

# front BURNER

AUTUMN 2015

A Quarterly News Publication for the Foodservice Industry

## The Fat Duck

Inside Heston's kitchen

## #winning @OzHarvest

A new kitchen brings new opportunities

## Lucy who? Lucy Liu.

Eclectic Asian dining

Into the  
*Majestic*  
The Hydro revitalised

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### Contributors & special thank-you to:

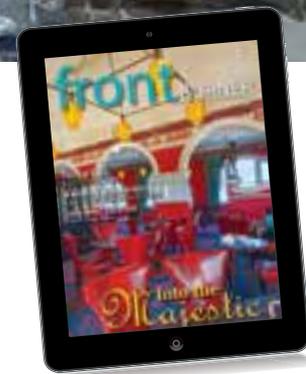
Andrew McConnell, Tony Bizzarri, Ralf Bruegger, Michael Lambie, Zac Cribbes, Mark Sweeting, David Elsum, Martin Latter, Lalith Gunasekera, Anthony Scauso, Wayne Abrahams, Ronni Kahn, Marla Minow, Louise Tran, Salvatore Malatesta, Wendy Van Der Pol, Scott Homesy, Julia Barnes, Mark Whitnell, Rachael Crafar, Bree Philpot, ChungJae Lee, Judy Lee, Steve Frichot, Osman Katirci, Jaimi Starr, Stephen Wilson, Richard Nye.

### Front Burner Issue 20. Published by:

Comcater Pty Ltd  
 (Incorporating RATIONAL Australia Pty Ltd  
 and FRIMA Australia Pty Ltd)  
 156 Swann Drive, Derrimut, VIC 3030, Australia  
 Ph: +61 (0)3 8369 4600  
[www.comcater.com.au](http://www.comcater.com.au)



**On the cover:**  
 Salon Du The at  
 the Hydro Majestic



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## From the Editor



Since Comcater started operations well over 30 years ago there have been many changes in foodservice and hospitality. Starting any type of new business today is a bold move and in this issue we explore a number of exciting new venues like Melbourne's Lucy Liu and Darwin's Seoul Food. We also check in with some longstanding operations that have been revitalised like the impressive Hydro Majestic Resort in Sydney's Blue Mountains and Launceston's Country Club.

Here at Comcater we pride ourselves on being able to support new (and long time) operators as well as our valued dealers to find foodservice solutions and innovations to meet the challenges of today.

Whether it's ensuring food is delivered safely to emergency workers on the frontline via Cambro carriers, or reducing manual handling risks to staff in a hospital kitchen with Frima, there truly is a diverse range of businesses making a difference utilising Comcater products.

I'm also very encouraged to hear of the impact the equipment Comcater donated with the Frost Group is making to OzHarvest. It sounds like Ronni, her team and those they support are enjoying the new kitchen in Sydney.

So whether you've been involved in foodservice and hospitality forever or just starting out, I trust you'll find the stories in this issue provide you with valuable insights and advice.

*Michael Wood*  
**Managing Director**

### Editor

Michael Wood

### Managing Editor

Nuray Akdogan

### Marketing Communications Manager

Vanessa Benallack

### Marketing Coordinator

Lauren Duggan

### Database & Direct Marketing Manager

Shane Vance

### Page Layout & Design

Andrew Chrysostomou

For any comments or suggestions email [marketing@comcater.com.au](mailto:marketing@comcater.com.au)



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from the world of Comcater



# Lucky ducks dine at Heston's Fat Duck



*Michael Lambie (left) listens to the sounds of the sea to accompany this dish*

*Rational and Alto-Shaam in the kitchen*

*Chris Love, Adrian Richardson and Guy Grossi enjoy the tour.*

**Comcater's Tony Bizzarri was lucky enough to secure a seat at Heston Blumenthal's highly sought after Fat Duck during its temporary residence at Crown Melbourne. Lucky for us he shares his experience with Front Burner readers.**

I was lucky enough to join like-minded chefs from various dining establishments across Melbourne to enjoy lunch at The Fat Duck. We met in the bar down stairs at Crown for a beer and the anticipation was high. Although we'd seen many of the dishes on TV and in books, none of us really knew what to expect - but we were hoping for an experience we wouldn't forget, and that's what we got.

Even though chefs can sometimes be the biggest critics of their peers, especially when a name like Heston Blumenthal invades their turf, all of my dining companions were excited for what lay ahead.

We entered the dark steep hallway and the automatic doors open into the dining room. We're faced with dark walls, tables with nothing but white tablecloths and a panorama of the city of Melbourne. Whilst the

design is simple, it provides an elegant canvas for Blumenthal's masterpieces.

It took about five and half hours to get through the 18 courses, the hardest part was waiting for the next one to arrive. We didn't want the experience to end. Every time a new course arrived the feeling was like being a child opening a present on Christmas morning. There was much fun and banter by all during courses. Everyone was discussing the presentation, the produce and the amount of planning involved to get these dishes on to the table.

Gareth Sefton of SHW is a kitchen design consultant based in London who worked closely with Group Exec Chef, Ashley Palmer Watts and his senior team to evolve the original London design for Melbourne. Chris Love from Chris Love Design was responsible for the implementation. Chris was our host and gave us an exclusive tour of the kitchen.

Like everything Blumenthal does, it is the best of the best - from the bespoke French Charvet cooking banks to the Rational SelfCookingCenter® 5Senses® duo. It was a thrill for me to see Alto-Shaam and PureVac in the kitchen as supplied by Comcater.

Whilst there are many copies out there, Heston remains one of the pioneers of this style of dining. He continues to inspire chefs and diners throughout the world with his elaborate food creations and dining experiences.

There is no point discussing each dish one by one, it's not what it's about. Dining at The Fat Duck is a memorable journey for all of the senses from start to finish. The food is as good as you can get and lucky for us we had the privilege to experience it.

*Tony Bizzarri  
Regional Manager VIC/TAS*

# NEWS

ISSUE 20

## HARD WORKING OSMAN HAS 2000 REASONS TO RELAX

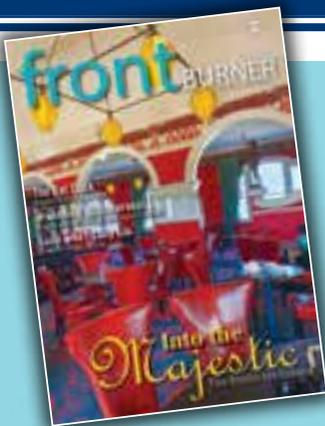


When it comes to cooking with Garland, the judging panel voted Osman Katirci officially #GarlandTough! Osman is Head Chef at Mazi Restaurant at the Lantern Club in Roselands, NSW.

For entering the #GarlandTough competition and telling us how hard he works with Garland, Osman was thrilled to receive first prize of a \$2000 travel voucher that he can use to book his dream trip to Hawaii.

Osman is passionate about cooking the best food he can and knows that hard work is needed for success. Hard work needs heavy duty equipment so Osman relies on Garland.

Congratulations also to two worthy runner's up – Mark Furborough of 13th Beach Golf Club, Barwon Heads and Daniel Briggs of Kong BBQ Restaurant in Richmond who each received a \$100 VISA Card.



### UPDATE & WIN

Congratulations to Clinton Hunter, Chef at the Opal Cove Resort in Coffs Harbour. By signing up to receive Front Burner, not only did he keep updated by receiving the foodservice industry's largest freely circulated quarterly publication, he also won our yearly subscriber draw of a \$250 Visa Gift Card.

To be in the running for this year's prize, update your own details or register a friend/colleague to receive Front Burner via [www.comcater.com.au/frontburner](http://www.comcater.com.au/frontburner) or complete the details using the address flysheet.

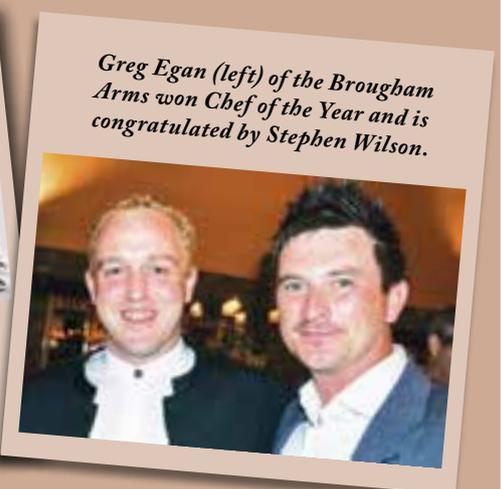
### GOLDEN PLATE AWARDS

Comcater was the major sponsor for the annual Golden Plate Awards that acknowledge the best chefs and venues across regional Victoria. Earlier in the year some of the top chefs competed in a cook off for Chef of the Year in Comcater's South Melbourne kitchen showroom.

Following a number of regional events, the State winners were announced at a gala dinner where Richard Nye and Stephen Wilson from Comcater VIC/TAS presented a number of awards. Congratulations to Greg Egan from Brougham Arms in Ballarat who took out the Golden Plate award for Chef of the Year and The Argus Dining Room in Hepburn Springs for the Overall venue of the year.



*David Willcocks (right) from The Argus Dining Room receives a Golden Plate award from Richard Nye.*



*Greg Egan (left) of the Brougham Arms won Chef of the Year and is congratulated by Stephen Wilson.*

# A FOODIE'S FAVOURITE

with Andrew McConnell

Andrew is certainly a very busy man. Aside from being named 2015 Chef of the Year by The Age Good Food Guide, owning an array of astonishingly successful dining establishments including Supernormal (named Best New Restaurant in the same awards); he also offers his time as an ambassador for food rescue charity OzHarvest. As a regular contributor for Front Burner, Andrew was pleased to share one of his recipes that feature in the latest Urban Harvest Cookbook from OzHarvest.

*My mum has cooked this cake for years. It's a moist comfort food favourite. My siblings and I all took the recipe with us when we left home.*

## Greek Coconut Cake

Preheat the oven to 200°C.

To make the syrup, place the sugar, lemon zest, lemon juice and water in a saucepan and bring to the boil over high heat. Reduce the heat to medium and simmer for 5 minutes. Remove from the heat and cool to room temperature.

Meanwhile, lightly grease and line the base and sides of a 20cm square cake pan with baking paper.

Using an electric mixer, beat the butter and sugar together until light and fluffy. Add the eggs one at a time, beating well after each addition. Gently fold in the flour and coconut, then spoon the mixture into the prepared pan and smooth the top. Place in the oven, then immediately reduce the oven temperature again to 150°C and bake for a further 20-30 minutes or until a skewer comes out clean.

Remove the cake from the oven and stand for 5 minutes before pouring the syrup over. Leave the cake to cool in the pan for a few hours before serving with thick cream and fresh berries.

### Syrup

330g (1 ½ cups) sugar  
5 teaspoons finely grated lemon zest  
60ml (1/4 cup) lemon juice  
310ml (1 ¼ cups) water



20 minutes prep



40 minutes cook

### Other Ingredients

125g soft unsalted butter  
220g (1 cup) sugar  
4 eggs  
150g (1 cup) self-raising flour, sifted  
180g (2 cups) desiccated coconut  
Thick cream and fresh berries to serve.



Serves 10-12



### 👍 'Like' us to win

Like Comcater's Facebook page before March 31, 2015 and go into the draw to WIN a copy of Urban Harvest. [www.facebook.com/comcater](http://www.facebook.com/comcater)

*Reproduced with permission - OzHarvest and Andrew McConnell*

*An iconic landmark*



# A GRAND VISION realised of a majestic icon

**After an extensive and elaborate restoration, the Hydro Majestic resort re-opened in December 2014. While there are 54 guestrooms across several accommodation styles, it is the array of unique and elegant dining that draws visitors from near and far.**

Perched overlooking the Megalong Valley, the Hydro Majestic at Medlow Bath has long been an iconic Blue Mountains destination that evokes fond memories a bygone era.

Construction of The Hydro Majestic began as early as 1903 when Mr Mark Foy – a retail baron of the era

embarked on his vision to create Australia's first health retreat falsely believing there were local mineral springs. Over the next century the 'Hydro' as it was affectionately known operated under a number of guises including a hotel, health retreat, even a hospital for US troops during World War II. From

the original premises, the resort expanded to consist of five iconic buildings all with different and unique architectural styles.

Throughout its history, ensuing owners made varying levels of investment that saw the once glamorous and prestigious reputation of the Hydro Majestic begin to fade. Enter The Escarpment Group – an independently owned and operated business that acquired the property; an addition to their portfolio of three other luxury Blue Mountain properties.

In 2008 The Escarpment Group promptly closed the doors on the Hydro Majestic to begin an extensive renovation that involved carefully peeling back the layers of neglect and adding back the luxe. The Hydro Majestic re-opened in late 2014 following a carefully



*The entrance foyer under the Casino dome*



*Breathtaking views from the Wintergarden restaurant*



*The chic Cats Alley feature original furniture and artwork*

considered refurbishment and restoration project.

Mr. Ralf Bruegger - Group General Manager of the Escarpment Group leads the operations management team and was kind enough to guide us through the remarkable transformation of the 'Hydro'.

### **The "Casino"**

Perhaps the most iconic and recognisable building is the grand dome that forms the entrance to the Hydro Majestic. Although emblazoned with the word "Casino" it was never used for Gambling. Transported from a 1927 tradeshow in Chicago it was reassembled as a grand entertaining space featuring an ornate half barrel vault ceiling. After years of neglect, the Casino has been thoughtfully restored featuring original artwork and opulent furnishings.

### **Wintergarden**

Entering from the impressive Casino entrance, the expansive views across the Megalong Valley are as breathtaking as the decor

of rich golden amber hues and understated art deco elegance of the Wintergarden restaurant.

Serving a traditional 3-tiered high tea throughout the day and a nightly dinner menu featuring a choice of mains and tasting platters for entree and dessert, the simple menu is proving very popular with 250 covers daily just for high tea.

According to Ralf, "we're providing our guests exceptionally well produced 'back-to-basics' food as it's what they want. We're always busy."

### **Majestic Ballroom**

Throughout its history the Majestic Ballroom has undergone transformations according to the various owners taste and budget. Three distinct sections have now been blended into a formal function space that evokes the grandeur of a bygone era. Featuring fireplaces, distinctive curved windows and vaulted ceiling, the Ballroom now captures the quintessence of why the Hydro Majestic is such an icon.

### **Salon Du The**

Opening fully in early April 2015, the Salon Du The will be an opulent tea and dumpling bar featuring refined Asian cuisine complimented by cocktails and wines. Once the billiard room, the dining space captures the ambience of the British Empire in the east and reflects the rich colours of the orient.



*The Salon Du The features lights from the original billiard room*

### **Cats Alley**

Cats Alley was so named because of the two legged 'cats' who would lounge in the walkway adjacent the billiard room admiring the view or passing parade while waiting for the "tomcats" to finish playing billiards.

Now an incredibly chic space that continues the rich oriental theme, it features original murals together with many of the couches from the 1930's that have been re-upholstered

The Hydro Majestic Hotel  
5288 Great Western Highway,  
Medlow Bath NSW  
Ph: 02 4782 6885  
www.hydomajestic.com.au  
*In the kitchen: Rational, Garland, Frymaster,  
Cambro, Lincoln & Tecnomac*



*The elegant Majestic Ballroom*



*The Boiler House offers all day dining with exceptional views*

using plush fabrics. When open it will no doubt again be the place to be and be seen.

### **Boiler House**

Originally built in 1889 as the source of electricity for the Hydro, the Boiler House has been transformed to a cafe providing an all-day casual dining option and serves up to 350 covers daily with menu that includes pizza, pasta and Australian cuisine showcasing regional produce.

### **The Mark Foy Pavilion**

Part museum, part local provedore and part retail space, it includes many antiques from the property. This is contrasted by a plethora of Hydro Majestic merchandise including 30 custom made teapots and silk scarves emblazoned with motifs referencing the new decor. According to Ralf though, it is the regional produce that stands out.

“Visitors can purchase everything they need for a picnic including cheese, smallgoods, breads, preserves

and home-made gelato. Accompanied by local wines and on-site roasted coffee, it’s a one-stop showcase of local produce. Of course if a picnic basket or blanket is needed they are available here too.”



*Picnic baskets available in the Pavilion*

### **Creating a Majestic Kitchen**

With an impressive hospitality career in many 5-Star operations Ralf knows what’s needed in a kitchen. The development of the main kitchen was a 3 month process. While the original design was very much tailored to a fine dining experience, Ralf realised that in order to cater for the numbers expected across a variety of venues a new design was needed. Ralf and the chefs now love the layout of the kitchen which utilises any available space as storage or refrigeration.

When it came to the fit out, Ralf worked with Peter Ribarovski and the team at the Catering Equipment Warehouse to select the required equipment. For Ralf who started his career in Germany, he knew what was best and the most reliable so a line up of Rational units was on top of the list.

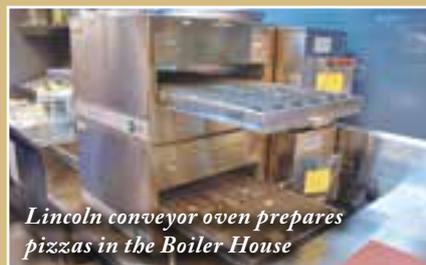
“With the scale of investment spent on the property’s restoration, not only did we want the best equipment

but we also wanted heavy duty equipment that is built to last. With Rational, Garland, Frymaster,

Tecnomac and Cambro installed across our kitchens, I’m comfortable we’ve made the right choice.” ❄



*“... I’m comfortable we’ve made the right choice.”*



*Lincoln conveyor oven prepares pizzas in the Boiler House*



*Ralf Bruegger can rely on Rational*

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Entering via the cobbled lane through the neon lit passage, there's an expectation of entering a chic funky nightclub in Asia. Except you're not in Asia, you're entering Lucy Liu located in Oliver's Lane in Melbourne's CBD

Executive Chef Michael Lambie (also of The Smith in Prahran) together with fellow partners George Sykiotis, Scott Borg and Zac Cribbes (Head Chef) make up the formidable team behind Lucy Liu. Working with talented architect Rodney Eggleston from March Studios they have transformed a former French bistro (PM24) to a modern and lively space featuring timber battens and polished concrete inspired by travels to Shanghai and Hong Kong.

Since opening in mid 2014 Lucy Liu has firmly established itself as an eclectic eating and drinking space which offers Asian inspired sharing tastes with cool drinks in a stylish and buzzy street-food environment. Resisting the modern trend of "no-bookings", reservations are accepted for tables while tall seats along a bar overlooking the kitchen are available on a walk-in basis.

Melbourne diners love great Asian inspired food and they know when they've found it. With an organised kitchen and prompt front of house service, the team at Lucy Liu continue to do 500 covers daily. According to Michael,

"we're really organised and prepare in advance to make the busy times easier."

"For our pork belly we steam large sections in master stock for 14 hours overnight in the Rational Combi oven. We cool it in the Tecnomac blast chiller, then portion to size so that 300 servings are ready to be fried and served immediately. In fact many of our meats are slow braised so the Rational is on the go all the time. I love Rational; the kitchen couldn't function without it."

The design of the open kitchen with a straight line of equipment is critical to the quick service. Michael wanted hard wearing equipment hot enough to handle the pace so for him it could only be the Garland Master Series and Frymaster. Since installing a Garland Master Series at Circa in 1999, Michael has been a loyal Garland advocate ever since; "Garland never lets me down."



*A single line up features Frymaster, Garland and Rational*

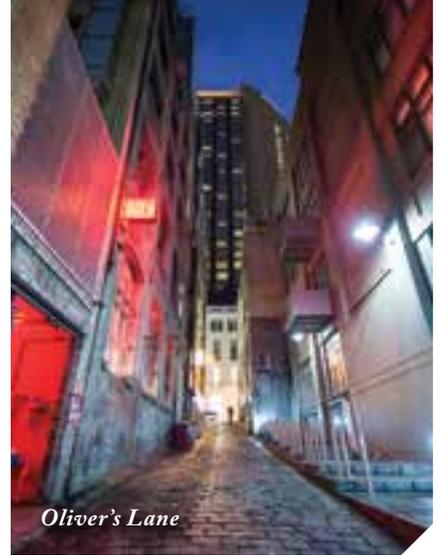


Three passes keeps the kitchen flowing

*“Garland never lets me down”*



Executive Chef Michael Lambie (left) and Head Chef Zac Cribbes



Oliver's Lane

With target tops that are incredible at retaining heat, together with a six burner cooktop and char grill, the Garland Master series is tough enough to handle whatever the Lucy Liu team can dish out.

Frymaster deep fryers have quick temperature recovery and with in-built filtration systems they also

save time through automatic oil filtration.

In terms of design, Michael together with head chef Zac Cribbes created a free flowing kitchen with no bottlenecks. The key according to Zac is having three passes – one for entrees, one for mains and one for desserts and larder.

“When we’re full it means we can be serving entrees, mains and desserts all at the same time so no food is waiting to be served.”

This is good news for Melbourne diners keen to experience the best of Asia flavours presented perfectly in just one dining experience. Just look for the Lucy Liu neon glow. ✨



The Lucy Liu pork belly



Timber battens feature in the mod-Asian design

Lucy Liu  
 23 Oliver Lane, Melbourne, VIC  
 Ph: 03 9639 5777  
[www.lucylius.com.au](http://www.lucylius.com.au)  
 In the kitchen: Garland, Frymaster, Rational & Tecnomac

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The Foodservice Industry Australia (FIA) awarded the Rational SelfCookingCenter® 5Senses® the most innovative product of 2014 and RATIONAL Australia's Mark Sweeting as 2014 FIA Representative of the Year for his service to the industry.

The FIA is an Australian member based national organisation of the foodservice industry that focuses on knowledge sharing, networking and educational events headed up by Carol Rothschild.

The awards are judged by an industry panel based on nominations provided by the members. The judging process involved a series of interviews and presentations by both the nominee and also their customers.

As the winner of 2014 FIA Representative of the Year Mark Sweeting, Manager RATIONAL Australia, was recognised for his professionalism, integrity, communication, customer service and support to the foodservice industry in his role of representing RATIONAL Australia.



*Mark Sweeting, Manager  
RATIONAL Australia*



"I am honoured to receive this award from peers and partners across the foodservice industry. It is truly a privilege that I am able to help and support chefs achieve their vision by cooking with RATIONAL."

For the first time, the FIA also awarded the Foodservice Equipment, Accessory or Service Innovation of the Year - Non-Food.

Launched last year, the new Rational

SelfCookingCenter® 5Senses® was nominated by FIA members to receive this inaugural award.

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Regular RATIONAL events are held throughout Australia. To enquire about any event please call **1800 035 327** (AEST 8.30am to 5pm Mon - Fri)

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- Discover the new intelligence assistance functions
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Regular demonstrations are held nationally and are FREE to attend with no obligation. REGISTER NOW!



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Big inside

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The new VarioCooking Center MULTIFICIENCY® 112T offers maximum possibilities, even on the smallest available surface. With the VarioCooking Center MULTIFICIENCY® you can boil, sear, braise, fry, deep fry, cook at low temperatures, melt chocolate, confit, sous-vide... without watching, without burning or sticking and without having to cope with the stress of pots and pans. FRIMA can replace brat pans, kettles, deep fryers, flat grills and other traditional cooking equipment in your kitchen, saving you space, time and money.

The VarioCooking Center MULTIFICIENCY® 112T offers greatest flexibility on small surfaces and can be used anywhere – on a table, a work bench, a central cooking block, or in production areas... wherever you need it.

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[www.frima-australia.com.au](http://www.frima-australia.com.au)



Experience the versatility and possibilities of FRIMA at regular demonstrations held throughout the year

To book calendar events call: **1800 035 327**  
(AEST 8.30am to 5pm Mon - Fri)

MARCH							APRIL						
S	M	T	W	T	F	S	S	M	T	W	T	F	S

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MAY							JUNE						
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JULY							AUGUST						
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NOVEMBER							DECEMBER						
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29	30						27	28	29	30	31			

■ **FRIMA Cooking Live (FCL):**  
10am start

# THE FRIMA REPORT

**VarioCooking Center®**  
MULTIFICIENCY



## Boiling, frying and deep frying all in 1 unit.

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### Volume and consistency is critical

**Executive Chef, Martin Latter and his team of talented Chefs at Brisbane Convention & Exhibition Centre (BCEC) have tantalised the taste buds of princesses, pop stars, movie stars, athletes as well as thousands of everyday people including the G20 Leaders in 2014.**

The Brisbane Convention & Exhibition Centre, a member of the leading international venue management group AEG Ogden, has earned a reputation for its contemporary cuisine and restaurant style presentation that has been recognised with 62 catering awards.

Catering for 50-80 separate events every day means Martin and his team need to rely on equipment that produces the volume required – and of the quality and consistency they're renowned for.

With a FRIMA VarioCooking Center MULTIFICIENCY® 311+



*Martin Latter chooses the desired settings confident in the quality that will be produced.*

that includes pressure cooking this is made possible.

Popular dishes on the BCEC menu include stroganoff and curries which requires hundreds and hundreds of kilos of meat to be braised and sautéed. Previously this was done using three conventional brat pans that take half an hour just to heat up. With a 150 litre capacity, rapid heating and precise temperature control, the FRIMA 311+ does the same task in half the time with greater yield.

Lalith Gunasekera, Executive Sous Chef, explains how the addition of cooking under pressure saves even more time.

“For our Tomato Jam we use 650 kilos tomatoes and 40 kilo of onions. It used to take us a whole day but with the Frima 311+, it takes just 5 hours. Beginning with pressure cooking, the tomatoes and onions break down quickly before I set it to exactly 120 degrees knowing that it won't burn and I don't have to stand there stirring it. I also recently produced a perfectly clear chicken stock in just one hour under pressure.”

For Martin, consistency regardless of volume is critical.



*According to Lalith Gunasekera, cooking times are halved.*

“Because of the sheer numbers and types of events held here, every day we have different quantities to produce. We set our desired result and despite the size of the load or even size of the product, Frima automatically adjusts and tailors the cooking process that delivers the same consistency of results every time.

“Thinking back to what I saw at the Frima product demonstration, I can honestly say that the FRIMA VarioCooking Center MULTIFICIENCY® 311+ actually delivers the volume, quality and consistency it promised.” ❁

# PROVIDING PLATINUM SERVICE

When a business doesn't advertise but continues to be engaged by some of Sydney's leading restaurants and venues, they must be doing something right. We sat down with Platinum Commercial Kitchens Director Anthony Scauso and Sales Manager Wayne Abrahams to discover more about the Platinum experience



Wayne and Anthony

Anthony started Platinum Commercial Kitchens nearly 10 years ago and since then the business has grown into a trusted reputable commercial kitchen consultancy providing personalised design and project management, fabrication work and of course all commercial catering and kitchen equipment.

Anthony attributes his success to the personalised service provided to customers. "It might be as simple as answering your phone at 4.30 on a Friday afternoon and getting back to someone when you've promised. Everyone's busy but we always make time for our customers".

Customers appreciate their work and recommend them to others. Anthony doesn't advertise Platinum's services as the majority of work comes from word of mouth referrals.

Anthony is comfortable with a small team of only 8 as it keeps them focussed on providing personalised service. He has high standards for Platinum and built his team with people he knows share his vision. With an extensive background of managing and working in large commercial kitchens Wayne Abrahams joined the company a year ago as Sales Manager. He shares Anthony's views of doing it once and doing it right with no shortcuts.

Wayne has detailed knowledge of all types of equipment so while he prides himself on listening to what clients want, by knowing what they want to achieve Wayne is able to develop the right equipment profile for that business.

For Wayne, "It's all about trust. Our reputation is based on the

equipment we recommend. If something goes wrong, they blame Platinum not the equipment. We have to trust the equipment we install."

That's just one of the reasons why they choose to specify equipment from Comcater.

Sometimes clients want to "touch and feel" the equipment before purchasing so working closely with Sharyn Dale, Comcater NSW Area Sales Manager they can utilise Comcater's Sydney showroom to offer this - including live demonstrations of Frima and Rational.

It's taking the time to listen to customers, visiting their sites to fully understand their needs that sets Platinum apart.

"I enjoy being on site, it's great. I miss it if I'm in the office too much" said Anthony.

For a recent project at Nomad in Surry Hills, Anthony's advice was to change from a hood style dishwasher to a Comenda rack conveyor which ultimately saved on wage costs. With staff not having to stand and wait to load and empty racks, one less dish hand was required and the remaining staff finished up by 1am instead of 3am. The savings made on one piece of equipment prompted this customer to then engage Platinum to review their entire kitchen design and equipment. ✿



Nomad in Surry Hills was a recent project

Platinum Commercial Kitchens  
10 Wetherill Street, South Lidcombe NSW  
[www.platinumcommercialkitchens.com.au](http://www.platinumcommercialkitchens.com.au)

# “IT’S A WIN-WIN FOR EVERYONE”

Ronni Kahn

**OzHarvest have celebrated its 10th birthday by moving to a new location in Sydney that features a new kitchen that Ronni Kahn, OzHarvest founder, explains will help to revolutionise the work of this organisation.**



Spending even just a short time with Ronni Kahn, the passion and enthusiasm for the charity she founded a decade ago is contagious. In 2004 Ronni was astonished by the amount of excess food from a wide range of commercial foodservice businesses that was going to waste.

She decided to do something about it and by 2005 she had petitioned governments to change food safety legislation. This enabled surplus food to be collected by OzHarvest and re-distributed to the disadvantaged within the community.

Fast forward to today and OzHarvest has delivered more than 30 million rescued meals from over 2000 donor businesses with the help of more than 1000 volunteers.

Research indicates some 30-40% of all food produced for consumption goes to waste. OzHarvest collects quality excess perishable and surplus food from all types of food providers and commercial businesses like fruit and vegetable markets, supermarkets, hotels, farmers, stadiums, corporates, catering companies, shopping centres, delis, cafes, restaurants, boardrooms, as well as film and TV shoots.

OzHarvest then delivers it direct and free of charge to 600 charities providing much needed assistance to vulnerable people throughout Australia.

OzHarvest’s mission remains focused on the activity of rescuing and distributing food. However to keep expanding the areas and groups OzHarvest can support, just like any charity, the donations need to keep rolling in.

Guided by Ronni’s vision, a number of supplementary projects were developed that not only complemented OzHarvest’s principal activity but also generated an income stream. For the past five years, without their own kitchen, they had to rely on borrowing or renting out commercial kitchen space all over town to run these programs.

Thanks to generous donors, OzHarvest was donated a new commercial warehouse space in Sydney. The dream was to have a commercial kitchen installed so they could conduct these programs on their own terms. With the help of the Frost Group and Comcater, that dream has become a reality.

The Frost Group is a leading supplier of quality commercial catering

equipment, including custom refrigeration, design and installation. When they committed to creating a donated commercial kitchen for OzHarvest, Michael Pultar from Frost contacted Michael Wood, Managing Director for Comcater who agreed to support the project.

“On behalf of Comcater, I was glad to support the important work of Ronni and the OzHarvest team by providing quality Mareno and Cleveland products to their new kitchen.”

Comcater donated Mareno range cook tops to the testing kitchen used for teaching programs and group events. A Mareno bratt pan and Cleveland kettle were installed in a production kitchen which has meant even more meals can be produced with less food going to waste.

According to Ronni there’s a downside to having such a professional kitchen: “We look so professional with our commercial kitchen that we need to remind everyone we still need continued support and donations. Many chefs only wish they had a kitchen like this. I have to keep reminding everyone ‘It’s all donated!’ It’s a great problem to have.” ❄

## CREATING OPPORTUNITIES

With a new on-site kitchen featuring Mareno and Cleveland, the team at OzHarvest can deliver educational programs and redirect more funds to continue their food rescue mission.



## NOURISH

Nourish is a program that Ronni had wanted to implement for the past 4 years but didn't have the necessary resources. The aim of Nourish is to provide opportunity for disadvantaged youth to receive training, skills and mentoring in a commercial kitchen to set them on a pathway to employment in the food and hospitality industry. The first group of students are now undertaking the Nourish program and are very excited by the opportunity: "Woohoo, we get to cook in a professional kitchen here!"

## COOKING FOR A CAUSE

The kitchen is also integral to new social enterprises that will generate income – like the Cooking for a Cause program. For a healthy fee, corporate groups come and cook in the OzHarvest kitchen as a team building activity. With volunteers and chefs providing support they compete with each other to cook the best dish using rescued produce and another special ingredient – "love". This food is then distributed to those via the OzHarvest network. Many high profile chefs are proud to be OzHarvest Ambassadors and Ronni's vision is to use the new kitchen so that they can hold various pop up dinners and food events throughout the year as fund raisers.



*"Woohoo, we get to cook in a professional kitchen here!"*



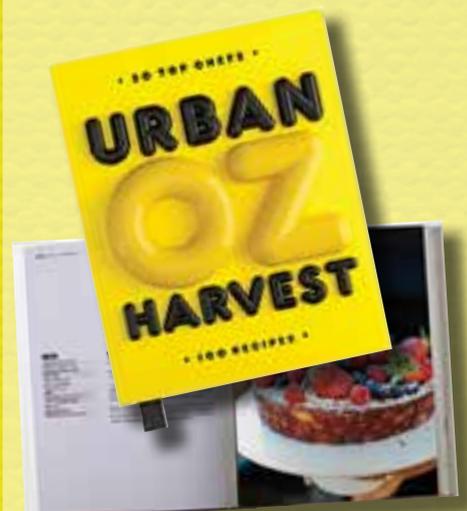
*Cooking with a special ingredient - love*

## NEST

"We want to educate people to nurture themselves" declares Ronni. NEST (Nutrition Education Sustenance Training) is tailored specifically for the agencies that are supplied rescued food by OzHarvest. It encourages not only agency staff and volunteers but also those they support on how to make healthier food choices, cook with different ingredients and learn safe food preparation practices. With their own kitchen, classes can be scheduled with greater certainty and frequency meaning more people benefit from these educational programs.

## URBAN HARVEST COOKBOOK

OzHarvest have released the Urban Harvest cookbook. The cookbook includes contributions from 50 of Australia's most celebrated chefs including Matt Moran, Andrew McConnell, Neil Perry and Guillaume Brahimi with the focus on "Think, Eat, Grow". Urban Harvest is available to purchase at [ozharvest.com.au](http://ozharvest.com.au) and a single purchase of this book will deliver over 100 meals.



## 👍 'LIKE' US TO WIN

Like Comcater's Facebook page before March 31, 2015 and go into the draw to WIN a copy of Urban Harvest. [www.facebook.com/comcater](http://www.facebook.com/comcater)

OZHARVEST HQ SYDNEY  
G3/G4, 46-62 Maddox St, Alexandria, NSW  
Phone: 1800 108 006  
[www.ozharvest.org](http://www.ozharvest.org)  
*In the kitchen: Mareno & Cleveland*

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from the world of Comcater

**COMCATER**  
- foodservice equipment



# When serious coffee meets serious food

**To an outsider, the simple whitewashed brick building could just be another warehouse in inner urban South Melbourne. But to coffee connoisseurs of Melbourne (and around the world) they know this is St Ali - where specialty coffee roasting is taken very seriously.**

For St Ali owner Salvatore Malatesta, by having a cafe in Melbourne that's renowned for serious coffee; he needed to be serious about food too.

Working with Comcater, a new kitchen was installed at St Ali that opened in December 2014 and for Salvatore it had immediate results.

"New Years Day is our biggest day of the year. This year we served 1020 meals and turnover for the day was up 50% on the previous year. Yes, people had an hour wait for a table but they only waited 10 minutes for their meal."

Reducing waiting times increases turnover and in turn revenue. In 18 months Salvatore believes the new kitchen will have paid for itself because of the extra capacity. The equipment line up features a Garland range, Rational SelfCookingCenter® 5Senses® and Frymaster fryers.

St Ali's head chef Andrew Gale is ecstatic about the new kitchen layout.

"It's really quite revolutionary for a cafe as there's now different sections, just like a fine dining restaurant or hotel."

With a new kitchen design and heavy duty equipment that can handle the production volume, capacity out of the kitchen has increased by at least 20%.

According to Salvatore, optimising the space in the kitchen saves on labour costs as well. "We can have a full team working simultaneously on mise en place and service so we never run out of food. Instead of prep teams coming in early or at day's end, we have everyone in throughout the day and they all go home by 6.30pm."

Salvatore believes that when opening a restaurant good food is assumed.

"If you can't cook, don't bother. It's the service and the vibe of a dining experience that makes the difference." He thinks it's the same for equipment - if



you don't have the best equipment and follow up service, don't bother.

Comcater was chosen to supply equipment for the new St Ali kitchen because for Salvatore they were accommodating, responded to queries quickly and were patient with their changes. Stephen Wilson from Comcater and Matthew Kent from Mariljohn worked closely with Salvatore to redesign the kitchen from the original tender which maximised the space allowing for separate sections and an equipment line up that has made such an impact to the already hugely successful St Ali. ❁



*In 18 months Salvatore believes the new kitchen will have paid for itself.*

St Ali  
12-18 Yarra Place, South Melbourne, VIC  
Phone: (03) 9686 2990  
www.stali.com.au  
*In the kitchen: Garland, Rational & Frymaster*



Wendy Van Der Pol



Equipment was selected to reduce OH&S risks.



**Creswick Hospital and Nursing Home is part of the Hepburn Health Service that provides public health services across the Hepburn Shire in central Victoria. Their recently completed new kitchen sets a new standard for making kitchens a safer place for employees and clients.**

Hepburn Health was fortunate to secure government funding for a brand new kitchen for the Creswick campus when continued issues with rising damp meant the existing kitchen was no longer operationally viable. Creswick's kitchen provides daily meals for onsite patients and clients as well as meals for the Daylesford and Clunes campuses and the Hepburn Shire's Meals on Wheels service.

Wendy Van Der Pol, Manager, Hotel Services of Hepburn Health Services is proud of what has been achieved. "When we were designing the new kitchen, it was important that it have the capability to produce meals for the current operation and also the growing needs of campuses across the Shire. Moreover, there was a strong

focus to reduce manual handling for our staff. We wanted to create a kitchen that would be safe for our staff to work in", explained Wendy.

Wendy consulted Stephen Wilson from Comcater and Thomas Catering Equipment in Ballarat to prepare the tenders that ultimately secured the funding for the specific

kitchen equipment that helped to reduce manual handling risks and increase productivity at the Creswick campus.

Wendy is pleased with how the FRIMA VarioCooking Centre MULTIFICIENCY® 211+ has eliminated many OHS risks for staff preparing sauces, pasta and casseroles.

MANUAL HANDLING ISSUE	EQUIPMENT SOLUTION
Kitchen hands and chefs sharing space around dishwasher to wash serving ware as well as cooking equipment.	Two Comenda dishwashers - one in cooking area for chefs and one in preparation area for kitchen hands.
Heavy pots lifted on/off cooktops for cooking/boiling.	Using the accessory baskets with Frima.
Liquid chemicals required for cleaning equipment.	Rational self cleaning program using CareTabs much safer and efficient.
Double handling of food during the preparation and cooking process.	Prepared food is placed on Rational trolleys making transporting food around the kitchen easier.

Hepburn Health Service  
 Creswick, Clunes, Daylesford and Trentham  
[www.hhs.vic.gov.au](http://www.hhs.vic.gov.au)  
 In the kitchen: Rational, Frima, Comenda, Garland, Frymaster, Cambro & Tecnomac



“We use the Frima accessory baskets for boiling and deep frying meaning staff no longer have to handle large pots.”

The successful tender also included two Tecnomac blast chillers which work seamlessly in conjunction with the Rational units to maximise kitchen operations.

“We can now chill greater volumes of cooked food rapidly so it can be delivered to other sites within shorter time frames.”

Wendy commented how the staff enjoyed attending training sessions conducted at the Comcater demonstration kitchen in South Melbourne so they could better understand the technology of the new equipment.

“Our chefs learnt how the pressure cooking feature with the Frima can significantly reduce the cooking time of corned beef with increased yield.”

By working with the Comcater team to select and install quality equipment that addressed specific needs of the Creswick kitchen, Hepburn Health has created a safer workplace for staff making it easier and more efficient to deliver meals to patients and clients across the entire shire safely. ❁

# **EMCS** **READY TO SERVE**

Whether it's the NSW Rural Fire Service fighting fires or the SES responding to emergency situations, all emergency workers need fresh, quality and nutritious food to help them endure the challenges of any crisis.

**E**mergency Management Catering Services (EMCS) located on NSW's Central Coast proudly supports these organisations by providing catering in emergency situations.

For business owner and chef Scott Homsey, serving tasty food in remote locations presents unique challenges but these are easily overcome by using a range of products from Cambro.

Previously food was often supplied to emergency sites in eskies full of ice where sandwiches and rolls ended up soggy. Scott believed these emergency workers deserved better.

According to Scott, food safety is paramount. “Hot food needs to be hot, cold food needs to be cold.” That's why the food produced at EMCS is delivered to remote locations using Cambro Camcarriers including a Camchiller insert that keeps salads cold and a

Camwarmer plate that keeps dishes like rissoles or pasta hot. EMCS provides many wet style dishes confident that Cambro food pans with grip lids keep them secure.

“We can't afford to make one person sick, let alone a whole team” explains Scott. “With Cambro we know that food leaving our kitchen arrives on site ready to be served at safe temperatures.”

Working with Caterquip Australia, EMCS has put together a range of food safety solutions for the emergency services using Cambro. This includes hand wash stations, Camcarrier buffet kits and 9.5 litre beverage containers for milk, coffee and hot water.

With Cambro, EMCS can safely serve those who serve us. ❁

*EMCS Director Scott Homsey with Cambro Camcarriers used for emergency catering.*





The Terrace offers paddock to plate fine dining

# EMBRACING THE NEW

**When the Launceston Country Club opened over 32 years ago it was well ahead of its time in offering a complete resort experience. Today it is embracing advanced cooking technology that will take it though the next 30 years and beyond.**

Operated by the Federal Group and located just outside of Launceston in Tasmania, the resort has 104 accommodation rooms plus Golf Villas, a boutique casino, golf course, multiple leisure options as well as six restaurants and five bars.

The Country Club's signature restaurant is The Terrace which remains one of Tasmania's most awarded restaurants. The menu presented at the Terrace focuses very much on a paddock to plate ethos with everything made on premises in the dedicated kitchen.

In fact, there are plenty of kitchens throughout the venue as the 30 year old design allowed for a dedicated kitchen for every dining area. Rational have been a feature of many of these kitchens with the "newest" being 10 years old - that is until recently.

When the inevitable time came to update various kitchens the focus has been on incorporating new technology that will help to revolutionise the kitchen operations for the next 30 years.

Bill Hill from Tasmanian Hotel and Catering Supplies has a long association with the Country Club and been a strong advocate of embracing advanced cooking technology. Mark Whitnell, Hotel Manager and Rachael Crafar, Executive Chef were eager to discover more.

Mark and Rachael visited Melbourne and were guided by Rational's Aaron Martini and Comcater's Stephen Wilson through a customised presentation and visits to reference sites. Here Mark and Rachael were able to discuss with operators on the benefits of Rational

SelfCookingCenter® 5Senses® and FRIMA VarioCooking Centre MULTIFICIENCY®.

For Mark the visit was a "deal-breaker" and for Rachael it further opened her eyes to the possibilities offered by using Finishing® from Rational.

Fast forward a few months later and all the chefs are astounded by the difference a number of new Rationals and Frima have made to the kitchens. Rachael is especially thrilled with the consistency of the results and having the time to be able to plate up dishes perfectly.

For Mark, he is impressed with how the whole team has embraced the technology and their acknowledgement that improving operations to improve the business's bottom line is as important as presenting the perfect dish. ✱



Country Club Tasmania  
Country Club Avenue, Prospect Vale  
Launceston, TAS  
[www.countryclubtasmania.com.au](http://www.countryclubtasmania.com.au)  
In the kitchen: Rational & Frima



Coffee pork ribs



Korean speciality Bibimbap



# Food for the SEOUL

Whilst there was much excitement surrounding the opening of the luxury Élan Soho Suites hotel in Darwin, there was even greater anticipation surrounding the opening of the hotel's restaurant Seoul Food – the Territory's first Korean restaurant.

*“Frima is my new best friend. The simplicity of this machine is like no other.”*



After a successful career establishing the award winning Korean restaurant Mapo in Adelaide's CBD, Korean born chef Chung Jae Lee has headed north bringing a wealth of experience to his role as Executive Chef at Seoul Food in Darwin.

Chung Jae established Seoul Food guided by a vision to create both a unique and familiar dining experience. While introducing Korean cuisine to Darwin, Seoul Food also serves modern Australian cuisine including many tempting desserts. Chung Jae wants diners to come to Seoul Food for his famous Korean cuisine and then return regularly to enjoy a wide range of dishes from the breakfast, lunch and dinner menus.

A popular lunch dish is the signature Korean dish Bibimbap which is served in a stone bowl with a variety of ingredients including marinated vegetables and rice. It is mixed up at the table and continues to cook in the hot bowl making the last few mouthfuls crispy. For dinner, diners can't get enough of the famous Coffee Pork Ribs which according to Chung Jae are “so tender you only need chop sticks to eat these with.”

Chung Jae Lee is well known as a driving force behind the surge in Korean cuisine across Australia and has been appointed a NT Ambassador for the “Restaurant Australia” tourism campaign. For Chung Jae “It's a great honour to be working with Tourism NT. I am proud to showcase the

cuisine of my heritage with the vast range of quality fresh produce available in the NT.”

Chung Jae recognises the importance of ingredients for his cooking. It's the same for the kitchen, so he consulted Steve Skinner of Reward Distribution to source top quality ‘ingredients’ that included Mareno, Rational and Frima.

“The Mareno range is perfect to produce not only a Korean style menu but for all cuisines. It's such a beautiful product that suits our open style kitchen plus the cantilever framework makes it easier to clean with great access.”

Chung Jae did highlight his favourite ingredient in the kitchen – the FRIMA VarioCooking Centre MULTIFICIENCY® 211. “FRIMA is my new best friend. The simplicity of this machine is like no other. It delivers time savings, labour saving and is incredibly versatile!” ❄

Seoul Food  
Élan Soho Suites  
31 Woods Street, Darwin NT  
Ph: 08 8981 0888  
www.elansohosuites.com  
*In the kitchen: Mareno, Frima & Rational*

# Why everyone should CHILL

Once regarded only suitable for large production kitchens we explore how any sized kitchen can save time, money and resources by making blast chilling part of their operations.

Using blast chilling as part of a process commonly known as cook/chill optimises management of a kitchen's resources and streamlines operations. It is widely used in large production kitchens like hospitals, institutions, function centres and hotels. Because of the development of blast chilling technology, cook/chill is slowly replacing the process of cooking and holding food warm before service which can often leave meals overcooked or worse, cold.

Blast chilling makes operations more efficient as chefs can cook large volumes of meals in advance or when convenient reducing kitchen downtime. No matter what time meals are cooked, when they are blast chilled they can then be stored in a coolroom ready for service at a later time.

Cook/chill also optimises labour resources in the kitchen. Take for example a hospital. Meals for breakfast, lunch and dinner can be cooked

regardless of the time of day, chilled and ready for the respective service. This may mean fewer kitchen staff will be required late at night or early mornings. For events at hotels or function centres, dishes for large number of guests can be plated up well in advance and stored in the coolroom. At the event, all the guests can be fed in a short time frame leaving chefs to focus on presentation and fewer chefs required for cooking.

Regardless of the scale of operations, preparing dishes in advance and cooking outside busy times is a better use of any kitchen's resources. To have dishes like curries or casseroles, a tray full of schnitzels, even a medley of roast vegetables chilled ready for the next day's service is a smarter way to operate.

But in order to do this, a blast chiller is needed. Aside from all the efficiencies created, you still want to present quality food and don't want to risk making your diners sick. Food left to cool slowly where it remains for long periods between +65°C and

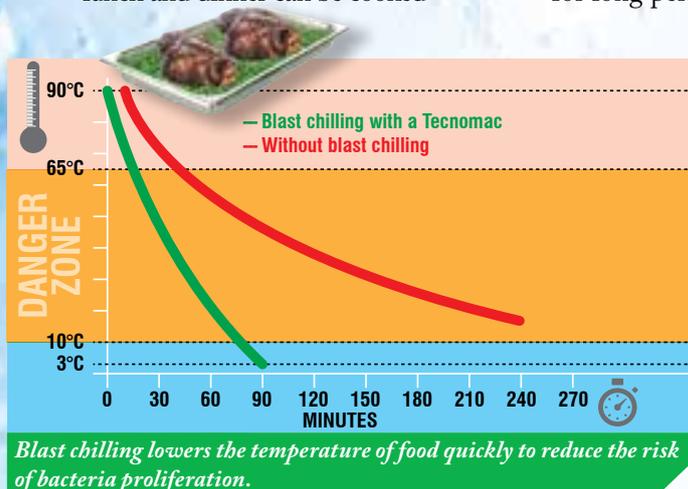
+10°C deteriorates in quality and increases the risk of harmful bacteria developing – the danger zone! A blast chiller like those from Tecnomac rapidly lowers the temperature of food down to +3°C in less than 90 minutes which reduces the risk of bacteria proliferation.

Blast chilling immediately stops the cooking process of the food so that it retains its quality, texture, colour and nutrients. When it's served to diners it'll present exactly as the Chef prepared it.

Available in a range of sizes from a five tray to walk-in models, there's a Tecnomac blast chiller that will suit any sized operation.

Before service, the chilled food needs to be brought back to temperature, usually above 65°C using a process known as rethermalisation – where food is not cooked further; more just the internal temperature is raised to safe levels. This can be done in a conventional oven but if there's a Rational in the kitchen, it's even easier. Many Rational units have a Finishing program that is designed specifically for re-thermalising the food using a mixture of steam and dry heat.

By combining blast chilling from Tecnomac with Finishing with Rational, 10 or 1000 diners can enjoy hot dishes exactly as the chef had prepared them earlier. Suddenly a kitchen becomes a smart kitchen optimising resources and streamlining operations. ✿



# Tecnomac<sup>®</sup>

## Puts the Chill in Cook Chill

**For blast chilling and blast freezing Tecnomac is the smart choice for smarter kitchens.**

### FEATURES:

- Blast chill from +95°C to +3°C within 90 minutes
- Blast freeze from +95°C to -18°C within 240 minutes
- 99 user defined programs
- Built-in USB drive for HACCP data download
- 2 years parts and labour warranty



Blast chilling maintains optimum quality



Blast freezing is ideal for bakeries



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# THE NEW ERA OF FOODSERVICE

## OLD VERSUS NEW



Source: Keep it Local Project. [www.kilp.com.au](http://www.kilp.com.au)



**74%**

Of diners read online reviews before making a dining decision

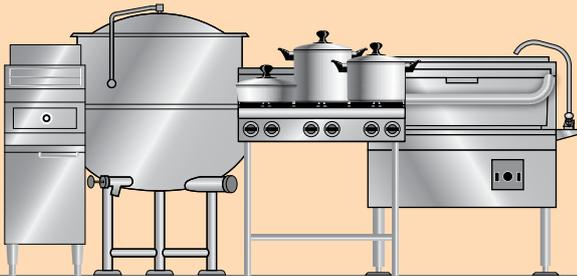


Source: [www.fastcasual.com](http://www.fastcasual.com)



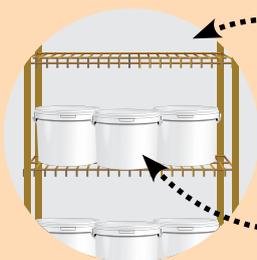
**90%**

Of customers pay on card



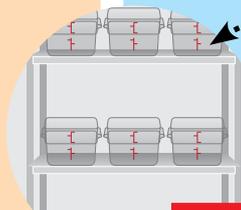
Replace up to 4 pieces of equipment with just

**1 unit**



Rusty shelving

Non-HACCP containers



HACCP compliant

Vacuum seal in freshness



Store food twice as long, reduce food costs and waste

**2 times**

**There's no doubt Australian Foodservice is one of the most competitive industries around, garnering many new entrants each year with only 51% surviving beyond the first three years. We explore what operators should focus on to survive foodservice in 2015 and beyond.**

**Embrace mobile technology**

Australians love smartphones, 90% of us use them to search local businesses of which 24% are foodservice related. Yet only one in five Australian websites are mobile optimised – meaning the website adapts to the size of the smartphone screen to make it easier to navigate. Rather than investing in printing pamphlets or local newspaper ads, creating a dynamic website that is mobile friendly should be a priority making it easy for potential customers to find you.

Once customers have had their dining experience, they'll tell others about it on platforms like Urbanspoon, Yelp and Facebook. When 74% of diners read online reviews before making dining decisions, online reviews are important. Word of mouth is great, word of keyboard is even better.

The past decade has seen a complete transformation in customer payment behaviour. At the start of this century 90% of payments at restaurants were made with cash instead of card, today it's reversed. Soon enough mobile payment technology via smartphones will become the norm. Embracing this technology rather than resisting it will provide valuable data on customer buying patterns.

**Maximising space**

With ever-increasing rents, space in large commercial kitchens is expensive. Operators need to invest in equipment that has a small footprint but provides flexible cooking options and high productivity. The MenuMaster MXP high speed combination oven can be used front of house and utilises microwave, convection and infra-red technology in one unit. Another smart investment is the FRIMA VarioCooking Centre MULTIFICIENCY® which can boil, fry and deep fry up to four times as fast using 40% less energy.

It can replace up to four pieces of standard equipment in one compact unit. Less space needed for a kitchen means more floor space for paying customers.

**Reducing food costs**

Reducing food costs can be as simple as ensuring food is stored safely to extend shelf life and avoid spoilage. Vacuum sealing food using PureVac extends a product's shelf life whilst maintaining quality. For food storage and shelving, Cambro

has an extensive range of HAACP compliant products that store food safely and reduce food wastage. Less waste means less money spent on replenishing food.

For more insights on surviving the foodservice industry in 2015, check out Comcater's blog at [comcater.com.au/blog](http://comcater.com.au/blog) or simply scan this QR code on your compatible mobile device. ☼



# TRANSFORM YOUR CAFE

Discover how flexible cooking options can expand your cafe menu and increase profits.

Speedy meals

Tasty breakfast

Quick snacks

Healthy options

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**trueheat**  
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