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SPRING 2017

BURNER

A News Publication for the Foodservice Industry

MR.G'S BAR & GRILL

Authentic American Grill

SANTA MONICA

California Dreaming

KITCHENS ON THE GO

The Royale Brothers / KRU Catering

CICERELLO'S

100 Years On & Still Going Strong

ROYAL STACKS

The King of Burgers

DINNER

BY HESTON BLUMENTHAL



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From the Editor

Back in 2008, we delivered the first Edition of *Front Burner* and now, 9 years on, we are proud to bring you Issue #25.

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

Eating fish and chips is an iconic Australian experience and in this edition we travel to Cicerello's in Fremantle WA to discover how the team serve up over 250 tons of consistently cooked fried fare every year. Our travels then lead us to the extraordinary fine dining creations of

Ashley Palmer-Watts and Heston Blumenthal in Melbourne at the acclaimed Dinner By Heston Blumenthal. We then change pace and head north to checkout the fleet of mobile food trucks feeding some of Hollywood's biggest stars.

Throughout our travels for this issue, it was encouraging to see how many businesses have benefited from changing or implementing ideas after visiting the various live cooking demonstrations which Comcater has on offer. Comcater run live cooking demonstrations Australia wide and of course our live cooking demonstrations will be displayed at the Comcater stand at Fine Food 2017 which will be held in Sydney from September 11th to 14th 2017.

We hope to see you at Fine Food in Sydney later this month where our team is guaranteed to cook up a storm.*



Michael Wood, Managing Director

OzHarvest Melbourne Turns 4!



Travis McAuley



OzHarvest CEO Ronni Kahn

June was a very special month for OzHarvest Melbourne as they celebrated the double milestone of launching a brand new kitchen space in Port Melbourne and serving their 2.5 millionth meal to people in need since opening their doors in Victoria.

The launch of OzHarvest's newest kitchen space coincided with the celebration of 4 years of operations in Melbourne for the food rescue charity. In that time, the organisation's Victorian branch has grown its operations to extend throughout greater Melbourne.

The event was marked by a private function at the new kitchen space, which is complete with RATIONAL, Mareno and Cleveland. The event was attended by OzHarvest's founder and CEO Ronni Kahn, as well as a number of stakeholders, donors and agencies. *

New industry body aims to protect 'CHEF' title



Leslie Chan & Mark Sweeting - RATIONAL Australia

The term 'chef' is self-regulated and as such, anybody (in a commercial or domestic environment, qualified or not) is able to refer to themselves as being a chef. In order to legitimise and protect the chef title, a team of well known industry professionals including Black Hat Chef George Hill have established the Australian Institute of Technical Chefs (AITC).

The AITC is a not-for-profit association dedicated to provide highly qualified and experienced professional chefs with the 'TechnicalChef' recognition they deserve, to protect the commercial cookery industry and the individuals within the industry.

To become licensed as a 'TechnicalChef', applicants will need to prove they have five attributes:

1. Approved training standards
2. Commercial cookery experience
3. Fitness to be titled a professional chef

4. Commitment to follow codes of practice
5. Continuously develop their career

AITC is being supported by an increasing number of professionals including Mark Sweeting and Leslie Chan. The association is not affiliated, nor in competition with any existing chefs' association, and already have many members from existing chefs associations registered across Australia.

If you think you have what it takes to become a "TechnicalChef" and would like to be part of a growing association that wants to protect the commercial cookery industry, you can apply now.

For further details regarding the AITC including the 'TechnicalChef' application process, visit the AITC website: www.technicalchef.com or contact Martin Probst from PROfound Coaching on 0421 936 313. *

The new CombiMaster® Plus by RATIONAL Now also in XS format & with automatic cleaning

Hot off the heels of the CombiMaster® Plus launch, RATIONAL has released the CombiMaster® XS Plus which comes with the same performance as its bigger siblings in a much smaller footprint.

RATIONAL continues to maintain its reputation as the leader for innovation in the commercial cooking equipment field, offering fully automatic tablet cleaning as standard for their manual models.

The new RATIONAL XS has a compact size of just 55.5 cm deep, 65.5 cm wide and a height of 56.7 cm, and stands out with sophisticated technology, modern design and user friendliness (not to mention its fully automatic cleaning function).

For more information about the performance of the new CombiMaster® Plus units and to experience them live visit www.rationalaustralia.com.au. *



DINNER

BY HESTON BLUMENTHAL





Born in a small town in Dorset, England, Chef Ashley Palmer-Watts began his culinary career like many others: working for a local restaurant at 13 years old. Ashley joined Blumenthal at The Fat Duck in 1999, moving up the ranks to sous chef in 2001, and becoming head chef two years after that. Today, he is considered Heston Blumenthal's protégé, his core collaborator, and the driving force behind both Dinner By Heston Blumenthal at Melbourne's Crown Casino and the two Michelin-starred Dinner By Heston Blumenthal located at London's Mandarin Oriental Hotel.

The menu at Dinner By Heston Blumenthal is the result of years of research exploring Britain's culinary past, and hours spent consulting with food historians and delving into the archives at the British Library. The signature dish - Meat Fruit (featured on the front cover of this edition) is said to be the most photographed dish on the planet. It comprises of an orb of chicken liver parfait designed to resemble a freshly picked mandarin, based on a recipe from around 1500 AD.

We had the pleasure of meeting with Ashley and going behind the scenes at one of Melbourne's most exclusive restaurants to discover what it is like to work with Heston, productivity, technology in the kitchen and much more.



YOU'VE WORKED WITH HESTON SINCE 1999 – CAN YOU RECALL THE MOST INFORMATIVE PIECE OF ADVICE OR WISDOM THAT REALLY STANDS OUT?

It was in the early days, back when The Fat Duck had just opened. It was an incredibly tough time. The kitchen was small, it was poorly equipped, and it was tough. We worked ridiculously long hours and the staff didn't last long – sometimes they just didn't turn up for work at all.

I remember one day we had a really hard service and I remember Heston taking me out into the garden and he said, "Look, I know it's hard at the moment but it will get easier and trust me, one day this will all pay off, this is gonna work out."

We often talk about that conversation now, saying: "Bloody hell, do you remember that?" We never even thought we'd open a restaurant in London, let alone Melbourne. It was so far away from where we are now.

WHAT EQUIPMENT DO YOU RELY ON TO ASSIST WITH PRODUCTIVITY IN THE KITCHEN?

It would have to be the RATIONAL ovens and the charcoal oven, they are both very reliable and never let us down.

We use the charcoal oven to cook our steaks and meats, and also use it to during prep time. My favourite thing to cook in it is pork belly. The charcoal oven allows us to roast it really, really hard on all sides and it imparts a really amazing smoky pork flavour.

As it cooks, the kind of osmosis that goes on allows flavour to be drawn into the actual meat rather than it just being on the surface. It's really amazing.

We also use it for burning onions and onion tops that we then use to make oil for our mayonnaise. We open mussels in there for smoked mussel broth which we use for lots of things, you can use it in lots of different ways.

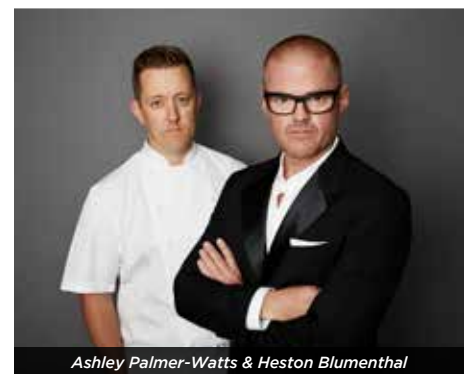
WHAT TECHNOLOGY DO YOU RELY ON IN THE KITCHEN?

Our kitchen is set up in quite a basic way. In addition to the ovens, we have planchers, flat top grills and induction cooktops. We have Alto-Shaam drawers that we use for holding and sometimes also use them to finish a cook. For instance, we will roast some fish, and then it'll go into the Alto-Shaam at 50 degrees and allow it to just slowly come through. We use it for holding, keeping things warm, or an element that just needs to go in there to rest for a while. We rest all our meat in there for the meat section.

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.

DINNER BY HESTON BLUMENTHAL HAS RECEIVED COUNTLESS INTERNATIONAL ACCOLADES , WHAT WOULD BE YOUR GREATEST PERSONAL (PROFESSIONAL) ACHIEVEMENT TO DATE?

Obviously I love my job or I wouldn't be doing it but the thing that I'm really proud of and drives me is my team. Split between the two Dinners I have a team of about 93 chefs and 110 front of house. That's the buzz for me. We really work together as one and I have loved the creation of the team and how we have developed. I work with some incredible people.



Ashley Palmer-Watts & Heston Blumenthal

WHAT IS YOUR FAVOURITE LOCAL INGREDIENT?

I love the beef that we get from Gippsland, it's just brilliant. The fish here is amazing too. It's so different from what we have in the UK it's absolutely incredible.

WHAT ADVICE WOULD YOU GIVE TO A YOUNG CHEF?

The first position you take as a chef, you need to be somewhere where you will learn the fundamentals of cooking. Once you have them, they can never be taken away. With the variation and the diversity in restaurants, you want to get a good foundation and be sure you're in the right environment where you're going to learn and be taught the principles, before you start hopping around. You need to be able to roast a piece of fish, you need to be able to cook a bird in a pan and roast a chicken. Take your time. It's not a race. You've got a lot of years to do what you need to do. *



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ROYAL STACKS



THE KING OF BURGERS

Taking inspiration from modern American burger institutions, Dani Zeini is rolling out a series of restaurants focused on fresh, quality fast-food in a modern, fun environment.

Royal Stacks follows a run of successful ventures for Dani Zeini who helped bring Dandenong Pavilion, Grand Trailer Park Taverna, Easey's and Truck Stop Deluxe to Melbourne. Having steadily grown a cult following for his burger creations, Dani's newest venture definitely proves this guy knows burgers!

"Fast food is a bit of a guilty pleasure for the occasional treat day," explains Dani. "At Royal Stacks, we're taking that guilt away and focusing on quality ingredients. We use the freshest ingredients possible and have worked really closely with Vic's Meats to produce the best blend possible for our beef patty with total traceability. What also makes our burgers unique is the bread we use. It has been formulated only for our stores and has a low-starch content which won't leave you as bloated."

A Comcater Burger Day showcasing state of the art equipment fit for burger royalty helped Dani fitout the King of Kitchens at Melbourne's hottest burger joint.

With the help of Comcater Key Account Manager Craig Lategan, the kitchen has been fitted with all the essential equipment to ensure that the kitchen can meet the high demand. Of all the units installed, Dani's favourite piece of equipment is the Antunes Roundup Vertical Contact toaster.

“It's just such an amazing piece of technology, whoever invented it deserves a prize,” Dani says about his toaster. “It toasts the bun perfectly every single time in such a short period of time and gives you this golden texture. It's a phenomenal piece of technology.”

“The first time we used it, literally my mind was blown. It had the right texture, the right colour with a minimal input from staff. I could almost say it changed my life.”

Turning up the heat and pumping out perfectly grilled patties are the Mareno 90 Series Chrome Grills.

“As soon as I put that first patty on the grill, I knew straight away that it was going to cook perfectly. The heat penetrated the meat, seared it on the outside with some good caramelisation,” said Dani. The cooking time is really quick on it [the Mareno grills] and it doesn't drop heat as frequently as iron grills. It is also really easy to clean. We only use ice and water to clean, which for me sits really well with the enviro-friendly ethos.”

Royal Stacks is a mini homage to US burger chain, Shake Shack. The first Royal Stacks store opened in Collins Street Melbourne and was soon followed by a store in Melbourne's hip inner-suburb of Brunswick and most recently opened at Westfield Chatswood in Sydney. *





Jaime Patullo, Nathan Young, Sam Ibrahim & Kyran McKeown





SANTA MONICA

PIZZA · BURGERS · BAR

CALIFORNIA DREAMING

Basking in the carefree laid-back vibes of California

The team behind the Bellezza Group (the Petrocitto family) are the embodiment of success within Brisbane's hospitality industry. Over the last decade, the group has helped transform the café and food scene in Brisbane delivering a string of establishments including Bar Pacino, Bellezza Espresso Bar, Espresso Veloce, 11th Hour Catering, Short Street Espresso, Chocolate Soldier, Punch Espresso Bar and Café Pacino.

Comprising of father & son duo Giuseppe & Jimmy and cousin James, the trio continue to revolutionise Brisbane's food scene with their newest venture, Santa Monica.

Located on the corner of Edward & Anne Street in Brisbane's CBD, Santa Monica transports you to bay side Los Angeles. With hut-style booths, banana-leaf wallpaper and a focus on laid back casual dining, Santa Monica is serving up American-style fare comprising of gourmet pizzas, American-style burgers, cocktails and imported beers.

"The business ethos is all about developing relationships and investing in staff. We work really hard, have lots of fun and as a result have really rewarding jobs," said Restaurant Manager, Kyran.

"Being located in the CBD means that our patrons are busy corporates and are on time constraints," explains Kyran. "For breakfast

and lunch service we push hard and make sure we get them out quickly. The entire set up needs to be functional and the kitchen equipment needs to support volume production and quick service."

"The Garland Grill gets slammed. We are a burger bar and that thing cooks up a lot of burgers. I really don't know how it keeps up with the demand. Over Christmas, we were doing over 300 covers at lunch," said Kyran.

Sam Ibriham from SNP and Nathan Young from Reward worked closely with Giuseppe to transform the previous internet café site into a bustling tropical oasis.

"We worked with the Bellezza Group right from the beginning; they had a clear idea of the concept and then from there came the look and then the design. Giuseppe is a very hands on CEO and he was very involved in the fitout of the kitchen. He visited the Comcater Sales & Demonstration Kitchen in Maurarrie Brisbane with Nathan (Reward Distribution) and explored the capabilities of the kitchen equipment at length to ensure that they were going to meet the brief," explains Sam from SNP.

The Bellezza group are taking over Brisbane's hospitality scene, one creative outlet at a time. Keep your eye on the lookout, who knows where and when their next venture will be! *

CUTTING-EDGE NETWORKING SOLUTION for PROFESSIONAL KITCHENS

RATIONAL  ConnectedCooking

RATIONAL customers now have access to the world's state-of-the-art networking solution for professional kitchens: ConnectedCooking.

With ConnectedCooking, RATIONAL has expanded their already extensive range of services to include a networking solution specifically developed for the needs of professional kitchens. The system represents another step along the path toward even greater customer benefits delivering flexibility (easy access anytime, anywhere), security and safety of information plus innovation and inspiration (tips, tricks and access to recipes).

Networking is available for RATIONAL units and opens up numerous possibilities for making kitchen work safer, simpler, and more convenient. Businesses with multiple sites can also manage all connected units



centrally and control production processes more effectively.

To use ConnectedCooking, customers simply need to only connect one or more RATIONAL units to a network via free registration at ConnectedCooking.com. The networked units can then be conveniently displayed and managed through ConnectedCooking's Device Management screen.

"Network integration through ConnectedCooking allows chefs to view all of their production processes at any time, even if they are not personally present," explains Mark Sweeting, General Manager of RATIONAL Australia. "They can quickly check up on processes remotely while doing their weekly purchase orders, monitor overnight cooking from home, or even call up error

notifications while on the go. Users can retrieve all of this information quickly and easily using any computer with internet connection, smartphone or tablet - anytime, anywhere. This service helps us give our customers more flexibility and real added value."

Networking also makes it easy to distribute new cooking programs, receive push notifications in real time, or transmit preferred unit settings to all connected units. ConnectedCooking allows for automatic software updates, and also makes administrative work quick and easy; all key HACCP data can be captured, documented and exported completely automatically. Additionally, separate user profiles with individual permissions settings mean all employees can have easy system access, simplifying work with the SelfCookingCenter® even more.

"With ConnectedCooking, we are offering our customers the world's most cutting-edge networking solution for professional kitchens," Mark Sweeting said. "Now our customers will always have everything at their fingertips, even when they aren't on location."

All RATIONAL SelfCookingCenter® units come equipped with Ethernet interfaces as a standard feature. Units manufactured before March 2017 can easily be retrofitted to use ConnectedCooking, and is free to use on up to three units. Data is transmitted using state-of-the-art encryption technology to prevent misuse.

For more information, visit:
www.rationalaustralia.com.au
or **ConnectedCooking.com** *



Ronny Ghantous, Angela Gallagher, Patrick Gallagher & Dave Little

MR. *G's* BAR & GRILL

AN **AUTHENTIC AMERICAN GRILL** WITH A FOCUS ON DELIVERING THE **BEST STEAKS** SYDNEY CAN OFFER



Dave Little





“

We aim to deliver an authentic American grill with a focus on quality sourced meat, seafood and fresh produce,” says Dave. “We cook all of our proteins in the Mibrasa Charcoal Oven which gives it a real unique smoky flavour.

”

Located on the ground floor of Double Bays exclusive Inter-Continental Hotel sits the latest venture for the Gallagher Hotel Group, Mr. G’s.

Owned and operated by Patrick & Angela Gallagher of Gallagher Hotel Group, Mr. G’s pays homage to Patrick’s father, referencing his father’s long serving nickname (Mr. G) and his love of American food.

Best known for their work with the PJ Gallagher’s Irish Pub chain, the duo are well acquainted with successfully bringing international cuisine to Australia, with people flocking from across town to enjoy the traditional food, beverages and friendly, warm atmosphere of the PJ Gallagher Pub chain.

Leading the charge in the kitchen is Head Chef (and part owner of Mr G’s) Dave Little. Before embarking on this role, Dave was the Head Chef at Uncorked Restaurant and Le Bistro in North Sydney and also a private chef

to the stars including the creator of Star Wars George Lucas.

“We aim to deliver an authentic American grill with a focus on quality sourced meat, seafood and fresh produce,” says Dave. “We cook all of our proteins in the Mibrasa Charcoal Oven which gives it a real unique smoky flavour.”

Dave experienced a Mibrasa cooking demonstration presented by Comcater Corporate Chef Glenn Wright late last year and as a result the team at Gallagher Hotel Group decided to incorporate it into their newest venue.

“ About 50% of the steaks we serve are eye fillets and they are pretty much impossible to cook on a grill alone. First, you have to char them and then put them in the oven to finish them off; however, with the Mibrasa, the ambient heat that surrounds them cooks them perfectly. You get a great crust on them and an amazing flavour. It’s fantastic. ”

“In addition to the large variety of the highest quality steaks hand selected and sourced in Australia, the menu also includes delicacies such as Huon Salmon Gravlax and Black Royal Caviar.”

“ It is a 120 seat restaurant and we employ 4 chefs. We have been extremely busy ever since we opened, we are doing really well and hope that we can replicate it and open a few more across Sydney, ” said Dave.

Mr. G’s Bar & Grill is set to be a definite stand-out in the Double Bay bar and restaurant scene. With an emphasis on sharp service, impressive menus, stylish drinks selection and a bustling American vibe, customers can experience their own slice of Brooklyn in a chic Double Bay setting. ✨





Serving up to 250 tons of chips a year, Cicerello's are definitely the Frying Masters of the West.

Cicerello's has been an iconic Fremantle eatery since its founding in 1903, offering the best of the port's amazing seafood selection.

For more than 100 years, the name has meant not only the best fish and chips in the heart of Australia's largest fishing boat harbour, but also the best freshly

caught seafood enjoyed with beer, wine or champagne overlooking the water's edge.

In 1996, Nick Unmack and his father Tony, along with Henry Liascos, bought Cicerello's from its original owners. Together, they renovated the humble sized shack and made it two stories high whilst maintaining its original charm.

The team also stood true to their philosophy that food service should be timeless. They want patrons to visit Cicerello's and experience the same fish and chips that they had in 1975, 1985 and 2005.

“Cicerello's is very Australian; it's the iconic fish and chips served on paper and enjoyed with a can of coke. We want our customers to come here and experience the same thing with their kids as they did when they were kids. It's really simple but there is a real science behind producing very good fish and chips,” said Nick.

“At Cicerello's, we cook over 250 tons of chips a year. So when I talk about food science and the science of frying I'm referencing that there is a lot more to it than most people think. I've got a lot of

100 Years On & Still Going Strong



people around town, some of which are big operators; they ask me how much oil I use. When I tell them, they are stunned because I'm using on average a quarter of the amount of oil they're using for an operation that's three times the size of theirs. To achieve this, we are not compromising on the quality of product. It really comes down to the type of oil you use and how you use it," explains Nick.

The extremely busy open kitchen at Cicerello's is lined from wall to wall with a staggering 17 Frymaster MJCF fryers.

“ Frymaster fryers are very durable and long lasting. They have a fantastic life span and as far as I'm concerned, they are the Toyota Land Cruiser of fryers, ” adds Nick.

As expected, Sunday is the busiest day of the week at Cicerello's, feeding on average a staggering 3,500 people! With most patrons being served within a five hour period (2.5 hours over lunch and 2.5 hours of an evening), it's no surprise that Cicerello's employs a team of over 100 dedicated staff and run a 24 hour operation to ensure that the restaurant is ready to feed the hungry customers.

After experiencing success in Fremantle, the team decided to open Cicerello's on the Mandurah Boardwalk. Both venues are extremely popular with locals and tourists alike, and it's not hard to see why this venture has seen such immense success.

Having recently been featured on an Australia Post stamp issue celebrating iconic Australian tourist destinations, be sure to add a meal at Cicerello's to your bucket list! *



In the kitchen: Frymaster

KITCHENS

The concept of serving food out of a truck with a mobile kitchen is not a new one. Urban myth states that mobile kitchens originally date back to the turn of the 20th century, when the “nighttime lunch wagons” roamed the streets to cater for the New York City nightshift workers.

Over the last few years, Australia has experienced a mobile food truck craze. The offerings are limited only by the imagination of entrepreneurial food lovers and chefs. With cuisines and offerings spanning from Japanese to Palestinian and of course the quintessential burger and chips,

Aussies we can be assured that a mobile kitchen is not too far away.

Mobile kitchens come in all shapes and sizes. From traditional delivery truck size, a bus or a semi, a trailer pulled behind a car and of course, we can't forget the repurposing of shipping containers.

Whatever the shape, size or format, a key element is that the kitchen is fitted with the right equipment, tools and supplies. There are so many things to consider!

We caught up with the team at The Royale Brothers and Kru Catering to learn more about their “Meals on Wheels”.



The ROYALE BROTHERS FOOD TRUCK

Having established a successful series of food and beverage venues and concepts, Daniel Vaughan and the team at the Pantry are definitely not a team that will slip off the pulse of the ever-changing hospitality industry.

Following the success of its hole-in-the-wall booming burger outlet, The Royale Brothers have now taken their award-winning Royale Brothers Burger menu

out on the road serving up the delicious burgers and chips from their ultra-cool funky truck.

“We’re extremely lucky to have developed a supportive and collaborative relationship with Tony Bizzarri (Comcater Regional Sales Manager) and the Comcater team. Over the years, we have built a strong history of working together to design our kitchens into trusted structures for

creating and serving our products. Our truck is fitted with an Alto-Shaam Warmer, RATIONAL Oven, Frymaster Fryers and Round Up Vertical Toaster, to name a few. We wouldn’t do what we do without brilliant equipment,” said Daniel Vaughan.

The Royale Brothers Food Truck has definitely hit the ground running, lending itself to a calendar of events and private functions across Melbourne.

ON THE GO

LIGHTS, CAMERA, ACTION!

KRU CATERING, A FILM LOCATION CATERING SERVICE FIT FOR THE STARS



Darrell Scanlon - KRU Catering

Darrell Scanlon and the team at Kru Catering operate four fully equipped and self-sufficient mobile kitchens loaded with state of the art commercial kitchen equipment able to feed hundreds of hungry actors and crew everyday.

“ We recently worked on the new Thor movie, Thor Ragnarok filmed on the Gold Coast. On this set, we catered for an average of 600 people a day. That’s over 1200 meals per day for 85 days which equates to over 100,000 meals, ” said Darrell.

“Because a lot of the films shoot for consecutive months and we are essentially feeding the same crew five days a week, we design our menus to a specific cuisine daily; Monday might be Italian, Wednesday Japanese, Thursday Modern Australian and so on. This keeps it interesting for the crew and also stimulating and exciting for my chefs each day.”

Darrell worked closely with the team from Betastyle Stainless, Commercial Kitchen Company and Mathieu Astier, Comcater Area Manager, to fit out his fleet and ensure that the trucks can manage the fast-paced, demanding environment of onsite catering.

The Kru Catering Food Trucks are completely self-sufficient with state of the art equipment including RATIONAL ovens, Frymaster fryers, Garland Grills, silent generators, fresh water tanks and waste water tanks so they can go anywhere and everywhere. Darrell points out that there are a lot of things to consider when choosing equipment for a Food Truck, one of which is the weight of the equipment.

“ The RATIONAL ovens weigh significantly less than other combi’s on the market. My kitchens are mobile and I need to keep the weight down as much as I can. RATIONAL clearly sets the benchmark. ”

“ Actually I couldn’t live without my two RATIONAL SelfCookingCenter® ovens. They are easy to use, versatile and very, very reliable. I get the same consistency every time with each application whether it’s braising, steaming, baking or roasting. ”

I can program the oven with certain cook times and any of my employees can simply press a button and be assured we will get the same result time and time again,” says Darrell.

Having already fed some big names including Chris Hemsworth, Cate Blanchett, Samuel L. Jackson, Nicole Kidman, Huge Jackman to name a few, and with more and more major blockbuster films being filmed in Australia, Darrell and his team are definitely well equipped and ready to feed them. ✨

Why everyone should **CHILL**

Once regarded only suitable for large production kitchens, we explore how any sized kitchen can benefit by incorporating blast chilling to their operations.

The use of blast chillers and the implementation of a cook chill process in commercial kitchens have significantly increased in recent years, with such processes allowing for better management of a kitchen's resources, saving money, time and labour.

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 cool room 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 numbers of guests can be plated up well in advance and stored in the cool room. At the event, all of the guests can be served 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 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.

Key to the cook chill process is the blast chiller itself. Aside from all the efficiencies created, you still want to present quality food and don't want to risk making your customers sick. Food left to cool slowly or kept between +65°C and +10°C deteriorates in quality and increases the risk of harmful bacteria developing - otherwise known as 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. It preserves the cooked food so that it can be stored in a cool room and served in the same state the chef had originally prepared it.

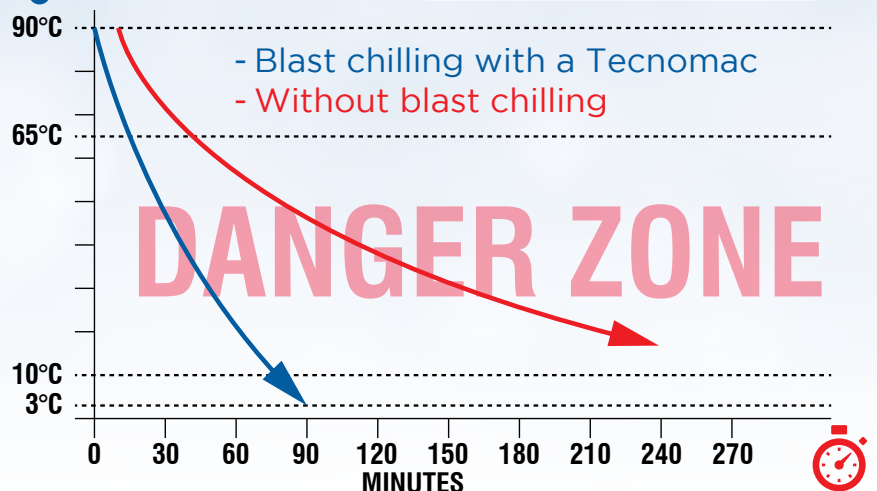
Before service, the chilled food needs to be brought back to temperature usually above 65°C using a process known as re-thermalisation - where food is not cooked further; more just the internal temperature is raised to safe levels. This can be done in a conventional oven but if there's a RATIONAL in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

By combining blast chillers from Tecnomac with Finishing Solutions from RATIONAL, 10 or 1000 diners can enjoy hot dishes exactly as the chef had prepared them earlier. Transforming your kitchen into a more efficient and streamlined operation utilising smart kitchen processes is easier than you think! *

Available in a range of sizes from a 5 tray to walk in models, there's a Tecnomac blast chiller that will suit any sized operation, allowing for any business to benefit from the cook chill process.



Blast chilling lowers the temperature of food quickly to reduce the risk of bacteria proliferation.





DEALER PROFILE

V&C

COMMERCIAL CATERING EQUIPMENT

V&C Commercial Catering Equipment was established in 2000 by Vince and Cathy Liuzzi. The husband and wife team have dedicated the last 17 years to building a successful business that specialises in manufacturing high quality stainless steel commercial kitchens and equipment.

With over 30 years' experience in this industry, Vince offers his expertise in designing and manufacturing kitchen requirements across all industry segments ranging from restaurants to nursing homes right through to take away food shops and mobile food stands to name a few.

We caught up with Cathy to talk about all things equipment, passion and success.

Tell us a bit about V&C Commercial Catering Equipment?

After completing his training as a stainless steel fabricator, Vince went on to perfect his skills in manufacturing and later ventured into equipment sales and project management and design. This has given him a great range of experience in all aspects of the hospitality industry. The next step was to branch into our own business and together, we have grown over the years into one of the major stainless steel manufacturers and contractors in our industry. Our focus is in Aged Care facilities but we cater for all areas including the very popular alfresco kitchens that are becoming very much a part of the Australian lifestyle.

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

Having built our company from nothing to being a highly respected manufacturer today is what we are most proud of. We believe this is due to our quality and customer service. We always strive to give our clients a product that is efficient, well-built and cost effective. We work with our clients to find the best layout so they achieve optimum functionality in their kitchen. This has seen us receive recognition by our peers and also have our work featured in the Australian National Construction Review (magazine) alongside Hacer Group for our work at BlueCross Livingstone Gardens.

How do you keep your passion for the industry alive?

There is always a challenge, no two projects are the same and equipment is always evolving. We are always looking to improve ourselves and help our clients.

How has the business evolved and changed over the years?

We have grown from a small operation to now having a skilled team behind us, allowing us to more efficient in our production and quality. We have faced a few challenges over the years but we have worked hard to keep ourselves at the top of our game. We work closely with

Craig Lategan, Comcater Key Accounts Manager, to stay in touch with the latest products available in the market and keep up with the changing needs of the hospitality industry.

What is your philosophy on Customer service?

We believe in giving our customers the best service, commitment, guidance, quality and respect. We believe that this has helped us achieved a solid client base and mutual respect from our builders and clients alike. We will always go the extra mile to achieve client satisfaction and we don't just walk away when a project is complete; we are always available for follow up advice and service to our clients. #



Cathy & Vince Liuzzi.



**MORE COOKING OPTIONS,
34 % LESS ENERGY,
53 % LOWER WATER CONSUMPTION**

RESEARCH PROVIDES EVIDENCE OF SIGNIFICANT SAVINGS FOR KITCHENS USING MULTIFUNCTIONAL COOKING APPLIANCES

The project proved that modern cooking technology can optimise the use of resources, reducing energy and water consumption significantly.

There is huge pressure on commercial kitchens to reduce costs by using less energy and reducing consumption of other resources, including water and raw materials, at the same time operators have the pressure of reducing the kitchen footprint whilst producing better quality food, and more of it.

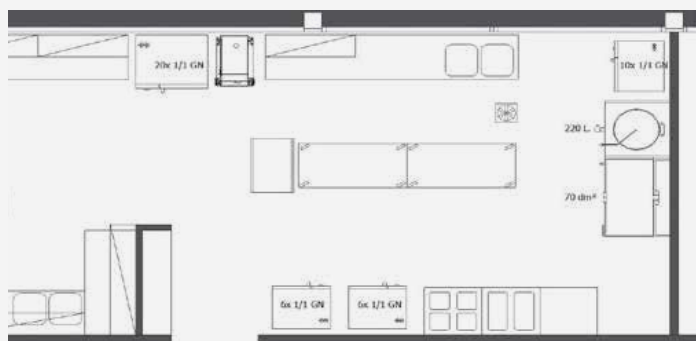
To overcome these challenges, food service operators are constantly looking for innovative kitchen technologies that minimise the use of resources, offer maximum flexibility and performance and meet the highest demands in terms of food quality.

Until now, the standard for energy efficiency has been the only decision aid for buyers of commercial cooking appliances, except for manufacturer information. So the specific savings resulting from upgrading to new kitchen technology are unclear. For this reason, FRIMA International AG, as the market leader in multifunctional cooking technology, decided to undertake a project with Zurich University for Applied Sciences, to record the efficiency of multifunctional cooking technology under real conditions, with a 'before and after' comparison based on the most accurate possible measuring equipment.

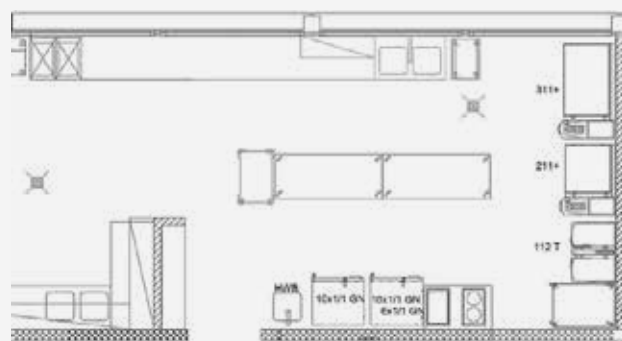
A restaurant that produced approximately 380 lunches daily, using the cook-and-hold method, with a menu choice of four different dishes was selected as the project cases study. At the start of the project in, conventional technology was still being used and measurements of

energy and water consumption were taken over a period of eight weeks. The number of main meals, the menu, food waste and over-production were also logged. The measurements showed the following requirement per main meal served: 0.58 kWh of electricity and 2.72 litres of water.

Following the kitchen renovation and installation of modern cooking technology from FRIMA and RATIONAL, measurements of energy and water consumption were then taken again, in order to enable the 'before and after' comparison. The measurements showed a significant reduction in consumption per main meal. Energy consumption dropped by 34%, meaning only 0.38 kWh per main meal was now required. This corresponds to a reduction in annual CO2 emissions of 1.8 tons. For water, consumption was only 1.28 litres per main meal, which was 53% less than before. *



Kitchen with conventional cooking technology **before** the renovation in 2014 (for approx. 450 meals)



Kitchen with modern cooking technology **after** the renovation in 2015 (for approx. 700 meals)

Research & study conducted by Zurich University



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BlueCross Community and Residential Services provide services for people with low and high care needs. With 23 residential facilities, BlueCross understands the joy and pleasure that food brings to their residents, and therefore employ a dedicated team of 390 catering staff who are committed to delivering quality dining and hospitality services across their network of facilities.

“We have approximately 1,768 residents across 23 sites,” said BlueCross Hospitality Service Manager Liz Goldsmith. “We serve breakfast, lunch, dinner, morning tea, afternoon tea, supper, and cater for special events and functions.”

In their pursuit to ensure the standard of their food service offering matches the exceptional level of care, the team at BlueCross annually conduct two menu assessments and two food forums at all BlueCross residences. The information collected from residents and from family feedback is then used to plan and update the menus.

“We also keep ahead of industry trends by monitoring current food trends via social media, feedback from our Chef Managers, attending Food Fairs and liaising with our suppliers. Every season, we incorporate new meals onto the menu ensuring they stay interesting for our Chefs and residents alike,” Liz added.

“Each facility is equipped with its own kitchen and employs a Chef Manager. It is very important that the equipment is reliable, multi-functional, robust and easy to use,” said Liz. “All our sites have RATIONAL ovens, and we have just introduced FRIMA into our repertoire of equipment at our newest residence - BlueCross Ivanhoe. They use it [the FRIMA] to make chicken casseroles, soups and a Shepherd pie mix - everything is cooked quickly. They are wonderful to use.”

Liz’s advice to chefs setting up a kitchen in the healthcare industry is to seek the opinion of experienced peers before making any decisions to have a full understanding as to what kind of catering service you will be offering as this will help plan your kitchens and equipment specifications.

“We have a great working partnership with Comcater. We take advantage of the RATIONAL Academy which has been very beneficial to our operation. We also hold an annual Chef Manager workshop at the Comcater South Melbourne Demonstration Kitchen which is organised and facilitated by Craig Lategan, Comcater Key Account Manager. They are always a lot of fun and very informative.”

According to Craig Lategan, these Chef Manager workshops are beneficial for everyone involved, and offer attendees a huge amount of information and robust discussion.

“We really enjoy working with the BlueCross team and welcoming them to our annual Chef Manager workshop event every year,” explained Craig. “The hands on sessions are engaging and informative. We have covered topics ranging from productivity through to HACCP and even bring in industry specialists. This year we will be joined by representatives from the Meat and Live Stock Australia and Unilever. There is always new and exciting things happening in our industry and commercial kitchen equipment is constantly evolving. These workshops allow us to share our knowledge and work together.”



Vanessa - BlueCross Ivanhoe



Celebrates 60 Years of Service

HOSPITALITY SUPPLIES



On Tuesday 6th June 2017, QCC celebrated 60 years of service to the hospitality industry. In 1957, QCC opened its doors and 60 years later they continue to proudly support and service the Hospitality Industry with passion and dedication.

To mark the milestone, the team hosted an industry night with over 500 suppliers and customers attending their flagship William Street store. Partnering with Kit Communications and Aria Events, the night was a true success. Food stations were featured across the store with key signature dishes from Chiswick, North Bondi Fish and Aria. Featuring award winning barmen, Ben Davis and Monin Ambassador

Karel 'Papi' Reyes, a bespoke cocktail bar served up Espresso Martinis and Ruby Red cocktails. Alongside the Aria Cheese station was a Whiskey Trolley featuring a selection of Whiskey from Australia, Japan and Scotland.

The celebration received a lot of interest from food stylists and influencers. Special guests on the night included winner of My Kitchen Rules, Bella Jakubiak (Sammy & Bella) and well known Australian author, journalist and TV Presenter Indira Naidoo.

The event also celebrated the completion of their 4 level store renovation. Over the last 3 years, their passionate and dedicated team have

progressively renovated every level! The lower ground level now boasts a fully equipped working kitchen which includes RATIONAL ovens and Tecnomac Blast Chillers and in the showroom, you can view equipment from leading brands including Trueheat, Frymaster, Vitamix, Brema, Dean, MenuMaster and Lincoln.

Employing over 60 staff (across 2 stores and 1 distribution centre), the QCC team are customer focused and passionate about service. It comes as no surprise that they were nominated as a finalist at the 2016/17 FSAA Awards (Equipment Supplier of the Year). *



LOCATIONS

Sydney Store
53 William St
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Fax (02) 9360 2397

Sydney Warehouse
4/2-12 Beauchamp Rd
Matraville NSW 2036, Australia
Ph (02) 9666 9256
Fax (02) 9316 4717

Brisbane Store
36 Manilla St
East Brisbane QLD 4169, Australia
Ph (07) 3393 1234
Fax (07) 3392 1996

Repair or Replace?

How to ensure you make the right decision

When it comes to commercial kitchen equipment, knowing when to replace a broken unit or whether to repair it will always be a tough decision to make. What questions should operators be asking to ensure they spend their money on the right solution?

Is a newer model on the market?

Replacing your unit and upgrading it may offer huge long term benefits to your business, and choosing to repair the unit could see your business fall behind the competition. Increased productivity, energy efficiency and reduced maintenance costs are just some of the benefits a product upgrade could bring to your business. For example, swapping your old combi for a new RATIONAL SelfCookingCenter® will allow your business to cook multiple items at once without fear of flavour transference, with its overnight cook capabilities and self-cleaning features saving you thousands in labour costs. While some operations might pride themselves on holding onto equipment for decades, the hidden costs of keeping this equipment might be negating any upside.

Are you anticipating any menu changes?

Now is the time to think about the future for your menu and whether replacing the broken equipment for a different unit altogether is a smarter investment. Consider the versatility of existing equipment and the opportunities presented by new equipment, such as a toaster that can accommodate a variety of bread products, a microwave that also acts as a convection oven, or a conveyor oven that can cook your focaccias, pizzas and even your steaks and schnitzels. You may find this means you can remove several other items from your kitchen, saving valuable space and excess energy costs.

How old is too old?

If your equipment is relatively new, checking the warranty on the unit and contacting a service agent who specialises in that brand will be the best way forward. You should treat your commercial kitchen equipment like a car – it needs to be regularly serviced to ensure it doesn't break down. Organising planned maintenance visits is a great way to keep your equipment running its best for years to come.

What are the total costs of both scenarios?

The decision to repair or replace equipment should be based on minimising the total cost of the equipment over its remaining lifetime. Whilst the cost to repair the unit or the purchasing of a new unit may be clear, other factors to consider include:

- Ongoing maintenance costs over the lifetime of the existing equipment
- Costs of downtime during repair or replacement
- Installation costs of a new unit
- Productivity loss from using older, non-efficient equipment
- Productivity gain from investing in new equipment
- Training costs to train staff on new equipment
- Waste, labour and time savings from investing in new equipment

By analysing all of these factors, your decision to repair or replace the item should become a lot easier to make.



GET THE MOST FROM YOUR EQUIPMENT

The equipment in any 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 venue budget.

We talked to Geoff Potter, Comcater Group Manager of Technical Services about how a planned maintenance program can help food service operators save money, remain HACCP compliant and avoid downtime during busy periods.

GEOFF POTTER:



A good planned 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 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.

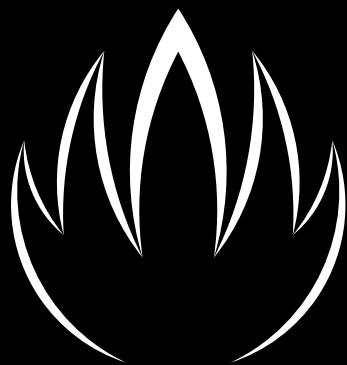
Let's take for example a dishwasher. The rinse stage sterilises the equipment at 82-85°C. If this is happening at 50°C because it hasn't been checked, the dishes may appear clean but they may not be safe to use. In aged care, being HACCP compliant is paramount. The consequences of not conforming can 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. ✱

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