook 36kg of chips per hour with 40% less oil and 10% less energy usage. Industry best for high production frying.

- 40% less oil
- 10% less energy
- Minimal oil handling
- State of the art Patented Oil Quality Sensor
- Available in gas or electric models

NEW - OIL QUALITY SENSOR

"

Know exactly the right time to change your oil. Save on oil costs while maintaining best food quality.

"



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EXAMPLE 1 EXAMPLE 1 EXAMP

IN THE WORLD OF FRYERS, ONE SIZE DOES NOT FIT ALL.

As an operator of any commercial foodservice organisation, there are several business factors that should be explored when adding a deep fryer to your kitchen or replacing a current fryer. Some of the questions you should be asking when considering your frying options are:

How much you are frying? What you are frying? How much space do you have? Oil usage? Energy usage? Labour? Total cost of ownership? After sales service?

When examining these factors it is important to do research. Know the facts and truly think about the impact on your overall business. That's why you'll find such a range of pricing and configurations out there in the market today.

KEY CONSIDERATIONS BEFORE BUYING YOUR NEXT DEEP FRYER ARE:



Learn all about Best Practice Fryer Station Management at one of our demonstrations. Extend oil life and produce consistently great tasting fare by managing your fryer!

FOR YOUR NEAREST DEMONSTRATION, CALL DAVID MAGNANINI (NATIONAL CATEGORY MANAGER - FRYMASTER) ON 0429 688 390 OR EMAIL D.MAGNANINI@COMCATER.COM.AU

PATHWAYS

RESIDENCES

THE NEW PATHWAY

Opened in August 2016, Pathways Cronulla Pines is a purpose built 88 bed aged care facility located in the Sydney seaside suburb of Cronulla.

WALKING THROUGH PATHWAYS CRONULLA PINES, YOU COULD BE MISTAKEN FOR BEING IN A HIGH-END RESORT; WITH BEAUTIFUL LANDSCAPED GARDENS, A HAIR SALON/ DAY SPA, REFINED 5 STAR DINING OFFERING OVERLOOKING CRONULLA GOLF COURSE. THIS FACILITY IS PAVING THE WAY IN AGED CARE LIVING, IN PARTICULAR IN THE AREA OF FOODSERVICE AND DINING.



Using fresh, seasonal produce, Executive Chef Barry Rogers creates both beautifully presented and nutritionally balanced menus that are freshly prepared on-site every day. The facility features a café, communal dining rooms and also a private dining room which allows family and friends to share in the dining experience.

We sat down with Pathways Cronulla Pines Executive Chef Barry Rogers to discuss all things food, production and productivity.

How long have you been employed with Pathways Residents?

I have been employed with Pathways Residents for over 10 years now.

I have been in kitchens since I was 15 years old and my experience takes in everything from restaurants, cafes, pubs and hospitals.

Can you tell us about the dining experience and food offerings available to residents at Pathways Cronulla Pines?

Our goal is to deliver both beautifully presented and nutritionally balanced meals. We pride ourselves on accommodating individual dietary requests and cultural preferences.

HOW WAS THE COMMERCIAL KITCHEN EQUIPMENT FOR THIS FACILITY SELECTED?

Our other facilities all have RATIONAL ovens and it was a given that we would have one in this kitchen too. However I was invited by Don Gethings, Business Development Manager - Corporate Chef, to attend a VarioCookingCenter[®] live demonstration to experience the RATIONAL VarioCookingCenter[®].

The demonstration was fantastic and I immediately thought that the unit would be perfect for an aged care facility. I could do away with the bratt pan, and a deep fryer and it also negated a lot of work health safety issues as it eliminates heavy lifting. It drains itself, fills itself, it tilts, it does everything for you.

WWW.PATHWAYS.COM.AU

HOW IS THE VARIOCOOKINGCENTER[®] USED AT PATHWAYS CRONULLA PINES?

PATHWAYS

We use it as a deep fryer, to poach eggs and braise in. We even cook things overnight in it. It really complements the RATIONAL, between the two pieces of equipment they really run the show.

The simplicity of it is fantastic – it's so easy to use. I have pasta cooking on one side and the sauce cooking on the other. It fills itself with water, tells you when to put the pasta in, automatically drains the water when it's cooked, you add the sauce and the dish goes out! It's a simple operation.

IF YOU HAD TO FITOUT ANOTHER KITCHEN IN AN AGED CARE FACILITY WHAT EQUIPMENT WOULD YOU SELECT?

You only really need a VarioCookingCenter[®], a SelfCookingCenter[®], a salamander and a 4 burner stove. Not only are you doing away with purchasing extra equipment but you save on footprint and exhaust/hood size.

There are cost savings everywhere by purchasing a VarioCookingCenter[®]. Yes they may be expensive but the return and savings in the long run are 10 fold. *





In the kitchen: RATIONAL

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Stop Wrestling with your shelving

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- Lifetime warranty against corrosion or rust
- HACCP compliance made easy
- Moisture & chemical resistant
- **Economical**
- Suitable for freezers, coolrooms & dry-stores









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Beyond India

A blend of spice, A blaze of colour, A burst of flavour.

The multi award-winning Beyond India has been serving flavour packed Indian cuisine from its North Adelaide and Modbury restaurants for almost 20 years.

When Robby Gupta and his team noticed that when events were being held, his restaurants experienced quiet times. He decided to take his restaurant out on the road and serve where the customers were.

We caught up with Robby and his team to discuss what's involved in taking their business to the streets and how Beyond India Catering and Events is feeding the masses right across the country.

What was it that attracted you to venture into the food truck scene?

When we started out almost a decade back, catering was dominated by junk food. We already had a great product and all we did was customise it for outdoor events. Our offering is very different from the rest – delicious, filling, good quality, freshly made Indian curries and breads - and that has helped in getting our name out there faster.

We serve the best 'curry in a hurry'! Beyond India started catering at outdoor events through marquee and caravans and when food trucks became a rage in America, the trend started to catch-up in Australia as well. We were quick to join the bandwagon and today Beyond India has a fleet of food trucks and caravans that cater at all big and small events in Adelaide, Melbourne, Sydney and Brisbane.

What equipment features in the Beyond India food truck?

We have state-of-the-art food trucks with equipment suitable for Indian cooking that

helps our staff prepare and serve great food to hundreds of customers at events.

The backbone of our food truck is the Menumaster UC18E microwave and Frymaster deep fryer where we fry all our fast-selling entrée items such as samosa, pakora and chips.

What is the biggest challenge which you face when on the road?

The food truck business is very exciting, thrilling and challenging at the same time. From an equipment point of view, not all equipment is built for mobile conditions. Food truck owners should take care of this when moving their truck on different terrains and roads. We ride long hours with heavy trucks and travel a great deal of distance to reach interstate events and it is important to keep the kitchen equipment safe and secure throughout.

How many covers do you average on an outing?

On average a Beyond India food truck or caravan serves between 80-100 customers in an hour.

What is involved in preparing for a road trip?

We are an experience based business – our curries are an authentic representation of traditional Indian cooking – aromatic, delicious and satisfying, and our chefs recreate the same experience for our customers every single time.

We have invested in kitchen equipment like RATIONAL VarioCookingCenter $^{\circledast}$

units which allow us to cook very large quantities of sauces and curries consistently and efficiently. Ensuring that our production facility is set out correctly facilitates our processes and we place the utmost importance ensuring we operate in hygienic conditions. All of our cool rooms are fitted with Cambro Camshelving Premium Shelving. The main attribute that attracted us to this is that they are antimicrobial and that they fit in with our HACCP system. They are very strong, are easy to clean and are super sturdy.

What do you think is the future for food trucks in Australia?

Australia is an outgoing country where people enjoy outdoor events throughout the year. Customers are looking for convenience and always appreciate good quality food. In my opinion, the food truck market is growing rapidly and we will see entry from many more exciting food trucks in the near future. Australians enjoy a vibrant food culture and this trend will continue to rise. *





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Throughout history smoking has been used as a cooking technique to help preserve and extend the shelf life of food. Nowadays smoking is used to infuse intense, rich and unique flavours. While the smoky flavours generated by hot smoking of meats are best known, seriously good flavours can be created using cold smoking techniques as well. The process of smoking is not a short process and best done in a unit that uses gentle radiant heat to cook at low temperatures for longer periods of time. In today's commercial kitchens a specialised Smoker oven or Cook & Hold oven that also includes a smoker box option are the ideal choice for hot and cold smoking. In fact, a Cook & Hold oven with a smoker unit provides the ultimate flexibility to cook, smoke and hold food in one unit.

Cold

Cold smoking is usually done at temperatures below 30°C so foods like proteins need to be cured or already cooked before being cold smoked. In Smoker ovens the heat can even be turned off to let the smoker gently infuse delicate smoky flavours to various seafood, cheese and sauces.



Hot Smoking

Hot smoking uses gentle radiant heat and smoke to both slowly cook and infuse authentic smoky flavours to meats like beef, pork and chicken. The smoke comes from real wood smoke and the flavours can vary according to the type of wood chips used including apple, birch, maple or hickory wood.

With a Smoker Oven, a creative chef can really experiment with different flavours to create unique dishes that will be the highlight of any menu. Distinctive flavour profiles can be developed through using different types of woodchips, various rubs and marinades and various smoking, cooking and holding times. Alto-Shaam has been at the forefront of providing advanced slow cook and smoking technology for over 50 years, and can be found throughout some of the largest restaurants and chains worldwide.

The unique Halo Heat technology provides a slow, even heat that retains more natural product moisture, reduces food wastage and shrinkage, and offers an authentic smoked appearance and taste for an unbeatable customer experience.

For operators who have always had to constantly monitor and adjust ovens in order to smoke their food, the Alto-Shaam will completely revolutionise the ease with which southern-styled food can be produced. *

LEARN MORE ABOUT HOT & COLD SMOKING, PLUS BE INSPIRED BY OUR RECIPES BY DOWNLOADING OUR FREE SMOKER GUIDE.

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ALTO-SHAAM

CREATE JUICY RIBS, STEAKS & MORE



Cook your food to perfection and hold for hours without compromising food quality.

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Cook & Hold Oven

Juicy prime ribs, full flavoured brisket or succulent pulled pork the menu options are endless.

Achieve precise, low temperature cooking with Alto-Shaam's unique Halo Heat[®] technology. Halo Heat[®] surrounds food with a constant, uniform "halo" of radiant heat that slowly brings the food to the peak of perfection.

Retain more moisture, achieve less product waste and shrinkage, free up time with overnight cooking and cook food to perfection.

No fans. No hood needed. Only big flavour and savings.



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We are on the search for the oldest combi-steamer in Australia!



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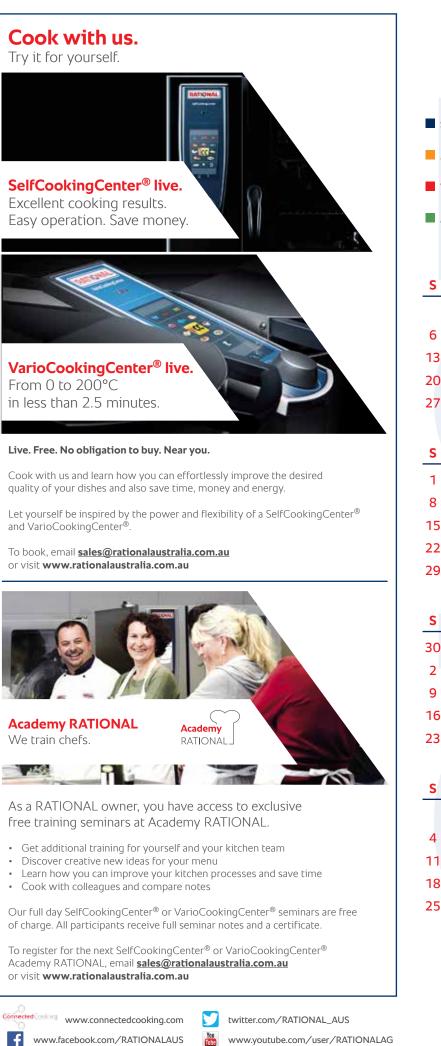
If you think you have the oldest combi steamer in use in Australia (any brand), you could be in with a chance to win a brand new SelfCookingCenter® XS from RATIONAL!

The lucky winner will be announced after the 1st May 2018.

To find out more, please contact:

RATIONAL Australia Pty Ltd (Subsidiary of Comcater Pty Ltd) 96-100 Tope Street South Melbourne VIC 3205

T: 1800 035 037E: promotions@rationalaustralia.com.auW: rationalaustralia.com.au



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RATIONAL

To book calendar events call: **1800 035 327** (AEST 8.30am to 5pm Mon - Fri) or email: **sales@rationalaustralia.com.au** Rational ChefLine[®] call: **1300 663 864** (AEST 8am - 8pm - 7 Days)

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