

# front **BURNER**

ISSUE #28

A News Publication for the Foodservice Industry

## QUAY

A New Era

## WOOLWORTH'S METRO

Good Food. Fast!

## CENTRAL FOOD MARKET

Snack Attack

## LUCY LIU

The Asian Street Food Playground

## AVEO

Elevating Aged Care



# SHAPING

the Foodservice Industry





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# From the Editor

It is with great pleasure that we present Issue #28 of Front Burner as it coincides with Comcater's 40 years anniversary. When Kevin and Nancy Wood founded the business in 1979 their vision for the company was a simple one: to find and distribute world class foodservice equipment to improve and innovate the foodservice industry in Australia a vision that the company still stands by to this day.

From fine dining to fast food, cafes to catering companies and super markets to sporting venues you would be hard pressed to find a chef that has not worked with a piece of equipment that Comcater has made available. You can read more about the Comcater journey on page 8-11 as we explore the role the Kevin Wood has played in shaping the foodservice industry in Australia.

As you work your way through this issue you will see how Comcater's vision to deliver world class foodservice equipment is still alive and driving the foodservice businesses right across the country. We travel to Sydney where we visit Australia most awarded restaurant Quay where we chat to Peter Gilmore one of Australia's most respected and recognized chefs about kitchen renovations, productivity and successes.

We explore AVEO Newstead (Brisbane), Australians first integrated retirement community, where residents can enjoy dining experiences one would expect to find in a 5 star hotel rather than a retirement community. We then take a walk down the bluestone alley ways of Melbourne and visit the Asian street food playground of Lucy Liu and discover how Michael Lambie and the team serve up to 500 covers per night.

Also don't forget to visit the Comcater stand at Fine Food 2019 which will be held in Sydney from September 9<sup>th</sup> -12<sup>th</sup> 2019. Comcater will be showcasing the latest commercial kitchen equipment including our newest piece of equipment the Joni kettle and of course our team will be cooking up a storm with live cooking demonstrations running around the clock. We hope to see you there.

Finally this is my last 'From the Editor' comments. After 36 years at Comcater, including the last 22 years as Managing Director, I am retiring at the end of September and handing the reins to Robert Wood. It has been an honor to be involved in our great industry and working with a fantastic team focused on supplying you with the best equipment and service possible. Thank you for the trust and support you have given Comcater over many years. \*



Michael Wood, Managing Director

## RATIONAL celebrates 1 million combi-steamers



Impressive success for RATIONAL: The world market and technology leader in the field of hot food preparation for commercial kitchens produces the millionth combi-steamer, and sends the unit on a world tour before being installed at the Hofbräuhaus in Munich.

It is normal for hundreds of SelfCookingCenter® units to leave the production halls of RATIONAL in Landsberg am Lech, Germany every day, but there is one combi steamer that will hold a special mention in the history of the company, because it is the millionth unit.

“This is a huge milestone for RATIONAL,” explains Mark Sweeting, General Manager RATIONAL Australia. “When Siegfried Meister founded the company in 1973, nobody imagined how successful it would become within such a short time. The first combi steamer was produced just three years after the founding of the company, and the technology has been continuously developed since then. Today, more than 130 million meals are prepared in RATIONAL units every day around the world.”

RATIONAL decided that the millionth combi-steamer would be sent on a world tour to be displayed at the major trade fairs around the globe. The milestone unit can easily be identified by the lettering “1,000,000” written on its gold rotary knob and the personalised control panel. After completing its world tour, the SelfCookingCenter® will be returning to Germany around the end of October for installation at the Hofbräuhaus.

## Chef to Chef

As anyone in the industry would know, it's always nerve-wracking as a Chef to cook for another Chef. When Comcater's Helen-Louise Fraser and Grant Croft were asked to cook not only for one but for a room full of them at the Executive Chefs Club held at Rosehill Racecourse earlier this year, the nerves were nowhere to be seen.

The dynamic duo who have a combined 40 years of cheffing experience served up an incredible amount of Kobe Wagyu (with a marbling score of 9+) cooked to perfection in the Mibrasa Charcoal oven.

The Executive Chefs Club Events are held regularly, bringing together the industry to network, catch-up and discover what is new in the kitchen. For more information, please visit: [www.executivechefsclub.com.au](http://www.executivechefsclub.com.au)



Comcater's Grant Croft & Helen-Louise Fraser



A NEW ERA

# QUAY

*Last year, one of Australia's most awarded restaurants Quay paused for service to undergo a major redevelopment. During the 4 month renovation, the Fink Group and Executive Chef Peter Gilmore completely transformed the dining room and the state of the art kitchen and menu format to deliver an entirely new guest experience marking a new era for Quay.*





The newly renovated 80 seat restaurant offers small intimate dining spaces incorporating sweeping views of the Sydney Harbour. The dining room has been reorientated to open up to the Harbour Bridge whilst still offering specular views of the Opera House.

Ensuring each dining experience is personalised every table features independently controlled lighting which changes throughout the evening. The meal begins with enough light so that the diner can read the menu and as the meal progresses so does the lighting. By the end of the night, the lighting is dim, moody and relaxed.

Whilst Quay's menu has had endless reinventions over the years, the renovation has given Executive Chef Peter Gilmore the opportunity to reinvent his food and start again. "Wiping the slate clean was a huge challenge, but ultimately very rewarding. It gave me the opportunity to reevaluate everything from the smallest detail up. The diner can choose from either a 6 or 10 course degustation."

**"I wanted a lot more interaction between the diner and the meal, where the diner takes part in building the meal in front of them."**

"Just a few little things like that. I wanted to have a little fun with the menu and that interactive approach is part of our decision making process," said Peter.

A little unknown fact is that, like many others, Peter dislikes the texture of oysters but values that flavor. As oysters are often enjoyed at the start to a meal he wanted to challenge himself to serve

an oyster at the beginning of the meal but in a way that he could enjoy it. He approached it as an oyster intervention "the flavor to stay, but the texture to change." The dish includes a silky oyster cream topped with an oyster crackling made from the frill of the oyster. The oyster is served with a handcrafted mother of pearl spoon.

The renovation saw the old kitchen completely stripped back to concrete and rebuilt from base up with new flooring, ceiling, ventilation and, of course equipment.

**"The new kitchen has been designed so that there is a different station for every dish."**

"I have worked with Anthony and the team at Platinum Commercial Kitchens (PCK) for all our kitchen renovations. I've been dealing with Anthony and the team for over 9 years now, I find his approach incredibly professional, he just gets the job done. He's a great partner to have; you need to know that you can work with someone that you can trust, and we definitely work very well together."

**"Selecting the equipment for Quay was extremely important as they require a quality of equipment that has to perform under a great deal of pressure to produce a standard of complex meals consistently delivered by a large brigade of chefs under a suitable time. The equipment must perform for up to 18 hours per day and deliver a determined outcome every day," said Anthony Scauso from PCK.**

When asked what piece of kitchen equipment is mandatory in a new fitout Peter advised that a good combi oven is essential as you can do so many things in it. "You can steam in it, roast in it. We use it to slow cook but we also use it for roast ducks, we put it up really high with fan force temperature to get the crispy skin. It really is multi-functional."

A new inclusion to the kitchen is a Tecnomac Blast Chiller, "the blast chiller is something we have never had before and it's been fantastic being able to chill food, stocks and things like the confit of pig jowl that we cook very slowly. It's great to put in there and know that it's being chilled really quickly. Just being able to control the temperature quickly aids the shelf life of the product. It also means that you are working within the health and safety temperature," added Peter.

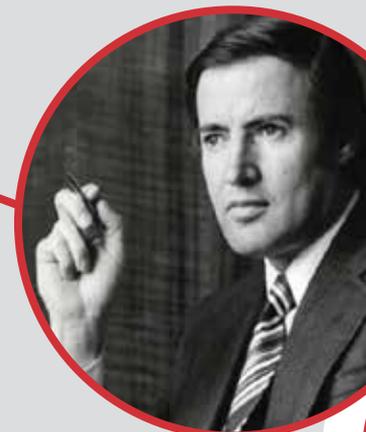
The heart of the kitchen has been carefully pieced together with equipment to support each station including a Garland 6 burner.

**"Sometimes you need the heat of a really good gas burner. Garland are very well made and robust stoves that suit our kitchen. I had Garland in my previous kitchen and we got 15 years out of it. It's a real work horse."**

The new incarnation of Quay brings a welcome change; a chance to create a more personal, interactive passage for diners through Peter Gilmore's culinary evolution. Peter Gilmore is supported by Senior Sous Chefs, Tim Misfud and Troy Crisante and a brigade of 35 chefs.\*



# SHAPING THE FOODSERVICE INDUSTRY



**From McDonald's crispy Chicken McNuggets to Red Rooster's famous roast chickens; from the perfectly cooked steak right through to Australia's largest ballroom serving 3,500 bouquet guests - one man's dedication, passion and desire to captivate the Australian foodservice industry has definitely shaped our industry.**

We live in a modern world, a world where the worldwide web provides us with an endless global information resource. We have the latest technology at our finger tips and in the kitchen, efficient state of the art equipment that simplifies time consuming and mundane tasks.

Over the past 40 years the commercial kitchen space has changed significantly. We now have combi ovens that can be controlled and monitored via your mobile phone when you are off site, you can filter oil from your deep fryer by simply pushing a button and there is even a multifunctional unit that allows you to boil, grill and deep fry all in the one unit.

When we stop and think of how things came to be and how they were introduced into our world there are few people that can be identified as instrumental to the development of an industry. When it comes to the Australian Foodservice industry there is one man who has shaped our environment and pathed the way beginning in 1979 when Kevin Wood founded Comcater.

Leaving behind a General Manager role in an engineering company (Luke Group) for a career and industry change Kevin Wood chose the foodservice industry as his new future venture. Kevin always looked beyond the horizon - he is an innovator with the ability to foresee future trends.

"I have always been innovative through looking to the future. What are the trends that are going to become growth areas? Right at the very outset, I saw eating outside of the home as being very significant. Initially, I concentrated on breakfast, as the demographics were changing and more and more people were living in apartments." I had travelled to Asia with the Luke Group in the early 70's to set up international offices. Here I was introduced to the hospitality foodservice industry and gained some knowledge in this area and I elected that would be my future," said Kevin.





“ I have always been innovative through looking to the future. What are the trends that are going to become growth areas? Right at the very outset, I saw eating outside of the home as being very significant. ”

**Kevin Wood**



*Nancy and Kevin Wood*

This foresight formed the beginning of Comcater, founded in 1979 by Kevin and his wife Nancy. Kevin’s vision for the company was a simple one: to find and distribute world class foodservice equipment to improve and innovate foodservice in Australia. In order to make this happen, Kevin travelled the world to find equipment solutions that were yet to be brought into the Australian marketplace.

Comcater introduced Australia to the world of RATIONAL combi ovens and filtration fryers and within a few years RATIONAL (combi ovens) and Frymaster fryers become staples in commercial kitchens nationwide. Over the past 40 years Comcater has continually sourced state of the art equipment and has introduced many world leading brands to the Australian market including Cambro,

Garland and Menumaster to name a few. The availability of these world leading innovative products have empowered chefs across the country to develop their menus and offerings by providing greater productivity, time management and efficiencies.

**Today Australia has a reputation worldwide for being the breakfast kings. From everyone’s favorite ‘The Big Breakfast’ to the modern day must have ‘Smashed Avo on Toast’, Australians definitely wakeup and eat very well.**

**Whether its dining out for breakfast, lunch or dinner the average Australian spends more money on eating outside the home than they do on clothing, a the trend and foresight that Kevin had predicted.**

From humble beginnings to a company that is now 170 staff strong, Comcater has influenced the Australian foodservice industry far more than we could have imagined! This Australian family owned and run company continues to be crucial to the engine room of Australian foodservice by choosing the most innovative and best in class products from around the world. This year, Comcater celebrates 40 years in business and continues to deliver foodservice solutions to Australia in innovative ways.



# 40 YEARS OF INNOVATION, PARTNERSHIPS AND SUCCESSES



This year Comcater celebrates 40 years in business and continues to be Australia's leading supplier of commercial kitchen equipment. From fine dining to fast food, cafes to catering companies and supermarkets to sporting venues you would be hard pressed to find a chef that has not worked with a piece of equipment that Comcater has made available.

The focus on innovation has always drawn the industry to Comcater products. Let's see how Kevin and the Comcater team have shaped the last 40 years in the Australia foodservice industry.



"We generally average a couple of thousand covers a night. On our busiest night on record, we did 4,000 covers and we have the Lincoln to thank for that. It's so reliable. It would not have been possible without the support of a strong piece of machinery backing our team."

**Ameer El-issa**  
**(Knafeh, Business Owner)**

As featured in Front Burner Issue #23



"For my new kitchen I wanted a cooking range that was not only extremely functional and top of the line, but was also really aesthetically beautiful, that's why I went with the Mareno range."

**Andrew McConnell**  
**(Cutler & Co, Executive  
Chef & Owner)**

As featured in Front Burner Issue #17



"The RATIONAL gets used for so many different things. We bake in it, roast, and steam. It's brilliant for cooking at precise temperatures for things like parfait or brulee. The kitchen wouldn't function without it."

**Guy Grossi**  
**(Grossi Florentino - CEO)**

As featured in Front Burner Issue #22



"I knew if Kevin really wanted to do something, he would always do it very well and he would have given a lot of thought to it all"

**Nancy Wood**

*The Wood Family featured from left to right: Michael Wood, Kevin Wood, Nancy Wood and Robert Wood*



"We use a PureVac vacuum sealer for compression and getting flavour into things, it helps us work in a nice efficient way. We use it to store things; it definitely cuts down on boxes we have around."

**Ashley Palmer-Watts  
(Dinner by Heston, Head Chef)**

As featured in Front Burner Issue #25



"The RATIONAL VCC units are really saving time for us. We are doing stocks under pressure; reducing our cook time and increasing our yield. For us it's a no brainer. We can make a beef jus in 6 hours by cooking under pressure for 4 and then reducing it for 2 hours. This would take up to 48 hours using the alternative method."

**Tony Panetta  
(ICCS, Executive Chef)**

As featured in Front Burner Issue #24

"Over the years we have built strong real relationship with Comcater. Its a partnership, they understand us, our limitations, our needs, and also understand our restrictions. They have helped us not only deliver what we want, but they've helped us realise what we need. My guys are blown away with our new kitchen, I'm finally happy to take people into the kitchen to show them around, it's like having a brand new Mercedes sitting in the middle of the kitchen."

**Shane Delia  
(Maha, Chef & Owner)**

As featured in Front Burner Issue #27



"Red Rooster has been using RATIONAL ovens for close to 30 years now. The RATIONAL ovens replaced the rotisserie ovens and reduced the cook time from 1½ hours to 55 minutes.

RATIONAL ovens provide great consistency from a quality prospective. You can cook a variety of things in the oven. It's been a long partnership giving us a vital piece of equipment and some great advantages."

**Chris Green  
(Red Rooster - Former CEO)**

As featured in Front Burner Issue #24



# DONNA CHANG



The Modern Temple of Chinese Food



[WWW.DONNACHANG.COM.AU](http://WWW.DONNACHANG.COM.AU)



**B**oasting some of the biggest names in the Australian bar and restaurant scene, the Brisbane hospitality dynasty the Ghanem Group recently added its latest restaurant Donna Chang to its impressive list.

Situated in the heart of Brisbane's CBD in a heritage listed building which was once a bank, Donna Chang is now a hub for modern Chinese cuisine. The 120 capacity restaurant has 3 private dining rooms, hanging chandeliers and intricate ceiling carvings which serve as a reminder of its past life.

The Ghanem Group is very much a family run business, Nehme and Adonis Ghanem grew up in hospitality working in the family restaurant and cafe. Having worked almost every job possible whilst growing up from dishwasher to cook to barrister and waiter, the siblings decided to open their first venue - Byblos at Portside Wharf Cruise ship terminal and have since opened numerous others ranging from cafes, family diners, restaurants and cocktail bars. "We currently manage 9 venues between Brisbane, Gold Coast and Melbourne," said Adonis. "When developing our concept for this beautiful old heritage building, we realised there was a gap in the Brisbane dining scene for a high quality Chinese restaurant comparable to some of the great options in Sydney and Melbourne."

Donna Chang offers traditional Chinese cuisines combined with fine dining, locally sourced ingredients and modern flavor combinations. The menu which has been developed by Group Executive Chef Jake Nicolson and Head Chef Jason Margaritis challenges tradition by cleverly incorporating native Australian flavors to deliver dishes like Peking style BBQ duck with native fruit glaze and Mangrove blossom honey char sui pork.

"Sustainability and supporting local native ingredients has long been part of the Ghanem Group's offering. Jake has

worked with these ingredients since his apprenticeship days and has carried his passion for native Australian ingredients into every kitchen he runs. Some of these native herbs and spices lend very well to Chinese cuisine as a substitute to more traditional ingredients," said Adonis.

The kitchen headed by Executive Chef Jake Nicolson and Head Chef Jason Margaritis is supported by a team of 15 chefs and a kitchen that would make most chefs envious. Complete with RATIONAL SelfCookingCenter®, Frymaster fryers and the first kitchen in Australian to house both a Mibrasa Charcoal Oven and Mibrasa Parillia Grill it's no wonder that the smoky BBQ grill aroma is filling the vast space of this stunning restaurant.

The team at Ghanem Group worked closely with Stuart Carlton Smith from Bunzl Delta and Jaime Patullo Regional Sales Manager, Comcater. "In a large kitchen with numerous sections, it always comes down to space and flow, with the different sections of the kitchen able to communicate effectively. Chefs always want and need more space but finding the right balance with the right equipment that will make the kitchen more productive and efficient is the big challenge," said Jason.

**"This kitchen brings together the perfect blend between technology and tradition. Equipment such as the RATIONAL SelfCookingCenter® delivers productivity and versatility; it is great for prep work, overnight cooking and steaming. The Frymaster fryer with built-in filtration not only has great heat recovery but you can filter the oil at a push of a button and then we have the Mibrasa Oven**



*and Parilla Grill that uses the oldest cooking technique known to man - fire. Combined together you get productivity and versatility and a robust flavor," said Jaime Patullo.*

*"The Mibrasa Charcoal Grill and Parilla Grill are positioned facing the dining room adding to the theatre and drama of the dining experience. They impart an amazing dimension of flavor to our roast meats and wood fired seafood dishes by using aromatic woods and coal," Jaime added.*

The Ghanem Group also occupy the basement of the building offering an opulent underground Bar called the Boom Boom Room where private rooms hidden inside the bank vault allow guests to step back in time as they enjoy cocktails and a smaller hand held offerings of some of the restaurants favorite dishes. ✨



Executive Chef Jake Nicolson

In the kitchen: Frymaster, Mibrasa & RATIONAL

# ELEVATING AGED CARE



**A**veo Newstead is Australia's first integrated retirement community. As the only retirement village within 3km of the Brisbane CBD the remarkable 19 story tower is designed for those people who are looking to transition into a retirement community but don't want to compromise the premium lifestyle they've enjoyed over the years.

Comprising of 144 - 1,2 and 3 bedroom apartments and 154 aged care beds Aveo Newstead definitely has quality of life as the number 1 priority with 2 entire levels dedicated purely for residents leisure activities including virtual golf room, bocce green, gymnasium, cinema, beauty salon, day spa and the list goes on and on.

The jewel in the crown is the amazing food offers with a fine dining restaurant and private dining facilities that one would expect to find in a 5 star hotel rather than a retirement community.

We caught up with John Casey, Aveo National Food Service Manager to discuss how Australia's premier retirement community is leading the way in foodservice delivery.

"We are an integrated community that comprises of 144 apartments and 154 aged care beds, so we face a lot of challenges in our kitchen because we cater for many different requirements," says John Casey. John and his team set out with a goal to redefine what people think

of food in aged care and have worked tirelessly to ensure meals at Aveo are as nutritious as they are delicious.

As the National Food Service Manager, John Casey oversees the foodservice across Australia taking in 94 sites, 70 kitchens and feeds over 13,000 residents. "It's a great role and I feel privileged to be able to change the perceptions of what people think about food in retirement and aged care. It's a very big department and Aveo is extremely focused on the food we deliver."

The team at Aveo are passionate about redefining retirement and aged care through better food and nutrition and understand that aging residents have different nutritional needs and work very closely with the Nutrition Professionals Australia (NPA) to ensure that they deliver this.

The kitchen at Aveo Newstead is equipped with both SelfCookingCenter® and VarioCookingCenter® units along with Garland Master Series. "Demands on the kitchen are high and it's important that we deliver the high quality service that our residents expect and we need to have the right equipment for this," says John.

"RATIONAL has helped solve a lot of issues. With the SelfCookingCenter® we are able to pre plate and regenerate food and prepare texture modified meals.



The VarioCookingCenter® is fantastic too. We are able to use it as a deep fryer on Friday's and then use it for casseroles and pasta throughout the week. It's so multifunctional".

John and the Aveo team have published their own cookbook, Live Life Cook. "Throughout my varied and extensive work experience and wonderful experiences, I've nurtured a passion for innovation in food quality and nutrition. The cookbook is now on sales in book stores across Australia our goal is it brings my love for healthy food to the kitchen of senior Australians all over the country." \*



John Casey (National Food Service Manager) & David Elsum (Sales Manager - RATIONAL Group)

“ I have been using RATIONAL for quite some time and I know the capabilities of the equipment and really understand what they can deliver, especially in an environment like this so I ensured that RATIONAL was specified into this kitchen very early in the planning stages ”

**John Casey,**  
National Food Services Manager



LUCY LIU

LUCY LIU LOITERS IN A  
BLUESTONE ALLEY, HER NAME  
GLOWING IN RED NEON



## FOLLOW THE COBBLESTONE PATH TO A LARGE RED NEON LIT SIGN AND YOU ARRIVE IN AN ASIAN STREET FOOD PLAYGROUND

**Since opening its doors in 2014, Lucy Liu Kitchen and Bar has cemented itself as one of the best places in Melbourne for great Asian shared plates in a buzzy street food environment.**

The Lucy Liu name came about during a research trip to Shanghai in 2013. Whilst down an alley, the team saw an old Chinese stone carver making stone stamps. Being asked what they wanted carved into the stamp, Michael Lambie's immediate response was 'Lucy Liu'. It was craved and the first stamp pressed and there it was, they had the restaurant's name and logo all in one.

The menu at Lucy Liu takes its inspiration from all over the Asian Region. A strong influence from Thailand and Vietnam with touches borrowed from the Cantonese and as far as Japan and Korea.

Along with a great young team of upcoming professionals, owners Michael Lambie and Zac Cribbe have created a fun, fast paced, energetic venue that has become one of Melbourne's must experience restaurants for locals and tourists alike.

Whilst Michael already had several successful venues to his name before opening Lucy Liu, it was a distinct change of pace from the gastro pub and fine dining ventures. "A few years ago I was involved in a restaurant and when the design was set up it had an open style kitchen," Michael explained. "It was absolutely fantastic because it kind of marries the cooking experience and the

dining experience all as one. Here people love watching the kitchen and interacting with the chefs, so I think it's just really good."

With 140 seats and serving up to 500 covers per night, Michael knew that he would need some durable, heavy duty commercial cooking equipment to handle the heat. "When the restaurant is really busy, we need a stove that can cope with the demand," Michael said.

**"I was looking for a stove that was really durable and really hard wearing. If you're looking for equipment with the extra grunt, the Garland Series is built like a tank. That's what I needed, and I've always found that the Garland Series is able to cope with the demands that my kitchen requires."**

The design of the open kitchen with a straight line of equipment is critical to the quick service at Lucy Liu. The lineup also includes the "King of the Kitchen" – RATIONAL, Tecnomac and Frymaster deep fryers with built in filtration systems that not only save time through automatic oil filtration but the quick temperature recovery consistently deliver perfect fried fare every time.

The buzzing venue offers booth style and communal seating and the food is designed to be bold and enticing. With hits of hot, sour, salty and sweet there is definitely nothing subtle about Lucy Liu, that's for sure! \*



A single line up features Frymaster, Garland & RATIONAL



Michael Lambie,  
Managing Director

# Put your back in y

There is huge pressure on commercial kitchens to reduce costs by using less energy and reducing the consumption of other resources, including water and raw materials. At the same time, there is pressure on kitchen space while customer demand is increasing - better quality food, more of it, from less space. To overcome these challenges, caterers are looking to innovative multifunctional kitchen equipment that minimises the use of resources and offers maximum flexibility and performance.

However until recently, savings resulting from upgrading to multifunctional equipment was unclear.



## A restaurant serving 100 meals per day with one VarioCookingCenter® 112T.\*

(Compared to operating with conventional ranges, bratt pans, kettles and deep fryers)

YOUR PROFIT	AMOUNT BUDGETED PER YEAR	YOUR EXTRA EARNINGS PER YEAR
<b>MEAT</b> Up to 10% less consumption of raw materials in daily specials (diced meat, ragout) thanks to the extraordinary VarioBoost® roasting power, and up to 10% less consumption of raw materials in braised dishes cooked overnight.	<ul style="list-style-type: none"> <li>Cost of goods with conventional ranges using pots and pans as well as griddles \$ 24,900</li> <li>Cost of goods with VarioCookingCenter® \$ 22,400</li> </ul>	= \$ 2,500
<b>ENERGY</b> Average saving of 14 kWh per day thanks to the sophisticated efficiency of the VarioBoost® heating system.**	<ul style="list-style-type: none"> <li>14 kWh x 2 services x 6 days x 48 weeks x \$ 0.20 per kWh</li> </ul>	= \$ 1,600
<b>WORKING TIME</b> Average saving of 60 minutes of working time per day thanks to the power and speed of the VarioBoost® heating system, automatic cooking with the VarioCooking Control® and thanks to overnight cooking.	<ul style="list-style-type: none"> <li>288 hrs less x \$ 25 (Compound calculation based on an hourly rate for chefs/cleaning staff)</li> </ul>	= \$ 7,200
<b>CLEANING</b> Average annual saving in water and detergent compared to conventional appliances. By using the VarioCookingCenter®, fewer pots and pans need to be cleaned.	<ul style="list-style-type: none"> <li>Savings of 90 litres of water per day x \$ 2.10/m<sup>3</sup> and 10 litres of detergent per year</li> </ul>	= \$ 100
<b>YOUR EXTRA EARNINGS PER YEAR</b>		<b>= \$ 11,400</b>

\* Additional earnings compared to using a conventional range, griddle and deep-fat fryer.

\*\* Compared to conventional ranges with pots and pans and griddles or deep-fat fryers.

Cost savings may vary depending on your location, costs and operating hours.

Join RATIONAL Australia for VarioCookingCenter® live and see this cost saving unit,

# hard earned cash our hip pocket

Recent research conducted by Zurich University provides evidence of significant savings for kitchens using multifunctional cooking appliances such as the RATIONAL VarioCookingCenter®. The project involved recording the efficiency of multifunctional cooking equipment under real conditions with a “before and after” comparison. The reference site - the staff restaurant at ABB Research Centre in Switzerland.

At the start of the project, conventional cooking equipment such as fryers, braising pans and ranges were still being used and measurements of energy, water consumption, food waste and overproduction were taken over a period of 8 weeks.

The kitchen was later renovated to include modern, multifunctional equipment such as the VarioCookingCenter®. Measurements were taken again. The measurements showed a significant reduction in consumption per main meal. Energy consumption dropped by 34% and water consumption was 53% less than before.

But what do these results really mean in terms of cold, hard cash savings? RATIONAL crunched the numbers and came up with the following cash savings by using the VarioCookingCenter®.

**See the results for yourself!**

## A corporate caterer serving 600 meals per day with one VarioCookingCenter® 211 & 311.\*

(Compared to operating with conventional ranges, bratt pans, kettles and deep fryers)



YOUR PROFIT	AMOUNT BUDGETED PER YEAR	YOUR EXTRA EARNINGS PER YEAR
<b>MEAT</b> Up to 10% less consumption of raw materials in daily specials (diced meat, ragout) thanks to the extraordinary VarioBoost® roasting power, and up to 10% less consumption of raw materials in braised dishes cooked overnight.	<ul style="list-style-type: none"> <li>• Cost of goods with conventional ranges, tilting pans and boilers \$ 198,000.</li> <li>• Cost of goods with VarioCookingCenter® \$ 178,000.</li> </ul>	= \$ 19,800
<b>ENERGY</b> Average saving of 64 kWh per day thanks to the sophisticated efficiency of the VarioBoost® heating system.**	<ul style="list-style-type: none"> <li>• 64 kWh x 5 days x 50 weeks x \$ 0.20 per kWh</li> </ul>	= \$ 3,200
<b>WORKING TIME</b> Average saving of 120 minutes of working time per day thanks to the power and speed of the VarioBoost® heating system, automatic cooking with the VarioCooking Control® and thanks to overnight cooking.	<ul style="list-style-type: none"> <li>• 500 hrs less x \$ 25 (Compound calculation based on an hourly rate for chefs/cleaning staff)</li> </ul>	= \$ 12,500
<b>CLEANING</b> Average annual saving in water and detergent compared to conventional appliances. By using the VarioCookingCenter®, fewer pots and pans need to be cleaned.	Savings of 600 litres of water per day x \$ 2.10/m <sup>3</sup> and 50 litres of detergent per year	= \$ 460
<b>YOUR EXTRA EARNINGS PER YEAR</b>		<b>= \$ 35,960</b>

\* Additional earnings compared to using a conventional range, tilting pan, boiler and deep-fat fryer.

\*\* Compared to conventional tilting pans, boilers and deep-fat fryers.

Cost savings may vary depending on your location, costs and operating hours.

live in action or call us on 1800 035 327 for more information.





# MORE THAN

## THE IMPORTANCE OF PROVIDING HIGH QUALITY FOODSERVICE IN AGED CARE

**M**ore than 3.5 million Australians will require aged care services by 2050, according to statistics from the Productivity Commission. But with the sector already at breaking point, how can aged care providers ensure they are offering the level of care one would expect, and that our loved ones surely deserve?

Looking after residents in aged care facilities is multifaceted. As well as accommodation, healthcare and activities, the emphasis on the aged care foodservice has increased and the focus on nutrition and the aged care dining experience has been a hot topic of interest.

The development and importance of aged care dining is supported by a collaboration of professionals and organisations who are dedicating their time and resources to deliver educational programs and helping to create a network for those wanting to make a change.



### A Taste for Change

Over the past 24 months *A Taste For Change* seminars/workshops have been held across the country. These events bring together chefs, cooks and aged care staff in a seminar/workshop with industry experts, who share their knowledge and ideas about how to enhance not just the food served but the whole dining experience in aged care. The program has been designed for those who are committed to making a difference in their aged care home kitchens and who can influence those controlling menus, the dining experience, budgets and supplier relationships.

“Comcater have been leading the charge in foodservice equipment solutions for over 40 years. We are passionate about supporting the foodservice industry and improving the aged care dining experience. Our industry is committed to providing leadership, education and support to the aged care industry, and together with our partners we launched *A Taste For Change* 2 years ago. Over this period we have held workshops across the country and have educated over 150 aged care staff.”  
- Kevin O’ Neill, National Sales Manager.



**For more information on the next Taste For Change seminar, please contact Greg Edmonds on 1800 035 327 or email: [g.edmonds@comcater.com.au](mailto:g.edmonds@comcater.com.au)**

# A MEAL



## MAGGIE BEER FOUNDATION

The Maggie Beer Foundation was established in 2014 to improve the food experiences for older Australians, particularly those living within aged care homes. In fellowship with her Board of industry leaders, professors and health advisors, Maggie has made it her personal mission to link the latest research of how the food we eat can impact brain health and general wellbeing, with her innate knowledge of what good food can do for everyone's emotional wellbeing – a truly nourishing mix, so much greater than the sum of its parts.

“Food is the fuel of life, of great conversation and memorable meals. Its substance is far more than just the nutrients acquired in the act of eating. It's the knowledge of loving preparation, the anticipation of sharing a beautifully cooked and presented meal and the delicious pleasure of engaging all our senses as we eat. Food is nutrition not just for the body, but also for the soul. It's what fires our appetite for life, no matter what age.”



## THE LANTERN PROJECT

The Lantern Project was founded in 2013 by Dr Cherie Hugo, an experienced aged care Accredited Practising Dietitian with a PhD focused on the quantifying the value of the aged care food, nutrition and mealtime experience. With over 1000 aged care stakeholders involved nationally, with a diverse mix of aged care CEO's, facility managers, catering managers, cooks, chefs, nursing staff, dementia consultants, accredited practising dietitians, speech pathologists, psychologists, researchers, government representatives and research institutes involved, The Lantern Project is an aged care collaboration devoted to

improving residents' quality of life through the joy of good food. The Lantern Project is a social enterprise supporting Australian aged care organisations and their staff through action-based research, topical monthly meetings (free for all to join - in person and via webinar linkup) and training opportunities to help raise the bar on the aged care food and mealtime experience.

*Three of the Lantern Leadership Team have been involved in the recent A Taste For Change workshops, delivering practical evidence-based information to the industry in a hands on workshop format. \**



# SNACK ATTACK



Quick and casual style snacks are head lining menus across bars, cafes and entertainment venues throughout Australia. Hungry diners wanting the best quality affordable food served quickly has seen an increased surge of menu offerings you would happily eat in a fine diner.

Introducing a food offering can be a daunting task! "Do I have the employ a chef? Must I purchase expensive commercial equipment? Will I need a canopy? What about all the food wastage?"

Customers seeking delicious food served fast and affordably, are just a few of these constants. For this, speed ovens are an operator's best friend, and for unsurpassed speed and design you can't go past the new Menumaster MRX Xpress IQ Speed Oven.

What is most striking about the MRX at first glance is its size; at 36 cm wide and 71 cm deep, the small footprint means finding space for the unit is easy. Not only will your new speed oven take up as much room as a microwave, but it requires no ventilation meaning installation is both flexible and extremely economic. Place it back of house to work with your existing commercial kitchen, or front of house to deliver a new grab and go menu and reduce orders that get passed to kitchen. With the ability to

fit a 30 inch pizza inside, there are so many ways the MRX can help expand your menu or create efficiencies in delivering your current menu.

Don't be fooled by the small footprint; the MRX packs a pint sized punch when it comes to its power. Combining impingement, convection and microwave heating technologies, the MRX is perfect for reheating browning, crisping and cooking a wide variety of items up to 15 times faster than conventional ovens. Featuring 3000W of impingement power and a 95°C - 270°C temperature range, serving consistently good tasting food fast is easier than ever. Check out our cooking times comparison guide to see just how much time you can save by utilising the Menumaster MRX.



#### Impingement

- 3000W
- Easily adjustable 0-100% fan speed
- Enhances toasting and browning



#### Convection

- 95°-270°C temperature range



**FOR THAT PERFECT COMBINATION OF CRISPING, BROWNING AND COOK THROUGH**



**Microwave Assist**

- 1000W or 2000W options
- Top antenna feed
- Heats quickly, reduces cooking time

**Connectivity Standard**



# WHY I CHOOSE MENUMASTER MRX?



With more than 2.5 million country and interstate travellers and a massive 30 million commuters each year, Delaware North's retail outlets at Sydney Central Station (Country Terminal) are designed for speed of service.

The culinary offerings at the station are as diverse as the travellers that pass through the station each year. Dining options include quick serve snacks, bistro-style meals and delicious coffee and baked goods, all served with Delaware North's uncompromising service standards.

*We caught up with Andre Sloomweg, General Manager Food & Beverage\* - Central Food Market to uncover how the Menumaster MRX is helping Delaware North feed hungry commuters.*

"We love the speed of the Menumaster MRX, this is important for our customers who have a train to catch as dwell time is very short in the Bakery area and in order to drive revenue we need our customers to see the fast flow of products and be assured that they will be served and out in time to catch their train.

The actual size and footprint of the oven was critical in the design process. We were working with limited counter space in a low roof area and therefore the Menumaster MRX size was perfect for the tight space we had to work with and didn't require a canopy. The versatility of Menumaster MRX allowed us to expand our menu range and gives us plenty of options for expanding the menu in the future without any upgrades or concern on extraction.

The quality of the food coming out of the Menumaster MRX has been remarkable, the food quality is not compromised when reheating or warming of the product.

This is a very smart machine - easily programmed and operated which makes it perfect for a low skilled workforce and reduces the margin for error." ❄



\*General Manager Food & Beverage - Central Food Market at the time of interview

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# GET THE MOST FROM YOUR

## YOUR BUSINESS NEEDS RELIABLE COOKING EQUIPMENT ALL THE TIME!

The equipment in the commercial kitchen is the backbone of the operation. Frequent and continuous use leads to equipment failures and unexpected downtime, affecting the overall productivity of the kitchen and budget.

**A good preventive maintenance program will keep equipment running optimally with maximum longevity, not to mention, it is more efficient and also cost-effective in the long run.**

The periodic inspections are no different to those that we have carried out on our cars. You wouldn't buy a brand new car and not get it serviced; well the same applies to commercial equipment. Businesses should see it as an investment to preserve equipment.

A reactive approach to equipment maintenance is a costly practise.

Downtime is disruptive and costly to a business, not to mention that poor equipment maintenance can also have an impact on the safety of customers. Let's take for example a dishwasher. The rinse stage sterilises the equipment with 82+°C water, if this is happening at 40°C because it hasn't been checked the dishes may appear clean but they may not be safe to use. In aged care being HACCP compliant is paramount, the consequences of not conforming can be life threatening.

Comcater offers a planned maintenance program that ensures equipment runs efficiently, remains reliable and reduces downtime. Most importantly, planned maintenance may extend the running life of your equipment which can help you maximise your return on investment. We can arrange ongoing maintenance options at intervals to suit your needs with no disruption to your business production.

For more information, please contact the National Service Delivery Team on 1800 810 616 or email [service@comcater.com.au](mailto:service@comcater.com.au)



# EQUIPMENT



Warren Carlyle

**We caught up with Warren Carlyle, National Facilities Manager for Nando's Australia to discuss the role and importance of reliable, long-lasting equipment and how a planned maintenance program is ensuring the kitchens delivering Australia's favourite Portuguese Peri Peri Chicken are getting the most from their equipment.**

“Over the past few years Nando's has rolled out an extensive national Planned Maintenance Program, supported by an asset management register. This program is helping us manage our maintenance costs and reduce asset downtime which improves both restaurant performance and extends the life of the assets.

Prior to this we were only requesting service calls when we had an issue but with our new Planned Maintenance Program we now have a Comcater Technical Service team member conducting a service call on our equipment every six months. They not only check how the equipment is running but also conduct software upgrades; it is very comprehensive. Our Planned Maintenance Program means we can now keep track of warranty periods and because we are using Comcater, we know they are only using approved parts. I've had experience previously where service technicians have used third party parts, they may get the equipment running quicker but it would also break down sooner.

Australia is a big country and we have national coverage with restaurants located in regional cities as well as all the capitals. Working with Comcater ensures we are able to support each region within required time frames to minimize any impact on restaurant operations.

I work very closely with Kate Rolstone, Comcater Service Delivery Manager and Andrew Wilson, Comcater National Service Manager to track our assets and deliver on our Planned Maintenance Program, they are both fantastic to deal with! We now have detailed information about our equipment and can work together to ascertain when to repair or replace our assets. Our partnership with Comcater has helped us extend the running life of our equipment, maximise our return on investment and reduce downtime from unexpected failures. It's a perfect partnership!” \*



The Nando's Story started centuries ago, when the Portuguese explorers set sail for the east. The winds of Africa called them ashore and it was there that they were introduced to the African birds eye chilli – more commonly known as Peri Peri. A spice like no other, they used it to create a unique Peri Peri sauce that put fire in their bellies and ignited the passion in their souls.

It was the same Peri Peri flavor that inspired Fernando Durate to invite his friend Robbie Brozin to a humble Portuguese eatery in South Africa in 1987. After just one bite of the mouthwatering Peri Peri marinated and basted chicken, they knew it was a taste that had to be shared. The rest is history!

Nando's entered the Australian market in 1990 and now has over 250 restaurants right across the country.

“ **Our goal was to extend the running life of our equipment, maximise our return on investment and eliminate equipment failures and unexpected downtime and I can confidently say we are achieving this. It's a perfect partnership!** ”

**Warren Carlyle  
National Facilities Manager - Nando's Australia**

Good  
Food.  
Fast!





## 5 years on since rolling out its first Metro convenience store, the country's largest supermarket retailer now has 36 stores across the country in inner-city and suburban locations.

The Woolworths Metro stores have cemented the retailer as the 'fresh food people'. With daily fresh produce, delicatessens, roast chickens, freshly made baked goods, sushi packs and freshly prepared ready to go meals, they are offering good food fast!

Adapting to the needs of the modern day inner city customer, the Kirribilli Metro store has been designed to support customers with a store that is easy to get in and out of, a place that they can pick up items to complement their large shop, and a place where they can access good food to go with seamless convenience.

With over 30 years of experience within the foodservice industry including McDonalds, 7 Eleven and Oporto combined, it is no wonder that Michael Brown who heads up food services for Woolworths has positioned the supermarket giant as the leader in the food to go retail space and has been instrumental in setting up the foodservice operation across all the Metro stores.

"Customers are looking for a place where they can get access to food to go and ready to eat meals as quickly as possible - it has to be seamless and convenient. They want to get in and out as quickly as possible," said Michael. Since opening in January this year, the pint size store with a footprint of only 180 square meters has been welcomed by the local community and is amongst the best performing stores for Woolworths nationally based per square meter.

"This store has formed the blueprint. We live in a time poor era and everyone is looking for convenience so for us to be able to secure the small format stores in local communities we can act as a top up store. With online shopping growing at a rapid rate, more and more customers are now doing their big shop online and then

just looking for a little store like Kirribilli to deliver that emergency breakfast or dinner solution."

**"Partnering with Comcater has assisted us with exploring the delivery of foodservice solutions. At this location we have installed the 2 RATIONAL SelfCookingCenter® ovens, we use it for all of our bakery items, chicken, chips, wedges.. everything. The ultra-ventilation is great as it saved us from putting in expensive extractions,"** added Michael.

The busy café counter is also supported by a Menumaster MRX speed oven serving toasties, croissants and many other bakery items. "We worked closely with Michael and his team to ensure the units were programmed with all the menu items," said Paul Guar - Comcater National Accounts Manager, "the Menumaster MRX is perfect for this kind of business, it has a small footprint, requires no ventilation, is easy to use and has hundreds of preprogrammed menu offers."

Michael says the customer feedback since opening the store has been fantastic and that comes as no surprise. When you can walk up to the café counter and get breakfast on your way to work and then as you go through the day you can get lunch and then, as you head home, there's a dinner solution waiting for you, there is no doubt that the local community of Kirribilli is spoilt with the good food fast options.

With the blueprint now finalised and a plan to roll out 18 new Metro stores over the next 12 months, the 'Fresh Food People' will continue to offer the ultimate in convenience to customers across the country. \*



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