

ON THE Boil

THE EVER-CHANGING BUSINESS OF EATING BRINGS NEW IDEAS AND NEW PRODUCTS TO FRESH FOOD. CLYDE MOONEY REPORTS



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UFS
EXECUTIVE
CHEF
MARK BAYLIS

As one of the cornerstones of the modern Australian hotel, the kitchen should do more than just hold up its own weight. In our first industry snapshot of 2012 we take a look at some equipment and methodology to help coax more profit out of a menu.

In response to growing consumer concern for sustainability and commercial waste levels, global foodservice supplier, **Unilever Food Solutions** (UFS), has developed a 'Wise Up On Waste' toolkit which aims to provide commercial kitchens practical processes and methods to reduce food waste.

The initiative stems from a UFS global report surveying 500 Australians (as well as consumers in the United States, UK, China, Germany, Russia, Brazil, Turkey and NZ) that revealed over 80 per cent believe it is important for foodservice operators to dispose of food waste responsibly and sustainably. Of particular concern is the amount of food thrown away and the use of recyclable packaging. Reportedly, one in two respondents said they are prepared to pay more for meals in establishments that implement disposal schemes and are committed to minimising waste.

From the perspective of foodservice providers, waste also amounts to dollars down the drain. The old adage 'Where there's waste, there's brass' applies richly to an industry where margins are tight and overheads high. UK research found that up to a third of all purchased food ends up being thrown away before being eaten, which obviously amounts to more revenue for waste disposal, less for the register.

"In such a high-pressure industry, waste can be difficult to manage, but even small, incremental changes can have a significant impact over time,"

said UFS managing director, Yesdi Daruwalla.

The toolkit features such topics as: the hidden cost of food waste, conducting a waste audit, briefs and guidelines for all employees, conducting menu assessments, ideas for using frequently wasted ingredients, training staff to be waste conscious, purchasing and storing to ensure longevity and methods of disposal and recycling.

Bidvest Australia is a one-stop supply solution distributing wholesale food, hospitality equipment and supplies, and fresh produce to the foodservice and catering industry.

Bidvest created ifindorderfast, which allows users to send orders directly from their smart phone. Their customers include pubs, clubs, hotels, restaurants and chains, who can download the app – for free. The app has proved popular so far, and picked up the 2011 FSAA Innovation of the Year Award.

For over 30 years, **Comcater** has been behind the scenes helping to bring many clients' 'dream kitchens' to life. Their Major Projects & Specifications

division specialises in assisting clients, architects and kitchen designers choose the right equipment for any commercial kitchen fit-out, such as new technology combi steamers, open-top burners, fryers, grill plates and the latest technology in refrigeration.

The ultra-modern **Hilton Hotel** in Surfers Paradise features Comcater equipment in the hotel's main kitchens, The Food Store delicatessen and celebrity chef Luke Mangan's much anticipated Salt Grill restaurant. Comcater worked alongside **Foodservice Development International** (FDI) on the equipment specifications, and **T&H Sheet Metal** for project management, including



stainless steel fabrication, delivery to site and working with all service contractors to ensure the project was delivered in a timely manner.

Comcater also provides after-sales support, including spare parts, warranty and preventative maintenance. They offer 24-hour Australia-wide 'Service Support', with an extended network of qualified technicians and authorised service agents, and aim to deliver the very best after-sales experience.

"There is a significant amount of planning involved in the design of a commercial kitchen fit-out. A myriad of strategic decisions takes place months or even years before the chef can begin – from planning the design and helping to select the best equipment to realising vision, on time and on budget.

"That's what we mean when we say Comcater is 'behind every great menu,'" said Jamie Patullo, Comcater regional sales manager QLD & NT.

The **Perfect Fry Company** has developed The Perfect Fryer to enable the cooking of fried foods in any location, any time of the day, and by any staff member. An excellent solution for gaming rooms, sports bars and a hundred other locations, the machine makes possible fresh food offers at any hour, at reduced costs and in smaller spaces.

The unit is fully self-contained with built-in air filtration, avoiding the need for large, expensive and noisy external exhausts and canopies. This gives it the ultimate versatility and flexibility in choice of location.

Fully automated cooking means that it is as easy to use as a microwave, allowing any staff member to cook product perfectly every time.

With roots dating back over four decades, **Chef Works** was launched in the 1960s as a work apparel manufacturing business. Today clients in over 30 countries benefit from their long-standing commitment to providing the highest quality apparel and customer service, and their goal to be the industry's number one.

Chef Works' wide range of mix-and-match styles and colour palettes allow venues to create a consistent look across bar, kitchen and all staff. Their Uniform Works division offers consultation to assist in creating a complete 'uniform' look.

Cool Vent moisture management technology refers to panels on chef jackets, shirts and headwear that wicks heat and moisture away from the skin, allowing air to circulate, which encourages evaporation and keeps the body cool. Winner of the 2009 UNIVATOR Award for Product Innovation, the system is incorporated into many garments.

Chef Works now manufactures a series of chef coats and pants tailored to suit the 47 per cent of cooks (2010 TAFE Training Report) that are women.

Two premier European partnerships announced last year by Christchurch-based commercial refrigeration manufacturer, **Skope Refrigeration**, is welcome news for the hospitality and foodservice industries.



UFS NEW KNORR

Knorr offers these products in a dry format, for improved time-efficiency and menu versatility.

- **INSTANT SWEET POTATO MASH:** made from regular and sweet potatoes
- **COUSCOUS WITH MEDITERRANEAN VEGETABLES:** no seasoning or vegetable prep required
- **POTATO GRATIN WITH CREAMY SAUCE:** instant, creamy and delicious
- **KNORR ROUX:** revolutionary - a real roux in an easy to use format for 7c per serve



ABOVE & BELOW: SKOPE CUSTOM DRAWERS AND BAR



"OCCASIONS MAY BE GIFTING, SUCH AS CHRISTMAS, COMMEMORATIVE SUCH AS AUSTRALIA DAY OR A BIRTHDAY, OR CONSUMPTION SUCH AS A DINNER PARTY," – JIM BROWN

The new partnerships give Skope the sole distribution rights in Australia for the Irinox brand of Blast Chillers and the Misa range of modular cool and freezer rooms, and enable the company to offer a complete commercial refrigeration footprint for the business whatever the situation.

A key advantage of the Misa modular system is that it is applicable to many environments – cool rooms, freezer rooms, combination cool and freezer rooms, production rooms, and has obvious synergies with Irinox for roll-in cool room and freezer room solutions.

As well as offering a comprehensive range of standard refrigeration products, Skope also leads the way in the custom design of refrigeration solutions. Whether you are looking for a unique aesthetic to fit in with your décor or variant of doors and drawers Skope's specialised team can customise products to suit your exacting requirements.

In view of forming more effective representation of the entire foodservice industry to government, the **Foodservice Suppliers Association Australia (FSAA)** has established the **Australian Foodservice Advisory Council (AFAC)**. The AFAC represents suppliers, which account for around 40c in every dollar spent on food in Australia or \$45 billion in annual retail sales, but aims to provide a platform for the discussion of issues affecting the entire industry with a view to eventually expanding its membership to include senior representatives of the hotel, club, restaurant and contract catering sectors.

With continued growth predicted for foodservice, the FSAA felt a new forum was needed to represent the views of this significant sector. The AFAC committee will confirm working guidelines and elect a chairperson at its first meeting, this month. A number of industry

leaders have agreed to participate and will cover not only food but distribution, commercial equipment and services.

Based on the understanding that a warm welcome, friendly staff and good food are prerequisites to the continuing emergence of the gastro-pub, the **Sydney Morning Herald Good Pub Food Guide** encourages pubs to raise the bar in food. The Guide reports that 2011 appeared to be the year in which many pubs began to understand that good food done well can be the difference between them and the place up the road.

Special mentions go to the **Burrawang Hotel**, getting Best Overall and Best Country Pub, Paddington's **Four in Hand** for Best City Pub, Best Service at the **Belvedere** and **Botany Bay Hotels**, Most Promising for the **Technology Park** and Best Value for the **Kogarah Hotel**.

In December, public relations agency **Weber Shandwick** launched its inaugural food trend report, **Food Forward 2012**, mapping the sentiments of over 1,000 Australian consumers plus leading taste-makers, including food editors, chefs and nutritionists. The report reveals trends predicted to shape Australian food culture in 2012.

Participants nominated the top food news story of 2011, culinary trends in the coming year and associated issues relating to convenience, consumption and activism in the culinary space. Gourmet foodstuffs were nominated as one of the top food trends for 2012, with survey 'insights' including Gourmet Convenience, Global Flavour Combinations, Farm to Fork and Culinary Crusading.

"As a trend forecast, the Food Forward 2012 report provides some great pointers as to what we might be seeing over the next 12 months," said Weber Shandwick chairman, Ian Rumsby. "The results have already provoked some interesting discussion and we'll be tracking the sector carefully to see which of these trends have the greatest impact." **AH**