

The logo for Moffat, featuring the word "MOFFAT" in white capital letters on a blue rectangular background. The background of the entire page is a photograph of a bright, modern restaurant interior with wooden floors, white tables, and wooden chairs. Large windows in the background offer a view of an outdoor area with greenery and a building.

MOFFAT®

connection

A NEWS BULLETIN FOR THE FOOD INDUSTRY

Q2 2017

OUT OF THE ASHES
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WELCOME TO THIS EDITION OF THE **MOFFAT CONNECTION**

As always our magazine is packed with success stories from our customers and partners spread around the globe.



Such success hasn't necessarily happened overnight. A great many challenges face our customers, be it planning new facilities, refurbishing existing venues or, as in the case for two of the articles here, starting again after serious events.

Dealing with such havoc and hardship requires determination and commitment. These projects can only be successfully completed thanks to a dedicated focus from all stakeholders. I continue to be amazed by the response from people as they step up to the challenge. The impact of rebuilding efforts at The Baths Restaurant and the Wharf Bar & Restaurant goes far beyond their kitchens. The entire community reaps the benefits.

In this edition you'll find a huge range of other projects too – everything from restaurants to hotels to hospitals to cafes and quick-service eateries. There are plenty of interesting projects to read about.

Our work as an official partner of Emirates Team New Zealand for the America's Cup Yachting challenge in 2017 has required some thinking outside the box (or container). A large food truck business in regional Australia is another example of great ideas being introduced throughout our industry.

Our continued involvement in the expansion of the Ronald McDonald House programme is also very satisfying. Their work is so very important for patients and their families and I encourage all to support this worthy cause.

As seen in these pages, our work takes us everywhere, from Goondiwindi in Australia to Denver USA, Martinborough in New Zealand to Blyth in northern England, tropical warmth in Bermuda to freezing conditions at Scott Base.

These globetrotting triumphs wouldn't be possible without such a great team. The continued exemplary leadership from our staff allows us to lead the wider industry – you are critical to our success. I thank you all for the outstanding work undertaken over these last few months.

We now look forward to welcoming our partners in September to our stands at Fine Foods in Sydney and Gulfhost in Dubai. In October we exhibit at Host Milan. At each, new innovation and technology will be on display for all to see. Until then I wish you all the best in your hospitality endeavours.

Regards

Greg O'Connell

GROUP MANAGING DIRECTOR

ON THE COVER

THE BATHS AT SORRENTO, MORNINGTON
PENINSULA, VICTORIA...A NEW START.



Moffat Pty Limited - Australia

Victoria/Tasmania

740 Springvale Road, Mulgrave, Victoria 3170
Phone 03-9518 3888 Fax 03-9518 3833
vsales@moffat.com.au

New South Wales

Phone 02-8833 4111 nswsales@moffat.com.au

South Australia

Phone 03-9518 3888 vsales@moffat.com.au

Queensland / Northern Territory

Phone 07-3630 8600 qldsales@moffat.com.au

Western Australia

Phone 08-9202 6820 bgarcia@moffat.com.au

Moffat Limited - New Zealand

Christchurch

45 Illinois Drive, Izone Business Hub,
Rolleston 7675
Phone 03-983 6600 Fax 03-983 6660
sales@moffat.co.nz

Auckland

Phone 09-574 3150 sales@moffat.co.nz

Blue Seal Limited - United Kingdom

Unit 67, Gravelly Business Park
Gravelly, Birmingham, B248TQ
Phone 0121 327 5575 Fax 0121 327 9711
www.blue-seal.co.uk sales@blue-seal.co.uk

Moffat Inc - United States of America

3756 Champion Boulevard
Winston-Salem, North Carolina 27105
Phone 336 661 0257 Fax 336 661 0946
www.moffatusa.com sales@moffat.com





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14



16



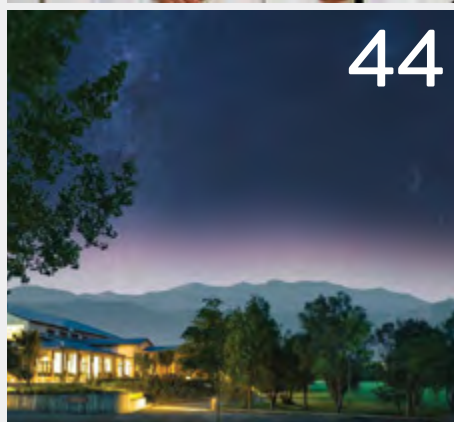
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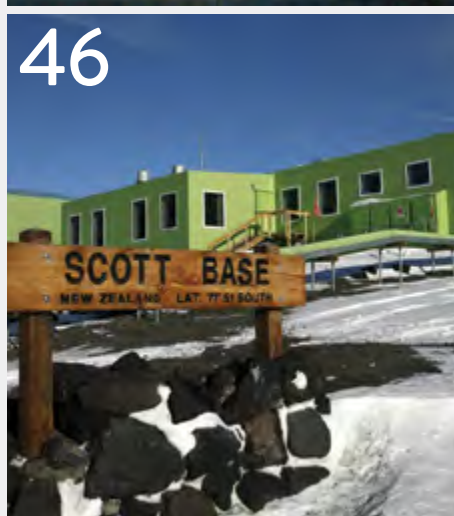
32



40



44



46

CONTENTS

- 07 out of the ashes 1
- 10 a flying visit
- 13 chef profile - daniel simpson
- 14 sailing on their stomachs
- 16 lovable culprit
- 18 let me taste your wares
- 22 out of the ashes 2
- 24 ol' briny of blyth
- 26 there when most needed
- 28 feeling malo
- 30 is there an elephant in the room
- 32 worth waking for
- 34 gathering insight
- 35 our people united kingdom
- 36 performing parts
- 37 our people australia
- 38 our people new zealand
- 40 speedy deliveries
- 43 the connection - andrew sinclair
- 44 wine, food and song
- 46 feeding the diverse
- 48 fremantle's sweetheart
- 51 something to be proud of
- 52 count on the stars
- 55 a learning experience
- 59 we are here to help

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A FRESH START AT THE BATHS



After a distressing fire in 2015 this historical Victorian site was lost — but not for good. Now, with expertise and dedication behind the scenes, things are going swimmingly once more for The Baths at Sorrento.

When an opportunity came up to purchase The Baths at Sorrento around 16 years ago James Gibson jumped right in.

The beautiful beachfront restaurant on Victoria's Mornington Peninsula gave him a perfect opportunity to launch his first hospitality venture – and “to relocate to a very beautiful part of the world”.

The Baths was named after the historic sea baths that existed there from the late 1800s through the early 1900s. The 200-seat establishment, located just over an hour from Melbourne, operated both as an a la carte restaurant and a popular function venue. Serving a wide demographic, from laid-back families to wealthy holidaymakers, The Baths were busy all year round.

Weddings in particular were popular here. The spectacular waterfront location, relaxed atmosphere and delicious seafood menu ensured The Baths hosted at least two a week – and even more in peak season.

This culture of success was almost lost for good in 2015 when an after-hours electrical fault caused the entire building to burn to the ground. After a challenging year James managed to re-build The Baths. In October 2016 the restaurant opened again, this time with a beautiful, fresh new interior.





PROJECT SUPPLIED BY MARILJOHN, VICTORIA

In fitting out the new kitchen, James turned to renowned kitchen designers, Mariljohn, whom he had worked with previously.

"After the fire, Mariljohn were great in helping us re-create our kitchen and determine which equipment would best suit our needs," he says. "The decision to go with Moffat was an easy one. We had used Moffat before, and we were very happy with it. We have now just upgraded the size and amount of equipment we have installed."

This upgrade was undoubtedly needed. With full or partial venue hire, and an eastern deck providing a private dining section, demand on the restaurant's kitchen can be considerable. For this reason the new oven in particular needed to be as user-friendly as possible.

"We realised that our chefs don't really need, or want, too many complex, automated features in an oven. They just want a reliable and robust piece of equipment that can get the job done effectively, and this is exactly what the Sapiens Combi Oven does," says James.

"...it can really handle the large load we throw at it."

IN THE KITCHEN

According to James, one of the most useful investments in The Baths kitchen has been a Waldorf pasta cooker. The restaurant is known for its seafood pasta, and this new equipment helps produce the quality and quantity necessary for large functions.

James also chose a line-up of Waldorf equipment, including a single pan fryer charrill, salamander, oven range and gas griddle. Waldorf was chosen due to its robust operation and reliability as it can "really handle the large load we throw at it", he says. A Sapiens combi oven, "the workhorse", completes the suite.

When it came to the front-of-house, Mariljohn recommended a Wexiodisk undercounter glasswasher. "It's more expensive initially than other glass washers, but it provides a much larger rack size and considerable labour saving, as you don't have to polish the glasses after they are washed," he says. "This means staff can get out of the venue earlier, which is great when they have had a particularly late finish.

An Icematic Icemaker machine also helps house staff keep up with demand. It's dependable convenience ensure "there is no problem in keeping up over the hectic summer period" according to James.



CHECK IN. DINE OUT.

The new Pullman Hotel at Sydney Airport warrants more than just a flying visit. Opened in 2016 by global chain Accor, the dynamic new hotel targets both travellers and those seeking a venue for private events.



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, NSW

A key part of this enticement is with the quality of cuisine on offer. Mobius Bar & Grill caters both for hotel guests seeking a special dining experience, as well as those simply wanting quality food on the go.

Fresh artisanal breads, pastries and charcuterie mark a Mobius breakfast, which then morphs into all-day antipasti and tapas selections. Dinner is a vibrant blend of modern Australian and Asian cuisines from the live wok station and signature open grill.

“Each dish is designed with wellness in mind, with most proteins available in two sizes. We want our guests to be able to control how much they consume – whether they are eating alone or sharing with friends,” says Executive Chef Daniel Simpson.

Examples include the unique King Burger with a Wagyu patty, peanut butter, bacon and cheese; and a roasted heirloom dish with quinoa, whipped goat’s curd and hazelnuts.

Mobius also provides a showcase for some of Sydney’s finest artisan producers, including Pepe Saya butter, Signature oysters, Westmont pickles, Alto olives and cheese from Meredith, Udder Delights and Vanella.

With an open master kitchen as well as a satellite dispense kitchen for events, Simpson’s operation buzzes through the work all day long. Managing a team of 15 staff, and producing meals for

between 300 and 600 people a day, the kitchen and its users need to work hard. There’s no way a ‘holding pattern’ will be tolerated here.

IN THE KITCHEN

Given the kitchen is on permanent display the Waldorf Bold Series was an obvious choice. Finished in a striking red, Executive Chef Daniel Simpson calls it “stunning” and says it has become “a real feature of the restaurant”.

“The Bold range suits each application in the kitchen. Seeing the equipment, I was confident it would do the job for us reliably and to a good standard,” says Simpson.

The Bold series is complemented by a Convotherm oven and Wexiodisk rack conveyor dishwasher.

“The Convotherm does everything we ask of it, and the self-cleaning is a breeze,” says Simpson.

“We also have the smoking attachment, which certainly takes the guesswork out of barbequing,” he adds. “I smoked a Wagyu brisket for our opening party. It was as simple as inserting the probe, and setting the temperature, and it came out perfectly.”

“Moffat has been a real pleasure to work with, throughout the whole process. The team seems very passionate about helping me achieve a great job.”

Striking design, powerful performance.

Waldorf Bold delivers a new aesthetic approach enhancing the Waldorf 800 Series' widely appreciated speed, power and efficiency.

When your kitchen needs to attract and enthrall, this range is sleek, seductive and sophisticated right down to the custom plinth mounting. And, while we started with a dramatic black vitreous enamel finish, **Waldorf Bold** is also available in burgundy and chilli red.

So get in touch and get ready to make a bold impression.



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Waldorf Bold



Chef Profile

High flyer Daniel Simpson

The Executive Chef at the new Mobius Bar & Grill at Pullman Sydney Airport talks parental remuneration, cruise ship service and why no amount of positive reviews will dent his belief that "we can always get better".

GROWING UP

What made you decide to become a chef?

I always loved to eat! I enjoyed cooking for my family as I grew up and trying new things. I was also fortunate to have encouraging test subjects in my parents, brother and sister.

When I was around 16 I realised I wanted a career that'd be challenging and different every day, one that I could travel with too.

What was the first dish you ever cooked?

I wrote my first menu when I was around four. It was breakfast in bed for my parents: toast and juice. I even charged them.

MAKING IT WORK

Who has been the biggest inspiration in your career so far?

My wife and kids have been a brilliant inspiration. They remind me to be grateful and humble for every opportunity, and to take every new experience with wide eyes and an open mind.

What has been the highlight of your career so far?

A memory that sticks is one morning working in the verandah café on a cruise ship, serving breakfast. The sun was just rising as we set sail out of Fort Lauderdale. There was lush green on one side and bustling city on the other. In that moment, the calm before the storm of service, I was exactly where I wanted to be. This was an experience that was only available to me as a chef.

Of course, opening the Pullman Sydney Airport was a pretty special experience too. Having influence over the entire offering was great, and the ability to change tactics very quickly if required. I have been fortunate enough to have a very good team around me.

What do you enjoy most about your day-to-day work?

I love the fact we can always get better. I enjoy coming up with better dishes for the restaurant, more efficient ways to produce the food we need, and better ways to develop and reward the team.

When you're not working, what type of food do you enjoy cooking at home?

I can't go past a barbecue. The fresh air, sunshine and relaxed nature of the process is the polar opposite of work!

THE EQUIPMENT EXPERIENCE

What made you choose Moffat equipment for the Pullman kitchen?

The quality and range of appliances was a perfect fit. The Waldorf Bold range in red has become a feature of the restaurant. The Wexiodisk Conveyer dishwasher is a workhorse – it goes hard for 16 hours a day with great results.

What difference does the Moffat equipment make in terms of preparing great food?

The kitchen team knows it is going to work, and be there for them. I can write menus knowing a technique that relies on a particular piece of equipment won't change in three weeks' time. The gear looks great so the team looks after it (and it's easy to clean).



JUST ADD **WATER**

Hosting VIPS at the world’s premier yachting event in Bermuda requires a level of experience and expertise akin to that exhibited out on the course. Comparable to the maxim that ‘the fastest boat wins on the day’ so too are preparations behind the scenes leaving as little to chance as possible.

Moffat and Washtech are now official suppliers to Emirates Team New Zealand. This commitment is now in full flight as every necessary detail is addressed to ensure a smooth and successful lead up to the America’s Cup Qualifiers in May 2017.

Emirates Team New Zealand Official Suppliers Manager Tom Waterhouse lets the numbers do the talking.

“We’ve got sixty 40ft HC containers travelling with supplies and a 20ft Reefer Container of food,” he says. “Along with the America’s Cup Class Yacht hull and wings we need our own tower crane and seven chase boats for logistical support.”

“Then there’s the human element to the operation, with 70 team members and their families traveling to Bermuda,” says Tom. “We

need to ensure their comfort and focus to get the best from the team.”

A vital part of this comfort starts in the kitchen. For Harry Lynskey, the team chef for Emirates Team New Zealand, there has been a lot to consider when assessing what is required.

“We need to feed the team and the support staff. Then we’ll have approximately 70 VIPS being hosted each day,” he says. “To serve both groups we are essentially building two commercial kitchens from scratch.”

“Catering for such a diverse team, everyone from designers to sailors to boat builders, requires both a varied menu and, to deliver the performance where it counts, a consistent balance of the ‘right foods’ within the menu,” says Harry.



“ That’s why the support of Moffat is so incredibly valuable to the team. It allows us to commit greater resources to where they are needed most. ”

Moffat has supplied an E33 Turbofan oven along with a griddle and an oven range from the Blue Seal Evolution Series. Along with this cooking capability the kitchen is also supported by a M2C dishwasher and a Fisher Pre-Rinse from Washtech.

“Costs are kept as low as possible off the water,” says Tom. “Every possible cent goes into what’s really the only priority – a fast boat.”

“That’s why the support of Moffat is so incredibly valuable to the team. It allows us to commit greater resources to where they are needed most.”

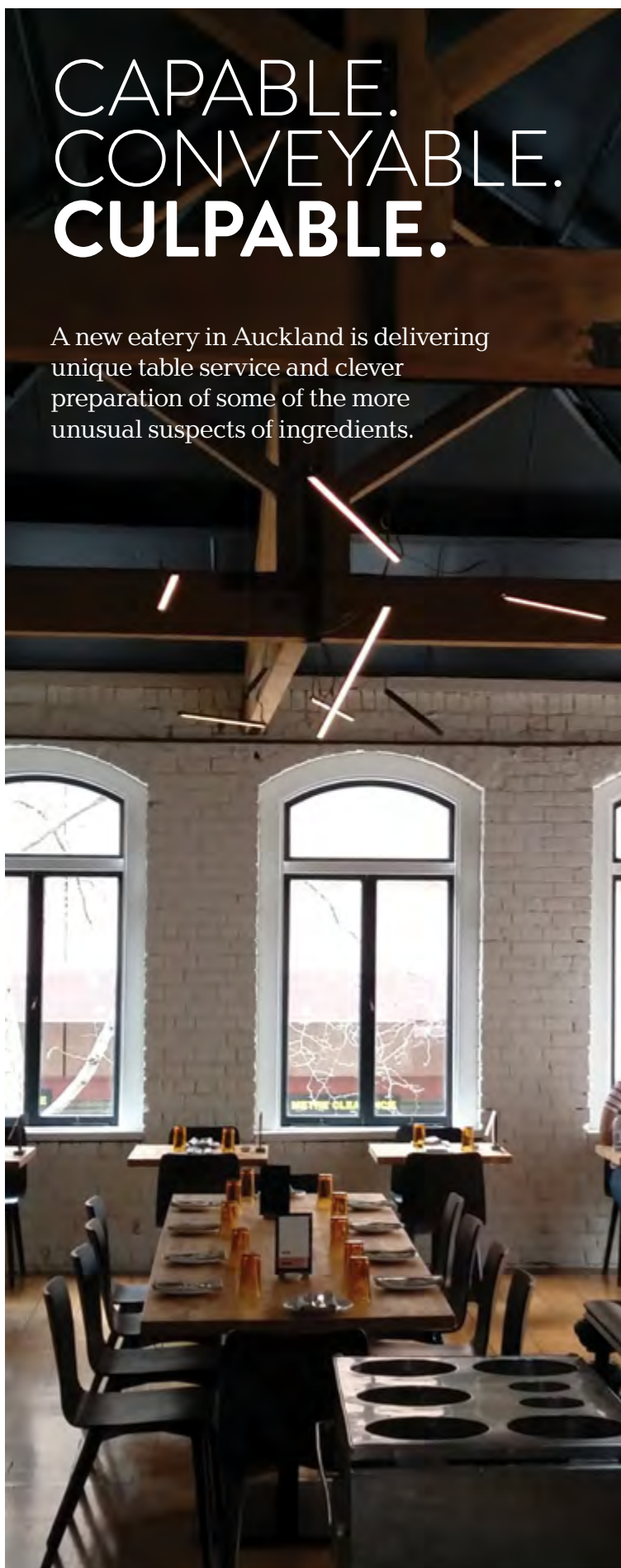
With all the containers leaving for Bermuda in late February, ready for action in April, this summer will be a busy one behind the scenes at Emirates Team New Zealand.

Everyone at Moffat wishes the team all the best both on and off the water. We are proud to support their hard work and look forward to sharing news of their success in the future.



CAPABLE. CONVEYABLE. CULPABLE.

A new eatery in Auckland is delivering unique table service and clever preparation of some of the more unusual suspects of ingredients.



After gaining success working in some of Auckland's more renowned eateries Culprit owners Kyle Street and Jordan Macdonald wanted to create "something from the ground up". The result is a somewhat rebellious new entry into the local hospitality scene.

The mindset behind the new venture was to deliver an unpretentious dining environment showcasing fresh local produce while making the most of what have been traditionally less used cuts and unloved products.

The two owner-chefs work directly with growers and suppliers to champion under-utilised produce, and ensure aged bavette steak and pork face are prepared to their true potential.

The delivery of such products also sets the Wyndham St restaurant apart. The yum-cha style trolley circulates between tables during structured services, with each table's card marked according to their orders of individually priced dishes. Larger dishes can then be ordered for the table from a more traditional a la carte menu. This means diners can be digging in to a delicious entrée even as they're checking out the menu.

Previously a Spanish tapas restaurant, the space required some construction expedience before this dining experience could be introduced. The kitchen refurbishment took five weeks from the initial swing of the hammer to the firing of the target top on opening night. In this time a number of key changes were made.

The room was "quite expansive and hall like" according to Kyle. He says the aim was "to bring the kitchen right out into the dining room and, in doing so, give the room a pulse."

The owners also wanted a close look at the kitchen equipment before committing to the new fit-out.

"We first visited Moffat at the Fine Foods event in Auckland and got an inside look at all the Waldorf Bold gear," says Kyle. "Moffat then provided some great advice when determining from the large product range which equipment would suit us the best."

From there it was a matter of ensuring a consistent vision could be delivered throughout the restaurant.

"Kirsty Mitchell, our interior designer, understood that the kitchen was going to drive a lot of our aesthetical choices in the dining room," says Kyle. "She was brilliant in establishing an exceptional look that was as much in the smaller details as it was in the overall atmosphere."

Feedback on the kitchen and the dining environment has been entirely positive.

"We've had a huge amount of compliments about not only the black finish of the Waldorf equipment but also our choice to use wood and granite for our benches," says Kyle.

The success of Culprit means there will in all likelihood be imitators arriving on the scene in the near future. If this is the case then, surely, we know where to place the blame.



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, AUCKLAND



IN THE KITCHEN

Bold thinking at Culprit isn't just in the style of menu or delivery approach. With the Waldorf Bold range in place the kitchen equally provides flexibility and refinement.

Culprit has a 900mm oven range, a 900mm target top and a single pan fryer installed. It's a kitchen that, according to owner Kyle Street, was "built with our yum cha inspired trolley service very much in mind."

Being able to serve small tastes and bites as larger meals were prepared required the kitchen effectively utilise every centimetre of space.

"The Bold target top gives us the ability to cook small amounts in a multitude of pans," says Kyle. "We're not locked to a certain number of hobs, and a 600mm griddle and 2 hob combo static oven gives us even more flexibility."

A sizable wooden countertop, easily accessible by all, ensures chefs can cook, turn and plate a large variety of different ingredients and preparations quickly and efficiently. Keeping clutter to a minimum is also vital.

"We chose to install the matching Waldorf Bold cabinets with gastro racking so we could also hide away all our prep or plates when they weren't in use," he adds. "It ensures the kitchen looks slick and clean at all times."



PIES TO THE PEOPLE

With an impressive commercial kitchen on board Smith's Pies is putting an Australian twist on a traditional American export — the food truck.



Mobile food trucks have long been known as snack stops for hungry construction workers and festival-goers. Recent incarnations however have begun to offer a considerably more sophisticated menu than hot dogs and soggy fries.

A refined yet creative menu of street-style food is the now considered the hallmark of a good food truck, and those that explore a regional niche tend to have the most success.

This is exactly the approach that Smith Pie's have taken. After all, what's more Australian than a good meat pie or 'dog's eye' to the locals? With fresh, flaky pastry wrapped around a range of gourmet flavours, Smith's Pies have proven a hit wherever the road has taken the truck.

Father and son Dennis and Jim Smith and Dennis' wife Sherri set up the truck in the Smith's hometown of Goondiwindi. The family are no strangers to the drawing power of a good bakery – they're also behind Goondiwindi's famed Gunsynd Bakery.

Their latest venture looks to be of as high a standard – and equally successful. While the pies are perfect, what really sets this food truck apart is the scale of its operations.

Created to cater for large events, festivals and shows, the truck is kitted out with a full-size commercial kitchen. As well as being mobile this bakery is completely self-sufficient. It has its own power, water tanks, cold-room and even a freezer.

With this capability for delectable/deliverable the requests for the truck have been flying in from near and far since its summer launch. The unique design also received considerable press attention during the Allora Heritage Festival earlier this year, with features on Channel Seven and WIN News.

Now, with four large events already under their belts and many invitations since received, Smith's Pies are fixing to become a festival favourite.

"...quality equipment products and long-standing nature of the brand."



IN THE KITCHEN

A full-size bakery in a mobile space was a unique proposition – one that required careful planning.

Most of the equipment was purchased in advance and fitted during the build. Sherri Smith says they were referred to Moffat by close family friends, and were attracted to the “quality equipment products and long-standing nature of the brand.”

Two FG150 Moffat Bakery convection ovens are the cornerstone of the Smith’s kitchen. A Craftsman floor sheeter, an FBF60 spiral mixer, a Metos 100E Culino Kettle, two Waldorf electric fryers and a Washtech PW1 pot washer complete the fit out.

“All of the Moffat equipment works well and as expected,” says Sherri. “It means we can tackle any event, knowing it’s not too big.”



metos



The brand has changed but the products haven't.



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The premium Proveno Combi range offers 40 - 400 litre stainless steel, self-contained, steam jacketed units.

Operating from an electric heated steam source contained within the unit and complete with electric or hydraulic tilting.



CULINO & CULINO COMBI

Culino Combi models feature 4 mixing programs with digital temperature control. All kinds of food, hot and cold, are mixed effortlessly and efficiently.



VIKING & VIKING COMBI

Viking Combi is a basic cooking kettle with powerful integrated mixing device for versatile and professional food production.

With the use of mixer, many dishes can be cooked from start to the finish in one unit, without any food transfer.



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Otis Redding once sang, “Looks like, nothing’s going to change” in (Sitting On) The Dock Of The Bay. For the owners of the popular Wharf Bar & Restaurant in Gisborne such a line was once worth emulating. But, when disaster struck in early 2016 they knew nothing would remain the same.

Perched on the easternmost point of the North Island coast, Gisborne is a charming New Zealand town with enviable sunshine hours and fertile clay loam soil. High quality fresh produce and world-class wines are the rule rather than the exception ‘out east’.

Add this to expansive views of a pretty marina and it’s easy to see how The Wharf Bar & Restaurant become somewhat of a local icon over its 18-year tenure.

However it was an icon almost consigned to history one fateful day last January. During the busiest summer on record a fire broke out in the kitchen and travelled up the flue into the office above.

While the bar was fortunately closed at the time the mezzanine floor quickly swelled with smoke and onlookers described ‘wall to wall flames’ as the fire engulfed the building. Adjoining businesses

were evacuated and firefighters managed to contain the blaze in the restaurant, saving the surrounding buildings from any serious damage.

It was a blow that would have dropped a less resilient business. Eleven months on, the restaurant has reopened its doors and now, with a sleek new design and a renewed focus, it’s going from strength to strength.

Throughout the disruption following the fire, owner Grant Fussell kept his customers at the forefront of his plans.

“Local families have a lot of history at The Wharf,” he says. “It’s an iconic location for birthdays, weddings and other celebrations. So we wanted the new premises to deliver both a celebratory space and more personal areas.”



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, NAPIER

" We want our customers to see it, hear it and smell it. "

Supporting the community was equally important to Grant, who's objective is to stock the kitchen with predominantly local wares.

"We've got to look after each other," Grant says. "Besides, our local produce is the best around."

At the Wharf it's also inarguably as fresh as it gets. The fish of the day is decided each morning — depending on what the fishing boats deliver to the kitchen door.

It's not just suppliers who are important to the business, and Grant acknowledges the support of his local customer base. It's another reason why he's so proud to share the fine-tuned result of the team's hard work.

"It's a restaurant that makes the most of a stunning location," he says. "And after a trying time, both with the fire and subsequent rebuild, we're now ready to share it with the world once more."



IN THE KITCHEN

Afforded the rare opportunity of a completely new fit-out, Wharf Bar owners, brothers Grant and Scott Fussell, went for an open kitchen layout.

After spending a good deal of time and money on the design "to get it just right", they decided to turn the spotlight onto the food with as open kitchen design that showcases the freshness and quality of the meals.

Grant wanted to include the chefs in the dining experience, saying, "it's important for the process to be visible. We want our customers to see it, hear it and smell it." From their famous sticky pork ribs to the catch of the day, it's all on show.

The new kitchen needed to appeal to the eye as well as taste buds, and the sharp lines of the Waldorf range here complement the new front of house fit-out. The Waldorf 800 Series gas oven range and gas griddle form the nucleus of the kitchen while a chargrill and twin fryer got the new menu sizzling.



A NEW PORT OF CALL

Harbourside activity in the port town of Blyth, northern England dates back to the 12th century, when local monks exported salt from the quayside. Nowadays, at the newly built Commissioner's Quay Inn, the salt travels across tables rather than oceans.



Capping off an elegant re-development in the historic quay, the Inn opened five weeks before the legendary Tall Ships Regatta visited Blyth in August 2016. The international event proved the perfect opportunity to showcase panoramic ocean vistas, a contemporary waterfront terrace and the best of coastal pub grub.

The regatta brought an unprecedented number of drinkers and diners to Blyth. Fortunately the kitchen at the Commissioner's Quay Inn was specifically designed for such a buoyant market.



PROJECT SUPPLIED BY CROSBYS, NEWCASTLE

The Inn Collection Group, the company behind the restaurant, operates a number of destination inns around the region. Their success proves it's worth investing in good quality equipment from the start.

Selecting the right products first time means saving further down the track, whether in the form of production, energy or maintenance efficiency. 'Buy once, buy well', as the old adage goes. The new kitchen is already being put to the test – and passing each challenge with aplomb.

What is the winning formula for contemporary pub dining? According to the Inn Collection Group it's simple. They say it's "great-tasting food, a relaxed, laid back ambience and excellent value." The Group's non-negotiable high standards have delivered a number of hospitality awards for both what's on the plate and how it's served.

Here in Blyth the result has been a real success story for the local community. Where mineral exports and shipbuilding once reigned supreme, tourism has now taken precedence. The move makes harbour-side heroes out of businesses like the Commissioner's Quay Inn. Given recent reviews the Inn is clearly worth its salt.



IN THE KITCHEN

To cater for the flourishing tourist trade in this busy coastal destination, the Commissioner's Quay Inn has gone with a 'bigger is better' approach in the kitchen.

Newcastle's Crosby Catering undertook the £175,000 fit-out of the bar and kitchen. With their experience the work went off without a hitch, and the resultant kitchen has enabled the inn to deliver a full-strength menu, from classic fish 'n chips and steak meals to American-style burgers and authentic pizzas.

The Group chose the Blue Seal Evolution Series to provide efficient delivery of the extensive menu. They invested in a 900mm Gas Chargrill, the Target Top Gas Oven Range, a 1200mm Gas Range Static Oven and a number of fryers.

In their newest addition operators, The Inn Collection Group, needed a kitchen that could cope with a vast menu of 'quantity and quality' pub fare. Thanks to Blue Seal equipment and Crosby's expert installation the Commissioner's Quay started off on the front foot.



A HOME AWAY FROM HOME

Ronald McDonald House provides a haven of care and support for families faced with challenging times, and the recent opening of a new Perth facility saw this whole-hearted approach in action. With help from a steady stream of volunteers the new kitchen here now offers a wide range of heart-warming fare each and every day.

For more than three decades, Ronald McDonald House Charities Australia has delivered vital accommodation for seriously ill children and their families.

In 1981 the first Australian Ronald McDonald House opened in Sydney. Today there are fifteen Houses around the country. The charity has collectively provided over 68,000 Australian families with over 1.2 million bed nights, enabling families to stay together in their time of need.

In Western Australia, the charity recently opened a new house in the inner-city suburb of Nedlands. This development coincided with the opening of the Perth Children's Hospital – previously known as Princess Margaret Hospital.

This new House is specifically for use by regional Western Australian families. The duration of a family's stay depends on their child's unique needs, ranging from one night to many months. With 47 bedrooms available the new facility has already assisted 985 families in its inaugural year.

Offering comforting food from quality cooking facilities is one of the House's key priorities. The new Perth House includes both a domestic kitchen, where families can cook their own food, and a commercial kitchen, which is used by the House's own chefs, community groups, and volunteers.

"Sometimes a family has spent a long and hard day at the hospital and the last thing they want to do is cook a meal. We provide a hot,



“ I have used Moffat and their brands before,
and am a big fan of this premium brand ”

comforting meal that takes this stressful element away,” says Peter King, Ronald McDonald House Perth’s CEO. “Our aim is to create an extraordinary environment which helps families to thrive, to feel comfortable and welcomed.”

Families staying at Ronald McDonald House Perth have a delicious and nutritious dinner prepared for them each night of the week as part of the *Home For Dinner* program. This program sees corporate and community groups, teams and friends come into the House and cook dinner for the families.

Each group contributes financially to cover the cost of ingredients and is guided through dinner preparation by a professional in-house chef. The groups then serve dinner to the families, often staying to enjoy it together. Currently, the program sees groups come into the House around four nights a week. The House aims to soon increase this to every night.

The charity also runs a *Lovin’ from the Oven* program in which groups spend a morning in the kitchen baking treats for families to enjoy throughout the day. And on weekends they run the *Big Breakfast* program where groups take over the kitchen to cook up a fantastic breakfast for families to enjoy.

In a kitchen that serves around 100 people daily solid, hard-working equipment is a must. To support their fantastic cause Moffat worked with our dealer Caterlink to provide Ronald McDonald House Perth with a package of equipment. This includes a Washtech dishwasher, Turbofan convection ovens, and a suite of Waldorf cooking equipment.

“When I started working at Ronald McDonald House I was pleased to see the House had equipped its commercial kitchen with Moffat equipment, says Darryl Anglesey, one of Ronald McDonald House Perth’s chefs. “I have used Moffat and their brands before, and am a big fan of this premium brand,”

Since the installation all of the Moffat equipment has proven very reliable, efficient and tough.

“It’s also easy to use which is important as the equipment is so often used by inexperienced cooks and volunteers,” says Darryl. “We are thankful for the incredible work the charity and volunteers put in behind the scenes and are proud to help such a worthwhile cause. Thank you to all involved.”



MALOVELLOUS

With a fresh approach to the bountiful food and wine of Hawke's Bay a new Havelock North restaurant is fast carving out its own niche from within a bold new hospitality development.



The new five-star Porters Boutique Hotel is owned by the families of David Mackersey and Andy Lowe, two Hawke's Bay businessmen with a vision for the future of the region.

As well as 32 rooms and 10 suites the \$25 million development has a retail hub, commercial office space and, at its heart, a plush new restaurant and bar – Malo.

"It's certainly different from what's been there in the past," says David. "We wanted to make a name for the restaurant as much as

for the hotel. It (Malo) needed to match the quality of the five-star Porters. In other words, it had to deliver more than the standard hotel breakfast, lunch and dinner."

"One of the main initial focuses was therefore coming up with a sophisticated, clean interior finish in the restaurant and an equally tidy and usable space in the kitchen," says David.

The two developers had considerable experience to call on when scoping the restaurant for what was needed, and where. After starting off at Craggy Range's Terroir Restaurant, Jackson Smith moved to Sydney in 2012 to work at the acclaimed Gastro Park. Shifting back to the Hawkes Bay with his young family Jackson again took up at Terroir before the opportunity to run the Malo kitchen arrived.



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, NAPIER

Restaurant manager John Logan – whose impressive resume includes time in the UK and here in New Zealand at Huka Lodge, O’Connell Street Bistro and, most recently, Terroir Restaurant, joins Jackson.

For John and Jackson the new working environment is ideal, the bare-brick walls, open plan kitchen and twin dining areas providing a space that is at once high-end and low maintenance. Opening just in time for summer was the culmination of considerable hard work behind the scenes.

“With a young family it’s always hard to step away for work,” says Jackson. “The sacrifice needs to be made though – it’s something most chefs will experience sooner or later.”

The effort has been worth it – both the hotel and restaurant have already received considerable plaudits for the style and substance of their offerings.

“Sure, everyone always says ‘locally sourced, seasonal produce’ when describing their menu,” says Jackson. “But here we have such a huge wealth of this produce right here on our doorstep. We can source the cream of the crop – the challenge comes with preparing and presenting it in a fresh and interesting way.”

“After a month of being open we’re getting all the systems working well,” says Jackson. “While there’s always room for improvement we’re all pretty proud of what’s been accomplished so far. It’s now a matter of letting the menu do the talking for us, of refining rather than reinventing.”

“It was about ensuring value for money while providing the power and durability...”

IN THE KITCHEN

Malo provides catering services for all functions held at the hotel, along with in-room dining for guests. This capability, along with the restaurant’s 80 indoor seats and 50 courtyard places, means the kitchen needed to provide every iota of oomph when demand is high.

A full suite of gas-powered Waldorf technology delivers this power, with a twin pan fryer, salamander, griddle, 6-burner gas oven range working in synchronicity along side the E32 Turbofan convection oven and Convotherm 10 tray combi-steamer.

“The oven is our workhorse,” says head chef Jackson Smith, “and the salamander gets a lot of use too.”

“There were some fairly rigorous enquires to source the right fit of equipment for Malo,” he adds. “It was about ensuring value for money while providing the power and durability – that it (the Waldorf range) was made here in New Zealand was absolutely an advantage too.”



GIANT STRIDES

Serving both the individual diner and the large crowd is always a balancing act. The bigger you get the harder such coordination becomes. It's appropriate then that The Roaming Giant is named after an escaped elephant. With huge management and kitchen experience behind the scenes dining here is consistently good. No matter the size of the crowd the new Hamilton venue is far from a zoo.

The 800 square metre, two-storey bar and restaurant in the south-eastern corner of Hamilton is part of a huge revitalisation of the area along with the Claudelands Event Centre.

Named after a purported historical incident involving an escaped elephant hiding in Claudelands Bush, the size and scale of the development ensured it was always going to hard to hide. Lawrenson Group chief executive John Lawrenson was not backward in coming forward with his intent for a big, bold establishment.

“We wanted a statement, a landmark for the city. There’s a big event centre there and we wanted a big pub opposite,” he says.

The Lawrenson Group owns 17 bars and restaurants and employs about 320 staff. Building such an empire requires a focus on both the big projects and the small details of the menu, and Lawrenson

knew a strong focus on dining at the bar was vital. He states that the Roaming Giant needs to be known for more “than just simple bar snacks”.

The \$5 million price tag for the development has been instrumental with ensuring consistency in cuisine and a distinctive dining experience. A big part of this was in the kitchen investment, where it is a case of ‘giant by name, giant by nature’. Andrew Clarke, the Giant’s chef de cuisine, says the kitchen needed to serve “up to 300 people per hour”.

“We’ve got the large restaurant area, the private dining areas, bar leaners, a beer garden and an upstairs function room,” he says.

“All can go to full capacity in a matter of minutes due to the large catchment from the events centre across the road.”



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, HAMILTON

Quantity must always be met with quality too. Andrew states the need for speed in delivery “never compromises a fresh, well-balanced menu in keeping with the style of the Giant.”

His background provides the expertise to deliver such a menu. Having won considerable plaudits and award recognition for his work at the Victoria Street Bistro he is responsible for the development of a number of culinary experiences throughout the Lawrenson Group’s brand stable.

Andrew knows it is vital the Roaming Giant team is confident in their workplace.

“Our chefs take pride in their kitchen,” he says. “And it shows in the results we’re getting. We’ve had very positive feedback from our customers on the speed and quality of the food being served.”

IN THE KITCHEN

The Roaming Giant kitchen needed flexibility and power when it came to meeting the demands of the concert crowd. It was also crucial to have peace of mind that everything would work when the pressure was on.

“We trust that it (Moffat equipment) will work,” says Group chief executive John Lawrenson. “Some of the gear we have in other establishments is fifteen years old and it’s still reliable and working well.”

“There’s a good range of equipment,” says chef de cuisine Andrew Clarke. “All of it was chosen based on the style of the menu we have on offer and the speed with which it is required to be produced.”

This range includes a Sapiens 10 tray combi-oven and a number of pieces from the Blue Seal Evolution Series including a cooktop, oven range, chargrill and 4 fryers.

Andrew has worked with the equipment in the past too. He knows, “Moffat equipment is all very robust, reliable – it does the job it’s meant to do.”

“The combi oven provides great control on batch cookery and is extremely versatile, from steaming brulees and vegetables, slow cooking steaks, roasting chickens, cooking croissants,” he says. Then there’s the user-friendly nature of the technology.

“All of the guess work and margin for error is taken away. The built in programs save having to experiment to get recipes right. They provide perfect consistency.”

There is still a strong need for initial education however, and Andrew says, “the post-sale service was excellent – all the kitchen team was given a solid training session.”



SNOOZE: ON THE BUTTON

The versatility of Turbofan helps produce everything from puff pastry to chilaquiles for this burgeoning breakfast eatery brand, ensuring the brains behind the operation don't lose any sleep when it comes to their kitchen equipment.



When Snooze an A.M. Eatery's first location opened 10 years ago in Denver's Ballpark neighbourhood, it was brothers Jon and Adam Schlegel's dream not only to create a memorable breakfast experience but also to use pancakes as a vehicle to become involved in the community.

Exponential growth of the operation ensued, proving that a seasonal menu with classic dishes marked by creative twists is a recipe for success. Snooze now has 17 locations in Colorado, California, Arizona and Texas, with more on the way.

"We are connected by a common desire to be a part of something bigger than ourselves and strive to be a part of the communities where

we live," says Rebecca Fairchild, who handles Snooze's marketing.

"During our site openings, we regularly partner with community organizations like the Denver Rescue Mission, as well as Urban Peak and Brent's Place in Denver. We also partner with Urban Roots, the Health Care Alliance for Austin Musicians, the Cystic Fibrosis Foundation and the Sustainable Food Foundation in Austin." During soft-opening events, members, volunteers, guests and families from these organizations receive a free breakfast, which is a good opportunity for a new Snooze staff to ensure the operation is running seamlessly before opening to the public.

Open daily for breakfast and lunch from 6:30 a.m. to 2:30 p.m., these high-volume restaurants typically bring in 1,200 guests per shift on an average weekend day.



“Snooze’s food service equipment is tested on a regular basis, especially our ovens, which are on an hour prior to opening for baking and roasting, then running continuously throughout the day,” says Farrokh Larijani, Culinary Director and head of Heart of House (kitchen training) Operations. “Two to three times a week we roast meat overnight. So during these periods the oven will be operating for 48 hours straight.”

As Snooze’s business began to grow and evolve, so did its back-of-house requirements.

About three years ago, the operation was in the market for a space-saving, more efficient oven that could handle its high-capacity bacon and puff pastry production needs.

Snooze reached out to Moffat, who dispatched their Executive Chef to test the half-size Turbofan convection oven at one of Snooze’s Austin restaurants. This unit was geared for the menu’s diverse needs, as it can be used for proofing, baking, roasting and holding.

“The staff at Snooze were really impressed when comparing this unit to their existing oven,” says Danielle Brach, Moffat’s Regional Sales Manager. “We instantly knew it was an ideal fit for the operation.”

After testing the oven for a month, Snooze began purchasing Moffat’s full-size Turbofan E32D5 digital electric and G32D5 digital gas convection ovens for its locations. At 29 inches wide, the units are compact for small spaces yet still accommodate five full-size sheet pans with 3 1/3-inch tray spacing. They offer manual or program modes, a thermostatic range of between 150° and 500° F, and a timer range from 180 minutes in countdown mode.

Single bi-directional fan systems promote greater air efficiency, while an auto-off oven light feature offers energy savings — important components for Snooze, which has incorporated a number of sustainable initiatives into its operation. “This model also provides multi-stage cooking capabilities with up to 20 programs, so it’s a very versatile oven,” says Brach.

This versatility allowed Snooze to expand the use of the ovens from cooking its puff pastry and its signature bacon, which takes 40 minutes and is prepared every hour, to also preparing seasonal items like beets and other root vegetables, which require roasting and

moist heat cooking. “And the oven is a key tool for producing two of our seven signature eggs Benedict dishes,” says Larijani.

The Turbofan slow roasts the barbacoa overnight for Snooze’s Chilaquiles Benedict, which tops ranchero-sauced tortillas with the beef, melted cheese, cage-free poached eggs, roasted poblano hollandaise, pico de gallo and cotija cheese. The oven is also used to prepare the slow-roasted pulled pork in its Chile Verde Benny, which combines a stack of green chili-sauced tortillas, melted cheese, cage-free poached eggs, green chili hollandaise, pico de gallo and cotija cheese.

“To finish off these top sellers, we layer sheet pans with corn tortillas and put the sauce on top, layer the cheese and toppings, then place it in the Turbofan oven to bake for 15 to 20 minutes,” says Larijani.

Another signature item the Turbofan oven is instrumental in creating is Snooze’s Breakfast Pot Pie. This consists of homemade rosemary sausage gravy smothering a flaky puff pastry, topped with an egg. “It’s our spin on biscuits and gravy, with puff pastry dough molded into bowls and baked in the Moffat oven,” says Larijani. “Our standard cooking temperature is 375° F for the pastries, bacon and bulk sausage and 275° F for overnight roasting.”

Larijani notes that along with ease of use and dependability, the Turbofan oven recovery times are fast, which is important when keeping up with the restaurants’ high-volume production. “What is really beneficial is that we can see the oven’s ¾-inch LED digital display from across the kitchen, and it is easy to read,” says Larijani.

“The touch-pad operation also is simple for cooks to use — and fool-proof.” He adds that the Turbofan’s cleaning and maintenance needs also are minimal, which is a big plus. He performs a deep cleaning once a week and light cleaning every day with a quick wipe down.

Moffat’s Turbofan ovens have played an instrumental role in growing this innovative operation and will continue to do so moving forward.

“We have plans for 2017 to enter a few new markets, like San Antonio and Westminster in Colorado, as well as adding more sites in Houston, San Diego and Arizona,” says Fairchild. “We are growing with care to ensure that the culture and quality of our brand remain as the best breakfast experience around.”



Pictured (from left): Andrew Seymour, Catering Insight; Richard Toye, Gastronorth; Dave Chesshire, Blue Seal; Tim Whitfield, Gastronorth; Glenn Danks, Blue Seal.

STEPPING INTO THE LIMELIGHT

Before kitchens can deliver award-winning performances they need similar high standards from those responsible for creating their workspaces. The 2016 Catering Insight Awards recognised the peak of these performances, celebrating excellence in the industry and setting even higher expectations for the year ahead.

If “all the world’s a stage” then the venue for the awards was perfect for the catering equipment industry. Tucked beneath Shakespeare’s Globe in central London, the charming Underglobe venue provided a fairytale setting for the big event.

On the night guests perused the Shakespeare exhibition marking 400 years since his death, before descending to where their own celebrations were to take place.

The awards were once again chosen by the catering equipment industry itself. A total of fifteen gongs were up for grabs and dealers voted on the supplier categories while suppliers had their say on the distributor honours.

Blue Seal Limited was proud to recognise exceptional performance in distribution by sponsoring the award for Distributor of the Year - North of England. In 2016 GastroNorth took the award. With consistently high standards and great results they were a deserved winner.

No hospitality function is complete without an after-party too. After the speeches finished and the applause died down suppliers and distributors alike danced until the wee hours at Kanaloa, a tiki themed bar nearby.

Award evenings such as these are important for recognising high performance and forging new connections with other industry professionals. It’s for this reason that the Moffat and Blue Seal brands are so pleased to support such events.

OUR PEOPLE BLUE SEAL UNITED KINGDOM



**DAVID
CHESSHIRE**

As Area Sales Manager for the UK, David knows our products inside and out. He considers sharing this expertise with the sales team (particularly when it enables them to win new business) as a key highlight of the job.

Another big positive for David is the diversity of his role. Besides maintaining the dealer base in Northern UK and Ireland, managing a selection of product lines and overseeing key accounts. He regularly attends trade exhibitions, conferences and training days.

It's markedly different from when he first joined us 20 years ago as an assistant to the Spares Manager. Quickly promoted into a sales role, David credits his career development to sound product knowledge and a "willingness to embrace new responsibility and fresh challenges".

The hard work doesn't end after he leaves the office either. David's energetic five year-old twins keep him busy during weekends and when he's not juggling children he's peddling with friends on Sunday morning mountain bike rides.



**FIONA
DANIEL**

An experienced traveller, it's safe to say our Financial Administrative Assistant has landed on her feet at Blue Seal Limited. Fiona was initially attracted to "the innovative nature of the role, and the enjoyable work environment" of the company. We appreciated the organised, methodical and friendly nature of her approach. It's certainly a good match.

Fiona is currently responsible for filing, managing documents and data input. New to the duties, she has swiftly picked up on systems and processes thanks to a solid work ethic and desire to learn. It's a positive attitude that will surely allow her to develop her role further.

Outside of work Fiona looks forward to planning future adventures. She has travelled extensively within the UK and overseas and asserts that embracing new cultures and languages can enrich both work and personal life. We're certainly glad to benefit from this experience and look forward to new tales of exciting trips in the future.



The two Turbofanbolt E33 convection ovens are powerful, versatile and cost-effective.



The E33D5 and E33T5 ovens each sit on a compact 610mm wide footprint and deliver a substantial five 1/1 GN pan capacity with 85mm tray spacing. With this size and scope energy savings are maximised and food loss minimised.

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PAUL BROWN (LEFT) AND JASON SLATTERY.

SPARE PARTS WEBSTORE EARNs EXTRA RECOGNITION

The quality of their after-sales service has always been a source of pride for Moffat. In 2015 this was taken to a new level with an online portal for servicing requirements and spare parts.

The easy-to-use online store enables customers to locate and order the right part for their needs, quickly and efficiently. It shortens delivery times and ensures a flawless order-to-delivery process.

Moffat now processes 10% of its total spare parts activity through the webstore, which continues to grow as customers become more aware of the facility (and familiar with the functions offered). They appreciate that certain discounts and special offers are available online too – such as freight-free shipping for orders over \$75.

This new innovation was one of the main reasons why our Service and Spare Parts business were proud to accept a “Best Performance Award 2016”, presented by Matteo Zironi – Ali Group’s After Sales Director.

“The goal is to provide a convenient ordering capability which will be easier for customers. It is a fast, streamlined process that is much better than catalogue or email ordering. It improves customer interactions and

satisfaction,” says Paul Brown, Moffat’s National Service Manager.

“Our Service and Spare Parts business had a very successful financial year in 2015-2016,” says Brown. “This was made possible by the direct contribution and collaboration of all our staff and technicians, who took a highly consultative approach. We work hard to deliver on our goal of providing a “first time fix” and on-time service delivery.”

“The focus on outcomes and the constant monitoring of performance against customer-driven KPIs, such as order-to-delivery and process time for a work order, ensures that service is just as important as the products that companies sell,” adds Jason Slattery, Moffat’s Technical Services Manager.

Moffat will continue development of the webstore in order to meet customer needs as they evolve – watch this space!

OUR PEOPLE MOFFAT AUSTRALIA



**MONICA
RICHARDSON**

Melbourne-based Monica is one of our talented Customer Service Officers – the friendly, expert voice on the end of the phone with the quick answers.

A member of our team for four years, Monica first started in the Service Call Centre before moving onto the Customer Service Team, where she focuses on bakery, healthcare and national accounts.

She loves the interaction here, saying “each day presents a different challenge, so it’s never boring.” Her sharp communication skills and attention to detail allow Monica to manage customer needs with aplomb – and make her a valued member of the team. She is keen to develop these skills further and looks forward to trying her hand at new roles as they become available.

Away from the hustle and bustle of phones and forms Monica appreciates the chance to unwind, and loves to get stuck into a good book or catch up with friends.



**PAUL
BROWN**

Paul began his career as an electrical apprentice at Baker Perkins in the UK, before spending five years as a service technician for Moffat. After running his subcontracting business for a time he then returned to take the helm as National Service Manager.

Two decades have passed since his return, and he still loves the challenges of his work and the rewards it brings.

Skilled at managing issues calmly and amicably, Paul enjoys initiating plans to resolve customer concerns with minimum fuss. These issues can be challenging at times, he acknowledges. But his technical expertise and customer-centric attitude ensure quick resolution and the highest level of service support.

Paul is keen to see after-sale-service business grow at Moffat. It’s an ongoing desire for improvement that is mirrored at his home, where he regularly carries out small renovation projects. For a real ‘circuit-breaker’, some time away from upgrades and enhancements, Paul gets away in the campervan for quality time with his wife and two children.



**IAN
BURGESS**

Ian started among the nuts and bolts as a Service Technician here at Moffat. Now, after eight years as a Technical Services Officer, it’s safe to say he knows our products inside-out.

Using this knowledge his priority is providing relevant and timely advice to customers. While it’s challenging to stay on top of the increasingly complex technology within Moffat’s ever-growing product range, Ian is committed to developing his technical knowledge.

The highlight of his role? That’s the good old-fashioned sense of satisfaction that comes with completing a day’s goals. Ian also enjoys the sense of belonging that comes from working within a successful and team-oriented organization.

Outside of work Ian loves to get outside, and he pursues the elusive work-life balance by getting away fishing or camping with his family.



**STEPHEN
MCNEVEN**

Based in Brisbane, Stephen works in Moffat’s Geebung office as a Warehouse Administrator. For 16 years here he has tracked, managed and secured Moffat’s product inventory.

Friendly and positive, Stephen is highly organised and essential to the warehouse’s smooth operation.

His prodigious knowledge of our inventory is such that his colleagues affectionately refer to Stephen as, ‘the Rain Man of Spare Parts’. Impressively, he can quote a part number simply by listening to a description or seeing it at a glance. As you can imagine, such abilities are highly valuable when it comes to storing, tracking, identifying and communicating each and every piece.

Away from the warehouse Stephen enjoys playing indoor cricket and watching drag races. He’s also a passionate supporter of the Brisbane Broncos NRL Football team and volunteers at his local football club.

OUR PEOPLE MOFFAT NEW ZEALAND



**ANTHONY 'AJ'
DEMMOCKS**

According to AJ our Production Engineer's working life has been "dictated by +/-0.2mm of tolerance". Such eagle-eyed precision and a meticulous approach to production efficiency make him a sharp new addition to the Moffat team.

No stranger to sheet metal machinery and operations, AJ comes to us with 16 years experience at Christchurch firm Carlton Taylor, where he worked his way from factory labourer through to engineer. After three years of commuting from his Rolleston residence, AJ was pleased to land a role closer to home.

Here his daily tasks vary depending on the project at hand. Whether he is manning a stopwatch to check timings, or rearranging stock locations his primary quest is always to "increase productivity whilst maintaining quality"

AJ's goals away from work are family oriented, as are his weekend activities. His appreciation of well-oiled machines extends beyond the factory walls too. Down time often involves accelerating forward – be it racing Grass Karts or enjoying the thrum of V8 Supercars.



**HEATHER
HOWARD**

A self-confessed foodie, Heather is now in her element as our Auckland Sales Coordinator. Responsible for assisting customer services and the sales team by keeping a close eye on stock availability and supervising spare parts, Heather's daily work tasks includes processing orders and quotes, responding to inquiries and ensuring the smooth running of the Auckland branch.

With a freight and logistics background Heather jumped at the chance to get into an industry she's passionate about. Here she prides herself on her reliability and self-motivation and, being a recent introduction to the company, enjoys learning about the vast Moffat product range.

While her humble goal is to 'take over the world', Heather is more than happy to grow her skills within the Moffat empire. She's now looking forward to utilising her global business degree on a wider stage for the company. When not planning world domination Heather can be found walking the dog or cooking up a storm for family and friends.



**DAVID
MCSEVENY**

David McSeveny first worked for Moffat in the press shop in 1984 and now, after a series of roles in the manufacturing industry, he is back with us as Production Manager. He likes what he's arrived back to, stating that, "the recent changes and investment in new equipment will secure success for years to come".

David's role is primarily focused on making certain Moffat's fabricated and enamelled products are delivered on time and in spec. Six months in, he enjoys the variety each day brings while acknowledging the challenges of coordinating work across departments. His strength and vision in leading teams certainly helps, with "work together, smarter" a key focus to ensure the smooth production flow.

Outside the plant, David spends his free time with machines too: a 2003 BMW 545i, a 2005 Ducati ST4S and his Chevrolet Camaros. He also appreciates staying in one place however, and is currently enjoying landscaping his property. No doubt it is shaping up on time and to spec.

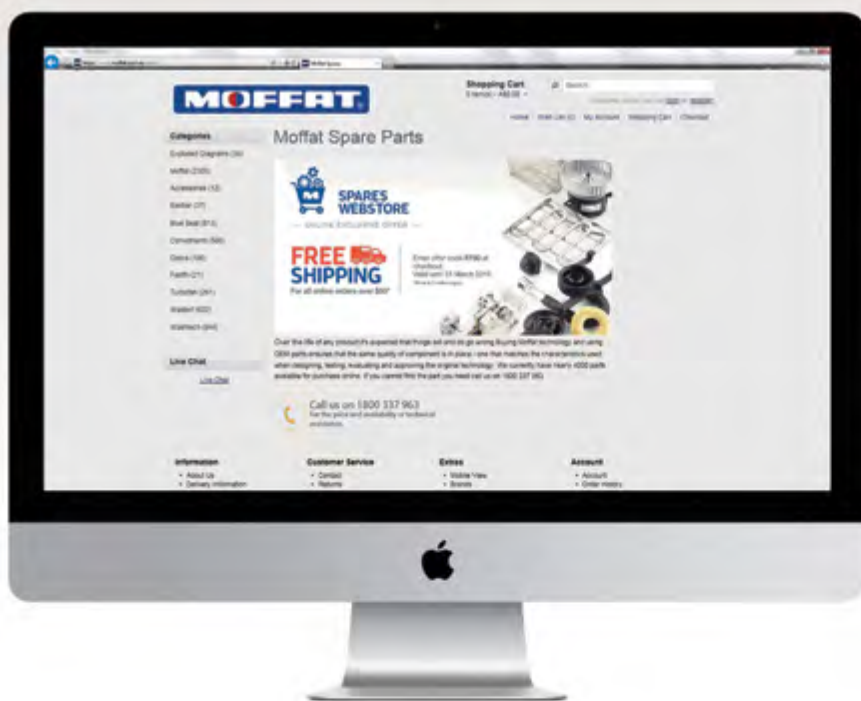


**ANDREW
MUSTOE**

Andrew's hands-on experience provides the ideal background for his role as Bakery Sales Consultant.

This started when, after completing a baker's apprenticeship with excellent results, he quickly rose to management positions in well-known bakeries around the South Island. A self-described 'journeyman', Andrew learned all he could from "anyone who would teach". The journey led him to an ownership opportunity in the port town of Lyttelton and then onto very successful ventures in South Canterbury and Christchurch.

He sold up and worked at the family business for a break but it wasn't long before he was itching to get back to bakeries. The role at Moffat was "an incredible opportunity with an incredible brand." Now, working with bakeries looking to optimise their processes and output, he's instrumental in helping others take the steps needed on their journey.



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IS LIVE!**

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B-SMART A-OK FOR ROYAL PERTH HOSPITAL



Hospital food often inspires the wrong kind of scoffing. For the Royal Perth Hospital a new solution needed to ensure tasty, nutritious meals were delivered with speed and security. The innovative nature of the new Burlodge B-Smart system has ensured the hospital has dramatically improved both the quality and safety of food on offer.

Established in 1829, Royal Perth Hospital is Western Australia's longest-serving hospital. With 450 patient beds and the second-largest trauma unit in the country, it's a busy place. The hospital contributes widely to excellence in patient care and innovative medical research too, playing host to Nobel Prize-winning discoveries and other medical breakthroughs.

For such a fast-paced, standard-setting facility it is vital that food service is reliable, streamlined and of the highest quality. Patients require nutritious, timely and hygienically prepared meals – and many also have special dietary requirements.

In 2016 the hospital ran a tender to upgrade its kitchen equipment. Given its scale, the supply of food at Royal Perth Hospital is a complex operational exercise involving a number of stakeholders including the contracts team, hospital representatives and suppliers.

After a rigorous evaluation process the panel chose the latest Burlodge B-Smart solution. While this would be Royal Hospital's third Burlodge system the B-Smart is the first of its kind in Australia.

The highly innovative B-Smart system is based on a docking principle with a docking station and insulated tray carts equipped with convected air heating and cooling. The plating line is refrigerated for optimal food safety, and each cart has four doors – allowing staff to access food and serve it to patients in the tightest of spaces.

Bentley Group General Services Department Manager Colin Hunter says the Burlodge B-Smart equipment, in place since last October, is meeting all expectations.

“Meal temperatures have improved thanks to the introduction of the refrigerated conveyor line and units,” says Colin. “With our HACCP practices in place, food is only exposed to ambient temperature for a minimal time.”

He also believes the new user-friendly technology has helped streamline and simplify the process.



“ Meal temperatures have improved thanks to the introduction of the refrigerated conveyor line and units. ”

“Staff find the new equipment easier to clean and work with, as temperatures are maintained after the rethermalisation due to the food trolleys’ insulation,” Colin says. “We conduct constant auditing of our food items and processes and prepare ongoing reports. We also hold regular meetings with all personnel, as quality is one of our main focus areas.”

With this level of monitoring and reporting it’s safe to say the B-Smart is delivering the goods for the busy hospital.





The Connection

Andrew Sinclair

**Product Manager
Warewashing**

What was your background before joining Moffat? A variety of things, mainly within the food service industry. I began my apprenticeship as a chef when Nouvelle Cuisine was en vogue. My heroes included Paul Bocuse, the Roux brothers, Anton Mosman and my mum, a diligent experimental cook. After formal training at the Dublin College of Catering I moved to Melbourne in 1988 where I was impressed by an Australian obsession – corporate events. I worked for Spotless and AVS (now Delaware North), which regularly catered for over 2,500 people.

Later, seeking a lifestyle change, I investigated retail sales and managed three different Tandy Electronics Stores in Melbourne, before moving on to equipment sales. In the pursuit of freedom and creativity, I launched my own business in 2011 – a boutique outlet

for artistic ideas and custom-made zinc tables and bars.

What attracted you to Moffat? Moffat is the industry leader in Australia and the brand is held in high regard. In my opinion every equipment salesperson should work at Moffat at some stage. It helps put the entire industry in perspective.

What led you to become the Warewashing Product Manager? After a two-year break from the industry to focus on my business, I was ready to re-engage and saw an opportunity to represent world-class brands in Washtech, Wexiodisk and Rendisk. This was a different sales role with a national focus on a single product group. It was an opening to become eventually, a product specialist. And yes, I'm still learning.

What excites you the most about your role? My greatest satisfaction is in winning over customers. The core focus of my role is converting opportunities into sales. Sometimes this means overcoming resistance to our brands – which may be simply a negative perspective that was formed by a single conversation many years prior. That's what I really enjoy – helping these customers change that perspective.

What is your view of the dishwashing industry? What trends do you see?

Dishwashing is a new frontier of cost reduction in our industry and Moffat is leading the way.

All of our customers are business operators seeking to improve their business through smart technology that delivers efficiencies. So a big part of my role is raising awareness of the total operational cost of the washroom each year, including labour. This often surprises operators who initially seek only a new dishwasher.

Dish handling represents 80% of the process and is therefore a larger component of operational cost. This is often ignored in the pursuit of a quick fix and results in an unsolved problem. Moffat's holistic approach is refreshing in an otherwise overlooked activity.

What challenges exist in the dishwashing sector? Commercial dishwashing remains a very competitive market. Operators are seeking value for money in durable machines with features that provide a financial advantage and really benefit their team. At Moffat I'm surrounded by industry experts – and we have a vast dealer network. However, we must remain diligent. The challenge lies in keeping one ear to the ground so we can react quickly as new trends develop.

What do you like about Moffat's range of dishwashers? Moffat has the single most comprehensive range of warewashing solutions. We can meet every need and tick every box – from simple value-for-money machines to fully automated washing systems.

Do you have a favourite quote or motto that you like to live by? Make a decision to enjoy the journey – it often lasts longer than the arrival.

What do you do during your downtime? With a national role at Moffat, and running an online business after-hours, I really value my spare time. I love the outdoors and escape as often as possible to the Victorian high country for some solitude and off-road therapy. As an ex chef I'm obviously still passionate about food and enjoy eating out with my wife Geri and son, Adam. Music is also a lasting passion of mine and I have played the drums for over 25 years.

LUNA RISES IN MARTINBOROUGH

Luna Estate in New Zealand's Martinborough region is the new hot spot for visiting musos on winery tours, and big names (including UB40 and Fat Freddy's Drop) played there this summer. However it's their new eatery, Luna Kitchen, that's really getting heads nodding.



The doors opened in December 2016 to reveal a Mediterranean-inspired addition to Martinborough's high-profile wining and dining scene.

With bespoke furniture crafted to match the oak-panelled ceiling, Luna Kitchen feels a little like the interior of a Luna Estate oak barrel. Long tables and bench-style

seating create a communal feel to the dining experience and inspire languid lunches replete with delicious wines.

Designed by Martinborough local Victoria Read Architecture, and built by Holmes Construction, the kitchen and restaurant draw inspiration from the landscape and contextual forms of the vineyard.

In a region much noted for outstanding dining it's challenging to create an eye-catching menu. Luna Kitchen offers a top-end tapas menu that is succinctly Spanish, with Greek and North African inflections. Dishes are designed around European traditions of shared dining and come in three sizes, Spanish-style.

Luna's Executive Chef is Lisa Howard, a Wairarapa native who has seen the region quickly move up the rankings of gastronomic destinations. Although she affirms that it hasn't really changed.



PROJECT SUPPLIED BY BCE CATERING EQUIPMENT

“...it needed to be modular, which is exactly what Moffat provided.”

“It’s still a small town with a country vibe,” she says. “It’s just that people take food and wine very seriously here.”

What has changed, though, is New Zealanders’ tastes. “We still love our BBQs and seafood,” Lisa states, “but the national palate has matured significantly.” She enjoys playing to the taste for Asian and Mediterranean flavours. It’s made somewhat easier with the bountiful Wairarapa produce so readily available.

With access to locally pressed olive oil, fresh goats cheese and premium cured meats on the doorstep, why would a chef look any further?

“People here aren’t interested in intensive production,” Lisa says. “They like to do things the old-fashioned way – hand picking the grapes and with a bit of foot-stomping at the end of the harvest.”

This relaxed local mindset and strong Mediterranean influence provides a distinctive menu and dining experience, making Luna Kitchen seem concurrently fresh and timeless.

Lisa, with her roots here and an enviable view from her office, wouldn’t have it any other way.

IN THE KITCHEN

The Luna Kitchen needed both good looks and orderliness. Because of the open kitchen design, aesthetics provided a focus when it came to equipment choice.

“We designed the kitchen to look outstanding,” says Lisa, “and it needed to be modular, which is exactly what Moffat provided.”

To deliver the European menu at its best, Lisa also required equipment that reaches high temperatures very quickly. “The Blue Seal Evolution Series oven range anchors the kitchen design, and can cut cooking times in half,” she says.

Firm favourites on the current menu are garlic prawns in spicy passata and Moroccan-spiced lamb. They are served quickly and efficiently thanks to the cooktop/griddle and single pan fryer that complete the setup. Space is limited in the Luna Kitchen, so breads and lavosh, both traditional and gluten free, are baked in a Turbofan E33 convection oven at Lisa’s other venue, Aurélia Restaurant at Murdoch James Estate in Martinborough.

HEART-WARMING

Scott Base is home to scientists, tradespeople, engineers, researchers and all sorts of other visitors. The diversity keeps things interesting and close support networks are formed over the dinner table. In the kitchen too, life is anything but boring.



Call it a cliché but the kitchen really is the heart of Scott Base. Sitting together around a hearty evening meal and chatting late into the night over cups of tea may seem hardly routine for many meals at home these days. But down on the ice extended mealtimes is the thread that draws a diverse group of professionals together. Tasked with creating nutritious, home-style food within tight

constraints, chefs are carefully selected for a role at Scott Base. They must be adaptable and knowledgeable. Significant experience is required in a senior kitchen role. The menu here caters for a range of dietary needs including vegans, vegetarians and the lactose-intolerant. When seating up to 86 people for a meal, with a limited supply of food, this is not always easy. After all, it's not like they can call up the vegetable supplier for more fennel (or even consider growing their own). A projection is therefore made for the year's provisions in advance. Food is ordered in November and delivered in January. Despite the constraints a set menu doesn't bind the chefs. Diners will rely on a chef's skill, creativity and knowledge of nutrition to keep them healthy (and interested).

With kitchen space at a premium Scott Base relies on the 10 tray Convotherm combi oven to create meals that keep spirits high. As for storing food, the continent-sized freezer on their doorstep does most of that (although there are internal stores for dry goods and liquids).

Because all waste is expensively sterilized and transported back to New Zealand it is minimised at the provisioning stage. Only boneless meat is sent down and high waste produce like watermelon doesn't make the cut. Chefs have to get inventive in reducing waste and making efficient use of all leftovers. Rich broths, stocks and soups are always on the menu here.

Celebrations are an important part of breaking up the daily routine according to Trudie Baker, who supervises Base Services in our southernmost community.

"It's important that no birthday go unrecognised," she says. "The person celebrating a birthday chooses the cake and often a theme for dinner. Think Italian or Mexican evenings, complete with dress ups, skits and games."

Come Christmas time, the chefs reportedly 'outdo' themselves, providing a long, multi-course lunch after which Secret Santa gifts are exchanged.

It's all about making a challenging and often isolating experience that much more bearable for those on the ice. 60 years ago Sir Edmund Hillary celebrated the opening of the first hut at Scott Base with a 'swish of beer'. Now, in 2017, the base has marked the occasion with a full 1950s-style morning tea.

A sense of scientific curiosity or adrenalin-filled adventure may draw people to Scott Base. However it's the mealtimes that consolidate friendships in this wild corner of the globe.





SWEETWATER RUNS DEEP

Serving up punchy Asian-influenced dishes and unparalleled views over the Indian Ocean, Fremantle's latest sweetheart is charming its way into the historic suburb.

East Fremantle is on the rise. While once neglected, the region is now dotted with restored worker's cottages and grand houses on the heritage list. Helping to pump new life into the hospitality scene is the \$87 million Richmond Quarter development, presided over by Sweetwater Rooftop Bar.

Sweetwater's aim is to bring people together – a goal reflected by the large, Bohemian-style outdoor couches and eclectic shared plate menu. Ranging from 'Smalls'

to 'Big's', the dishes are influenced by seasonality, locally sourced ingredients and diversity in flavours, colours and textures.

From tagorashi spiced salmon to crispy duck with blood plum caramel, there is something at Sweetwater to animate even the most seasoned of diners. And the star of his avant-garde menu? The bar's signature: sesame-glazed cauliflower with roasted cashew cream and garlic chips.



PROJECT SUPPLIED BY CATERLINK, WA

“ The kitchen is well spaced, without being too large, allowing for fast-flowing service... ”

“I have always loved Asian cuisine,” says Executive Chef Leigh Power. “The freshness and the combination of big bursts of the sour, sweet and salty flavours give it so much personality.”

Power has two decades of experience informing his selections, and comes to Sweetwater from his most recent gig as Head Chef at Ginger Boy restaurant in Melbourne.

He now manages a team of seven chefs. With Sweetwater’s rising status as a destination venue and the menu’s scope, the load on the kitchen is considerable. Fortunately Leigh had a knowledgeable hand in its design and is now firmly at home amongst the sweet, sweet smells and flavours of the Sweetwater operation.

IN THE KITCHEN

Surely the best part of opening a brand new venue is the chef’s opportunity for control over the fit-out. Power worked closely with Caterlink and Moffat to design an appropriate solution for the diverse and innovative menu he had in mind.

Between them they selected a range of Waldorf equipment, including a griddle plate on a leg stand, oven range, chargrill, two single pan deep fryers, and a Blue Seal Sapiens 10-tray combi oven. A Washtech AL dishwasher also helps ensure the kitchen stays efficient throughout service.

Power’s favourite aspect of the kitchen is its clever layout. “The kitchen is well spaced, without being too large, allowing for fast-flowing service,” he says.



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GRIDDLE - CABINET



GRIDDLE - REFRIGERATED BASE



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Pictured (from left):
Murray Dick, Continental
Director of WACS;
Rob Smillie and partner
Sarah Kymbrekos.

A PROUD PRECEDENT

The World Association of Chefs' Societies, known as Worldchefs, recently introduced a new accolade recognising significant contributions to the global institution. We're proud to announce the first Presidents Medal has been awarded to Moffat's Regional Export Sales Manager for the Pacific, Rob Smillie.



Founded in October 1928 at the Sorbonne in Paris, Worldchefs is a global network of chefs' associations. The highly respected chef of the time, and arguably the most famous chef of all time, August Escoffier, was elected its first Honorary President.

Since then the organisation has been dedicated to maintaining and improving the culinary standards of global cuisines. Through education, training and professional development Worldchefs is now not just an authority on food, but an opinion leader and global voice for the over ten million chefs represented by some 100-member associations.

Up until the group's latest congress in Greece the only medal given out by Worldchefs was an Honorary Life Members medal. Here, criteria are very strict.

Murray Dick, Worldchefs Continental Director for the Pacific and one of only three New Zealanders awarded this medal, was the man responsible for nominating Rob.

Murray explained that while there are many people around the world contributing to Worldchefs the inability to meet the stringent criteria meant their work was not being adequately acknowledged. Charles Carroll, the last President, moved to remedy this by instigating the Presidents Medal.

Now, every year, ten people will receive this medal. Each is numbered, and can be awarded at any time during the calendar year. As one of seven Continental Directors, Murray is vested with nominating one person each year.

"For the Pacific Rim I thought very carefully as to who should receive this new award," says Murray. "But it didn't take me too long to come up with a name of an individual who has undertaken many supportive

events and assisted in promoting Worldchefs throughout the Pacific Region".

Murray can cite many worthy examples of Rob Smillie's contributions. Along with his partner and renowned chef Sarah Kymbrekos he has been instrumental in developing the Chefs Association in Vanuatu.

Despite leaving the country the power couple remain part of the executive and still take an active role in the development of this association. Rob was also instrumental in getting the chefs from Samoa involved as Worldchefs members.

"In Rob's position with Moffat, with his ceaseless travels around the Pacific, he is the constant face of culinary support at many culinary competitions," says Murray. "This could not be possible without the continued support that Moffat offers the whole region."

This award has many significant firsts, and this year all ten recipients were part of an inaugural presenting of the Presidents Medal at the congress in Greece.

"It was with absolute pleasure to see Rob step forward to receive the Presidents medal from the Pacific Region", Murray states. "Not only is he the very first to receive the Presidents Medal but he's also the first and only non-chef so far to receive this award".

Everyone at Moffat is equally proud not only of Rob's recognition on the international stage but also the integrity, dedication and passion that both he and Sarah display in their everyday work.

Rob provides the highest standard of service and the utmost level of dedication to the continued development and achievement within the Pacific. As the first winner of this prestigious medal he has set a huge precedent for future generations.



THE STARS ALIGN.

The new Lone Star was clearly meant to be. With key leases becoming available, business and community support, and the passion and dedication of a new owner, everything fell into place for the big and beautiful new restaurant in the heart of Botany Town Centre.

Since first moseying on to the scene back in 1988 the Lone Star name has become highly regarded for its consistent delivery of meal quantity and quality.

Now, with restaurants covering New Zealand, the brand has many loyal advocates – with more appearing by the day. New Lone Star Botany restaurant owner Dean Curlew is one such convert. He's been a proud and long-standing customer, stating, "We've had birthday after birthday there (the Lone Star) over the years."

"We saw it as a great place, a busy and friendly family environment that provided good value for money and was consistent in service and meal quality," he says. "This was pretty important to me, that no matter where we went, be it Wanaka, Christchurch, Wellington or wherever, the quality could be counted on."

So when the opportunity to step up and take the reins of his own Lone Star restaurant Dean was quick to saddle up.

The 28th Lone Star, at approximately 600 square metres, is also one of the biggest. Finding such a space was "as much good luck as good management" says Dean. The tireless work put in behind the scenes points towards this being a case of 'the more I practise, the luckier I get' however.

"We had a really good look around and, talking with the Botany Town Centre owners, they were keen to get a Lone Star and were great to deal with," says Dean. "There were four separate tenancies coming up and we decided to step in and take over each."

"The final result gave us the size that we wanted, and we also organised for a brand new deck to be installed, which is great for alfresco dining."



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, AUCKLAND

As one of the tenancies didn't become available until relatively late in the development Dean says, "we effectively had to install the kitchen in two halves." The challenges of the project required a huge team effort.

"Any large deployment of resources, dealing with suppliers, contractors, sub-contractors etc, needs a solid overview," says Dean. "Alastair Miles from Miles Construction pulled it all together with some impressive project management. He was an excellent channel between all the parties."

Dean was also impressed by the professionalism of Southern Hospitality's Piri Manuel and Mark Burgess.

"Dealing with big companies may seem about 'the brand experience' but the reality is that you're dealing with people," he says. "Mark and Piri were both incredibly helpful at a crucial stage."

The support from Moffat was also appreciated, with Dean stating, "We couldn't be happier with the post-sales service." He uses the famous LV Martin pledge, 'it's the putting right that counts' to make his point.

"Everything was going well, except that a fryer wasn't calibrated correctly," he says. "They (Moffat) understood that we were open seven days and moved incredibly quickly to 'put it right'. It was certainly appreciated."

It's a level of service Dean has ensured with the Botany team also. "The team have had to rise to the occasion when the pressure has been on," he says. "They've done so brilliantly."

With the popularity of the new venue they've certainly needed to stay on their toes. The restaurant seats up to 200 diners, has around 60 staff and, open for lunch and dinner seven days a week, pushes through between two and three thousand covers a week.

IN THE KITCHEN

Serving up to three thousand covers a week is no easy task, and the power, design and durability of the kitchen and its equipment were front of mind when it came to planning and installing the new Lone Star Botany restaurant.

"I wanted to be a big and bold Lone Star. That's not just in the seating, it's in the kitchen too," says Dean Curlew. "Nothing can affect the guest experience. So we couldn't afford to have a bottleneck of a kitchen set-up, it needed to deliver high volume at a fast pace."

As the restaurant is open seven days, and for lunch also, the extra space in the prep kitchen was vital. Between them there's a Convotherm 10 tray combi steamer, Turbofan E31 Digital convection oven and range of equipment from the Blue Seal Evolution Series, including two gas ranges, two gas salamanders and two gas fryers.

With this kitchen capability and the size and scope of the operation the new restaurant has quickly become the leading light in the Lone Star brand, with Dean stating that, "close to two months in, we're simply cranking."



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Pictured (from left): Bernard Taleo, Vanuatu;
 Beven Vuia, PNG; Tom Cole, Brisbane;
 Grant Hou, Solomon Islands; Rob Smillie, Moffat;
 Danny Burns, Moffat; Nicholas Kimia, Cook Islands;
 Dave George, Moffat; Tommy Luke, PNG;
 Avinesh Naiker, Fiji; Fabian Lamiun, PNG;
 Sudesh Chandra, Samoa.

GETTING THE LPG LOWDOWN

The coconut palms, white sand beaches and crystalline waters of the Pacific Islands lure hordes of tourists each year. However the hotels here aren't the only ones demanding thorough maintenance of commercial kitchenware. Thanks to a two-day training programme in Christchurch there has been an industry-wide lifting of LPG safety and maintenance standards.

Be it hotel or hospital, cafe or care facility, every operation needs to ensure equipment is operating at maximum efficiency. But what if local technicians have limited capacity to install, service and repair the heart of these kitchens? Due to its isolation and size, the Pacific Islands industry faces such challenges on a regular basis.

Moffat recently partnered with Origin Energy, the largest LPG supplier to the Pacific Islands, to bring nine senior technicians from Melanesia and Polynesia to Christchurch for a two-day training programme.

Gas-fired equipment, which constitutes 95% of commercial solutions in the Islands, formed the focus for the group. Together the two companies sought to improve the collective know-how of installation, operating pressures, general servicing and repair skills.



The ambassadors from Fiji, the Cook Islands, Vanuatu, Samoa, Papua New Guinea and the Solomon Islands returned with learning materials and new knowledge in servicing and fault finding. This will be used to further develop their team's practice back home.

Given that operations in the Pacific are often newer and more isolated, and must adhere to varying codes of compliance, there is often a challenge with meeting the standards set by other international industries. In the absence of clear guidelines, or compliance codes from regulating bodies, Origin Energy has found itself the mouthpiece for workplace safety in many areas.

Moffat and Origin Energy are pleased with the new knowledge working within the various Pacific Islands represented at the programme. The expertise and professionalism of the event attendees is testament to how potential is now being properly actualized.



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