

MOFFAT®

connection

A NEWS BULLETIN FOR THE FOOD INDUSTRY

AUTUMN 2016

GOING FOR BOLD
IN THE PACIFIC

DINING BY THE WATER

HUNGRY FOR SUCCESS

COOKING FROM THE
HEART AND SOUL



Convotherm 4 Designed around you

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Convotherm 4 has been re-designed, and brings a new benchmark in combi-steamer cooking.



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

Welcome to the 2016 Autumn edition of Connection. It seems like this year has flown past already. Part of this is undoubtedly due to the development within our various markets, where economic conditions show signs of growth in 2016.



With this news comes a certain amount of challenges though, with many customers demanding value-added solutions in reduced timeframes. Thankfully Moffat is well placed to deal with such demands. We have experienced staff working at the coalface of customer service, providing the high-level expertise that delivers the type of innovative, cost effective solutions we are renowned for.

It's a vital strength of our company, as the saying 'think globally and act locally' is now more important than ever – both in the business and environmental sense.

In business our developed markets, including the USA and UK, continue to be hungry for improving the customer experience. Our mature markets are providing further growth opportunities. Developing markets in the Middle East, Mexico, India and Asian regions also provide significant opportunities.

We are adding further dedicated resources to these areas in response to this growth. Research and development of new products will always be a priority.

With the environment, we have increased our efforts to provide the most energy efficient and durable equipment ever. Gas, electricity and water are resources we need to carefully manage. The cost of waste is also escalating and it is our responsibility to minimise and control the environmental impact.

The release of our new Washtech range of warewashing products, with a significant reduction in water and chemical usage, is further evidence of our commitment to improving the sustainability of our products.

We are very pleased to have launched our new online parts store in Australia and New Zealand. This has already provided our customers with significant benefits in response times for parts ordering.

It is satisfying to read success stories from all around the globe. One example, the Middlemore Hospital project, highlights the close cooperation between multiple parties over a number of years. The final outcome, a world-class facility served by an ever-reliable range of Burlodge technology, has delivered considerable benefits to both patients and staff.

I hope you enjoy reading this edition of Connection and, as always, welcome your feedback. Thank you for your continued support.

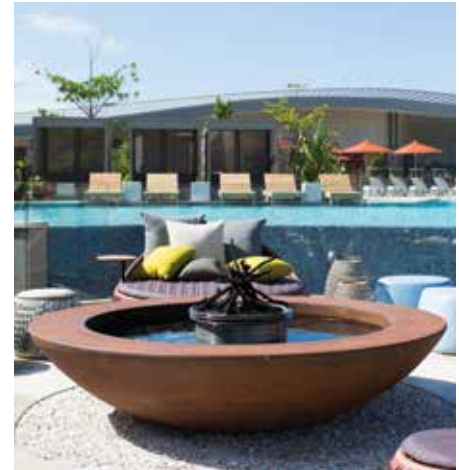
Regards

Greg O'Connell

GROUP MANAGING DIRECTOR

ON THE COVER

ELEMENTS OF BYRON, SERVING LOCAL, SEASONAL MODERN REGIONAL CUISINE



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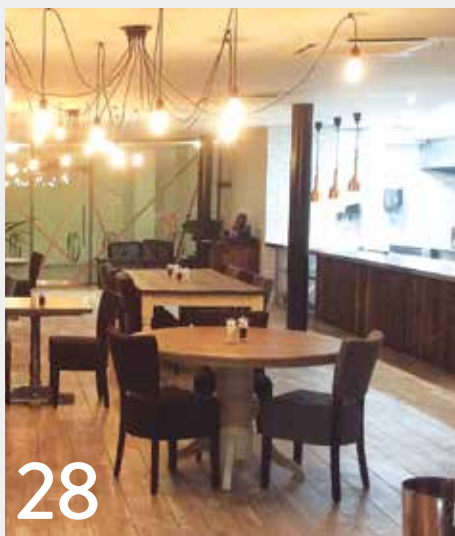
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THE EXTRA TASTE PERCEPTION OF ESP

“It’s all about
the kitchen -
the heart and
soul.”



You don’t need a sixth sense to know the menu of a high-end degustation only restaurant needs to surprise and delight knowledgeable diners. At Estelle by Scott Pickett (ESP) in Melbourne, the quality of people, produce and equipment ensures this experience is always delivered.

With Estelle Bistro and St Crispin gaining accolades and loyal customers Scott

Pickett was looking to expand his restaurant range in 2015. When an opportunity to secure the vacant space next to Estelle Bistro arose he jumped at it.

He then set about realising his vision of a bespoke, high-end dining restaurant - the perfect complement to the relaxed experience of the bistro next door.

The 52-seat restaurant has been busy since opening mid-2015, with the six-strong kitchen team delivering an ever-changing seven-course degustation menu. Here the focus is on quality seasonal ingredients combined with Pickett’s renowned inventiveness and skill. Each dish is delicate and exquisitely crafted, yet robust and full of flavour.

“We aim to take diners on a journey, and we work hard to ensure each dish complements the next,” says Pickett. “The menu is a living, breathing thing. Which is why we try to change it every week, and we’re constantly evolving and keeping things interesting.”

“The rest all comes down to flavour and taste. We look at the structure of a dish and, minutely into all its characteristics. Then we see what we can do to perfect it,” he says.

When it came to designing the restaurant itself, Pickett called upon the talents of renowned international architectural firm Hirsch Bedner Associates. He admits the kitchen planning came first and foremost in the brief.

“This is what happens when a chef designs a restaurant,” says Pickett. “It’s all about the kitchen - the heart and soul.”

“We wanted to create some theatre by putting the kitchen on show. So customers can see our intensive mindset and how busy we are during service.”

The intensity of the experience was matched with a suitably intense range of equipment. Pickett went with a Moffat Waldorf Bold line up for the kitchen, the dramatic vitreous black enamel finish providing a suitable canvas on which a greater artwork could be created.

“I chose black as I wanted the food and the customers to add the life and colour to the space,” he says.

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



PROJECT SUPPLIED BY MARILJOHN PTY LTD, VICTORIA

“Overall, the Waldorf Bold equipment is durable and reliable and looks fantastic.”



IN THE KITCHEN

Scott Pickett, a long-term Moffat customer, says that choosing the Waldorf Bold line up was a natural progression when opening ESP.

“When you are investing a lot of money in what’s going to be a gorgeous show kitchen you want a product that is already proven and tested – and which you know comes with great customer service,” he says. “The choice was a no-brainer really.”

For Pickett a key highlight of the new kitchen is the custom water-baths that he worked closely with Moffat to design and create.

“We deepened the fryers and put in an immersion circulator, so they are built-in to the unit. They are the first of their kind ever made.”

He also invested in a Turbofan oven, the fourth he has purchased across his restaurants. “The unit gives you real bang for your buck. We don’t tend to do a lot of steaming, and for its size and weight, it’s fantastic,” says Pickett.

“Overall, the Waldorf Bold equipment is durable and reliable and looks fantastic. I loved the fact that we could design our own centre cooktop in a way that’s versatile and suits our needs.”



AN EVENTFUL YEAR AT SANDSTONE POINT

Since the Sandstone Point Hotel opened less than a year ago on a former oyster farm site the Queensland venue has gone from strength to strength. Now, with an incredible location, passionate team and exciting plans, it appears the world's their... well, you get the idea.

While only open for a short time the hotel already feels like the type of local venue that's been around forever. Friendly, inviting, and with a range of dining options, it's a great addition to the relaxed Bribie Island peninsula.

The hotel sits upon a 300-metre stretch of coastline that in a former life existed as an oyster farm. Now the unobstructed water frontage overlooking the pristine waters of the Pumicestone Passage and Moreton Bay provides an altogether different standard of seafood experience.

After the land was purchased by the Comiskey Group the first development phase made some big but carefully measured moves. When designing and constructing the hotel special care was taken to respect and reflect the site's rural past. A heritage listed shed, part of

the original oyster farm, now forms part of the fish and chip shop, and operates as a servery for functions.

The results are impressive. The new hotel is vast, with an open, contemporary layout and a range of varied dining options. There's a restaurant, two function rooms, and two takeaway outlets: a modern rotisserie and a fish and chip shop – the Oyster Shed.

With so many diverse dining options, demand on the kitchen is considerable. The restaurant seats 300 guests inside and there are usually people dining outside too. On Sundays the restaurant can serve up to 450 for lunch – and it has been fully booked over weekends since it launched.

Entertainment is a big draw-card. The hotel has already attracted high profile performers like Jimmy Barnes, Icehouse, The Beach Boys



“It’s reliable, which was a key factor in the decision.”

and The Whitlams. For a different kind of excitement there’s even a permanent petting zoo on the property. With the upstairs function room catering for 220 guests, and the cellar function room catering for 180, there’s never a dull moment in the hotel’s kitchen.

It’s here that Executive Chef Chris Houliaras manages a team of ten chefs and apprentices. For him the diversity of dining options is both an exciting challenge for the team and a big draw-card for visitors.

“The aim was always for the hotel to be a destination venue - with plenty of dining options,” says Chris. “We’ve made sure you can get everything from fancy a la carte dining to casual outdoor takeaway with the kids.”

“The vision for Sandstone is different to a normal coastal hotel. We have a la carte dining in the restaurant as well as the more relaxed approach of the rotisserie and a fish and chip shop, so anyone can still enjoy the venue,” he continues. “The overall concept is pretty unique, especially for this area. There’s nothing like it.”

Eventually the site will include self-contained cabin accommodation and a range of retail options. In the meantime, with a full calendar of events already booked for the next year, the hotel certainly doesn’t show any signs of slowing down.

IN THE KITCHEN

When it came to fitting out his kitchen to cater for both tremendous diversity and volume, Chris Houliaras knew consistency was king.

“I have used Moffat equipment for many years and I’m very used to it,” he says. “It’s reliable, which was a key factor in the decision.”

For the main kitchen there’s a full Waldorf range of equipment, including a salamander, chargrill, two oven ranges (a 4-burner and a 6-burner), two single pan deep fryers and a bratt pan.

“I find the Waldorf fryers really retain heat,” says Chris. “A lot of other commercial fryers have issues coming back up to heat. As we don’t have a huge amount of space in our kitchen, we needed equipment that could take the volume.”

They also installed a Convotherm Mini combi oven and a 20-tray combi oven, which Chris says has made a big difference to the kitchen’s performance.

“The Convotherm ovens are probably the easiest I have ever used,” he says. “I’m not the most technical person, so this was a big thing. Moffat also provides lots of training in everything the oven can do.”

Getting the kitchen right was important, particularly as the hotel is set to grow even more in the future. A strong ongoing service relationship was vital for the Executive Chef and Chris appreciates support from Moffat “is always just a call away”.

FROM FARM, WITH FIRE, WATER, AIR AND EARTH, TO PLATE

On the NSW north coast the tranquil town of Byron Bay is renowned for both the modern style and relaxed atmosphere of its many spa escapes. Now Elements of Byron provides a bold new choice for those desiring a luxury experience that is at once personally uplifting and emotionally grounding.





IN THE KITCHEN

In two of the three resort kitchens, the team at Elements of Byron called upon Moffat to assist with installing a wide range of high-end technology.

This equipment includes three Convotherm ovens, a Crown bratt pan and tilting kettle, two Paramount Planetary mixers, two Friginox blast chillers, two Waldorf target tops and a chargrill, three Waldorf 4-burner oven ranges, and four Waldorf single pan fryers.

“The equipment’s all working well for the amount of covers we’ve been doing,” says Justin Dingle-Garciyya.

“Having the combi-oven is a large part of our operation,” he says. “The flat ovens are fantastic and very durable. The blast chiller is great – it comes in handy for the bulk cooking and for the desserts too.”

PROJECT SUPPLIED BY T & H SHEETMETAL PTY LTD, QUEENSLAND

Dotted amongst 22 hectares of beachfront paradise the resort includes 103 private beach villas, two restaurants, a sophisticated bar, pool kiosk, and a function centre.

As well as catering for a huge number of guests from weddings and conferences the resort also hosts lavish parties, with iconic events like the Mercedes-Benz Fashion Week and the renowned Byron Bay Bluesfest soon to be featured at the sumptuous resort.

From within the striking, contemporary coastal architecture a distinctly eco-friendly mindset pervades, the peaceful getaway also draws the crowds thanks to an honest and authentic farm-to-plate philosophy in the kitchen. Here the resort is committed to showcasing local farmers and producers, with a modern Mediterranean/Australian style.

For Executive Chef Justin Dingle-Garciyya things are certainly busy. He manages a team of 35 kitchen staff across three kitchens and supervises the preparation of approximately 350 covers on a daily basis – a number set to grow along with the resort’s function offering.

Graze is the resort’s signature restaurant. Diners here enjoy a range of down-to-earth dishes highlighting the best the Byron Bay area has to offer. Mixed Dozen, set to open in the middle of the year, will function as an innovative culinary showcase.

“Every month we’ll be promoting a specific local producer – a veggie grower, pig farmer, or a cheese maker, for instance – and working alongside an up and coming chef from somewhere in Australia,” says Justin.

For villa guests, there’s also the Barefoot Kiosk, which offers a selection of Mediterranean style fare, healthy salads, and “typical pool food”.

As well as these culinary experiences the resort also offers a private dining option for conferences, weddings and other functions.

“Our function menu is all about grazing and shared plates. We do whole roasts and dishes that represent quality produce from the region,” says Justin.

As word about Byron Bay’s newest culinary hotspot gets out demand on the kitchens is certainly set to increase.

“I guess the resort is something that’s a bit different for Byron Bay as it is at the moment,” says Justin. “We’ve just opened the doors and seem to be doing quite well, and we just want to get better and better.”

He’ll certainly get his chance. Though it only opened in February the resort has been solidly booked. Now, with a steady line-up of reservations and some celebrity weddings already locked in, Elements of Byron looks set to delight diners for many years to come.

SMOKE SIGNALS

The smoking ability of the Convotherm 4 has been a welcome discovery by chefs throughout Australia and New Zealand, proving that where there's smoke there's... well, usability, flexibility and faultless quality.



Since its introduction in January the new Convotherm 4 range of combi-steamers have been consistently popular with sales, and the versatility of the new technology has arrived at the perfect time for chefs looking to deliver their own takes on modern tastes.

Moffat sales consultant and chef Phil Neverman says development of the equipment has come about due to these recent international trends, in particular with the smoking aspects within many popular dishes.

"Cuisine of late has very much turned to the slow cooked and smoked approaches so popular in South America," says Phil. "Convotherm has recognised this and addressed it with the 2015 release of the new model."

Making the South American flavours easy to fulfil has been a significant focus. The team has put together a short book that illustrates the potential of the technology via some favourite recipes. Simple, quick and effective, these recipes prove not only the capability of the equipment but the quality of its results.



Being able to steam, bake and steam-bake quickly and confidently is the key according to Phil. "The beauty of this is that you can smoke first, then cook it or hot-smoke it – all in one easy process," he says.

"A decent cut of beef fillet for example, you can smoke it for an hour and a half and then cook it overnight. Salmon, venison, sausages, they're all easy to prepare and smoke to the highest quality."

The advanced closed system of Convotherm is a great help here. "All the energy and moisture stays in the oven cavity, which makes it great for smoking as there's a better consistent infusion of the smoke into the food," says Phil.

"There's also very little oxygen – which is what transfers smell – so there's less intensive clean-up between the various applications."

"For one example, there's smoked cauliflower soup," he continues. "You can prepare this initially, then lightly smoke before placing it (the oven) straight into steam mode and serving time. This everyday usability and flexibility has been a huge draw-card for chefs."



AN UPLIFTING UNDERTAKING.

In any small space it can be hard to effect large changes without upsetting a crucial balance. For Auckland's acclaimed The French Café such change has meant a busy summer behind the scenes. Here tight timing and high stakes have been met with careful planning and skilled expertise – and the results have already delivered above and beyond.





Consistently recognised with awards and acclaim, including recently winning the 2015 Trip Advisor Travellers' Choice award for Australasia, The French Café has enthralled diners with its perfectly poised approach to fine dining.

For Executive Chef Simon Wright and his wife and restaurant manager, Creghan Molloy-Wright the world may be at their feet. But at these feet too was a "less than ideal" workspace.

The flooring of The French Café had been problematic for some time. A renovation several years ago resulted in some areas of concern and the stopgap measure in place was on its last legs.

"Because we are closed at Christmas we could only really get at the flooring then," says Simon. "It was a major change so we thought then was the time to iron out the other issues as well – which included updating some problematic equipment."

"We had two sides to the kitchen essentially," he adds, "with former French-imported ovens on one side and some old Waldorf equipment on the other."

The international units were not up to scratch. So Simon and Creghan put in the time researching replacement options.

"Truthfully, I wasn't initially going with the new (Bold) range," says Simon. "But it caught my eye and matched our plans for the space."

Not only were there advantages in looks, robustness and power but also, importantly, it provided the chance to buy New Zealand-made.

Maintaining the French equipment had proven a constant headache for Simon. "You wait eight weeks for a part, it costs about a billion dollars and then you have to find someone to install it." The evolution in equipment "was about simplifying my life, really."

Demolition and decommissioning of equipment began on the 5th of January. From there it was a carefully managed process to ensure 2016 could be started with confidence.

"Everything was essentially finished by Friday the 15th, and I managed to get back in on the Sunday," says Simon.

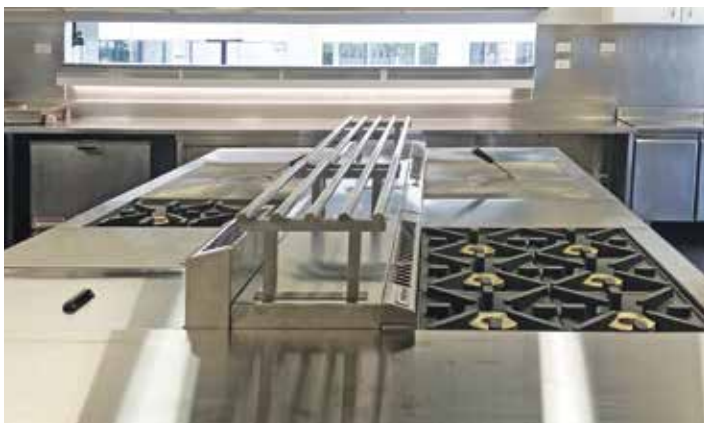
With 60 people booked in the following Tuesday the chef had just enough time to get everything in place and prepared for the reopening.

The Bold new approach is already paying dividends for the busy kitchen. New stainless steel infil benches and the low profile equipment have helped the kitchen "look sharper and perform better".

"A flatter island is certainly easier," Simon says. "With everyone working around each other, with perfect symmetry and in full view, well... it's easy to sustain this lovely flow of energy and to make sure everything going out is spot-on perfect."



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, AUCKLAND



“...A flatter island is certainly easier...”

IN THE KITCHEN

The Waldorf Bold island suite has transformed the kitchen for Simon Wright and Creggan Molloy-Wright. Here two target tops rest on convection ovens, with a two burner gas cooktop, six burner oven range and twin tank gas fryer. The husband and wife team also chose a Turbofan convection oven on an 8 tray prover.

Simon had his eye on the big picture when making the investment, with long-term plans to bring the kitchen ‘out into the light’.

“Eventually I’d like to open up the kitchen a little more, de-industrialise it somewhat and soften the aesthetics,” he says. “The (Bold) equipment catches the eye, but it also delivers the necessary firepower and, as our previous Waldorf gear has shown, goes the distance.”

For the busy team at The French Café the holiday improvement has been a welcome one. The planning may have started at their feet, but the results have delivered power to the process and quality to the plate.



FIRE, AIM, **READY**

The name of a restaurant can say a lot with a little. Take the inspiration behind Ember. This moniker recognises not just the dramatic history of the Hamilton venue but also the style of cooking on show. With the new restaurant opening just as the hectic Christmas rush began a ‘trial by fire’ for the exciting eatery seemed appropriate too.

In 2013 Hamilton lost its iconic, award-winning restaurant Pumice when an electrical fault sparked a fire that gutted the building.

For owners David and Lisa Kerr and Ryan and Jody Ladbrook it was an incredibly testing time. Instead of rushing back into replacing what was tried and true the approach of the owners instead looked further afield.

For David Kerr it was a case of “how can we make things better and what could we do that’s different.”

After a lengthy research period to ensure an authentic and effective final result a new vision rose phoenix-like from the remains of Pumice. Ember, their new venture, has strong influences from throughout the Americas, culinary fare from the Caribbean, Cuba, Brazil and Argentina.

The culinary approach is new for Hamilton. The menu is built around a large wood-fired Robata grill, one of only two of it’s kind in New Zealand, which takes centre-stage at the heart of the open kitchen. The new name is “not just about rising from the ashes” – it informs the very nature of the dishes.

Such meals are predominantly enjoyed in a communal setting in the countries of their origin, and the Kerrs and Ladbrooks wanted to ensure a similar sense of community in the new restaurant.

“We want diners to have a shared experience,” says Ryan Ladbrook. “To enjoy their time, be it with family, existing friends or ones they’ve just made.”

The clean, precise lines of the fit-out help here, the New York loft design enhancing the dining environment without detracting from



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, HAMILTON

what's on the plates. An open fire in the covered courtyard provides a similar focus for communal dining, and the 200 seats in the open-plan restaurant have a family-style service to again promote the shared dining experience.

With eager anticipation from the local region ready to fill these 200 seats the pressure was on to get all the details right for the grand opening before Christmas, and the timeframe was a tight one. Asked how the support was from Moffat during this crucial stage and Ryan replies, "it was excellent – if we ever needed anything they were there quickly."

"We've known them all for quite a while so we know what to expect with their level of service," he adds, "The support from Blair at Southern Hospitality was also really good."

Opening into the busiest part of the year was always going to be a test but Ryan says that the kitchen and staff kept cool in the heat of the season.

The dedicated professionalism of the team certainly helped during this time. The restaurant is managed by former local Mark Smithells – who returned to his hometown after a successful stint at Wellington's iconic Foxglove. In the kitchen head chef Carlos Rebello oversees a tight-knit core team.

"There's always the usual challenges of getting a new menu and a new team together when we're at our busiest," says Ryan. "The result shows the hard work was worth it though. Everyone wanted to try out the new place – and when they do they're keen to come back. What more could you ask for?"

IN THE KITCHEN

Cooking South American cuisine is one of careful checks and balances. While measured, attentive care in preparation is vital, service to customers still needs to be fast, efficient and, above all, delivering meals of an exceptionally high standard.

To help ensure this standard is always met David and Ryan worked closely with Hayden Bennett from Southern Hospitality in the scoping stage of the fit-out to ensure all equipment could consistently deliver.

They decided on the ten-tray Blue Seal Sapiens combi steamer for the kitchen. To meet the demands of the fast-paced, slow-burning restaurant two Waldorf six burner oven ranges and two Waldorf fryers were also installed.

"The steaming functionality of the Blue Seal is a massive part of its appeal," says Ryan "and we certainly appreciate the fan-forced power of the ovens."

There were some challenges initially, particularly with how much extraction was needed for the new kitchen. However with "a massive commitment from the entire project team" the opening deadline was met. Downey Construction was also a huge help behind the scenes, the owners of the building generously working behind the scenes to ensure continued peace of mind in the new kitchen.

"While we didn't have to have a sprinkler system by law Downey put one in as a kind gesture," Kerr said. "They didn't actually tell us they'd done it and was a surprise."

GOOD, HONEST COOKING



Over a celebrated career UK chef Andy Waters has gone from one success to another thanks to a non-negotiable approach to traditional cooking done well. The success can be a double-edged sword though – any new venture begins under a bright spotlight. But, with a great team and the right kitchen, he’s ensuring his newest restaurant at Resorts World Birmingham sets a new high Waters mark.

At the new Waters Restaurant the food is all about pleasure over pretense. Although it’s been open just a few months it has already gained considerable critical acclaim, with reviewers praising the restaurant’s warm atmosphere, down-to-earth approach, and respectful and skilled treatment of quality produce.

The complex itself has drawn massive interest. Owned by the global Genting Group, Resorts World Birmingham is Europe’s first “large scale resort destination”.

The tourist destination includes 50 outlet stores, 18 bars and restaurants, an 11-screen cinema and an international casino. While there are Resorts World complexes located in Kuala Lumpur, Singapore, Manila, New York and, soon, Las Vegas, this is Genting’s first ‘leisure destination’ to open in Europe.

Despite the scale of the complex the restaurant itself has a very intimate feel.

“We are independent and family-run,” says Andy. “Our aim was simply to open an approachable and welcoming restaurant serving top traditional British cuisine with a contemporary twist.”

To do so they remain committed to old-fashioned service and

supplier relationships. The restaurant is committed to ethical sourcing, with British companies who actively promote and support sustainability supplying all the fresh produce.

In an age of reduction and foams the appeal of traditional food stems from more than simple nostalgia. “I’ve gone back to my roots, doing heartier food,” says Andy. “There are no minimalistic plates – this is a warm, cosy restaurant.”

“Our food is unpretentious and our team is welcoming, making our diners feel relaxed and comfortable,” says Andy. “Customers choose our restaurant because they can enjoy classic dishes that are beautifully presented and expertly cooked. We are proud to have a loyal customer base that has stayed with us for over ten years.”

Such loyalty extends to their supplier network also. Bournville Catering Equipment was responsible for the supply and installation of the equipment, with owner John McEvoy and project manager Carl Doonan’s past experience a good fit for the Waters team. With a long-term relationship spanning eight years the project team had a strong idea for what would and wouldn’t work in the new kitchen.



PROJECT SUPPLIED BY BOURNVILLE CATERING

“From past experience of using this equipment it is always reliable, easy to clean, durable and chef-proof.”

IN THE KITCHEN

“We were originally introduced to the (Blue Seal) equipment by Bournville back in 2008,” says Andy Waters. “Back then they installed our first kitchen at Edmunds in Brindleyplace.”

“From past experience of using this equipment it is always reliable, easy to clean, durable and chef-proof,” he adds. “It performs perfectly and allows us to work efficiently – which is why we’ve used Blue Seal in every restaurant since that first time in Edmunds.”

When fitting out the new restaurant, the team at Andy Waters turned to Blue Seal - investing in oven ranges, a fryer, pasta cooker, hot plates and a Turbofan convection oven. The choice in equipment came down to its overall delivery of adaptable, simple use.

“We are more efficient as a team on a daily basis,” says Andy. “The equipment is easy to use and has allowed us a perfect flow within the kitchen.”



ANDY WATERS. ENDURING CLASS.

You don’t get a Michelin star, TV stint, eponymous restaurant and other important recognition by resting on your laurels. But, when you’re Andy Waters, you don’t get it by constant reinvention or blindly following popular trends either.

With a careful mix of old-school techniques and modern methodologies Andy’s approach has earned considerable acclaim and award recognition throughout his career. And it’s been some career so far...

After spending time as head chef at the Bay Tree Restaurant in Harborne, Andy decided it was the right time to venture out on his own. In 2002 he opened Edmunds restaurant in the Warwickshire town of Henley in Arden. It was a bold move that delivered some big results.

Within six months of opening he was awarded a Michelin star, and Edmunds was named as Hardens’ restaurant of the year. In 2010, after relocating to Brindleyplace two years previous, Edmunds was voted a Sunday Times top 100 UK restaurant. Then, in 2011 The Good Food Guide named Edmunds ‘the best restaurant in the Midlands’. Andy’s role in ‘Britains’ Best Dish: The Chefs’ delivered wider recognition of his talents – as did the awarding of the Robert J Smith award by the British Culinary Association.

In 2012 he moved to The Queens, which would go on to gain a Michelin Bib Gourmand, and, in 2013, he opened Edgbaston restaurant Waters on the Square. Now, with the big move to Resorts World in 2015, the father of two shows no signs of slowing down.



EXPLORING THE GREAT INDOORS

Years of planning came to fruition in 2015 when, thanks to an extensive renovation, the Riverdeck Café in Albury invited patrons to dine inside for the first time.

Located on a horseshoe bend of the iconic Murray River, the Riverdeck Café is part of Noreuil Park – one of the town's most popular destinations. Despite this popularity the café was previously limited to only opening in the warmer months. With outdoor seating only the great views and food were strictly seasonal fare.

Now, with indoor seating for up to 120 guests, it can be open every day of the year, rain or shine. For owner Alex Smit the renovation was all about extending the restaurant for the benefit of staff and the local community.

Now open every day, and with a dinner service from Thursday to

Saturday nights, the café now provides a great meeting place year-round. It was a big project.

"We essentially rebuilt the whole kitchen area and then expanded the seating and covered it into a building," says Alex.

While the renovation project was privately funded the Riverdeck Café's status as a tourist destination for the area also meant it was also successful in obtaining funding from Destination NSW.

For Alex the appeal of the restaurant is due to two key factors: its beautiful location, and its contemporary, Modern-Australian menu.

"We have a phenomenal location. The park acts as Albury's 'beach of sorts' in summer, and we're also very close to the CBD, so customers don't need to travel far to get here," he says.



PROJECT SUPPLIED BY ALBURY COMMERCIAL CATERING, NSW

“We’re also very lucky to have got Ludo Baulacky as our head chef,” says Alex. “He comes from a classic French background and he’s working hard to incorporate the finest regional produce into our menu and wine list. One of Ludo’s signature dishes, the twice-baked duck, definitely draws the crowds.”

IN THE KITCHEN

Experienced Melbourne designer Chris Love helped devise the new kitchen as part of the renovation plan and also suggested the equipment that would be a good fit for the project.

Riverdeck owner Alex Smit had used Moffat equipment at past venues and had a good relationship with a local distributor. Further support from Chris and seeing first hand what could be done with the technology helped ensure there was no second guessing.

“I attended a Moffat demonstration and found it very informative, and we went from there,” Alex says. “The equipment really balanced our budget with quality – and it’s a good fit for our requirements.”

They installed a Blue Seal Evolution oven range, chargrill, griddle and two single pan fryers as well as a Convotherm combi oven as part of the development.

A large part of the renovation involved creating a takeaway kiosk window, where guests can buy coffee, local ice-cream and a range of takeaway food. With this accessibility comes far greater popularity.

“In summer there can be up to 3,500 people in Noreuil Park on the weekends, and we really wanted equipment that could cater for that,” he says.

“The backing that you get with a large company such as Moffat is encouraging, and the demonstration staff were able to articulate the different equipment features very well to us,” says Alex.

“The equipment is also quite easy to use. You’re always learning but, absolutely, it’s very straight forward,” he adds. Durability is also a big advantage, as “it’s copped a real hammering so far – and we’ve had no issues”.



THE BOLD SPIRIT OF RHUM-BA

At the Port Denarau Marina in Nadi the Rhum-Ba restaurant and attached Denarau Yacht Club opened to much fanfare mid-2015. Since then the exciting destination for Fijian locals and visiting sailors alike has continued to win plaudits for the style and sophistication of its maritime dining experience.



With the numbers of local residents, visiting yachts and international tourists steadily growing the development of the Port Denarau Marina needed a strong focal point for the crowds, be it to meet, dine or simply relax back with a drink.

Designed and built by the Fijian arm of construction company Kyronn, with interior design expertise from New Zealand company Furnz, the building was officially opened by Fijian President Ratu Epeli Nailatikau in May.

This spectacular building has undoubtedly helped raise the profile of the marina, which recently won the Marina Industries Association's "International Marina of the Year" award for 2015/16.

The experience of owners Mike Dennis and Nigel Skeggs has provided the vision for the project and the expertise to get it off the ground or, in the case of the large cantilevered deck, over the water.

Nigel skippered super yachts around the Mediterranean for close to a decade before settling in Fiji with his family seven years ago. After moving to Fiji as a child Mike has been involved in the hospitality and tourism industry for over two decades, the local businessman managing several successful past and present ventures.

With this experience they both understood the key requirements of a yacht club restaurant and, with a name like Rhum-Ba, the selection

of drinks is obviously focused on one spirit in particular.

"Rum is an incredibly diverse spirit with a colourful and important maritime history. Our intention is not just to stock rum but also to inspire our customers to explore the different varieties and gain more knowledge," says Nigel.

Since opening, the bar has built on its selection of having over 100 international rums on offer and, with rum appreciation courses and rum featuring heavily in the menu, the spirit certainly permeates through the location.

"We wanted a fun, friendly atmosphere – an environment for locals and yachties alike," says Nigel. "The space is flexible and dynamic, able to cater to large groups such as weddings and conferences without compromising the appeal for the individual or the couple dining here."

The passion and energy of the venture is exemplified in the restaurant's kitchen. Executive Chef Henry Selmann, while just arriving in his thirties, has a wealth of experience from his time in kitchens throughout Sydney and Brisbane. With a few years in Fiji now behind him, Henry has big ambitions for his cooking here. He believes staying true to the foundation of Fijian cuisine will be an important factor in this future success.

"We only use carefully sourced fresh and seasonal ingredients," says Henry. "This allows me to keep imported products to a minimum, support the local suppliers and, above all, deliver genuine authentic tastes that follow our 'simple but delicious' ethos."



IN THE KITCHEN

The Rhum-Ba is undeniably big and bold in seating capacity, drinks selection and menu offering. It was only sensible that the kitchen equipment was too.

Working with head chef Henry Selmann, owners Mike Dennis and Nigel Skeggs wanted to ensure the kitchen could consistently meet the demands of serving up to 400 diners at a time, and do so with a stylish design aesthetic appropriate for the luxury maritime destination.

Their choice, a full suite of Waldorf Bold, has met, and exceeded, these requirements. A four burner oven range, griddle, cooktop, pasta cooker chargrill and two fryers as well as four inline benchtops form the backbone of the kitchen. They're complemented by two Washtech dishwashers and two Icematic ice machines to ensure everything is kept clean and cold where necessary.

"This is Fiji's first Bold project and we wanted to make sure such a high-profile installation was looking and performing to the absolute peak of its potential," says Rob Smillie, Moffat's Export Sales Manager for the Pacific.





TRUST IN COD... AND LOBSTER

Nothing is more enchanting to a seafood fan than tucking in to a delicious fish at a seaside town. Now, at the new Cod and Lobster Brasserie in Nelson, the quality menu is already worshipped by the enthusiast – and bringing newcomers into the fold as well.

As the new kid in town the Cod and Lobster joins an already thriving Nelson restaurant industry. For owners Nick and Kimberly Widley the decision to focus on seafood was not just a pragmatic choice but one grounded in family heritage as well.

While the town has a strong fishing industry, Kimberly also comes from four generations of fishermen, her father a Fiordland crayfish pioneer.

The historical value of the business doesn't stop with family. Before opening in November a considerable amount of work had been

undertaken to fit out the impressive two-storey heritage building at the top of Trafalgar Street. Now offering dinner, lunch and coffee, as well as breakfast on the weekend, the restaurant and cocktail bar is already busy creating its own history.

Nick is happy to see patrons enjoying the surroundings as much as the Cod and Lobster and, with the town's cathedral stairs adjacent to the restaurant, it's a great place to sit with a coffee and brioche while watching the world go by.

But, when the plates arrive the food is the center of attention. The à la Carte menu isn't just a choice of seafood, with some interesting selections from the land as well. When the restaurant states it sources key ingredients locally this includes South Island crayfish, beef, lamb and venison, too. As the Widleys are a family who dine



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, NELSON



out frequently with four children, a quality children's menu is also an essential inclusion.

Appropriately painted deep ocean blue the restaurant sits 84 patrons inside and 40 outside. The historic building did pose some challenges to the scope of work however. Nick explains, "It's a small kitchen and we need adequate room to prep so each piece of equipment needed to complement the others".

Since opening this equipment has been put through it's paces, with locals stopping by to sample the offerings of Nelson's latest cuisine destination and tourists are attracted by the seafood cuisine.

“Moffat have provided great support throughout.”

IN THE KITCHEN

In addressing the issues presented by the small kitchen, Nick chose to install equipment that could be coordinated to make the most of the space. The Waldorf range suited his needs perfectly. A two-pan fryer, a target top range and a gas/electric range became the heart of the kitchen.

Any problems during fitout were easily fixed before the opening date. "Initially we had a little too much heat coming off the target top, but the electrician fixed the intake on the extractor and now we're good to go", says Nick. He goes on to explain that since opening "the kitchen's been running smoothly. It's easy to get the food out quickly with such an efficient operation".

Most importantly Nick appreciated the ongoing assistance during this time saying "Moffat have provided great support throughout".

FINE DINING 400 YEARS IN THE MAKING



Transforming a 400-year old building into the kind of restaurant that would leave interior designers in a flutter and food critics drooling is not a task for the feint of heart. Luckily, chef Richard Synan and his wife, Natasha, were up for the job.



Overlooking the River Avon and its iconic Town Bridge, the newly opened The Weaving Shed casually occupies one of the best spots in the historic Wiltshire town of Bradford-On-Avon.

With impeccable culinary heritage and an eye for the aesthetic, Richard and Natasha have shown their astuteness as restaurateurs with this exciting new waterside dining venture.

“The building is over 400 years old, so there were many challenges when we did the refit,” explains Richard. Having cut his teeth at Gordon Ramsay’s Claridge’s, and the Michelin-starred L’Atelier, he is not a man to be easily deterred though. “I had dreamt of a site like this ever since I started cooking professionally over a decade ago,” he says. “It was love at first sight, and it has been absolutely worth it.”

The impressive interior design and waterside vibe complement the historic setting. Inside, design features like the reclaimed timber bar, leather sofas, vintage trunks and industrial lighting enhance the scene.

To match an inspirational fit-out, Richard and his kitchen team are serving up cuisine that has local tongues wagging. “Our aim is to provide the highest quality food available in the local area,” says Richard. The menu is fresh and seasonal, “great British food” in homage to the cultural significance of the setting.

Once again showing his nerve, the kitchen is completely open-plan. Up to 150 diners cast a critical eye over the cooking team each service. After working with Gordon Ramsey, it’s a walk in the park for Richard.



PROJECT SUPPLIED BY TAILORMADE CATERING EQUIPMENT SERVICES

“The black enamel surfaces look superb, especially as we wanted kitchen equipment that would work in with the design style of the restaurant.”



IN THE KITCHEN

Richard revels in his open plan kitchen, a design feature he says is an open invitation for diners to ask a question or make a request of the chefs. It also puts the kitchen fit out and equipment on permanent display, and so it needed to look the part in the years ahead.

After a guided tour of the Moffat factory, Richard was impressed by the urbane style of the Waldorf Bold range. He knew it would work perfectly for The Weaving Shed.

“The black enamel surfaces look superb, especially as we wanted kitchen equipment that would work in with the design style of the restaurant,” he says.

Offering the performance of the Waldorf 800 Series but with an aesthetic edge and low profiles, the Waldorf Bold range ticked all the boxes for Richard. In his kitchen, you’ll find the 450mm chrome griddle with bench ends and the 450mm gas chargrill. He also chose the 900mm gas target top convection oven, 900mm target top cabinet base and 450mm twin tank electric fryer with bench ends.



THE SOLOMON ISLANDS STEP UP

The opening of the Coral Sea Resort in Honiara in 2015 provided a great party for the resort's team, international visitors and local residents alike. With expert diligence in the kitchen pre-launch (and continued success post-launch) the restaurant has offered a cause to celebrate too.

The three phases of the resort development have been in the works for some time now. The official opening in December marked the completion of phase one – the gaming floors, pool environment, restaurant and bar.

Haydn's Steakhouse and Haydn's Bar are a big part of the appeal for visitors and locals alike. With a mix of local and international cuisine and premium beef cuts the restaurant's menu has been carefully crafted to provide 'tried and true' alongside 'unique and new'.

Steve Cameron, the resort's Food and Beverage Manager, says the basic aim of the Coral Sea Resort was "to provide the best five star service in the country."

It's a commitment to consistent high standards that will set the resort apart agrees Head Chef Richard Marshall. He describes the

steakhouse as "groundbreaking" and ideal "for everything from an intimate occasion to a corporate event."

What makes the tourist destination so appealing also provides challenges when setting up such a project. The logistical work behind the scenes required a steady hand and a steely focus.

KBR Commercial was responsible for the design and installation of the kitchen, with director Bruce Jenkins overseeing the project.

"Even though it is remote from Australia, and expensive to ship goods to, the project in Honiara ran relatively smoothly," he says. "While sending certain materials necessary for the design did prove challenging it was also a challenge the team met head on."

The response from the team in the kitchen has been overwhelmingly



PROJECT SUPPLIED BY KBR COMMERCIAL, MELBOURNE

“...to provide the best five star service in the country.”

positive as well, and the resort has since ordered additional equipment to meet the demands of the bustling restaurant.

Even with the 65,000 resident population bolstered by an increase in visitor numbers in recent years the resort and casino are undoubtedly a bold new development for the Solomon Islands. The grand opening and public concert featuring popular UK act Craig David was dubbed “the biggest and greatest launch event to take place in Honiara”.



IN THE KITCHEN

Working closely with the resort team KBR Commercial specified and designed the kitchen. They wanted the equipment for two simple reasons – that it is supported and serviced well in the island market and that it consistently performs well.

This ‘performance peace of mind’ was vital to the resort and, as Moffat’s Export Sales Manager for the Pacific Rob Smillie says, “it’s my job to make sure of that.”

Rob was on hand to provide assistance with installation and training on the equipment, which included a Sapiens combi-steamer, Waldorf Bold six burner oven range, two single pan fryers and a griddle. A Washtech AL premium dishwasher and Paramount planetary mixer were also installed in the new kitchen.

“The new standard has been set in Honiara,” says Rob. “There’s nothing quite like it – and I’m sure it will give tourism in the region a solid boost.”

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THE PERFECT APP(ÉRITIF)

When it comes to new design interfaces every company speaks of controls being or 'simple', 'easy' or 'intuitive'. But sometimes it's not easy to quickly familiarise yourself with all the key additional benefits before any new technology is put into use. Now a new app developed specifically for Moffat ovens allows owners to try before they buy – and operators to learn before they burn.

The Moffat Oven Simulator App has been designed for operation on phones and tablets, allowing users to easily 'get behind the wheel' of the Turbofan series of ovens.

Simulating the control functions of the digital interface, the app provides quick hands-on experience with the ins and outs of the new technology.

All the programmability can be demonstrated and use of the core temperature probe also can be experienced on the screen. Here, users scroll to the bottom of the app where a simulation of the oven heating occurs. Pressing the core probe button replicates the probe connection process and highlights the ease of the technology in real life.

The app came about due to the challenges sales and dealer staff had when demonstrating key benefits of the digital interface for measuring time, temperature, fan speed and moisture. As most units on a showroom floor are not connected to a power supply there was often no easy way to quickly show this capability.

Thanks to the hard work and diligence of Technical Services Manager Danny Burns the new sales tool is already making things a lot easier for the team on the floor.

Stuart Murray, General Manager of Sales for Moffat, believes the new app will also help make the introduction of new technology easier in the busy kitchen environment.

"It not only makes sense for demonstrations on the sales floor – it's also a valuable tool for owners and chefs to use for educating their teams," he says. "It gives staff a valuable heads-up and the chance to check out and test drive the new controls before the new oven is even turned on."

The Moffat Oven Simulator app is now available on the Apple App Store and the Android Play Store. Free to download and use, it is also available as a Windows download from the Moffat website.





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OUR PEOPLE MOFFAT AUSTRALIA



**TONY
MCNAB**

The numbers don't lie. With 30 years of bakery industry experience, 20 years in the Moffat team and 7 years in his current role, Tony McNab delivers a wealth of accumulated knowledge to his everyday work as our National Sales Manager for Bakery.

The most challenging part of this work can be narrowing down the broad range of options to identify the solution that best suits a customer's needs. Here it's not just technical expertise but his innate understanding of the issues facing bakers that makes Tony such an asset. With a strong desire to help he empowers them with the right technology, the forward-thinking strategies and the means to grow their businesses.

It's the same for his work at Moffat, where he hopes to expand into new baking industry areas in the future. When he isn't working, Tony enjoys travelling, camping and spending quality time with his family.



**KAREN
BREDIN**

With a stellar career in various customer service roles for over three decades, (and ambition to advance this career further), Karen Bredin was quick to apply for the Customer Services Officer role in Moffat's Mulgrave office when it was first advertised close to four years ago.

Since stepping into this role she's put all her expertise and experience to good use, her exemplary people skills, strong product knowledge and multifaceted skills a huge asset to the company and its customers. Putting these customers' needs first is always her prime focus, and Karen says it is all the easier "thanks to my amazing team" and the variety of challenges her work presents on a daily basis.

When away from the work Karen enjoys her downtime in a variety of ways, be it traveling the globe, spending time with family or getting in a little shopping time when possible.



**ROBERT
EDWARDS**

After 10 years on the road as a service technician in Sydney, Robert Edwards has recently taken up the new role of Technical Services Officer in our Melbourne office.

His career up until now has been a big advantage in his new position, with previous work in the electricity industry and in ice cream manufacturing (as a "chief taste tester, part time electrician"). Hands-on experience with Moffat equipment, be it dishwashers, combi ovens, catering units or other equipment, also ensures he can provide quick accurate guidance with the diagnosis, repair and parts advice.

Away from work Robert's busy in his new hometown. When not "scoping coffee or kebab joints" he enjoys time spent cycling with friends ("no lycra") and is now looking forward to exploring the many rail trails of Victoria.



**TAMMY
FOSTER**

For Tammy Foster, working in customer service definitely has its perks. Naturally, there's the satisfaction of building long-term relationships with her customers. But there's also the support she enjoys "working with a fantastic team – which makes each day a great day." Then, of course, she also gets to enjoy the delicious food after a product demonstration.

Based out of our Melbourne office, where she's worked for five years, Tammy's role requires considerable attention to detail, a can-do approach and strong communication skills. With a positive attitude and clarity in contact and consultation she excels at the work, ensuring no errors are made and no opportunity missed.

When not working Tammy enjoys time with her family, live music festivals and treasured hours spent on the water, stating, "When I'm not fishing, I'm generally planning my next fishing trip".

OUR PEOPLE

MOFFAT NEW ZEALAND



**BRENT
CLELAND**

A recent addition to Moffat, Brent has brought a wealth of accumulated experience in sales and marketing in Asia to his role of Export Regional Sales Manager in this region. Loving the experience of other cultures and travel pairs well with Brent's enjoyment of the challenge that market development in Asia brings. Building relationships with key players in each country, and targeting the right partners for sales opportunities are tasks that Brent relishes. Then bringing it home with the right strategy to secure long-term business.

His goals for Moffat include development of the Asian sales region into constant growth, first through South East Asia, then India and China. Developing stronger relationships with consultants and leading individuals in project business, unit sales and maintenance roles is also a goal.

Brent also keeps busy outside of work, he's a keen hunter, motorcycle enthusiast and hobby farmer and with a family there's little time to relax watching the rugby.



**CHANTELLE
ALLEN**

As Accounts Assistant at the new Christchurch plant Chantelle applies her unique charm to the daily challenges the role presents, her ability to multi-task while still producing her best work a key strength in an often busy role.

While her career beginnings were in Zimbabwe, Chantelle has always worked in accounts and administration. After settling in New Zealand twelve years ago she put this experience to good use and now, after nearly five years with Moffat, she still finds enjoyment in the variety of this work. Her experience provides the communication skills required to adroitly deal with customers and ensure everyone is on the same page.

A self-confessed "crazy cat lady", Chantelle spends time with her "furkids" and volunteering for animal related charities. She also enjoys relaxing with family, friends or a good book – and amping up at the various gigs her husband plays in.



**BRUCE
ALLEN**

A reasonably new addition to Moffat, Bruce has brought with him a strong work ethic, consistent reliability and a core desire to do a good job on whatever task he finds himself working on.

After close to a year in the Spare Parts department of our new Rolleston facility these tasks are both varied and fast-paced. Bruce enjoys the challenge and unpredictability that comes with each day working here, and being able to think on his feet and keep everything in order is a huge asset to his productivity and effectiveness.

Such character traits work well for his time away from the office too. With a love for Texas hold-em poker and an interest in motorsports Bruce knows when to hold em', when to fold 'em, when to walk away... and when to accelerate.



**JANINE
BLAIR**

Janine is the Accounts Payable Administrator working in our Rolleston facility. She has been in this role for nine years now after moving here from her work as an office manager at a produce packing firm. This past experience, together with her training in business management, has allowed her to develop and master the necessary skillset for the role. She approaches problem solving with composure in this work, and her ability to handle stress and plan effectively means working to deadlines is less of a hardship and more a play to her strengths.

Janine spends a lot of her time outside of the office, well... outside. Fishing and camping are two of her loves, and she enjoys time with her growing family and practicing her guitar skills here in the great outdoors.



Pictured (from left): Greg O'Connell (Managing Director), Martin Larsen (Production Engineering Manager), Doreen Sykes (Assembly Team), Steven Murray (Enamel Team).

OUR PEOPLE BLUE SEAL UNITED KINGDOM



**FAYE
RUTHERFORD**

Supporting the sales team and providing information to other departments as and when required is the key function of Faye's work as Sales Coordinator. It sounds simple. But break the job down to the nitty-gritty tasks and Faye is a very busy woman.

While she processes orders, chases deliveries, produces stock reports and arranges collections, she is answering the phone, liaising with warehouse staff and drivers, and learning new systems where necessary. A wide-ranging expertise, an energetic approach and multi-tasking abilities are crucial.

She must enjoy the hard work and interaction with so many team members too as she always has a smile on her face. The smiling doesn't stop on the way out the office door, as Faye enjoys singing, dancing, cooking and socialising in her time out.



**STEPHEN
ALLEN**

Organised and efficient, Stephen has almost equaled his fourteen years in the army with his years since then at Moffat. His experience in the armed forces gave shape to the skills he uses as Spare Parts Technician at the trade counter.

A precise knowledge of our product range ensures that customers get the correct parts for their units – even if they don't know exactly what they have. Stephen's patience and efficacy on the telephone ensures that customer relations are happily maintained – which means good things for the general business growth of Moffat.

Stephen's precision flows into his time outside of work representing his district in table tennis. He also enjoys decorating and no doubt is busiest when spending time with his grandchildren.

THEIR DEVOTION. OUR APPRECIATION.

In 1975 our company was an entirely different operation. Sales activity was primarily based around cooking in supermarket carparks, outside shops, at fairs or via a caravan on the streets. We've gone from 'door-to-door' to 'across-the-world' – and it's been largely thanks to the skill, passion and commitment of our people.

In 2015 we celebrated the 40 years of service from the team members here. They've seen the company change from Osborne Products to Moffat Appliances through to APV Moffat and then on to the current business. They've helped us grow and thrive through both good and challenging times. We wish to acknowledge this dedication and, from all of Moffat, to sincerely thank them for their hard work.

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Digging in

The last few years have been busy for Aussie chef Darren Robertson. He's received awards for his Three Blue Ducks in Sydney's Bronte, further acclaim with the opening of another restaurant as part of The Farm in Byron Bay, starred in popular TV shows and, late in 2015, welcomed son Archie into the world. We were lucky to get some time to chat about where he's come from, what he's looking for and why he loves work and life in general...

GROWING UP

Where did your initial passion for food begin with back in England? I imagine it came through childhood sitting at the table eating a family roast. We weren't really what you consider a foodie family, although my father was a chef in the RAF. Perhaps that triggered something?

What was the first dish that you ever cooked? I can't remember the first dish, but I remember when I was working as a pot

wash as a kid and the chef taught me how to do a tomato rose garnish. I thought it was amazing and went home and showed off my newfound skill to the family.

Who has been the biggest inspiration?

My Mum. She brought my sister and I up as a single parent, so we owe it to her not to screw up.

ARRIVING (AND STAYING)

When did you arrive here – and why did you decide to live permanently? It was 16 years ago to work for Tetsuya Wakuda. I planned on doing two years here before heading to New York. But I immersed myself in the Sydney food scene and starting surfing, and that was that...

What were the biggest challenges on arrival?

I was incredibly lucky to have a job I loved when arriving. I worked long hours and made huge sacrifices with regards to friends and family. But at the time I was in a kitchen considered to be the best in Australia, surrounded by some of the most talented chefs I've ever worked with.

How does Sydney compare to other cities around the world? It's an amazing city. We are lucky to be exposed to so many cultures and right now it's one of the most exiting places in the world to eat. The younger chefs are collaborating a lot more and they're now opening their own places so they can cook what they like. LP's Quality Meats, the Pinbone crew, Ester, Acme – there are so many incredible places.

MAKING IT WORK

Managing high profile restaurants – how do you keep a consistent quality across all of them? We have a really strong management team, and our managers are trained across the whole company. They get to know it all. Of course, we are still learning, growing and evolving ourselves – but passionate and talented people surround us as we do so.

As a high profile chef how do you balance work and life? I used to be a bit of a workaholic. I learnt a great deal but it could've been a happier existence. Now I take a lot more care full with where and how I invest my time. I try to be as productive as possible but always make time for my close friends and family. Some things are just worth doing so you make sacrifices, and a lot of what we do doesn't feel like work. But now I'm a father it's definitely something I'm aware of.

FAVOURITES

What's your favourite dish? And why is it your favourite? It's a plate of freshly shucked oysters – because of its sheer simplicity.

What appears to be the favourite dish of your customers? The blood sausage breakfast dish certainly has a decent following.

What has been the highlight of your career? Being involved with making Three Blue Ducks in Byron Bay happen. I love the place and could not be more proud to be alongside everyone that has worked on it.

RURAL COOKING

Where did the inspiration come from to go rural? The idea of having some land to work with has been with us for some time. Just having a small kitchen garden in Bronte taught us so much. Now, with a few chooks, beehives, learning about compost, worm farms, well, it's really opened up an exciting new world. It definitely impacted how we thought about food.

How is sourcing food from the farm? We do have a great deal coming off the farm, thanks to the hard work of farmers Cass, Kirsten, Josh and any help they receive.

We also rely heavily on other local farmers and producers for the majority of our produce, without which we would not survive. And we have rock star bakers Bread Social right next to us so we get to use the most incredible breads and pastries on a daily basis.

THE EQUIPMENT EXPERIENCE

What do you like about working with Moffat? We have a great relationship with our Moffat reps. To know that if there's ever a problem I can call and speak to someone I know and trust, and not an answer machine, it goes a long way.

What attracted you to the company? We were looking for equipment for Byron and other chefs recommended Moffat to me.

What is it that attracted you to the equipment in your kitchens? We invest in equipment for functionality and control with our cooking. The brands we choose are simply determined by reputation. We're after a good track record and reliability – which certainly makes life easier as a chef. When you are running busy kitchens you really need confidence in your equipment.



THE B-POD DELIVERS AT MIDDLEMORE

Serving Auckland's Middlemore Hospital is a big operation. With up to 2,500 meals plated per day small issues can often accumulate into big problems. The previous system of food delivery was simply not meeting the needs of patients. Now, with the introduction of new Burlodge B-Pod units, the hospital is ensuring every patient receives a hot plate.

Nutritious food is an important factor for patient health and recovery, and the hospital is always seeking to improve the quality of the meals delivered. Previous systems have made this a difficult task however. Historically patients have complained of cold food, and their dissatisfaction with the food service has reflected badly on the overall impression of the hospital.

Clearly something needed to be done. As Manager of Food Service & Fleet I Facilities for the Counties Manukau District Health Board, Stella Welsh helps oversee the catering contract for the hospital, a contract undertaken by the Compass Group. The problem for both the board and the company was the technology used.

"We had simple insulated trays previously," says Stella. "As the majority of the wards are a good distance away from the kitchen this impacted

on the temperature of food. Also, as nursing staff distribute the majority of trays to the patients, a typical trolley may sit in the ward for up to 20 minutes before trays are handed to patients."

Factor in that up to 800 individual patients require meal service each day and the issue of low meal temperature is a big one. With such big numbers involved the research and scoping process for any change needed to be diligent in focus. Once operational discussions and investigations had taken place senior management from both companies become involved for the timing and financial considerations.

Burlodge B-Pod units were the answer to all of these considerations, and Stella says everyone was happy with how the project was rolled out.



PROJECT SUPPLIED BY SOUTHERN HOSPITALITY, AUCKLAND

“It took less than 12 months,” she says. “That’s from the time we seriously started discussing the need to improve our model of meal delivery, to investigating all the options, to installing and introducing the new units.”

Moffat helped with sound pre-installation planning and then with each step of the preparation and serving process.

“They (Moffat) ensured the base stations were correctly installed,’ she says. “They then followed up with the staff in the kitchen as meals were served, ensuring placement of items on the trays and placement of trolleys into the pods. From there they checked the operation of the equipment and then went to the wards to do some training with the ward staff.”

The results have been eye opening – with the little things making a big difference. “There’s been a hugely positive response to not just the heat of the meals but in the quality of what’s being offered,” says Stella.

“For example, the ward staff report patients no longer start the day complaining to them about the toast, which is no longer cold, soft and rubbery. This was not something those planning the project had really considered.”

“Being able to keep food cold, especially in summer, was an added factor,” says Stella. “Jelly and ice-cream now arrives solid rather than having melted.”

IN THE WARDS

The B-Pod has made a big difference to how meals are prepared, transported and delivered at Middlemore Hospital, the regeneration and meal tray delivery system a hit with staff and patients alike. The 18 base stations provide 44 trolleys to the wards, with an additional 6 Rieber platform trolleys helping meet demand.

The unique nesting system of the B-Pod uses a base station with the mechanical capacity to provide consistent convection heating and cooling. The Pod C-T carries the individualised trays from production through regeneration and on to the patient. Through unique vertical airflow dynamics the base station exchanges heating and cooling to the food on trays inside the Pod C-T.

The intensive research and development stage behind the state of the art meal delivery system has certainly paid off. The units are designed to provide optimum efficiency in workflow, staff safety and floor space requirements while ensuring the highest quality and temperature of food.

The unique carbon fiber door construction provides good looks, incredible durability and, with up to a 15% weight saving over a typical stainless steel equivalent, valuable lightness. Being able to roll in and nest, roll out and serve means the ease of use of the manipulation-free system has also been of great value of the hospital.



SOUTH AUSTRALIAN CUISINE AT HOME IN THE HILTON

Since first starting close to a century ago the Hilton name has come to represent the might and power of a leading international travel brand. Despite the size and scope of the hotel chain the flavours within its Adelaide restaurant are distinctively local in character.



With a central location in the heart of the city's entertainment, shopping and dining precinct the Adelaide Hilton offers a great base when it comes to exploring South Australia's capital city.

To discover the culinary delights of this beautiful part of Australia guests don't even need to leave the hotel.

That's due to the large central restaurant, two bars and a 24-hour room service offering at the Hilton. Here quality cuisine is delivered in a relaxed way – and with a distinctly local feel.

The restaurant, Coal Cellar + Grill, is focused around a charcoal

grill and rotisserie, and aims to highlight the very best South Australian produce in use within both inventive and classic local and international dishes. These meals are complemented by an extensive wine list, with guests offered the choice from any of the hotel's 500 wine labels displayed in the cellar.

Demand on the hotel's kitchen is considerable, with a steady stream of diners hailing from close to home and overseas.

"The restaurant and bars would serve anything from 200-400 covers a day – and if you include catering this could be as many as 3,000 covers a day," says Peer Norsell, the hotel's General Manager.

Identifying that local and international visitors alike want reliable, high-quality Australian cuisine, the Hilton pitches itself accordingly.



PROJECT SUPPLIED BY HILL EQUIPMENT, SOUTH AUSTRALIA



“We want to be relevant to the local market,” says Peer. “So we designed the restaurant experience as a go-to place for Adelaidians who are looking for a quality meal and a fun time out without breaking the bank.”

To cater for locals, visitors and the regular larger functions at the Hilton there are four kitchens at the hotel. Across these locations approximately 30 kitchen staff provide the necessary wherewithal to ensure the high standards required at the hotel are consistently met.

“The equipment was chosen due to its reliability – and for Moffat’s after-sale service.”

IN THE KITCHEN

When it came to fitting out the kitchens the hotel turned to Moffat, a decision that General Manager Peer Norsell says was prompted largely by Moffat’s “dependable quality”.

“The equipment was chosen due to its reliability – and for Moffat’s after-sale service,” he says.

Specifically, they chose to implement the Waldorf Bold range for its “combination of quality and design” says Peer. “It fits into the sophisticated décor style we were after and provides the necessary raw power for when the hotel is full.”

The equipment line boasts a Waldorf Bold pasta cooker, 4 burner oven range, salamander on a bench top with a refrigerated base and a twin pan fryer.

Peer states that working with a local business for the construction and fit-out of the kitchen, AJ Baker’s Hill Equipment “was the right choice”, with the project running smoothly from start to finish.



BLU, BLACK AND **BOLD**

A resort buffet line is typically not the most exciting of dining environments. However at Fiji's Raddison Blu Resort the addition of a stunning Waldorf Bold suite has allowed the back of the house to step confidently to the front. In doing so the restaurant has delivered an improved quality of food and a vibrant new dining space.

The Blu Brasserie is an all-day restaurant serving up to 400 diners at time. With a stunning surrounding, a quality supply of seasonal, local products and a passionate and skilled team the business knew its game could be lifted in how food was prepared and served.

According to Hani Daher, the Raddison Blu Director of Food and Beverage, there were two primary reasons for the development.

"First, we wanted more interaction with the guests. We are a very family orientated resort and part of what we do well is the 'Bula' experience," he says. "Some of my brightest stars are back of house, hidden from view. I wanted to create an interactive experience where these culinary characters could shine out front."

"Secondly, we were keen to introduce a new style of 'buffet,'" he continues. "Rather than have bain maries full of food transported and then sat under lights for the two to three hours of service we

wanted to introduce a 'fresher buffet' by cooking smaller quantities more often."

From there it was a matter of finding the right equipment to fit the space. Hani noticed the trend in painted or enameled home appliances and wanted to follow this design look.

"Our other outlets have Waldorf and Blue Seal equipment," he says. "Once we were introduced to the Bold range we knew it was the solution. The rigid, heavy-duty performance that Waldorf provided (that is truly tried and tested in the islands) matched with the smart, modern look that Bold provides."

Since the installation the equipment has been "absolutely 100%" according to Hani. "It's been 10 months now and it hasn't missed a beat," he says. "But that's what we have come to expect over the years."



“ It's been 10months now and it hasn't missed a beat... But that is what we have come to expect... ”

Guests have also been effusive in their praise. “They’ve made many comments in regards to how lively it has made what was the mundane task of going up and down the buffet,” says Hani. “We get a lot of repeat guests, the same families each year, and several of them commented on how much they love the new look and better quality meals. That’s all we wanted from the start – for them to go away happy.”

IN THE KITCHEN

At the heart of the brief for a new kitchen was a clear, concise vision for the future of Raddison Blu dining.

“They wanted a show kitchen, something that was smart looking and with long-term durability,” says Moffat’s Export Sales Manager for the Pacific Rob Smillie. “After trying out different colours with mocked-up design approaches the final choice for black – which looked sharp and was easy to keep looking good.”

A Waldorf Bold suite, including oven range, fryer, charrill, salamander and benchtop, was installed directly beside the dining area. Providing further sophistication to the general aesthetic was the matching of colour with the refrigeration units – the all black look delivering “an enduring style to the front of house”.

The construction of any ‘on display’ kitchen is always one of careful checks and balances. Doing so when the restaurant is still open is another thing altogether. While the brief for the project was straightforward it was still nonetheless a demanding time getting everything in place without causing major inconvenience to diners.

With a well-coordinated team effort the new kitchen was completed with no fuss or stress. Now, close to a year later, the change is still raved about by the chefs and diners alike.



FREMANTLE WELCOMES A STRANGER

A new bar has come to town in Western Australia's port settlement. A unique bar with an emphasis on the social interaction that comes with good food and wine, Strange Company is a welcome addition to this vibrant destination.

Fremantle has a rich maritime, convict and colonial history and a bustling modern culture that embraces diversity. So when Strange Company opened in August of 2015 the boutique bar fit well in the tapestry of life here.

Two years ago the bar's Managing Director, Clancy Travers, embarked on the venture with four friends – his brother Darcy, Greg Leaver, Matthew Giudice and Jason Towns.

As well as a common interest in visiting bars the team has assorted skills and areas of expertise. Greg and Darcy have a background in hospitality; Clancy's is in music; and Matthew and Jason are builders. It has proven to be a great combination.

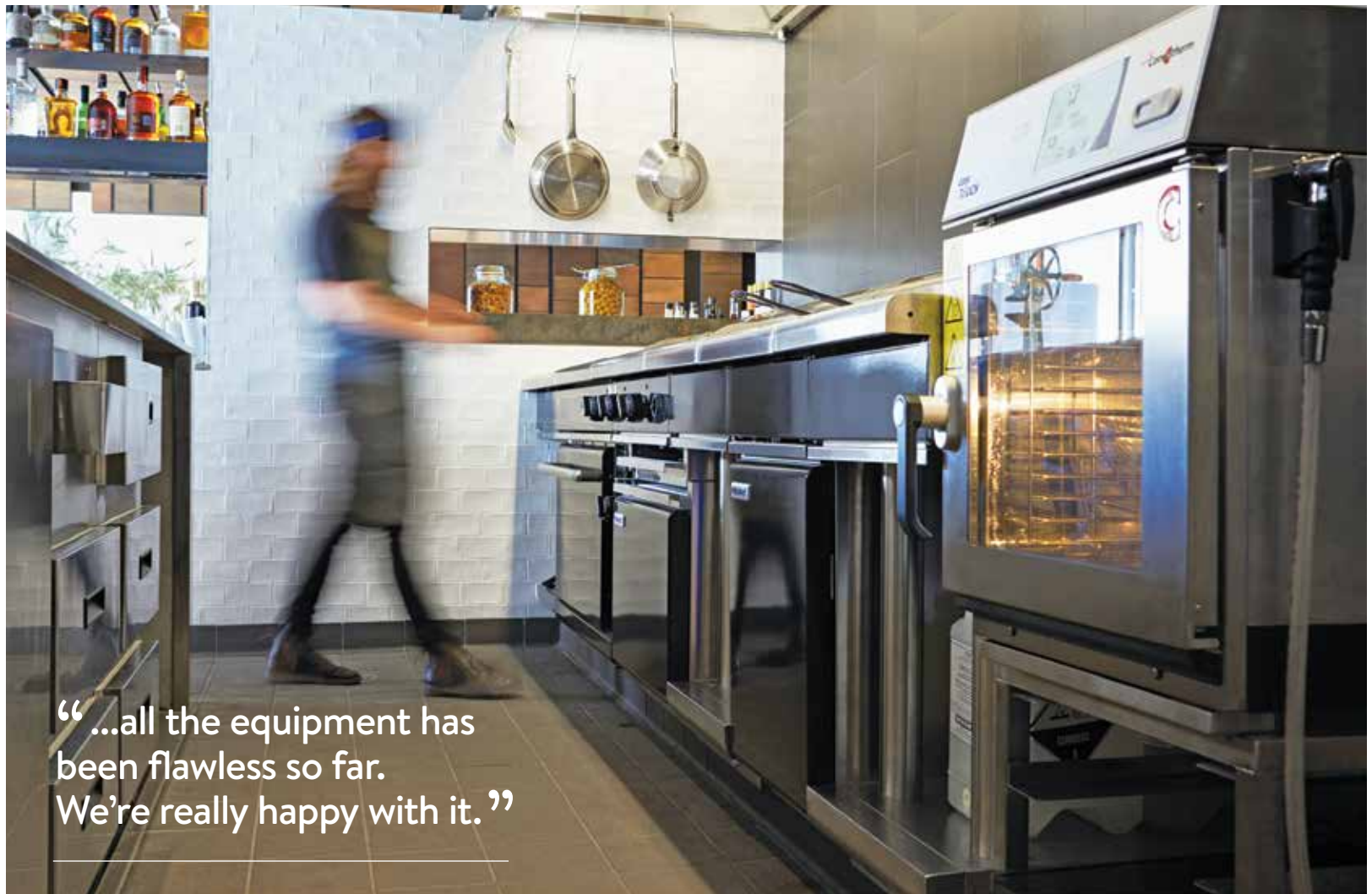
Their plan for Strange Company was to take advantage of Fremantle's

burgeoning social scene, establishing a distinctive bar in the town centre and working on the culture as much as the décor.

"Our aim was to create a place where people can unwind with good conversation," says Clancy. "So we built a nice, long bar to encourage people to come in, take a seat, and interact with each other and the bartender. It's all based on good food and, of course, a bit of booze."

Cuisine and conversation appears a winning combination. Licensed for 120 people the bar been packed since it first opened. With 22 staff on the floor and in the kitchen the goal of the four friends is to always provide a relaxed and welcoming bar with great food, regardless of the hour.

Head Chef is Ricky Mandozzi, a veteran of Melbourne Restaurants



“...all the equipment has been flawless so far. We’re really happy with it.”

PROJECT SUPPLIED BY ARCUS, WESTERN AUSTRALIA



MoVida and Taxi Dining Room, ensures this food consistently delivers.

“He’s Mediterranean influenced – but not shackled,” says Clancy. “His food is Modern Australian, but based on the Spanish/Italian style of eating. He’s pretty flexible and likes pushing the boundaries.”

An extensive drinks list accompanies the food menu, with beers from local breweries and a selection of tap wines.

“Fremantle can be a challenging environment for bars,” says Clancy. “But we’ve got lots of great reviews and things have been busy.”

“While Fremantle can sometimes have a reputation for being quite insular we wanted to break this down and encourage people to visit and come together and have a good old chat,” he adds. “We now attract a good mix of locals and out-of-towners.”

IN THE KITCHEN

Aesthetics are important at Strange Company. While renowned local architect Michael Patroni designed the contemporary interior of the bar, good looks in the kitchen were also a big focus. With this in mind the group chose the striking Waldorf Bold line-up.

“Architecturally the building is quite beautiful, so we wanted something that would reflect that and be in keeping with the overall aesthetic,” said Clancy.

“We also had Ricky (Mandozzi) involved right from the start, and he helped us spec out the kitchen and choose what we needed”.

These requirements included a Waldorf Bold chargrill, fryer and oven range. Strange Company also invested in a Convotherm Mini combi oven, which Clancy said suits the small and open kitchen perfectly.

“We originally looked at the full size Convotherm as we wanted the smoking feature,” he says. “However we ended up choosing the mini oven largely because of its visual appeal. This has turned out well as it provides us with everything we need, and fits in with the overall space”.

“It’s early days,” states Clancy, “but all the equipment has been flawless so far. We’re really happy with it.”



HELLO... IT'S A MENU YOU'RE LOOKING FOR

After beginning as a popular bar, Pleased To Meet You has now made another winning introduction with the development of an all-new restaurant space. With quality food alongside specialty drinks the venue has become far more than just a place to meet and greet.



PROJECT SUPPLIED BY CROSBY CATERING EQUIPMENT

Located in the heart of Newcastle, England, the original bar space that was PTMY embraced a particular passion – serving an extraordinary range of gin. The restaurant now gives people the opportunity to dine on more than the martini lunch.

Shying away from the mainstream the décor within the new space embraces a dark and industrial theme, albeit with a touch of glamour as the exposed bricks and pipes of the dining room are now highlighted by glittering chandeliers.

This character is also a reflection of the style of food on offer. Executive Chef Dave Kennedy explains that the menu marries French techniques to a modern British approach to food.

Dave has crafted a menu that features ingredients from the farms, coasts and woodlands of the north east of England. “My aim is to offer a different dining experience. What’s on the menu is driven by seasonal produce,” he explains.

“We’re known locally as the go-to venue,” says Dave. “So the introduction of the restaurant was a natural response to the popularity of this destination.”

With such popularity comes a high level of scrutiny too, which is why Dave and the PTMY team have been happy with the positive response from visitors. The 100 available seats at the new restaurant are now often jammed with eager diners ready to make help their tastebuds make a new acquaintance with fresh tastes.

“This heavy-duty equipment represented excellent value for money.”

IN THE KITCHEN

There’s no doubt about it – PTMY is a hard-working kitchen. In selecting the equipment for the fit-out Dave Kennedy’s priority was for robustness and reliability. He also considered on the opinion of local kitchen equipment specialist, Crosbys.

“I have a good relationship with Crosbys,” says Dave “and my decision came about largely due to their advice,” he says.

From the Blue Seal range he installed a fryer and a heavy-duty griddle. An 80 litre capacity bratt pan was a must have. He also chose two oven ranges to meet varying needs, the G506D Range and the gas target top G570 Range.

“This heavy-duty equipment represented excellent value for money,” Dave says. “The durability and reliability I have with Blue Seal gives me the peace of mind that I need”.

Dave is happy to report that the equipment is performing well.

“I need kitchen appliances that are going to survive long term use – and I have this with Blue Seal”.

There's a new Turbofan in town.

The E30M3 convection oven provides enhanced new capabilities to the modern kitchen, the trademark value, performance and reliability of the range now taken to even greater heights. Versatile as ever for baking and roasting, the E30M3 10amp plug-in cordset makes it ideally suited to event catering – when power and precision is needed for every crucial minute.

The convenient loading configuration helps here. The E30M3 offers three gastronorm GN1/1 with 100mm tray spacing, and the easy-use mechanical thermostat guarantees reliable heating no matter what the circumstances. With a vitreous enameled interior cleaning is a piece of cake too.

For the greatest value, effectiveness and efficiency, this is the convection oven for you.



E30M3 Manual Control Convection Oven
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TRADITION PROVES **TRIUMPHANT**



“...I simply want to replicate the tastes that I have fond memories of.”



With advanced technology and traditional methodology Pierre Labancz's baguette of tricks is both all-new and ages-old. Now, thanks to the development of his kitchen, he has ensured future customers can continue to enjoy the fruits (and breads) of his labours.

When Pierre Labancz opened Labancz Bakery in Sydney's Rozelle four years ago his aim was to re-create the wonderful flavours he grew up eating in both France and New Caledonia.

He initially came to Australia around 20 years ago and quickly started a café in Potts Point called La Buvette, then another in Camperdown. While each became widely known and well regarded he has always harboured a passion for baking, particularly in the styles and tastes he was raised with.

"I saw a niche in the market for a boulangerie and patisserie that offered French-style pastry and breads," he says. "I wanted to provide hand-shaped and cut and moulded, long-fermentation breads, longer-lasting bread, and better tasting bread."

Following traditional French methods Labancz Bakery crafts bread by hand, on the premises, using premium organic Australian wheat flour where possible.

While this delectable bread is around fifty percent of the business the bakery also make French staples like tarts, croissants, pain au chocolat, and éclairs.

Pierre prefers simple food, done well. "I find so many modern patisseries are trying to over-complicate things. I simply want to replicate the tastes that I have fond memories of," he says.

An experienced baker, Pierre also employs another baker and a part-time pastry chef in his small kitchen. Each loaf of bread takes around three days to prepare from start to finish – and they go through 300-400 kilos of flour a week. This, according to Pierre, is more than enough.

"We focus on our local customers and we like to keep the bakery small, down to earth and community-based," he says. "People do travel to come to the bakery, but this is not our aim. So we try to keep everything as authentic and artisan as possible."

While a demanding career, Pierre points out it can also be very rewarding and interesting – particularly when it comes to the "scientific process" of manipulating the bread based on changes in the weather or subtle variations in ingredients.

"It's not as straightforward as it may look," says Pierre. "It's exciting to see how things work, and everything behaves in a different way based on different factors."



“The oven is also even better than I thought it would be...”

IN THE KITCHEN

The Labancz Bakery kitchen required an investment in modern technology to ensure beautiful baking could continue to make the grade.

In 2015 he engaged Moffat to supply a new Tagalivini deck oven and a Pani Clima prover as part of a kitchen refurbishment. Each was carefully assessed to deliver the quality and quantity output in the limited space available.

“The prover is only small, but fits a lot more dough in it than you may think,” says Pierre. “I can’t fault the way it works. The temperature is faultless and it’s easy to maintain and clean. It really suits our kitchen perfectly.”

The Tagalivini has also performed well. “The oven is also even better than I thought it would be,” he says. “It’s a match made in heaven actually. It bakes just the way we want our bread to be.”

Pierre says he chose Moffat on the availability and accessibility of the equipment and its excellent customer service. Here the experience of the Moffat team helped provide ongoing peace of mind.

“The Moffat consultant that looked after me has worked as a baker too,” he says. “So there was an instant trust. He knew what we were making and what we wanted to achieve – and it’s been happy days ever since.”





From left; Mohammad Shameer, Monita Shivani, Ambashni Vikashni, Yashni Goundar, Reema Singh and Nikhil Dewan.

SALON CULINAIRE SUCCESS FOR SHAMEER

The ‘practice makes perfect’ proverb has proven true for the winner of the 2015 Fiji Chef of the Year title. With hard work and dedicated preparation away from pre-competition spotlight he’s also confirmed being ‘third time lucky’ can have very little to do with luck at all.

The Moffat Fiji National Salon Culinaire provides the biggest spotlight on culinary excellence for the Pacific nation. In 2015 the event was run alongside the 2015 Vodafone and Westpac HOTEC Trade Show over the course of three days at the Sofitel Fiji Resort and Spa.

Shameer Khan is understandably elated about his victory at the demanding competition. While he’s entered in the past two years without taking the honours Shameer’s dedication paid off this time round. Over the course of the competition he took on the nation’s best chefs and emerged with a gold medal, two silvers, a bronze and, above all, the overall title.

For 27-year-old Shameer the quality of the competitor field ensured he could take nothing for granted. “I was surprised that I won,” he says. “It was a really tough competition, very challenging,

and I am really grateful for this honour.”

At the heart of his success is a steadfast commitment to enhancing his skills and developing his productivity.

“I learnt this competition builds confidence in you as a chef and provides a platform from which to explore and challenge your own self,” Shameer says. “It shows where you stand – and where there is room for improvement.”

“I was unsuccessful in my previous attempts but this year I had really worked hard for it and I am really pleased with my achievement,” he adds. “Finally my hard work has come to fruition.”

Shailesh Naidu believes Shameer’s work at the award-winning Ivi Restaurant in the Outrigger resort provides a strong capability statement in itself.



“After starting here as a Commis Chef he’s really proven himself to be hard-working and dedicated chef,” says the Executive Chef. “It makes it easy for me to provide him with greater opportunities within future developments.”

As the first chef of his family Shameer is grateful for the chances he has had working as part of the Outrigger team for the past six years. Now, with a young family of his own, he’s aware of the opportunities

the title provides for his career, particularly with the prize including a scholarship to study culinary skills at the Le Cordon Bleu, in Wellington, New Zealand.

“I am very grateful to the Fiji Chefs Association and the whole Outrigger team for their continued support, and I am honoured to have been part of the competition,” he says.



IN THE EVENT

The Fijian Salon Culinaire has grown in leaps and bounds since Moffat first came on as a sponsor for the event over a decade ago.

For the 2015 competition the company shipped 16 Waldorf six burner oven ranges to the event and, along with another key sponsor, Fiji Gas, ensured everything was working perfectly for the competing chefs.

This number of units made the event the largest live cooking competition in the Pacific Islands region. With this size and the quality of prizes and participants the Salon Culinaire has become an incredible resource for the Fijian tourism industry.

“The event has changed a lot over the years,” says Rob Smillie, Moffat’s Export Sales Manager for the Pacific. “With the investment of the sponsors and the support of the Fiji Chefs Association the Salon Culinaire is now bigger and better – and the quality of the food is just getting better year after year too.”

THE NEXT GENERATION PLATES UP



In October 2015 the Australian Culinary Federation (ACF) Fonterra Food Service National Apprentice Competition (NAC) Final took place in Perth, and the action was intense. Yes, the event's name is quite the mouthful. However, with passion and precision from the motivated competitors, so too were the meals.

As the culmination of many competitions held throughout Australia during the year, the NAC brings the best of the best together. Having already competed in regional and then state or territory competitions, winners represent each apprentice training year as well as culinary students. It's a hard slog and the final contest was the pinnacle for those who make it this far.

On their first morning of the competition the apprentices are sent to the markets to buy their ingredients. While they are constrained by a budget products from sponsors are also there to supplement their purchases. They then have the rest of the day to prepare for the competition, tweaking the details of their menu, and mentally preparing for the challenge.

The competition is important as it gives young apprentices exposure and reward. But that isn't all the week is about. Developing camaraderie, networking opportunities and further education are also key aspects of the NAC.

To meet this need a number of different events were undertaken. Together the apprentices dined at White Salt, toured the Swan Valley, and enjoyed the Gala Dinner at WCIT prepared for them by the ACF National Youth Team.

Naturally things got hot in the kitchen during the competition. Northern Territory was awarded champion 1st Year Apprentice Chef, and novice competitor Rachel Zwarts from South Australia cooked the best omelette.

But ultimately it was Western Australian apprentices that delivered some of the finest food experiences. They took out top honours in three categories – Culinary Student, 2nd Year Apprentice Chef and 3rd/4th Year Apprentice Chef. Perth local Brody Young-Steadman claimed top place when he was named Champion Apprentice of the Year.

At Moffat we'd like to congratulate all involved in this dynamic, exciting and altogether vital event.

Our sponsorship of the ACF recognises the importance the federation has for future of our industry. Participants in the NAC were working with a complete Moffat fit-out, including Waldorf, Convothorn and Washtech technology. We now look forward to seeing (and tasting) what they can do on it in the future.





PARTS OF A **WHOLE**

Knowing a replacement part or new unit can be quickly found and installed is a huge advantage in a time-critical industry. That's why Original Equipment Manufacturing (OEM) supply is a critical aspect of Moffat's service. Now, with a new facility, an expanding product range and a hugely experienced team, the Spare Parts unit is staying focused on fast turnaround and flawless delivery to ensure this service remains at the highest standard.



Based out of Moffat's new Rolleston manufacturing facility, the Spare Parts unit is focused on supplying spare parts to group branches, distributors, service companies and end users. Here orders are received from all over the world, with significant volumes for New Zealand, Australia, UK and USA.

The department supports not only the wide array of equipment currently manufactured but also the previous generations of products. In addition they provide parts for the different product lines sold in each of the markets. The experienced team works hard to convert enquiries and orders into accurate and timely shipments every day.

Orders come from both customers who know exactly what they need and those who are unsure. For the latter the team is always ready to help identify the right part, while also recommending any additional items that should be considered at the same time, such as gaskets, fixing devices and other upgrades.



From here it's a matter of picking, packaging and delivering. When time is of the essence everything must happen as soon as possible, if not sooner. Dispatch takes place multiple times daily, via courier, truck, container and airfreight. It's busy work. Thankfully they've got the team for the job.

Parts Group Manager Tim Sutherland has been with the company for 20 years. In this time he's accumulated a vast working knowledge of every part and component. Alan Nixon recently joined the department as Spare Parts Supervisor. He looks after the daily fulfilment of orders along with 12-year Moffat veteran Keith Allott. Bruce Allen is responsible for picking and packing as well as the general condition of the department's back of house.

Within the unit the phrase 'run a tight ship' comes to mind. Department KPI's, such as order fill rates, backorder review and top supply item misses are measured daily and weekly. Telephone call

statistics are rigorously measured and assessed. There is also a strong liaison between the Spares unit and the Technical Services Group, the Factory Supply team, procurement and other supply channels, ensuring everyone is on the same page at all times.

Since moving to the new facilities, the Parts team are able to enjoy better storage space and a streamlined working environment. A fresh layout for storage locations has been supported by the investment of a 'Picker' lifting machine for safe and efficient movement of parts.

The parts supply group includes the Auckland team of Stephen Farrell and Belinda Clarke in New Zealand, and key units and support staff in each Australian state; in Birmingham in the UK; and North Carolina in the USA. It all adds up to a global capability that is second to none.

"It's an intrinsic part of the Moffat promise – so it's vitally important," says Stuart Murray, Moffat's General Manager Sales and Group Export Manager, in regards to parts delivery.

"The workhorse of the kitchen needs to perform, no matter where it's being used around the globe. That's why, particularly with developing markets, it's as important for us to invest in the support for the product post-sale as it is with the work done leading up to installation."

The world is being extended beyond the traditional borders too. Moffat has recently launched a web shop in Australia, an exciting new tool that allows for parts order and purchases online. This resource will soon be rolled out in New Zealand.

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