

ALI WORLD

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**FEEDING A VILLAGE:
CU BOULDER'S INNOVATIVE
NEW DINING HALL**

MAKING COFFEE, CHANGING LIVES
BITTY AND BEAU'S IS A COFFEE SHOP
UNLIKE ANY OTHER

THE NEW FAST-FINE SEGMENT





Welcome from all of us at the Ali Group to this, the sixth edition of *Aliworld* North America magazine. Hopefully this magazine gives you a taste of the many ways the Ali Group helps its customers in North America do their jobs more efficiently and profitably.

In this issue, you'll learn about a coffee shop unlike any other you've ever seen as it serves customers and creates new opportunities for people with disabilities. You will see how one hotel and casual brewpub chain turns old, "forgotten" buildings into stylish destination restaurants. And you will learn how one of our companies is celebrating its 50th anniversary, capping off a half century of innovation and forward thinking.

For some more examples of forward thinking, this issue features articles on some of the trends that will shape the foodservice industry over the coming years. For example, this issue raises a glass to the explosion in craft beverages, showcasing this trend and how it's changing the way patrons think about their drinks. Then, you'll find out how a new style of food and service now inhabits a niche somewhere in between fast casual and fine dining.

Speaking of trends, consolidation remains a hot topic among many in today's foodservice



industry. No matter how the industry changes, though, one thing will remain consistent at the Ali Group: our constant focus on listening to our customers' needs and developing products to meet those needs. Our continuing emphasis on research and development, both here in North America and around the world, will keep us at the forefront of product innovation. As always, everything we do will be aimed at helping distributors, dealers and consultants provide their customers with the finest products and value-added

services to help them do their jobs more efficiently and productively.

In other news, we have been in our new Vernon Hills, Ill., headquarters now for slightly more than one year. During that time, we have hosted a number of activities for our clients, including our successful semiannual Ali University sessions which give us the opportunity to show the many innovations and new product developments from Ali Group companies. We look forward to seeing many of you at future sessions.

From all of us at the Ali Group, our best wishes for continued success and a prosperous 2018.

Enjoy *Aliworld*.

Filippo Berti

Chairman and Chief Executive Officer, Ali Group North America
Chief Executive Officer, Ali Group

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*New Dining Center
and Community Commons
Shines at CU Boulder*

FEEDING A VILLAGE

Students living in Williams Village at the University of Colorado Boulder used to feel somewhat removed from the type of action and amenities that make for an immersive and vibrant residential campus experience. That chapter in the school's history, however, is now closed.

Last January CU Boulder pulled back the curtain on its dazzling new Village Center Dining and Community Commons, a \$50 million, state-of-the-art venue in the heart of Williams Village. Spanning more than 113,000 square feet, the two-story, sustainably built facility offers the nearly 3,000 students living in two nearby residence hall towers convenient access to a wide variety of resources, amenities and destination dining concepts like no others found on campus.

And it's designed to grow. Another residence hall is set to open in the area in 2019, bringing another 700 students into the mix.

Evoking a contemporary Colorado lodge aesthetic, the Village Center's main building features an open design with lots of natural lighting, wood and stacked stone finishes, and a warm color palette. Serving as a one-stop resource for students, it includes a tutoring service, leadership program, health clinic and UPS store as well as breakout rooms, entrepreneurial spaces, function rooms and a multipurpose room with seating capacity of up to 500 guests. Four outdoor patios, one of which includes a large fire pit, offer seating for 200 with spectacular views of the Flatiron Mountains as well the greenspace and plaza surrounding the building.

The second floor includes five self-contained, individually branded micro-restaurants. Each concept incorporates elements of display cooking, which adds transparency, authenticity and theatrics. Most also include a self-service element, which maximizes convenience and customization, says Juergen Friese, CFSP, Associate Director of Campus Dining Services.

The restaurant concepts included in the all-you-care-to-eat program are:

- **Colorado Hearth**, touting farm-fresh, updated comfort foods sourced from within a 250-mile radius of Boulder. Menu items here range from herb-roasted chicken with seasonal vegetables to mac and cheese with kale and kabocha squash to blended mushroom and beef burgers.
- **MiddleTerranean**, serving a variety of Mediterranean and Middle Eastern specialties such as gyros, hearth-based pizzas and flatbreads, shawarma, gluten-free falafel and spanakopita.
- **Toast**, where students have all-day access to traditional and globally inspired breakfast fare, fresh-pressed juices, fresh biscuits and jam, self-service waffle makers and a smoothie bar that features blenders powered by stationary bicycles.
- **Curry Road**, offering rice, noodle and lettuce bowls topped with a variety of proteins, vegetables, and Indian and Southeast Asian curry sauces and chutneys.
- **The Grange**, serving an array of comfort foods from burgers and fries to smoked meat, poultry and seafood dishes.



The Grotto is open until 2 a.m. for late-night study sessions.

For an entirely different and even more engaging type of culinary experience, students can take in a cooking class at Demonstration, the facility's demo/teaching kitchen. "It has tables out in front that [can accommodate] 18 induction burners so that the students can actually cook along with the chef and the chef can interact and be out there helping them during cooking lessons," says Mona Milius, Vice President and Senior Principal at Bakergroup, the Village Center project's foodservice consultant. "CU is working really hard to engage students in culinary activities to teach them about food and help them gain cooking skills."

Additional stations in the facility's main dining area include Peaks, a dessert station; A9, part of a campus-wide program of stations

Eloma combi ovens are integrated throughout the Village Center and Community Commons, including The Grange, where comfort food is the focus.



offering foods that are free of nine common food allergens; three beverage stations; and Evergreens, which features an expansive salad bar with soup and a made-to-order deli sandwich bar as well as self-service panini presses.

While Evergreens was completed as part of the first phase of Village Center's construction, which opened last January, this fall a new 3,000-square-foot greenhouse was added just beyond the salad bar.

"It is directly attached to the dining facility and is pretty amazing," says Milius. "As you walk into the main dining area, you can look across and see the salad area against the backdrop of the greenhouse. Students can observe the growth of the plants from day to day, and Evergreens is physically connected to the greenhouse by a small prep area and cooler. When ready for harvest, the produce can be picked, washed, prepped, refrigerated and then put right onto the salad bar."

Another new feature is Village Market, located on the facility's ground floor. In addition to c-store-type essentials and CU apparel, it includes Toast on the Run, offering a grab-and-go selection of breakfast items and sandwiches,

FAST FACTS: VILLAGE CENTER DINING AND COMMUNITY COMMONS

Opened: Phase one (main building), January 2017; phase two (Village Market, Greenhouse), September 2017

Size: 113,000-plus square feet (Includes: 45,000-square-foot dining facility, 30,000-square-foot conference center, 15,000-square-foot student services area, 3,000-square-foot greenhouse)

Seating: 650 in multiple seating areas, 49 in private dining room, 200 on 4 outdoor patios, 70 in The Grotto

Williams Village residents: 2,800-plus

Investment: \$48.9 million total, \$5 million equipment

Annual revenue: \$53 million

AYCTE venues: The Hearth, MiddleTerranean, Toast, Curry Road, The Grange, Evergreens, Peaks

Retail outlets: The Grotto, Village Market

Hours: Main facility, 7 a.m. to 9 p.m.; The Grotto, 4 p.m. to 2 a.m.

Daily transactions: 4,500

Sustainability features: Biodigester, low-flow water fixtures, greenhouse, ENERGY STAR® certified products, daylight harvesting, motion sensors/occupancy sensors, photovoltaic rooftop panels generating 140 kW (soon to be installed), Colorado beetle-kill pine wood tables, reclaimed wood throughout, demand-controlled HVAC systems

CU Housing and Dining Services Team:

Paul Houle, CEC, Director; Jon Keiser, Project Manager, Architect; Amy Beckstrom, Executive Director; Juergen Friese, CFSP, Associate Director; Eliah Golden, Senior Executive Chef

Architecture and interior design:

KSQ Design PC

Foodservice consultant: Bakergroup

Equipment dealer: Johnson-Lancaster and Associates



“We use Eloma combi ovens to do all of our ‘dry frying.’ Anything that would normally come out of a fryer now comes out of these combis. They do a wonderful job.”

and Village Market, offering produce, beverages, espresso and specialty coffee drinks, and a hot food bar.

Rounding out the Village Center’s front-of-house foodservice portfolio is The Grotto, a retail operation that’s also located on the first floor. There, students have late-afternoon to late-night (2 a.m.) access to hand-dipped ice cream and shakes, burgers, sandwiches, soups, and the operation’s signature potato tots and tot poutine.

Genius Solution for Fryer-Free Dining and More

While menu items such as tots and other traditionally fried foods are perennial student favorites and high-volume sellers at The Grotto, none of these items are actually fried there — or in any of the Village Center’s foodservice venues.

“This is the first facility on campus in which we have no deep-fat fryers,” Friese notes. “The main menu anchor for our late-night operation is our [potato] tot program. The students absolutely love it, and nobody knows we don’t have fryers. We use Eloma combi ovens to do all of our ‘dry frying.’ Anything that would normally come out of a fryer now comes out of these combis. They do a wonderful job.”

While Eloma combi ovens are workhorses at The Grotto, which relies on four ovens (two stacked Genius^{MT} 6-11/10-11 combinations), they’re integrated throughout the Village Center Dining and Community Commons. All told, the facility has 16 Eloma Genius combi ovens in use, from 20-21 roll-in models in the back-of-house catering and production kitchens to stacked 6-11/10-11 combos used in several front-of-house micro-restaurants as well as in the production kitchen.

“One of the things that the campus decided early on was that they didn’t want to have any fryers in this facility,” Milius says. “They needed a piece of equipment that they had confidence in to be able to make great-tasting, comparable French fries and other ‘fried’ foods. They had experimented with Eloma combis and were very comfortable that they could produce that sort of crispy texture. That was one important part of their purchasing decision. But another was their need for multi-functionality. They wanted the flexibility to easily go from baking to steaming or a combination of both to help them create varied menus in a diverse array of outlets.”

Friese adds that the introduction of Genius combi ovens represents a shift to Eloma from competitive brands used for many years in other CU foodservice facilities. “We’d been using combi steamers for quite some time due

to the versatility that the equipment provides. But as our old group of 20-plus ovens started to near the end of their service life cycle, I started looking at replacing them,” he says. “Over the years, I’d talked with the chefs about what they liked and didn’t like, and one of the things I learned was that some of the ovens we’d been using were so highly sophisticated in terms of programming that they were intimidating to the staff. Ultimately, they weren’t using a lot of the features because the equipment was too complicated. We were paying for high-tech functionality but not using it.”

Friese’s search for an alternative that would provide for simpler operation without sacrificing multi-functionality and performance ultimately led him to Eloma. He says three primary



benefits of the Genius ovens appealed to him right away: simplicity, sturdiness and boilerless operation. “With our other combis, it takes forever to descale the tanks, and it’s a lot of work for our maintenance staff,” he says. “Plus, sustainability is very important to us. Not having to descale tanks means we’re introducing fewer caustic chemicals into the environment.”

Three years ago, with plans for the new Village Center taking shape, Friese replaced one older combi that went down at another campus venue with a loaner Genius oven. He and his culinary staff began evaluating the oven in side-by-side comparisons with others in use there.

“Feedback from the staff was very positive,” Friese says. “Ultimately, we decided to go with Eloma for the Village Center project and continue running our 15-year-old ovens elsewhere to see what the comparison is over time. So far, we’re very happy with both the equipment, and since we made the decision to go with Eloma, we’ve had fantastic customer service.



The Toast breakfast bar, including the stationary bike “blenders.”

We had a couple of installation issues, which isn’t unusual in a project of this size and scope, but any time an issue came up, they had someone here fast — even to the point of bringing in a couple of engineers from Germany on two different occasions to take a look at our unique situation. They took care of us right off the bat and stayed with it. That’s not always the case when buying new equipment — it can be tough to get someone to come back out after the sale. That’s not so with Eloma; they fully stand behind their product.”

“Juergen Friese’s vision to offer students from around the world a variety of ethnic food needed versatile equipment that can do many things,” says Thomas Stegmaier, President of Eloma North America. “Since many students work in the foodservice department, there is not much time for training. The Eloma Combi Oven Genius^{MT} was the ideal solution for their needs. After a long evaluation period by the CU Team and the Bakergroup, we were privileged to be integrated in the new kitchen.”

Friese notes that as the new Village Center hits its stride and staff comfort level increases, he’ll explore ways to further maximize the functionality of his new equipment purchases. The facility will soon be opening its multipurpose space to the public for weddings and banquets, for instance, which means ramping up operations in the catering kitchen. “I’ll be looking at getting racks for pre-plating, storing and rethermalizing,” he says. “And for the restaurants upstairs, I definitely see us getting into some of the accessories that, for instance, produce grill marks. Not every station has a charbroiler, but these types of accessories enable us to deliver beautifully prepared products that are very appetizing. That’s the type of quality that we want to provide for our students.”



Craft. It's everywhere, from local bars and restaurants to grocery and retail stores. A descriptor for beer, food, snacks, sweets, cocktails, condiments and more, many define "craft" as an extension of "local" or "artisan." The shortened version of "handcrafted," this is the new umbrella term for everything and anything made in-house, by hand, from scratch and with the purest, highest-quality ingredients in play.

For restaurants and foodservice operators, craft products have an even more powerful impact these days — the ability to boost brands. "Craft is as much about the story as it is about the brand," says Joseph Schumaker, FCSI, Principal of SCG FoodSpace and Founder of foodspace+co., a new food incubator in Silicon Valley.

Karen Malody, FCSI, Principal of Culinary Options, LLC, points out that in Ireland, legislation is being passed to define the terms "artisanal" and "traditional" to assure their correct use. By "artisanal" standards, food must be made "in limited quantities by skilled craftspeople; the processing method is not fully mechanized and follows a traditional method; made in a micro-enterprise at a single location; and ingredients used in the food are grown or produced locally where seasonally available and practical," according to a statement from the Food Safety Authority of Ireland (FSAI).

To be "traditional," foods must be made in accordance with an authentic recipe that can be proved to have existed without significant modification for at least 30 years or does not deviate substantially from the traditional food processing method associated with a certain type of food, according to the FSAI.

While it's unlikely the terms will be defined by government agencies in the U.S., there is concern about the flexibility of what it means to be handcrafted. "The lack of an industry-agreed definition has not hindered the growth of craft so far, but it has led to the term being misinterpreted and increasingly misused," says Chris Wisson, Senior Drinks Analyst with research firm Mintel. "Consumers are likely to become increasingly demanding of brands which claim to be craft, and the onus is on the brands to ensure that they can provide clear evidence of their craft credentials. The uncertainty around the term dilutes its ability to differentiate brands or justify a higher price. This suggests the need to reference other, more tangible points of difference to capture customers' attention."

Malody believes the craft movement has taken hold partly because it conveys an innate conceptual appeal in the transformation of natural ingredients by hand into something desirable. "Craft suggests expertise in making things by hand, usually in limited quantities and always expected to be more delicious than volume-produced commodity items," she says. "It is a transformation more akin to alchemy than science — that the craft products have not been subjected to layers of food science and 'never found in your kitchen' ingredients." These days, however, that may or may not be true.

Furthermore, craft products typically have a dedication to ingredient sourcing, and this hits home with younger consumers. Millennials are 45 percent more likely than any other age group to buy products labeled all-natural or organic, according to a 2015 Goldman Sachs report.

CRAFT EVERYTHING



The same report noted that Millennials are more likely than any other age group to favor ethnic and artisan food and beverage products.

Meanwhile, a 2017 study by Y-Pulse “The Modern Consumer: Understanding Tomorrow’s Tastemakers Today,” found that Millennial dining habits are greatly influenced by foodie culture. The idea of “craft everything” seems to have blossomed out of the beverage category at the same time chefs and restaurants were already focused on everything sourced locally and made in-house. “In the coffee world, everyone wants small batch, locally roasted coffee and boutique-y coffee shops,” Schumaker says. “Nobody wants a mass-produced beverage anymore.”

Of course, craft beer has been and continues to be a major driver in what we now look at as small batch or artisan. And cocktails made with local or boutique spirits as well as house-made tonics, bitters and other mix-ins are all the rage.

Craft has extended to food, though, and not just in grocery stores. Many restaurants, B&I cafeterias and even healthcare operators are making space to showcase handcrafted, nicely packaged and labeled items like jams, pickled vegetables, house-made charcuterie, cheese, condiments like pestos and chimichurri, and more in both foodservice and retail settings. That, or they’re sourcing handcrafted artisan items from local bakeries and food producers to further align with their branding and messaging.

“It’s no longer just about distance, with

everything coming from within a 100-mile radius,” Schumaker says. “It’s more about the person or small business behind the craft food or beverage item.” In one of his B&I client cafeterias, for example, Schumaker worked with the operator to create a 10-by-12-foot section showcasing local produce with cards naming the farm next to it, as well as handcrafted, packaged items like treats from nearby bakeries, honey from local apiaries and other foods. Another client installed shelving to feature nearly 50 different types of hot sauces. Others have partnered with local spice roasters to promote their products in retail foodservice settings, and one hot station at a B&I cafeteria is devoted to showcasing its popular chicken. Clear, rustic signage and segregation of products and food stations make this all happen.

Craft clearly impacts design. Draft systems might feature cold brew on tap as well as kombucha crafted by small businesses. A rolling cart with or without cooking capability could feature handcrafted donuts or churros, cheeses or chocolates — in a restaurant setting or even nontraditional venues like sports arenas.

Craft, therefore, also impacts equipment selection. John Egnor, president of JME Hospitality, says with the growing impact of “craft everything,” he makes sure to talk to his chef and operator clients about foods and products they might plan to make in-house or showcase in order to make sure the design and equipment selection fits the bill.

“I have a chef who makes great meatballs, so I have to know his process for making those and make the space and get him all the equipment to do so,” Egnor says. That includes extra prep space and tables, the grinder and mixer for grinding his own beef in-house, the extra refrigeration for prepping the meatballs ahead of time, and, of course, all the necessary cooking equipment.

If a chef decides to make handcrafted pastas in-house, Egnor has to know the process for that and type of pasta being made so he can source the right pasta maker and/or extruder. Making cheese in-house? That might require an extra burner, thermometer, workspace, cooler space, and cleaning and sanitization supplies. Pickling in-house? That might require extra prep space and storage space for the extra 30-gallon containers full of aging vinegar or sauerkraut.

“The crafting of food makes us all ask the question of how it’s done, and that drives the design and equipment in a space,” Egnor says. “We can’t just assume we know everything. We have to know anything and everything the chef plans to make from scratch, in-house, before the planning begins.”

As the “craft everything” craze rages on, we’re entering a new era of food and beverage with a greater attention to detail on ingredients and now, on design and equipment, too.

TOP 10 CRAFT BEVERAGES

Beer: Microbreweries are still taking over the country, but some are experimenting with sour beers and those infused with herbs or even fruits and vegetables like beets for more inspired renditions paired with food in place of wine.

Coffee and tea: Third-wave coffee goes to new levels with coffeehouses, restaurants and other foodservice operators around the country sourcing single-origin coffee from small, sustainable farms and then roasting their own beans or working with local roasters for heavily nuanced fresh batches. Cold brew made on-site as well as nitro coffees are the next iteration beyond basic drip brewing and espresso beverages. Tea is also seeing a bit of a renaissance, with cultivators and beverage managers sourcing rare, unprocessed, whole-leaf forms from sustainable producers around the globe.

Cocktails: Today’s mixologists are working more closely with chefs to make their creations with fresh herbs, juices and other ingredients from the kitchen and to pair cocktails more closely with menus. They’re also incorporating cold brew and nitro coffee, wine, beer and more, and many now make their own bitters, tinctures and liqueurs, like the heavily herbaceous fernet.

Low-alcohol cocktails and mocktails: Still going strong, mixologists are discovering new versions of low- or no-alcohol drinks as consumers, and particularly Millennials, continue day-drinking occasions including brunch and sporting games. Today’s craft mocktails — just like their cocktail siblings — are often infused with house-made juices and sodas as well as cold brew and nitro coffee.

Wine: Bar managers are sourcing more natural wines from small, sustainable vineyards locally and around the globe as well as wines made from other fermented foods like oranges and honey.

Spirits: Small-batch, single-origin (not blended) spirits from local, smaller distilleries are often made from locally grown wheat, grapes, barley and more, and their bottles often boast “artisan-style” labels hand-stamped with production dates and batch lot numbers.

Kombucha: This naturally fermented tea hits home with “clean” eaters and those looking to improve their gut health as well as with active consumers looking for non-alcoholic, naturally carbonated beverage options aside

from diet drinks and sugary sodas. Kombucha does contain minimal alcohol due to its naturally occurring fermentation.

Soda: These artisan bottled/canned or house-made beverages are often free of sugar or use only unprocessed cane sugar and can be infused with everything from citrus juices to pressed fruits, herbs and more.

Flavored waters: Taking from the likes of Mexican agua fresca, some operators are making their own fruit-infused waters (like lemon-lime or watermelon) with little or no sugar as a non-carbonated alternative to soda and a lighter option than cold-pressed fruit or vegetable juices.

Bone broth: Health advocates are sipping this house-made stock to reap the skin- and gut-clearing benefits of naturally occurring collagen and other minerals that broth made from real animal bones offers. The broth is often served by itself, as a chaser to cocktails, or as an ingredient in cocktails and mocktails.



The New FAST-FINE SEGMENT

*Faster than fine cuisine,
finer than fast food.*

Just when you thought you knew every restaurant segment there was — white tablecloth, midscale, QSR, fast casual — a new one is thrown into the mix, anointed by no less an authority than *The Wall Street Journal*, which described it as “dialed-back service with haute expectations.” It’s called fast fine, and it’s a segment that’s picking up traction in urban areas, especially with the economically desirable Millennial generation of diners.

Like most foodservice segments, there’s no hard-and-fast definition here, but fast fine can be best described as a hybrid of upscale dining and fast casual. If that seems like a contradiction in terms, well, it is. But what fast-fine restaurants are doing is taking the most appealing parts of each of those segments and melding them together in a customer-friendly approach that’s appealing to today’s more laid-back customer.



From the white-tablecloth segment, fast-fine restaurants have borrowed the concepts of using only the freshest ingredients — oftentimes organic and locally sourced when possible — in combinations that are right on the cutting edge of culinary trends, plated in a simple yet stylish manner. From the fast-casual side of the industry, these restaurants have, obviously, borrowed quick production methods. There are no stuffy, black-vested waiters here. While some fast-fine restaurants may have a few casually dressed servers, at many of these operations, you place your order at the counter (often on a tablet) and then go wait at your table until you’re summoned to pick it up by a discreet location-based pager. The decor of fast-fine outlets ranges from the understated elegance of upscale to the bold, graphic look of QSRs. And while the price points of the dishes at a fast-fine restaurant will never be as low as those at the local burger joint, they won’t cause the sticker shock often experienced at white-tablecloth restaurants.

Fast Fine Coast to Coast

One of the restaurants at the vanguard of this new trend is San Francisco’s Souvla. With three locations in some of the city’s trendiest neighborhoods, Souvla has established itself firmly in the casual-yet-upscale niche. Founder and CEO Charles Bililies was facing the challenge of operating in a tough economic environment and solved the problem by starting a restaurant with no host or sommelier and fewer servers than a traditional restaurant. Souvla’s somewhat limited, Greek-influenced menu is heavy on rotisserie-style meats, including pork, chicken and lamb, but there are vegetarian options as well. Entree sandwiches range between \$10 and \$13, with a \$1 upcharge to turn the sandwich into a salad. Service plates are white-and-blue enamel trays. Souvla also serves wine, in 250-milliliter and 500-milliliter glasses as well as a full 750-milliliter bottle. The smallest glasses run between \$10 and \$13, with full bottles priced from \$27 to \$42. The menu notes that Souvla does “whatever we can to source our meats and produce locally” — an important consideration for younger diners.

On the other side of the country is Made Nice in New York City. It’s the brainchild of Chef

Daniel Humm and Manager Will Guidara, both of whom came from NYC’s upscale Eleven Madison Park. It bills itself as a “counter restaurant,” but even a cursory look at its menu shows that this is more than fast casual, with such entrees as salmon rösti with frisée salad and cod Provençal with braised fennel. The dining area is decorated with graphic murals emphasizing the restaurant’s themes of “fresh and natural” and “green power.” The entrees range in price from \$12 to \$22, placing the cost above most fast casuals but still well under the upscale market.

Why Fast Fine Makes Sense

So just why is this concept picking up steam? First, today’s diners, especially the younger generation that grew up with celebrity chefs and 24-hour food television networks, are more savvy about culinary techniques and ingredients and are on the lookout for new flavor adventures. However, the stuffy atmosphere of classic white-tablecloth restaurants is unappealing to them. And with old-style, high-check-average establishments closing all the time, fast-fine restaurants fill a niche by providing creative dishes without the pomp or price tag.

Another reason these restaurants appeal to the younger crowd is their speed. Many of these customers eat out once, if not twice, daily. The fast-fine restaurants allow them to have a real “sit-down” meal (one that’s not a QSR hamburger or taco) and quickly get back to their busy office or social lives.

For the fast-fine operator, the benefits are obvious. With no host and/or fewer waitstaff, labor costs decrease. The limited menus that most fast-fine restaurants have can help operators better manage their food costs. And their lower prices can withstand economic dips better than their higher-priced counterparts, which tend to take bigger hits when the economy sours.

So whether fast fine carves out a bigger niche in the industry or whether it melds more into the fast-casual segment remains to be seen. But those operators who have dived into it are convinced it’s the wave of the future. Souvla’s Bililies sums up fast fine as “the way people want to eat in today; they want quality but don’t want to pay an arm and a leg for it.”

A SELECTION OF FAST-FINE RESTAURANTS

Animale,
Chicago

Barzotto,
San Francisco

**Chop Shop Casual
Urban Eatery,**
Denver

Destroyer,
Los Angeles

Honor Society,
Denver

Made Nice,
New York City

Souvla,
San Francisco
(three locations)



JOHN NACKLEY AND METRO: GLOBALLY MOVING FORWARD

While foodservice products and companies may come and go, few companies have had the long history of success that InterMetro Industries Corporation (Metro) has. For nearly 90 years, Metro has been at the forefront of manufacturing storage, transport and space optimization products. And for 22 of those years, John Nackley has been at the helm of Metro.

Nackley started his career in the technology industry, in computer sales and systems analysis. Eventually, he moved his way into the marketing side of the business and was recruited by InterMetro in 1985. He became Executive Vice President of the company in 1994 and was named President two years later. Since that time, Metro has become a global force in offering space optimization and productivity solutions, which gives him a unique perspective on current trends in the foodservice industry, both in North America and worldwide.

On the Horizon

One of the main trends Nackley says is affecting foodservice in North America today is home delivery and other home meal replacement alternatives, especially for the larger chains and specialty restaurants as well as supermarkets. He also cites changing menus as a trend that not only affects the industry but also how Metro interacts with its customers. “We see a lot in terms of menu change and increasing supply chain delivery frequency in restaurants,” Nackley says. “Because menus are

changing and getting larger, restaurants have had to look at ways they can get more deliveries per week as opposed to one larger delivery. That has driven many of our ideas in terms of storage flexibility and optimizing storage space.”

Increased food and labor costs as well as workforce availability are “definitely” trends, Nackley says, noting that those cost increases drive a “desire for more automation and process enhancements. Streamlining processes is critical, and products and services that help [operators] do that are very important.”

The final trend Nackley cites as influencing North American foodservice is one that is having an effect on many industries: the impact of technology and the Internet, which affects “how users buy and where they buy. It affects how we communicate information and how we support the channel that services those customers,” he says.

A Global Brand

Doing business on a worldwide scale is a challenge for both Nackley and Metro. “The fact is that the business today is far more global” than ever, he says. “We’ve been committed to international growth for nearly 40 years. We have a robust business structure set up, but the challenges of being a global player take resources and a significant strategic commitment at a high level.”

For a company to succeed in the global arena, “the speed and availability of product on a regional basis is critical,” Nackley notes. “It’s vital that you’re able to supply solutions





in a timely fashion for customers or else you're not considered to be a viable option."

Another important factor in global success is understanding specific market needs, says Nackley. "Each particular region has varying dynamics, product requirements and service requirements. We have to be able to adapt to those to be considered relevant." That also involves understanding regionalized competitors, he notes.

New Solutions

On the home front, Nackley cites exciting new products, such as the MetroMax 4™ storage system, the C5-4 series thermal cabinet and the MightyLite™ line of insulated pan carriers, as a reason for Metro's continuing success — with more to come. "We've got a lot of great things going on," he says. "We now have one of the most robust, innovative product pipelines that we've had in years because we are focused. These creative ideas are the result of user-focused ethnographic research in virtually all segments of the market. We're very enthusiastic about what's happening."

Nackley credits the Ali Group for giving Metro the flexibility and encouragement to develop new products. "I believe that being part of the Ali Group has allowed us to focus on growing our business and creating innovative new solutions," he says. "We have a great deal of support for investment in new products and in capacity and capabilities for our business, which helps us strategically in making sure we're positioned right for the future."

Dedication and Service

Even with his demanding job at Metro, Nackley has found the work-life balance so many people

"Each particular region has varying dynamics, product requirements and service requirements. We have to be able to adapt to those to be considered relevant."

strive for. He has served extensively in industry organizations, including nearly 15 years on the board and as President of NAFEM from 2001 to 2002, and served as a board member of the Association for Healthcare Foodservice (formerly known as HFM).

Locally, he has served as Chairman of the Board of the F.M. Kirby Center for the Performing Arts in Wilkes-Barre, Pa., a refurbished art deco theater that showcases everything from heavy-metal concerts to Broadway roadshow companies. The Greater Wilkes-Barre Chamber of Business & Industry and the United Way are just two more of the local organizations that have benefited from Nackley's expertise. He also currently serves on the Board of Directors of Kings College, his alma mater.

When he's not working, Nackley finds time to spend with his wife, Michelle, three children and nine grandchildren. In the summer, he spends time boating on the lake where they live, cycling and playing golf; in the winter, he's more likely to be found reading, working out and enjoying art.

Like all winning leaders, whether in baseball or business, John Nackley knows that success is a team effort. He describes the Metro team thusly: "Our people are committed professionals who believe that one of our core values is customer intimacy, and our team is committed to that. Rather than having just a sales team, we work more at being trusted advisors, working with channel partners in enhancing our collective market presence. I've worked hard at that, as I believe our leadership team and field team have as well. We're not as interested in one sale as much as we are in doing what's right in the long term."



**GIORGIO
RANCILIO:
A FAMILY HERITAGE OF COFFEE**

A sense of duty runs through everything that Giorgio Rancilio does: duty to his family, to his profession and to personal improvement. How those factors combined to lead to his stepping away from the Rancilio Group – and his eventual return to the company – says much about his constant desire to remain involved in all aspects of his world.

The History

The Rancilio Group was founded by Giorgio Rancilio's grandfather Roberto in Parabiago, Italy, in 1927, when he built his first coffee machine, known as La Regina. In 1956, Roberto's three sons took over the expanding business. By the 1960s, Rancilio was exporting its products to more than 20 countries around the globe. In the 1980s, the company started producing smaller models for home usage.

The 1990s brought some changes to the company. "The second generation of the family, my father included, passed away very young," Giorgio Rancilio says. "The last one, my uncle, died in 1991. I have a brother and two cousins, and we faced a delicate situation for five years because our generation was not ready to take over."

The next phase of the story began in 1996, as Giorgio Rancilio took over as President and CEO of his family-owned company. "It was challenging because my experience was limited," he says. "I was only 28 years old." Nevertheless, he directed a period of expansion, including the acquisition of Egro Swiss Coffee Systems in 2008 and the establishment of the Rancilio Group in 2010.

Three years later, the Rancilio Group joined the Ali Group global family of companies, ensuring a continuing flow of research and product development. Rancilio explains why: "We started a process of thinking about the future, and the conclusion was to put the company in the constellation of the Ali Group. This was not because we were facing problems or because business was not good. On the contrary, we closed our best fiscal performance ever in 2013. But we wanted to guarantee the long-term future — not just for the next 5 or 10 years but the next 90 years."

"The ability to bring innovative products to the market is what has helped Rancilio to grow globally."

Breaking Away

But in 2015, to the surprise of many in the industry, he took a break, as he says, "to recover, regenerate and recharge." His reason for leaving was not based in dissatisfaction. "I was happy at the time because the cycle was concluded in a certain way," Rancilio says. "Two and a half years after selling the company to Ali Group, my feeling was that the puzzle was completed...a case of 'mission accomplished.' I had run the business since the mid-1990s, so the big question was, 'What was I able to still give to this company?' I also considered that maybe it was better to inject fresh blood into the company, to start another positive cycle."

Stepping away from the company that was so much a part of him was a huge leap of faith for Rancilio. "The situation was completely new, so it was a little strange. Many people kept telling me that after one or two months of staying at home, I would be bored," he says. "But I was also motivated to discover a new life, to learn who I was out of the context of the company." One of the first things he did during this hiatus was to establish the Antonietto Rancilio Foundation in honor of his father (see sidebar).

Rancilio also used this time to, in his words, "broaden my menu." He spent time with his family, honed his tennis and skiing skills,

improved his piano playing and cooked for friends. Reading also took up a major part of his time. "I have always been sorry to not have a 'humanistic' background," he explains. "I studied as an accountant, so my life has been based on numbers. Reading about psychology and sociology, and filling that gap, gave me much personal satisfaction."

Coming Back

Just about a year after his "retirement," opportunity — in the form of the Ali Group — knocked again. "Ali Group had stayed in contact with me throughout my time away from the business. They asked if I would like to get involved in the company again. At the beginning, I was a little concerned because it's not easy to change your life twice in one year," Rancilio says.

One of the factors that influenced Rancilio's decision to return to the Rancilio Group was the personal relationships he had nurtured both inside and outside the company. "Our market is not a huge one. It's like a big family," he notes.

So, in 2016, he returned as CEO of the Rancilio Group, with the same focus on success as before. "It is my philosophy to repay the trust that Ali Group has placed in me by giving me this opportunity. You have to repay this trust

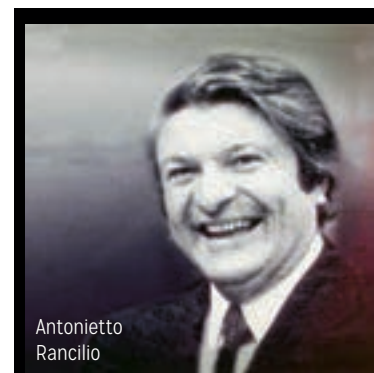
every day with results," he says. "But I am also focused on the long-term view."

The Vision

Product development has always been in the Rancilio Group's DNA, and that still holds true. Rancilio says he has a passion for putting the "ideas, innovation and the concept" into a new product. "I am really focused on product development," he says. "The ability to bring innovative products to the market is what has helped Rancilio to grow globally. We are present in every market. We are represented all over the globe but also have a particularly strong opportunity to grow with the Egro brand, which has great potential worldwide."

As the company enters its tenth decade in operation, Rancilio anticipates consolidation in the coffee industry. "Even the biggest companies competing in this segment are not big enough to run a good business for the future. The connection between markets is more and more important," he says. "Being part of Ali Group gives us an opportunity to compete strongly in the future. We have guaranteed the continuity, the independence and the success of the company. To celebrate 90 years in the industry is a great achievement, but we are stronger together as part of Ali Group."

www.ranciliogroup.com



Antonietto Rancilio

GIVING BACK

One of the many things Giorgio Rancilio did during his brief hiatus from the industry was to establish the Antonietto Rancilio Foundation. The nonprofit honors his father's memory while helping those less fortunate. "It is a wonderful opportunity to pay tribute to the values my father believed in and to play our part in giving back to society," Rancilio says.

The Foundation focuses on supporting carefully selected humanitarian efforts. Recent initiatives supported by the organization include helping people with disabilities and sending aid and provisions to victims of the 2016 earthquake in Norcia, Italy.





Vic and Mary Priapi operate Priapi Gardens, one of Union Hospital's primary produce suppliers.



One of many greenhouses at Priapi Gardens.



An aerial view of Priapi Gardens.

Hospital Successfully Combines **Farm-to-Fork** with **Cook-Chill Food Production**

Union Hospital of Cecil County has raised the bar with its environmentally friendly operations.

Today's foodservice operations are making giant leaps in sustainable practices, but Union Hospital of Cecil County in Elkton, Md., is accomplishing this in a unique way.

The 122-bed hospital has successfully combined farm-to-fork food with a cook-chill food production operation, which is unusual to say the least. Located in a rural community, the 100-plus-year-old facility serves on

average 800 to 1,000 meals per day to patients and customers in its two retail locations. It also operates an in-house catering program.

"It has been a major goal with our sustainability efforts to provide healthy foods for our patients, visitors and staff," says Holly Emmons, Union Hospital's foodservice manager and co-chair of the hospital's Green Health Initiative. A registered dietitian, Emmons is a member of the





Chef Noelyn DeRoxas prepares corn in the Union Hospital kitchen.



Hunger and Environmental Nutrition Dietetic Practice Group of the Academy of Nutrition and Dietetics and has served as co-convenor of the Maryland Hospitals for Healthy Environment's Food Leadership Council.

The sustainability initiative began in February 2009, the benchmark year for demonstrating the hospital's advancements.

It came about when one of the patients, a local farmer, wasn't happy with his meals.

"The hospital's president sent me to speak with this patient. At the time, we weren't using many fresh ingredients, and it shamed me,"

says Emmons. "I then went to the local farmer's market to buy ingredients for his meals, and that was the start of it. I thought, why can't I source food products for all our hospital's meals from local farmers?"

At that point, the hospital began to increase the amount of fresh, local food it purchased and signed the Healthy Food in Health Care Pledge.

Committing to Sustainability

In addition to developing an internal "green team," Union Hospital became the first hospital in Maryland and one of the first in the country

to sign the Balanced Menus Challenge by Health Care Without Harm.

"In July 2009, I started with the state's Buy Local challenge, and that September, we signed the pledge," says Emmons. "We also adopted a climate-change strategy through our commitment to the Balanced Menu Challenge."

The goal was to reduce the amount of meat on Union Hospital's menu, while also switching to more sustainable meat sources. Meat raised without the routine use of antibiotics is a key component of its sustainability policy.

"I found a cattle rancher whom I'm still buying from today who provides beef raised without hormones or antibiotics," says Emmons. "He now raises hogs, so I buy all my pork from him, too."

Union Hospital purchases from a number of local suppliers, including Priapi Gardens, Filasky Produce, and Bohemia Farm and Produce for their produce; Liberty Delight Farms for beef; and KCC Natural Farms for chicken.

Using its benchmarks from 2009, Union Hospital increased its purchases of sustainably raised meat to 27 percent in 2010 and 60 percent in 2012. As sustainable meat purchases increased, the amount of processed foods purchased from the hospital's main distributor also declined.

"Because the source of our food became important to us, we started looking for local farms we could purchase from," says Emmons. "Finding

different area farmers and vendors for the hospital has been our journey." These milestones then led to a food policy that defined local foods as those originating within a 250-mile radius.

While working within a budget can be a challenge, fewer purchases of less-healthy processed foods have not only enabled Union Hospital to stay under its projected food budget, but also to provide local, sustainable and more nutritious food. Dishes are made from scratch without an increase in the number of staff and labor costs. Best of all, Emmons estimates the hospital's food quality has increased 100 percent.

Marinara sauce is prepared from scratch.



Fewer purchases of less-healthy processed foods have not only enabled Union Hospital to stay under its projected food budget, but also to provide local, sustainable and more nutritious food.

Once Union Hospital's food is prepared for storage, convenient Metro shelving holds it in the cooler or freezer.



The Aladdin Convect-Rite III system enhances food quality for better-tasting patient meals.

“All the farmers we formed a relationship with have been able to increase the acreage of crops and/or increase the size of their herds due to their relationship with us,” says Emmons. “It’s a symbiotic relationship, but also about giving back to the community we’re in.”

Scratch Cooking and Menu Improvements

Union Hospital’s sustainability program has also enabled the recruitment of high-quality chefs who are interested in working with fresher, more natural ingredients. These culinary-trained chefs implemented scratch cooking, further enriching food quality, taste and nutritional value.

The hospital’s menu has been enhanced with new, unique and organic produce varieties from local farmers. “We have been able to incorporate a variety of new and seasonal fruit and vegetables, such as Asian pears and bok choy, on our menus and as part of our chef specials,” says Emmons.

The hospital also saves money by processing fresh produce purchased at economical

prices during peak growing seasons. Processed produce is frozen and stored for year-round availability. For example, in 2016, hospital staff processed 7,000 ears of corn for later use.

In-house fresh produce processing has helped the hospital remain financially responsible, and scratch cooking allows the hospital to better control food nutrients. For instance, the foodservice staff creates its own bone broth that is the basis for some patients’ clear liquid diets, as well as stock for gravies and soups. Recipes cooked in-house, then rapidly chilled and stored, typically require less sodium. This enables the hospital to reduce sodium levels for every patient and to provide a greater variety of dishes for those with special diets.

While some foodservice operations have abandoned cook-chill food production, Union Hospital has combined farm-to-fork practices, scratch cooking, and in-house produce processing with their labor-saving, cook-chill production operation.

“We’re using local, fresh potatoes for mashed potatoes prepared on-site, as opposed to dried or frozen potatoes,” says Chef Noelyn DeRoxas. “We prepare our marinara sauce from scratch. The goal is to give patients the best quality food and everything fresh.”

Convection System Enhances Patient Meals

Until 2013, the hospital had used a conduction system to retherm food for patient meals, but there were challenges.

“There were certain items, like chicken quarters and grilled cheese, that we couldn’t make because the food wouldn’t heat properly with this method,” says Emmons.

About four years ago, the hospital replaced its conduction system with Aladdin Temp-Rite’s Convect-Rite III® system to retherm food for patient meals.

“Aladdin’s system is much more adaptable since it’s able to reheat a larger variety of foods, which allowed us to expand our offerings,” says Emmons. This has led to an overall enhancement in food quality for patients. “For example, we can reheat our chicken farmer’s French hen quarters beautifully, getting away from the boneless, skinless and tasteless chicken we were limited to before.” She also praises the Convect-Rite III system for its ability to hold the proper temperature of cold foods, such as salads and milk, keeping them at their peak of flavor and crispness.

“Aladdin’s Convect-Rite III is very convenient and easy to use,” says Chef DeRoxas. “We use it for everything that’s heated because it’s so consistent.” Emmons likes the fact that in the system, rolls are baked right on the patient’s tray during retherm, making for mouthwatering flavor and a delicious aroma.

Along with the Aladdin Convect-Rite III system, other equipment from Ali Group companies including ACP, Champion, Edlund, Metro and Victory helps the foodservice staff create and prepare meals.



Left to right: Foodservice RD Supervisor Brenda O’Connor, Foodservice Manager Holly Emmons and Chef Noelyn DeRoxas.

Attracting Attention

Union Hospital’s sustainability practices have attracted attention from both local restaurant owners and farmers, which has allowed the hospital to expand its partners and sources just by word of mouth.

Local food products are also available through an Employee Purchase Program during work hours.

Union Hospital has been recognized for its community engagement efforts. In 2010, it was one of the first winners of Maryland Green Registry’s Leadership awards, which recognize organizations displaying outstanding leadership through their commitment to environmental practices.

Sustainability is at the heart of Union Hospital’s farm-to-fork program, but the increased patient satisfaction, nutritional

advantages and employee participation are the main compelling benefits. To sum up, Chef DeRoxas says, “I’m so impressed with the way we process our farm-to-fork food here and proud of what we serve our patients and customers.”



A heavy-duty Champion flight machine in the Union Kitchen dishroom.



Tropical Smoothie Café Perfects Its Hot and Cold Production

“We are growing like crazy, opening about two sites a week, and are on pace to add 1,000 stores by 2020.”

It pays to be forward thinking. In the case of Tropical Smoothie Café, which is well-known for its smoothie program and healthy menu items, consumers’ focus on nutrition has been beneficial as well as profitable.

Tropical Smoothie opened its first restaurant, which centered on its fruit smoothies, in Tallahassee, Fla., back in 1997. Two years later, the growing operation added a wide range of wholesome food options to its menu as a complement to these beverages, which led to the addition of “Café” to its name.

In the last two decades, the national chain has experienced substantial growth. “We are a smoothie and food destination with more than 600 franchised stores,” says Chef Lake Dawson. “We are growing like crazy, opening about two sites a week, and are on pace to add 1,000 stores by 2020.”

The fast-casual operation uses nutritious ingredients in its smoothies and food with the belief that when people eat better, they will feel better.

Rather than remain stagnant with its offerings, Tropical Smoothie Café gets creative about the appeal of its superfoods. This has led to the addition of tropical fruits, vegetables and spices to the menu. Low-calorie offerings include 25 smoothies and 2 dishes — a Chicken Pesto Flatbread and a Thai Chicken Salad — less than 500 calories. A number of vegetarian options are available as well.

“Our menu is half smoothies and half food, which includes sandwiches, wraps, flatbread sandwiches, bowls and salads,” says Dawson. “Our wraps are toasted but cool on the inside, with produce we want to keep fresh.”

In its kitchens, there is a lot

of heating taking place. In addition to toasting wraps and sandwiches, the stores are also roasting vegetables and fruits, including bananas for smoothies.

For its toasted sandwiches and roasted ingredients, Tropical Smoothie Café was looking to replace its high-speed ovens with a model that would be more versatile and provide better quality. “The stores were trying to toast wraps that had lettuce and wanted to prevent it from wilting,” says Tony Aguiar, ACP’s Culinary Sales Manager.

Following an equipment dealer’s recommendation, the chain chose ACP’s Menumaster® model MXP22, which cooks 15 times faster than a conventional oven to help maximize sales and profits.

“We worked with a committee testing the ovens, then started a larger test about a year ago to ensure these ovens were working for us,” says Tom Plauche, Tropical Smoothie Café’s Director of Design and Construction. “It produces a consistent product and maintains temperatures, and we’ve had a great relationship with ACP and Ali Group.”

Its flexible cooking platform offers any combination of microwave, convection or infrared radiant heat. “The majority of our locations use this oven, and every store we open has one,” says Dawson. “With sales growing, most stores are getting two. We’re a fast-casual, full-service restaurant, so we try to do things quickly, and this equipment allows for that. It provides a nice toast on the outside of our sandwiches.”

And because these ovens can operate with no microwave energy but by utilizing some hot air to gently toast items, the cold produce inside the sandwiches remains in peak condition.

Menumaster’s ability to cook food on-demand when ordered — and for it to be served fresh with vibrant taste and texture — has been a big benefit to Tropical Smoothie Cafés.

“One thing ACP offers that others don’t is an infrared coil, which allows for us to get a better roast and toast. That’s a big differentiator,” says Dawson. “Most ovens of this type just offer microwave and impingement. With this oven, the functionality is very good, and the coil allows for us to do quite a bit.”

This high-speed combination oven uses forced convection, microwave and radiant heat for more power. “As a result, we were able to replace two of Tropical Smoothie Café’s former ovens with one Menumaster,” says Aguiar.

“There also is better control of the equipment’s energy, with the ability to go from 0 to 100 percent or down to 0 with the microwave. Best of all, the chain reduced its prep times with all items between 20 to 40 percent compared with the previous oven.”

When it comes to size, this oven uses less counter space while still accommodating larger products. Its ability to fit in tighter spaces helps improve kitchen flow and increase output. It also is ventless, so the units save on both the expense and space of a hood.

“The Menumaster is a big space saver compared to a conventional oven, and it allows for us to do quite a bit without a hood because it has a catalytic converter,” says Dawson, who adds that Tropical Smoothie Cafés don’t have hoods for any equipment.

“The fact that it offers cost savings is a big plus, and from a culinary standpoint, there’s not much I can’t do out of it,” says Dawson. “For being such a small piece of equipment, it’s just great. We do leverage it for both sides of the business with food and smoothies. We’re also testing out other things so franchisees can get a return on investment much quicker.”

With the focus on food quality, taste and consistency, the chain seeks out equipment that handles well with its product; Menumaster fit the bill.

“We’re a franchise organization and want equipment that best services our franchisees,” says Plauche. “We are currently very satisfied with the Menumaster oven and have no plans to divert from what we’re using. It’s definitely a workhorse for our franchisees.”



Touchscreens show Tropical Smoothie Café’s default preprogrammed menu items.

N0922 Prodigy Plus® on a B948S bin



Another indispensable piece of equipment has been Tropical Smoothie Café’s Scotsman Prodigy Plus® nugget ice machine, which the chain incorporated about two years ago. “We used to use a larger chunk ice machine from another manufacturer but had issues with our smoothies since the ice size makes a difference in the blender,” says Plauche. “When we changed to nugget ice, it solved all of our consistency problems.”

Scotsman Ice Systems invented The Original Chewable Ice® in 1981 and changed ice history forever. Named nugget ice for its soft, small, unique shape, this form of ice is also known as pellet ice and is ideal for smoothies, among other items.

Tropical Smoothie Cafés are benefiting from the equipment’s host of features. Innovative AutoAlert™ LED indicator lights keep users informed of the machine’s operating status, signaling staff when it is time to descale, sanitize and more.

Preventative maintenance is simplified with easily removed panels that allow clear access to internal components. A diagnostic code display ensures the right fix the first time. The external, reusable air filter also is easily removable.

“Our former ice machine needed a lot of repairs, but that is not the case with the Scotsman units, which are a very reliable piece of equipment for us,” says Plauche.

As volume has increased at its locations, Tropical Smoothie Café has added a second ice machine to handle it.

“A year ago, one of our franchisees who had a relationship with an independent equipment company wanted to try out another ice machine, but the ice was too hard,” says Plauche. “It definitely didn’t measure up to our Scotsman equipment.”

It pays to stick with what works, and for Tropical Smoothie Café, it has found equipment that’s the perfect fit for its operations.



The menu is half smoothies and half food, which includes sandwiches, wraps, flatbread sandwiches, bowls and salads.

“One thing ACP offers that others don’t is an infrared coil, which allows for us to get a better roast and toast. That’s a big differentiator.”

PriceSmart and Belshaw Adamatic: Driving Bakery Sales

This Latin American/Caribbean warehouse club keeps customers happy with fresh donuts and breads made possible with Belshaw Adamatic's bakery lines.

Odds are that you or someone you know has 20 rolls of paper towels stored in a closet, a giant jar of cashews in the pantry or maybe 5 pounds of ground beef in the freezer, ready for that cookout. If so, you have warehouse clubs to thank. These businesses have changed the way people in the United States shop. They are the place to go to buy staples in bulk, stock up for a big party or even get a new 60-inch flat-screen TV or a French-door refrigerator.

What these clubs have done for shopping in the U.S., PriceSmart is now doing for Latin America and the Caribbean. Based in San Diego,

the company operates its Clubs in 13 countries, where it offers U.S.-style membership warehouse club shopping with products including groceries, fresh food, electronics, appliances, hardware, office supplies, sporting goods, apparel and more.

This approach has made PriceSmart tremendously popular in the markets in which it operates, with an ever-growing 3 million members and 40 Clubs.

The company's success hinges on serving these members well. In addition to keeping prices low and providing members with a good shopping experience, PriceSmart must develop



locations using the equipment and was impressed by the Belshaw Adamatic line's capacity and longevity. Based on the results of their first purchase, PriceSmart adopted Belshaw Adamatic as its standard bread line. The equipment has lived up to its promise and remains PriceSmart's "vendor of choice" for these lines, Torres says.

Volume and Consistency

One of the most valuable aspects of Belshaw Adamatic bakery lines is simply the volume of



new and compelling products, says Eric Torres, Vice President of Facilities Maintenance and Fixtures, Furniture and Equipment. "Our responsibility is to give our members what they want and to keep them interested and excited about being part of PriceSmart and maintaining their membership with us," he says.

In recent years, some of the club's most popular offerings have come from their in-house bakeries, which produce cakes, muffins, pastries, fresh breads and donuts in bulk. Belshaw Adamatic Bakery Group, an Ali Group company, is helping PriceSmart make many of these offerings.

On Track for Growth

With the continued growth and success of these bakeries, it was apparent that PriceSmart needed to update to more automated equipment, and for that, they called on Belshaw Adamatic. The company helped explain the benefits of its equipment and worked side by side with PriceSmart to show them the ins and outs of industrial-scale bakery production.

The manufacturer helped PriceSmart tweak its recipes to lower the cost of ingredients and ensure that goods made it through the bakery line smoothly and consistently. Belshaw Adamatic explained how its equipment could help PriceSmart meet its operational goals.

In an effort to identify an appropriate bread line (consisting of a molders, proofer and divider/rounder), PriceSmart visited a number of



Belshaw Adamatic helps PriceSmart make a high volume of donuts.

goods they can produce. As a warehouse club, PriceSmart sells in bulk, and the Belshaw Adamatic lines are more than up to the task of producing at those volumes.

The donut line PriceSmart typically in-

stalls can produce 140 dozen donuts per hour. Similarly, the bread line can produce up to 4,500 rolls per hour, says Torres.

In addition to meeting demand requirements, the automated lines allow for greater consistency and quality as compared with manual production. "In high-volume production, the hardest thing to do is to maintain consistency," Torres says. "You have different people executing the same activity, but we are human, so it is not always going to be the same. When

you begin automating your processes, the consistency favors your yield management and margin goals. It helps you plan your labor requirements better and ultimately can help to manage labor costs."

Much of the donut production is automated with these lines. Tasks such as flipping the donuts in the fryer and moving them onto trays for cooling or decorating are all handled by the automated lines. What's more, the Belshaw Adamatic donut and bread lines can support new products with little in the way of incremental investment. For example, by adding an injector to the line, filled donuts can be produced. Add a depositor and cake donuts can be made.

"PriceSmart can continue adding new and innovative items, which keeps our members excited about our offerings and supports the value of their memberships," Torres says.

The size of these lines also provides an additional advantage in that their space requirements are much less than those of manual production lines. "We can support greater production quantities in less square footage and in a shorter time period. This is especially important for the markets in which we do business, where prime real estate is extremely expensive," says Torres. "When making capital investments like the purchase of land, location must be a primary focus. We want to be in the best areas of our markets. We have a focus on keeping our locations as tight as possible but still allowing them to support the member experience. The space dedicated to our bakeries must be extremely productive and well thought out," he says. "That's one of the reasons we've moved to these lines."

Service, Before and After

The services Belshaw Adamatic provide to PriceSmart go beyond just supplying equipment. According to Torres, "We have worked closely with the Belshaw Adamatic team; they are fully vested in PriceSmart's success. If I had to put a line in tomorrow, I know that I could send them the schematics of the new area and I would feel very comfortable that they would supply their best suggestions on how best to set up the space. They understand what they're doing. The designers know what they're doing. Obviously, we look at everything, but I feel very comfortable with the advice they give us. When you're in retail and thinking about scalable programs, you have to do business with people like this."

While Belshaw Adamatic has been a good partner for PriceSmart in the area of

equipment sales, the company also provides exemplary post-sales support, Torres says. One example of that support came when PriceSmart decided to open a central bakery for its clubs in Costa Rica. At the time, the company had a donut line in a club in the Dominican Republic with a larger capacity than was required. PriceSmart decided to transfer that line to Costa Rica, and Belshaw Adamatic assisted throughout the entire process, says Torres. The manufacturer helped disassemble the line, crate it for safe and proper shipping, then reassemble and start up the line in its new location. Belshaw Adamatic staff then trained PriceSmart associates on both use and maintenance of its equipment.

The Belshaw Adamatic team comes through in many other ways and continues to demonstrate the company's deep commitment to serving its clients. According to Torres, Belshaw Adamatic team members, including Latin America & Caribbean Sales Manager Ramon Garcia, take the time to make sure that PriceSmart is getting the most out of its donut and bread lines.

Garcia shows up for every store opening to help train the staff on both using and maintaining the equipment. When a piece of equipment is not working properly, the factory is quick to provide guidance and parts for repairs. It is this level of commitment, combined with the quality of Belshaw Adamatic equipment, that has Torres looking forward to working with the manufacturer for years to come. "They opened our eyes to the

possibilities of these lines and how they could enhance what we're doing in a manner that would be financially beneficial, that would benefit the quality of our products and ultimately benefit our members," he says. "We're very happy with our relationship, and ultimately, we look forward to the future."

The Belshaw Adamatic donut and bread lines can support new products with little in the way of incremental investment.





This hospitality group turns historic buildings into entertainment complexes and relies on Beverage-Air and their dealer to make it happen.



If you're in up in the Pacific Northwest and want to sample a local craft brewery, McMenamins is a good way to go.

Same for if you're looking for a nice meal.

Or a round of golf. Or a winery. Or a distillery. Or an outdoor music festival. Or a movie. Or a weekend stay at a boutique hotel. Or a spa day.

McMenamins offers all this and more at its 56 properties in Oregon and Washington, making it one of the hospitality sector's truly unique companies.

The company, of course, did not start out with such grand plans. According to Co-founder and Vice President/Secretary Brian McMenamin, he and his brother, Mike, started experimenting with different business concepts in the mid-1970s. They tried out convenience stores, delis and bars until finding success with a modern pub/restaurant concept offering "a lot of beers on tap. It may be hard to believe now, but that was an unusual thing at the time," he says.

In 1985, the company took its beer game to the next level. After being part of a successful effort to legalize microbreweries in the state of Oregon, the chain began brewing and selling its own beer. The beer lovers of the Pacific Northwest embraced McMenamins, and the chain began to grow.

Despite this expansion, McMenamins' leaders weren't fully satisfied with the look and feel of their locations. The chain opened locations in strip malls that could bring in a lunch crowd from nearby businesses and a dinner crowd from nearby homes. These spaces, though, lacked character, says McMenamin.

So, in 1987, the company bought an old building that previously served as a church and union hall. They converted it to the Mission Theater and Pub, offering food, drink and showings of cult/kitsch classic movies like "Waterworld," "Conan the Barbarian" and "Office Space."

The move was just what McMenamin was looking for. Soon, the company began taking on larger complexes of historic buildings. "These old buildings — they have a story," says McMenamin. "We've got three old schools



MCMENAMINS Breathes New Life into Old Spaces



we’ve converted, we’ve got a mortuary we’ve converted, we’ve got a brothel — you know, the usual suspects.”

Rose(y) Relationship

The move into larger, historic spaces presents challenges to the company’s foodservice operations. McMenamins has a long-time partner that helps tackle these challenges in Rose’s Equipment & Supply. Based in Portland, Ore., the dealer handles McMenamins’ equipment sales and performs the design work on all its kitchens and bars.

This partnership goes back decades, says McMenamin. “Tom [Rose, the dealer’s President] founded his company at about the same time we did. We found each other through mutual associates. I was a scavenger of used equipment because when we started, we didn’t have any money. Tom was the used-equipment guy in town. So we found each other and grew up together. We trust them implicitly. I trust that if he carries a line that it’s a good line.”

Among these “good lines” are several Ali Group brands that Rose’s specifies into McMenamins properties. These include Moyer Diebel

Beverage-Air equipment at The Anderson School McMenamin’s in Bothell, Wash.

glass washers, Ice-O-Matic ice machines, Metro shelving, Amana microwaves, Edlund smallwares and Moffat ovens.

Refrigeration provider Beverage-Air is one of the more recent Ali brands to make its way into McMenamins. That’s because Rose’s went years without carrying Beverage-Air products. In general, it had been happy with its main refrigeration supplier.

By 2009, though, that relationship had soured, says Tom Rose.

“Then [Beverage-Air representative], Jim Mincks and Erica Motes [now Beverage-Air’s Vice President of Sales] showed up and convinced me that Beverage-Air had a lot more to offer and lot of variety. That was the main thing,” says Rose. “The other was that Ali Group had bought it and had been turning it into a much better company. I had been hearing that as well.”

The switch was a good one for Rose’s. On top of offering a deep catalog of equipment, Beverage-Air shares with Rose’s a customer-focused mind-set and a determination



to solve customers’ problems and help them meet their operational goals.

“We look for somebody that steps to the plate when issues come up, which they naturally do every once in a while,” says Rose’s Sales Manager MB Hanson. “We’re looking for somebody that will help us out and we’re very appreciative. They know we like to take care of our customers, and in turn, Beverage-Air and the other Ali Group factories take care of us.”

This commitment to customer service can be seen in one of McMenamins’ more recent openings: The Anderson School, the first major McMenamins facility specified with Beverage-Air from the start.

School Turned Getaway Spot

Located in Bothell, Wash., The Anderson School is a complex of five historic buildings. Like many of McMenamin’s recent openings, it has a wide and eclectic variety of options for guests. These include an old school-house that’s been converted into a hotel (with classrooms serving as guest rooms); the school’s former woodshop, which now holds a bar and brewing operations; the North Shore Lagoon, an old municipal swimming pool turned saltwater pool with a bar/restaurant on the former spectators balcony; a gymnasium converted into production kitchen/movie theater/events venue/conference space; and the former school cafeteria

building, which holds an upscale restaurant, hotel guest check-in and a gift shop.

Building multiple bars and restaurants in decades-old facilities was no easy task. But in many ways, the job was made easier by Beverage-Air’s extensive catalog of equipment. “The depth in our product line makes Beverage-Air attractive to operators with limited space,” says Motes. “We offer shallow-depth units, sliding glass doors and stacking collars in addition to the smallest undercounter in the industry. We pride ourselves on having the perfect fit for any application.”

Space issues are particularly challenging given the facilities McMenamins chooses. The Americans

back-bar refrigeration units are 29 inches deep, Beverage-Air offers a line at 24 inches, saving valuable space. In addition, these pieces can be ordered with just a thin sheet of galvanized steel on top versus the more traditional three inches of stainless. This option allows the units to slide under the antique bars McMenamins uses to maintain the historical character of its operations.

“One of our niche markets is standard/custom,” says Motes. “Beverage-Air offers a variety of unique accessories such as see-through, lift-off or clear lids for our prep tables. We have the flexibility to modify tower locations, add multiple draft arm configurations, to design back bar/direct draw combo units, offer



with Disabilities Act (ADA) requires that doorways and passageways be widened during renovations, says Marcus Hoover, a designer/drafter with Rose’s. While these are important and worthwhile changes, often kitchens and bars end up losing valuable inches. “They take these old buildings. We have to bring them up to code and pack as much equipment as they need in these small spaces.”

This is where Beverage-Air’s deep catalog comes in, says Hoover. While most

wine thermostats and more. These options allow us to take our standard product and offer a level of customization to fit the client’s aesthetic and applications needs.”

This flexibility is put to use in The Anderson School’s main kitchens, both of which use multiple pieces of Beverage-Air equipment: large pizza tables with doors and drawers on a single unit, refrigerated work tables with Mega Top surfaces, and refrigeration with compressors placed in different spots. McMenamins uses all these to

create kitchens with the most efficient design and workflow.

Of course, in a few cases, McMenamins will need a piece or a feature that they can’t find in Beverage-Air’s catalog. In these situations, the manufacturer goes above and beyond to provide McMenamins what they need, says Hoover. “If I can’t find it in a stock item, I’ll speak with Erica or one of the other folks over there, and they’ll help me make it happen,” he explains.

One example of this can be found in The Anderson School’s main production kitchen. One station here is dedicated just to making pizza dough. After proofing, the dough is held in boxes and stored in refrigerators.

Hoover, then, worked with Beverage-Air to develop a refrigerated unit with tray slides. Now it is quick and easy for kitchen staff to place or remove boxes of dough. And since it’s a molded piece, it’s easy to clean: Team members can use a scrub brush to knock any debris to the bottom of the unit and then sweep it out.

Support After the Sale

Like all Ali Group brands, however, Beverage-Air prides itself on the service it provides after the sale has closed.

The biggest example of this service came during construction, when Beverage-Air delivered to McMenamins roughly 80 pieces of refrigeration equipment all at once. Instead of leaving the operator to handle receiving, Beverage-Air rep Mincks of Kelly-Mincks met the truck on-site. “They came over, checked stuff in and made sure everything was good. Not every rep would do that,” says Rose.

While that level of service is impressive — and gets

noticed by all involved — the factory is quick to handle smaller issues, too. Working in partnership with Rose’s, the two are so responsive to their operator’s needs that McMenamin says he almost never has to deal with refrigeration problems — exactly how it should be for the company’s top leadership. “Beverage-Air’s been great. I don’t hear much about them, and that’s a good sign. I’d hear about it from my guys in a heartbeat if things weren’t going smoothly.”

Part of the reason McMenamin doesn’t hear much about Beverage-Air problems is that there just aren’t many. The pieces are built to perform and tested in labs with ambient temperatures near 100 degrees. They hold up so well that Hoover, an operator of two restaurants in addition to a designer, specifies them in his own places.

When a problem does arise, though, Beverage-Air and Rose’s work together to get it solved quickly, without pointing fingers or nickel-and-diming each other or the operator.

Ultimately, this level of service — along with product quality — is the reason Rose’s specifies Beverage-Air equipment into McMenamins and so many other operators.

“They’re always right there,” Rose says. “If there’s a problem, they’re willing to take care of it. I think that comes from the top of Ali Group because it’s been that way for every product we’ve purchased from them. It’s a good stand-up company. Not every company has that attitude. That’s why we like Beverage-Air so much. You can see they’re always striving to be better as a company.”

CARPIGIANI HELPS THE CAKE BOSS STAY ON TOP



Say the phrase “Cake Boss” to any fan of TV cooking shows, and it immediately conjures up one response: Buddy Valastro. Since 2009, the adventures of master baker and CEO Bartolo “Buddy” Valastro Jr. of Carlo’s Bakery in Hoboken, N.J., have been the basis for one of the most popular shows on cable’s TLC. As the show’s popularity has increased, Carlo’s has expanded to its current 21 domestic locations along with a store in São Paulo, Brazil. More locations are coming, says Valastro, so “you’ll never have to worry about being without a cannoli.”

As the chain has expanded, keeping product quality — particularly when it comes to delicate pastry creams, custards and cream puff mixes — has presented some issues. “Expansion brought on some challenges because they had been



Crowds flock to Carlo's Bakery in New Jersey.

distributing several products to the individual bakeries through their New Jersey commissary,” says John McCabe, Regional Area Manager for Carpigiani North America. As Carlo’s Bakery began to branch out into satellite locations, the ability to produce these items consistently became critical.

McCabe met Mauro Castano, another family member and bakery employee, at a trade show, and the two of them talked about gelato and frozen desserts. “Mauro contacted me, and we invited them to Winston-Salem to work with our Pastochef,” McCabe says. “Mauro and Chef

“We are developing new products all the time, especially using the Pastochef.”



The Carpigiani Pastochef helps Carlo's Bakery consistently produce its delicious treats.

Joey Faugno flew in and spent about four hours in our training facility making their very rich, thick pastry cream. It was a success and helped solve their issue of making several ingredients for their cakes and pastries.”

The Carpigiani Pastochef proved to be the perfect solution for Carlo’s Bakery, which now uses it in all their locations to produce fresh pastry cream, cream puff (pâte à choux) mix, Italian custard, pie fillings, meringues and ganache. Additionally, the bakeries use the Pastochef to temper chocolate as well as for tempering eggs and sugar to make Swiss meringue buttercream. “We are developing new products all the time, especially using the Pastochef,” says Valastro. “The longer we’ve had it, the more we’ve been able to utilize it.”

One of the reasons the Pastochef is so popular with bakeries is its precision because a matter of a few degrees can mean the difference between success and failure for a delicate pastry cream recipe. With the Pastochef, the pastry cream mix is heated to the precise temperature, then quickly chilled by the machine’s cooling cycle. The machine has some preprogrammed cycles but also allows operators to customize their own programs, using their preferred cooling time and temperature. “It’s easy to use with the programs. It is so nice to set it and not have to watch it closely,” says Valastro. “It’s definitely made things a lot easier for our team. It saves on labor. Remember, labor is time; time is money. Reduce labor and, well, you know the rest.” Valastro also likes the fact that the Pastochef’s small footprint makes it convenient to use in locations where space is tight.

The Pastochef has become an important part of producing the delicious desserts for which the bakery has become renowned. “The Cake Boss’s cakes are spectacular, and their gourmet pastries make for fantastic displays in their bakeries. I am excited that Carpigiani’s Pastochef can provide several functions to help Carlo’s Bakery with their production of pastry treats,” says McCabe. “We look forward to being part of their expansion throughout the world.”

Even though Carlo’s Bakery is steeped in family tradition, Valastro is open to new products — and new ways of producing old favorites, which is where the Carpigiani Pastochef comes in handy. “I am a classical kind of guy,” he says. “Tradition is my mantra. But even the tried-and-true classics need to be looked at and sometimes updated to the times and market desires.”



In 1990, when cell phones were just emerging, big '80s hair was on its way out and the electronic age was in full swing, the idea for Zaxby's was coming to fruition.

Founded by childhood friends Zach McLeroy, now CEO and Chairman of the Board, and Tony Townley, currently serving as Chief Strategy Officer, the franchised/corporate quick-service operation got its start in the Southern college town of Statesboro, Ga. With approximately 860 locations, it currently operates in 16 states, is moving into the Midwest, and has restaurants opening in Texas, Oklahoma and Kansas City.

The Zaxby's culture is evident from its mission statement — consistently create encore experiences that enrich lives, one person at a time — and its four core values:

- **Guest focused** — From dining-room design to developing new menu items, we keep our guests in the center of everything we do.
- **Develop talent** — People are our most important asset. We strive to attract the best because as they grow, we grow.
- **Operational excellence** — More than buzzwords, this is the foundation for every aspect of Zaxby's operations. We hold ourselves to the highest standards.
- **Continuous improvement** — We'll never be satisfied with the status quo. And we're proud of that.

"We are growing at a great pace right now and are on target to open 80 more stores in 2017 and 80 to 85 stores a year for the foreseeable future," says Ken Ulmer, Equipment Buyer for Zaxby's Franchising LLC. "We are strategically growing

in the West with the goal to saturate the market to ensure brand recognition prior to expanding in nearby states."

Well known in the Southeast for chicken tenders and wings, Athens, Ga.-based Zaxby's added its four made-to-order salads, Zalads®, to its lineup about a decade ago to help expand its demographic and offerings. This line includes The House with mixed greens, red cabbage, carrots, cucumbers, Roma tomatoes, cheddar and Jack cheeses, and fried onions topped with grilled or fried chicken; The Cobb with mixed greens, red cabbage and carrots, Roma tomatoes, cucumbers, bacon, a hard-boiled egg, fried onions, and cheddar and Jack cheeses topped with grilled or fried chicken; The Caesar with mixed greens, Parmesan cheese, bacon and croutons topped with grilled or fried chicken; and The Blue, a mix of greens and cabbage, carrots, Roma tomatoes, blue cheese crumbles, fried onions and either blackened or Buffalo chicken. All four include a side of Zaxby's popular Texas Toast.

"We realize not everyone wants a substantial meal with chicken tenders, fries and Texas Toast, so we expanded our menu to include Zalads, which are a healthy option," says Ulmer. "At Zaxby's, customers will get a salad similar to a fast-casual restaurant."

Although adding these items was advantageous in many ways, it put a bigger strain on labor with the processing of complete bulk lettuce heads, celery, tomatoes, cucumbers and other produce sourced from its partner growers. "It has taken great time and effort to process our salads in the back of house, but these have become a proud segment of our menu due to this," says Ulmer.

Zaxby's initially utilized multiple slicers for both its 6x6 and Roma tomatoes as well as cucumbers because one unit couldn't accommodate the different produce sizes. The chain was determined to find a single slicer that could handle all its slicing needs to simplify its production process.

"We incorporated Ali Group company Edlund's ARC!™ Manual Fruit & Vegetable Slicer, which can process all our bulk produce

with ease, including the Romas, cucumbers, three types of bulk lettuce, entire stalks of celery and 6x6 tomatoes," says Ulmer. "It is easy to operate and quick to use compared with our former time-consuming process. We simply put the produce in the slicer's hopper and pull down the lever to complete the slicing."

Edlund's ARC! fruit and vegetable slicer is the first of its kind that can cut through softer products, like ripe tomatoes, or harder items, like onions and potatoes, easily and consistently. With this design, users never have to place the product directly on the blades, which enhances safety in the back of house.

The unique pusher/hopper allows safe and accurate positioning of the product and also loads smaller soft products like strawberries for faster bulk slicing. Not only are products being sliced perfectly positioned, but fingers are kept away from the blades. The quick-change pusher assembly and blade cartridge with wash guard provide Zaxby's with the ability to accommodate different product thicknesses while also ensuring safe handling. Staff members can quickly convert the slicer to 3/16-, 3/8- or 1/4-inch sizes for fast food processing.

"Edlund's ARC! Slicer has helped speed up our prep times and expedited our salad production, which is huge for us," says Ulmer. "We pride ourselves on our Zalads, and Edlund has helped us achieve our high standard."

"Edlund's ARC! Slicer has helped speed up our prep times and expedited our salad production, which is huge for us."



In addition, Zaxby's uses Edlund's Premier Series Portion Scales, which have replaced the chain's throwaway units. "We used to use cheap, disposable scales, but the stores were purchasing new ones every month, and it became pricey," says Ulmer.

"Zaxby's had used an imported brand that wasn't durable," says B.C. Roberts, Director of National Sales Accounts at Edlund. "Their scales wouldn't maintain weighing capacities correctly; there were variances in the weights. Not every scale is the same. Some just can't hold up to commercial chain usage."

Scales that weigh consistently and dependably are essential for any restaurant, but especially so for high-volume chains, says Roberts. "Portion control is critical for any chain operator," he says. "It means consistency for both the operator and the consumer and also helps control rising food costs."

"Working as a team with Zaxby's, we're happy that Edlund has been able to provide scale and slicing solutions," Roberts says. "They always keep the lines of communication open with us and help us deliver what they need. We're proud to contribute in even a small way to Zaxby's continued success."

Chicken Chain Finds Its PERFECT SLICE





The Krystal Company was founded in 1932 in Chattanooga, Tenn., and the fast-food restaurant's initial philosophy was that a spotless restaurant with great meals in addition to courteous service provided at a reasonable price would be well patronized and profitable.

This philosophy still rings true 85 years later. Yet the 363-store chain, now headquartered in Atlanta, realized it could further increase its opportunities and revenues by revamping its dessert offerings.

"With apple pie and prepackaged shakes in a cup that weren't customizable, it was evident that our main menu limitation was a lack of

dessert offerings," says Ray Kees, who serves as Krystal's R&D Manager. "We realized we could expand on our ice cream offerings by bringing in machines to get creative and hit on popular flavor trends and different formats."

Krystal started with the goal of creating a "sweet & cold" platform to complement its "hot & steamy" meal offerings. After much research, the company decided that a soft-serve machine would help develop the kind of product line its customers would enjoy most.

"We looked at several different soft-serve equipment companies and considered factors like taste of product out of the machine, ease of operation and cleaning, overrun, plus a dozen other factors," says Alice Crowder, Krystal's Vice President of Marketing.

"The Krystal Company asked us to do an in-store test in 15 locations for 90 days along with a competitor's equipment," says John Sacco, Director of Administration for Electro Freeze. Krystal began with two machines from

each company, choosing restaurants in different markets to test-drive the units.

Electro Freeze worked with the R&D group at Krystal to begin the process. The company's 15RMT pressurized soft-serve freezer as well as the CS600 counter model soft-serve freezer were tested at the corporate kitchen. The freezer choice for the individual locations was made according to annual store sales volume.

"We tested the overrun, ease of use, labor hours given to the machine, quality of the product and how fast we could pull ice cream from the machines," says Kees. "We found that with the larger 15RMT Electro Freeze model, we could do 1½ to 2 times more volume, and the product remained consistent."

The chain's plan was to roll out Electro Freeze machines in all its locations within eight weeks, a tall order for any equipment manufacturer. "It took a lot of coordination with our team from purchasing to installation as well as our field team of distributors, but we were able to meet Krystal's deadline to accomplish a system-wide rollout in that short period," says Sacco.

The high-volume Electro Freeze model 15RMT pressurized machine was incorporated into about 20 percent of Krystal's stores that have higher foot traffic. The remaining sites utilize the model CS600.

"What definitely influenced me was my past experience working with Electro Freeze and John Sacco," says Will Costello, Krystal's Vice President of Supply Chain. "I knew about the quality, durability and reliability of the company's machines and the integrity of the company."

Krystal made the decision to award its soft-service equipment business to Electro Freeze based on

several factors, including customers' preference for the finished product, total cost of ownership, ability to meet the rollout schedule, commitment to the brand and, most important, product quality.

"We put together a training program with 10 stops in different cities, went through a deep dive on the machines, held train-the-trainer sessions and cascaded further down to the franchise community," says Lance Clark, Krystal's Director of Operations.

Krystal tested the Electro Freeze equipment in December 2016, started the rollout in late April of 2017 and completed installations two months later.

The equipment has enabled Krystal to incorporate the most popular shake flavors — including chocolate, vanilla, strawberry and Oreo — into its offerings and provides room for the chain to expand on them in the months ahead. Electro Freeze equipment has also allowed the chain to customize its shakes depending on the seasons and cross-utilize other dessert items to create custom desserts, such as apple pie a la mode and cookie sundaes.

"Electro Freeze has been a wonderful partner," says Kees. "Both units result in a great product that's very cold and white with a wonderful texture. We're very happy with it."

Offering hand-spun shakes, sundaes and cones is not only a whole new platform for Krystal but also gives the company a layer of sales and profits it never had before. "By doing this, it opens up a world of product line extensions for us," Kees says. "With soft serve, now we can offer 100 different shakes or limited-time-offer products. It offers a host of possibilities and gets us into desserts in a big way."

The soft-serve dessert rollout was a successful coordinated effort between Krystal's marketing and operations supply chain team, Electro Freeze, and ice cream mix and toppings suppliers. It has been described as a very integrated, cross-functional approach and one that worked well.

"We've been very pleased with the results so far," says Crowder. "Our guests love the products coming out of the machines, and we've seen a nice incremental take rate on all the products. It's allowed us to offer more and better products to our guests, and we look forward to continuing to expand the line."



The equipment has enabled Krystal to incorporate the most popular shake flavors — including chocolate, vanilla, strawberry and Oreo — into its offerings and provides room for the chain to expand on them in the months ahead.

Krystal and Electro Freeze: A Great Partnership



Renowned for its innovative menu featuring inspired Korean dishes, Portland, Ore.'s Han Oak has made a name for itself after only a year in business.

Not only did GQ magazine name Han Oak one of the 10 Best New Restaurants in America upon its opening, but Food & Wine magazine also recognized its chef, Peter Cho, as 2017's Best New Chef.

The innovative concept of Han Oak came to fruition after Cho moved to Portland almost three years ago to look for a restaurant space. After finding it, it took six months to turn Han Oak into what it is now.

Cho used his Korean heritage as the influence for Han Oak's offerings. "We have a set menu with changing components," he says. "We do rotating small plates and vegetarian bites at the beginning of the meal, then go into noodle dishes and two versions of wraps — smoked brisket and pork belly."

The initial abbreviated menu mirrored the size of its kitchen, which operated with just a convection oven, six-burner range and small tabletop equipment.

Not long after the restaurant was up and running, Portland's Rose's Equipment & Supply and manufacturers' agent Brittan Associates were looking for a more convenient way to conduct training on Eloma's Genius^{MT} 6/11 combi oven.

"We visited Han Oak and started discussing how we could partner up during the restaurant's off hours," says Devin McGraw, Associate at Brittan Associates. "We then talked about replacing their convection oven with Eloma's combi oven."

With Han Oak's limited operating schedule, there was ample opportunity for Rose's and Brittan Associates to train corporate chefs, end users

and dealers on the Eloma combi oven Mondays through Thursdays when the restaurant was closed. "Chef Cho also collaborates with other chefs in his kitchen who could learn more about the benefits of Eloma's combi oven, so it was a win-win," says McGraw. The collaboration began in the fall of 2016 and has been beneficial for all parties involved.

In the meantime, Cho has been enjoying the many benefits of Eloma's Genius^{MT} 6/11. Ideal for Han Oak's small space, it has allowed the chef to cook everything from steamed sweet

potatoes to salt-baked pork belly to his exact specifications while extracting maximum flavor from stocks in overnight cooking.

But it's the combi function that really sets Eloma's Genius^{MT} 6/11 oven apart. "We used to do a salt-baked pork belly dish, where we'd roast the pork at full heat to set the salt crust, then drop it down with a bit of humidity to cook it through. Before serving, we would drop it down with more humidity to keep it moist and hot," says Cho. "We've replaced this with koji-marinated, slow-roasted pork belly, which is slow roasted, then blasted at a higher temperature for 15 minutes before bringing the temperature down to 275 degrees F for three hours."

Innovative Asian Concept Relies on State-of-the-Art Eloma Technology

potatoes to salt-baked pork belly to his exact specifications while extracting maximum flavor from stocks in overnight cooking.

"I had experience using a similar Eloma oven, and the combi function is pretty amazing," says Cho. "It's so versatile, too. The other day, our rice cooker wasn't working in the middle of a cooking cycle, so we used the combi at full steam, and the rice was cooked quickly and perfectly. That wouldn't be possible with a traditional combi oven. The Genius combi also can hold high temperatures to get a good sear on meats and do long braises overnight."

And rather than simmering stocks all night over an open flame, Cho is able to slowly cook his many pork, chicken and beef broths in the oven, where the humidity makes for a cleaner, more flavorful concoction. "We do a lot of broth work, so it's super helpful," says Cho.

Rather than setting a series of timers and rotating dishes within the oven as with a conventional unit, Cho pushes one button on Eloma's unit and it is ready to go for the entire night. "This was especially awesome in the early days, when our restaurant had limited staff," he says. "It has cut down on labor and made things easier." The oven also provides easy cleaning with the push of a button.

"Chef Peter can smoke in it, too; it's so versatile," says McGraw. "Instead of having a convection oven, the Eloma combi and a six-burner range can do anything that's needed. And this being a smaller kitchen, Chef Peter has versatility he didn't have before."

Although Cho has plans to update Han Oak's equipment within the next year, the Eloma Genius^{MT} 6/11 will retain its rightful spot as the workhorse of his kitchen.



Eloma's Genius^{MT} 6/11 can cook everything from steamed sweet potatoes to salt-baked pork bellies.

Rather than setting a series of timers and rotating dishes within the oven as with a conventional unit, Cho pushes one button on Eloma's unit and it is ready to go for the entire night.



Han Oak is a Korean-American family restaurant in Portland, Ore.



Reaching Hearts and Minds, One Cup at a Time

Making Coffee, Changing Lives

Bitty & Beau's Coffee in Wilmington, N.C., is just your average neighborhood coffee shop. That is, if your neighborhood coffee shop has been featured on "The Rachael Ray Show," "The Today Show" and "Good Morning America" and in People magazine. And if your neighborhood coffee shop has nearly 60,000 Likes on Facebook and attracts visitors from around the world. And if your neighborhood coffee shop gives people with developmental disabilities an opportunity to build

their skills and self-confidence by giving them employment. Quite simply, Bitty & Beau's Coffee is unlike any other coffee shop.

The Idea

Bitty & Beau's founders Amy and Ben Wright married 23 years ago and are the parents of four children. The two youngest children, Beau, 13, and Bitty, 8, have Down syndrome. "We feel like we've won the lottery twice," says Amy Wright. But for the parents of children with special needs,

she adds, "You're kind of thrust into this world where you have to advocate for them."

This is particularly true when it comes to employment opportunities, which Wright says is an area where society really falls short. "Right now, the unemployment rate for people with intellectual and developmental disabilities is approximately 80 percent," she says. "So it's really staggering how this minority of people — and it is the largest minority in the world, people with intellectual disabilities — [has] just really been in the shadows." Even though Bitty and Beau aren't old enough to join the workforce yet, having options available to them became an important issue to the Wrights, and they knew they had to address it in some way.

From this concern sprang the idea for Bitty & Beau's Coffee. "We've been advocating for 13 years," Wright says, "but the idea to create a coffee shop seemed like the perfect formula for not only creating jobs for people with disabilities but also for bringing people together and allowing typically developing people to spend some time with people who have disabilities."

Idea into Reality

The Wrights opened their first shop, originally known as Beau's Coffee, in January 2016. They started in a 500-square-foot location but six months later moved into a 5,000-square-foot store, which had been donated to them by a family in Wilmington. "When we did that, we renamed it Bitty & Beau's Coffee because it was Beau's birthday and he wanted his sister's name on the sign, too. So it made perfect sense to us."

From the outset, the Wrights were determined that the store be staffed with employees with developmental challenges, and so they put the word out on social media. "We needed to create as many jobs as we could. We said, 'Come learn about what we're about to do. If you need a job, come learn about what this opportunity looks like,'" Wright says. "There were no pre-qualifications. It was just 'bring your best attitude and your willingness to learn, and we'll find a job for you.'" The store started with 19 employees



and now has grown to a staff of 40, who have disabilities ranging from autism to cerebral palsy and “some who just don’t even have a diagnosis but have an intellectual disability,” she says. A staff of typically developing managers supervises the workers.

Although Wilmington already had its fair share of coffee shops, the one thing that sets Bitty & Beau’s apart is its emphasis on customer service. The shop has no drive-thru, so it’s not the ideal place for the in-the-car, grab-and-go coffee drinker. “We believe that people come here for the experience, and so we’re really focused on customer service,” Wright says.

The uniqueness of the Bitty & Beau’s experience has paid off, bringing in customers not just from the area but from around the world. Wright notes that soon after the store posted a United States map to pinpoint where their visitors were coming from, the perimeter of the map was covered with notes marking that guests were coming from other countries. To keep up with that demand — and to employ as many people as possible — Bitty & Beau’s is open from 8:00 a.m. to 5:00 p.m., seven days a week.

A Media Explosion

One of the ways those out-of-town visitors found out about Bitty & Beau’s is through the extensive media coverage the coffee shop has received. Shortly after their first social media posting in 2016, Bitty & Beau’s was contacted by “The Rachael Ray Show.” A few weeks later, the Wrights were guests on the show, and after a second visit to the show, Bitty & Beau’s was named “the official coffee of ‘The Rachael Ray Show.’” We ship our coffee to her as needed, and they serve it on the set there in New York,” Wright says. Further media attention followed. “The Today Show” and “Good Morning America” have both done segments on the store. Amy Wright guested on Harry Connick Jr.’s talk show and was named a CNN Hero in June 2017.

But the recognition extends beyond the Wrights. The employees of the store are treated like “celebrities when they’re out and about,” Wright says. “People stop them and ask for their autographs or take pictures. They’re very famous.”

One of the more unexpected benefits of the media coverage has been the fact that the store helps give hope to families with young children with disabilities. “We get a lot of families who have newborns or young children with

disabilities who come here to witness it and, I believe, to get some hope for their child’s future,” Wright says. “Unfortunately, a very dismal picture is sometimes painted when a family welcomes a child with special needs into the world...but I think when they come here and they can see into the future a little bit and see how capable these individuals are, it gives them hope.

“When you see those families come with their young children, that’s some of the best interactions that happen. We give out Future Employee buttons to these kids who come in to just kind of plant the seed that someday they could work here,” she says.

Success

A small part of the success of Bitty & Beau’s can be chalked up to the fully automatic Egro Zero espresso machine. With its easy, touch-screen operation, the Egro Zero produces a perfect cup of coffee time after time, which allows Bitty & Beau’s to focus on their customer service. “With a little practice, everybody’s been able to master how to use the machine,” Wright says. “We’ve been very happy with it. It takes the coffee-making part of the formula out of the picture in that it’s a consistent product. We never get complaints about it. It is delicious, and it allows our employees to focus on the customer service. It’s been a very vital part of our success.” Rancilio is pleased to be able to play a role in Bitty & Beau’s success. Chris Gittens, Regional Sales Manager for Rancilio Group North America, calls it “the most inspirational story that I have come across in my 20 years in the coffee industry. I, and Rancilio, are grateful to be a part of it.”

Bitty & Beau’s next phase is a new store in Charleston, S.C., which opened in November 2017. Whereas the Wilmington store is tucked away and hard to find, the Charleston shop is right in the city’s historic district. That means that they’ll be getting more foot traffic, spreading their message beyond just those patrons who actively seek them out. “Our mission — changing the way people feel about people with intellectual disabilities — is, I think, just going to skyrocket in a scenario like that because people from all over will just kind of happen upon us,” Wright says. The Egro Zero is in Bitty & Beau’s Charleston



location, too; both machines were supplied by Kaldi Gourmet Coffee Roasters of Wilmington.

While the mission of Bitty & Beau’s may be to serve a great cup of coffee and employ individuals with developmental challenges, the greater goal is to change hearts and minds. Allowing employees “to have that sense of identity, to build up their confidence by being



The easy-to-use Egro Zero espresso machine produces a perfect cup of coffee every time, allowing the Bitty & Beau’s team to focus on customer service.

successful in the workplace — it really carries into every aspect of their lives,” Wright says.

To Amy Wright, “The coffee shop is really about giving people a chance to come together and form new perspectives about people with intellectual disabilities. When that happens, people’s perspectives change, and opportunity will flow from that.

“I believe this place has transformed lives.”

Equipment and Analysis Help Osceola Schools Outperform

Process analysis is an important part of a school foodservice program.

To the average restaurant, a busy night might mean serving 300 or 400 guests. In the world of school foodservice, however, the phrase “high volume” means something totally different. It often means serving thousands — or even tens of thousands — of meals once or twice a day to one of the most demanding group of customers anywhere: children. Not only that, school foodservice directors must negotiate a labyrinth of constantly changing government regulations, often with shrinking budgets.

One of those school foodservice directors who’s facing daily challenges and winning is Rae Hollenbeck, Director of School Nutrition Services for the School District of Osceola County, Florida. Hollenbeck’s district covers 45 public schools and 17 charter schools, K-12. Total enrollment in the district is about 62,000 students. On an average day, Hollenbeck’s department serves about 23,000

breakfasts and 42,000 lunches. In 2014, her department won the Innovative Idea Award from the Florida School Nutrition Association for a serving-line system established at one of the district’s elementary schools.

For Hollenbeck, the key to running a successful school foodservice department is continual examination of processes to find ways to improve. “We try to look at all our processes on a regular basis and see the things that are working,” she says. “Can they work better? The things that aren’t working — how can we fix them?” Hollenbeck is a big proponent of the Six Sigma process evaluation and improvement system used by major corporations.

Hollenbeck and her staff are continually looking at what other segments of the foodservice industry are doing for ideas that might be transferrable to the Osceola schools. Fast-food restaurants and even gas stations are wellsprings for ideas to Hollenbeck. For example,

after admiring the way one of the big gas station/convenience store chains was merchandising its food, she and her staff went to the NAFEM Show in Orlando, found a similar unit and had it reconfigured for use in her schools.

Another idea Hollenbeck lifted from retail was the idea of packing food in plastic-sealed packages. Fresh fruits and vegetables work especially well in this packaging, she notes. “We make the salad right there in our schools, put it in little containers and seal it up,” she says. “We’ve found that our fresh salads last two to three days longer than ones that are just in a little soufflé

cup with a lid on it.” It also helps her increase food safety “because kids are kids and they don’t do nice things with food all the time,” Hollenbeck says. “I’ve seen children pick up fresh fruit, like an apple, from a serve line, play with it and then put it back in the line.” The packaging has significantly increased participation, perhaps because the packaging makes the children feel “that none of the lunch ladies have touched it,” she laughs.

Equipment Efficiency

Every foodservice operation relies on equipment to produce its products, but nowhere is that relationship more critical than with school foodservice.



Above: A serving line at Poinciana High School in Kissimmee, Fla.

Right: Victory equipment in the Poinciana kitchen.

“Our segment of foodservice is one of the most unique because we feed so many customers in such a short amount of time,” Hollenbeck says. Prep for lunch service at the schools may start as early as 7:30 or 8 a.m., and it’s critical that “we have equipment that can hold the quality of the food,” she adds.

Most of the Osceola high school campuses have the “open campus” system, which means that students can go off-campus, usually to one of the local fast-food restaurants, if they don’t like what’s being served. “That’s why we look for equipment that will help us with our quality and presentation and to make it look attractive to students,” Hollenbeck says.

Hollenbeck chose Victory Refrigeration products to help her schools display and serve food efficiently. This includes the RS series of refrigerators and the HS line of warming



cabinets. Designer Tom Galvin, FCSI, of the Galvin Design Group recommended Victory air curtain refrigerators, she says, adding that “it’s really good to have a great business partner like Tom who’s always looking for things for us.” Rachel Keith, Director of Sales and Consultant Services for Victory, adds her thanks to Galvin for “recognizing the advantages of Victory Refrigeration and specifying us for Osceola School District. Galvin and Osceola School District have been longtime supporters of the brand, as Victory

Refrigeration is able to combat extreme humidity and ambient conditions.”

Darryl and Laura Schultz of Food Equipment Sales and Marketing Agents (FESMA) in Orlando were the sales reps on the project. The Osceola schools like the Victory air curtain refrigerators, says Laura Schultz, “because it will give them 45 minutes worth of having the door open. That gets them through the lunch period where they don’t have to worry about opening and closing doors repeatedly. It saves them extra steps and extra time.” The units allow

fed, it’s not cost-effective to have a fully equipped kitchen producing food. “We don’t have a central kitchen here in our district, but I look at the industry and see how much more efficient a central kitchen can be,” she says. To that end, initial research is being done to see if the district can support (and afford) a central kitchen.

Like every school foodservice director, Hollenbeck must keep her eyes on ever-changing government guidelines, student food preferences, tight budgets and quality food production with tight timelines. “Most



Left to right: Lacey Galloway, Nutrition Specialist; Pam Brown-Scott, Cafe Manager; and Rae Hollenbeck, Director of School Nutrition Services.

of our high schools have one hour in which everyone on campus eats,” she says. “So we try to do everything we can to speed up our lines to get the children through in an efficient manner.”

The Future

In doing her constant process analysis, Hollenbeck realized that moving toward a centralized kitchen operation might make sense. In the case of some of her smaller schools, where only 400 or 500 children may be

ALADDIN

A Half Century of Innovation

This year, Aladdin celebrates 50 years of creating products that have changed the way food is heated and delivered. Here's a look back at some of Aladdin's milestones over the past half century.



1968

Aladdin introduces a revolutionary new meal-delivery system: the insulated tray. It keeps hot food hot and cold food cold.

1977



Insulated bases and domes combined with china not only keep food hot but also provide patients with a more home-like meal presentation.

1978

1995



The revolutionary Heat On Demand® system is the healthcare industry's first pellet-based induction heating system.

1988



Temp-Rite® II Excel®. The next generation of Cook-Chill meal rethermalization.

Temp-Rite® II Cook-Chill technology enables hospitals to prepare meals in advance, hold them chilled and then rethermalize inside a refrigerator, using conduction heat.



2003

Aladdin moves to a new manufacturing plant and headquarters in Hendersonville, Tenn.



New Insul-Max™ solid-core heated bases keep hot food hot for more than an hour.

The Convect-Rite III® system uses patented airflow technology to combine precision convection heat and simultaneous refrigeration to rethermalize meals.



2004

Aladdin's Heat On Demand Ultra® is the first induction heating system to maintain hot-food holding time for 60 minutes or longer.



2005



Aladdin introduces lightweight room service delivery and retrieval carts with a small, space-saving footprint.

2008

New Premium Series Meal Delivery Carts are made of strong, lightweight stainless steel with a beautiful, upscale design and provide quiet delivery of patient meal trays.



2009



The Ready-Chill® cold food system keeps foods served chilled, like fruit, salads and sandwiches, cold and tasty for up to an hour!

2012



The revolutionary Heat On Demand Advantage® is the first induction heating system to eliminate the need for a preheated plate and dish heater for a hot-food holding time of more than 60 minutes.

2016

The Heat On Demand Advantage® RS features a smaller, more compact footprint with no preheated plate or dish heater needed.



2017



The CR3® INSIGHT adds an intuitive, full-color touch screen controller for flexibility and precise control. Features include auto-dock and 24/7 real-time system access.

ELEVATING ICE MAKING to a New Level

There are three major issues — you can even call them “megatrends” — that are affecting every foodservice establishment with an ice machine. In developing their new Elevation Series of icemakers, Ice-O-Matic took a long, hard look at these megatrends and came up with solutions that are innovative and cost-effective.

The first trend is the new energy efficiency standards mandated by the U.S. Department of Energy that go into effect in January 2018. The second issue of concern for ice machine owners is one that’s less obvious. Scott DeShetler, Director of Marketing for Ice-O-Matic, says, “We’re losing close to 40,000 HVAC-R technicians a year in this country. If you’re losing 40,000 technicians a year, it’s pretty certain that your cost for a tech is going to go up, your wait time for a tech is going to go up and the experience level for a tech is going to go down.” Finally, food safety is a growing issue for all foodservice operators, and since ice is food, after all, anyone with an ice machine has to be concerned with safety issues.

Those three important megatrends were the driving forces behind the design of Ice-O-Matic’s innovative new

Elevation Series of ice machines. The design process started with research and development in 2015. After determining what the basic features of the machines would be, they went through a number of strenuous tests, says Bill Smith, Laboratory Manager and Refrigeration Engineer for Ice-O-Matic. “We ran the machines through a battery of different ambient conditions and different water temperatures, trying to cover the range of conditions the unit’s going to see out in the field,” he says.

The energy consumption of the Elevation Series meets or exceeds all DOE standards, but what really sets it apart is the way it addresses those other two megatrends. Servicing the machine is now easier than ever before. A series of colored lights indicates to the operator if the machine is running, stopped or needs cleaning. The machine’s internal design makes for easier servicing, too. “The water pump is mounted bayonet-style,” DeShetler notes. “It’s a quarter-turn, unplug two wires and you can drop the water pump out. We’ve got a forward-facing evaporator, which allows very simple access for the operator to go in and wipe down the machine to make sure it’s clean on the inside.” A proprietary dual-exhaust design features vents on both the top and right side of

the machine. If, for example, the side vent is blocked, the machine can continue to produce ice without burning up the internal mechanism.

The food safety innovations of the Elevation Series are also light years ahead of other machines. The “food zone,” where the ice is produced, is all plastic, making it light, durable and easy to clean. “All of the parts in the food zone that are removable are dishwasher safe,” DeShetler says. “There are no tools required; they’re snap-in or pressure fitted. Pull them out, throw them in the dishwasher, clean them and put them back in.” That means almost anyone in the restaurant can clean the machine, alleviating the need for expensive tech calls at cleaning time. What’s more, the Elevation Series only takes 65 minutes to clean compared with nearly two and a half hours for competitors. “If techs are harder to find and more expensive,” DeShetler says, “you’re going to want to be able to save that time when cleaning the machine.”

All in all, there are more than 20 innovations in the Ice-O-Matic Elevation Series ice machine, making it, as DeShetler says, “the most up-to-date, innovative machine on the market today.”

SANITATION MADE EASY WITH THE O₃-MATIC SYSTEM

“Funny-tasting” ice. Mold or mildew in the ice bin or dispenser. Those headaches are gone with the new O₃-Matic Ozone Delivery System from Ice-O-Matic. The O₃-Matic System features an ozone-sanitizing technology that significantly reduces bacteria growth throughout the entire ice path, from ice machine to bin or dispenser. With this system, water is used to distribute the ozone, which sanitizes the ice machine more effectively. And the ozone in the ice helps keep the bin or dispenser clean as well.

The O₃-Matic System is a triple threat. First, it disinfects the ice machine, dispensers and bins. Second, it disinfects bacteria that’s out of sight. Finally, it disinfects in cloudy (high-turbidity) water. No other sanitation system — ultraviolet systems, ozone gas or carbon filters — can do all that.

The O₃-Matic System will help you serve the freshest-tasting beverages to your customers while also helping you keep maintenance costs low.



TOP-SHELF STORAGE IDEAS

Metro's panel of experts discusses the latest trends in shelving and storage.

For every type of foodservice operation, storage and shelving is an absolute necessity. But there's more to it than just "putting things away." We asked the experts at Metro to give us their thoughts on some of the trends and issues involved with shelving and storage.

How is the trend toward "shrinking" kitchens forcing operators to rethink their shelving needs?

Gerry Kenlon, Global Director, Strategic Accounts: As footprints are shrinking and operators are co-branding while menus are constantly evolving, vertical storage capacities are becoming more and more critical. In addition, having accessible storage is paramount as the goal becomes achieving high-density storage capacity in a contracting space.

Rob Kaluzavich, Senior Product Manager: Shrinking kitchens and evolving menus with many fresh food items drive the operator to think beyond conventional four-tier free-standing shelving. Shelving must not only help them store supplies but must

complement their prep and warehousing functions to make the operation more efficient. Smaller kitchens force the operator to configure efficient prep spaces with additional nearby storage so their staff can be effective: not having to walk long distances to grab something or not bumping into other staff in busier times. Often overlooked storage space is on the walls above prep tables and sinks and below prep tables or service counters. Wall-mounted productivity systems keep prep areas clutter-free by providing organized storage within reach. And shorter shelving units below prep tables and counters can give the operator quick storage access.

Is the trend toward "open kitchens" having an effect on the way restaurants have to store their food?

Jim Dube, Product Manager, Foodservice: From a holding cabinet perspective, aesthetics and the visual appeal of the equipment need to appeal to restaurant patrons if the equipment will be on display or seen in use. The curb appeal of the equipment

is becoming more important to many operators with open-concept kitchens.

RK: Operators must consider how their prep space looks to the customer. The space must be clean and free of clutter.

GK: As walls tend to disappear with an open kitchen, it is even more critical to look at ways to maximize available vertical storage as traditional storage space is lost. This can be accomplished using a number of methods, from high-density storage systems to inexpensive productivity accessories such as bins, totes, dividers and label holders. These are what truly maximize organization.

What trends are you seeing overall in terms of shelving and/or transport?

RK: More operators understand the value of durable, easy-to-clean polymer shelving with removable shelf mats, especially for areas that tend to need frequent cleaning or are exposed to tougher wet conditions — typically walk-in coolers, freezers and areas near prep. Polymer shelving

lasts longer than wire epoxy-coated shelving in these environments, and it is much easier to incorporate a cleaning schedule for polymer shelving into a HACCP program.

GK: The single most common goal is getting more capacity and goods at point of use. This drives down labor and delivery costs while improving inventory control.

JD: Ergonomics. When transporting, the handles, weight, and proper casters are key to helping move lots of food ergonomically and efficiently. Operators who transport want to move as much hot or cold food as possible at once while maintaining a safe work environment. The easier the equipment makes it to move food, the more they can concentrate on other aspects related to the product they are selling to their customers, which adds value (such as food quality, enhanced presentation and service) to their customers.

What are some of the things that operators forget to take into consideration when purchasing storage or transport equipment?

GK: There are those who think that shelving is just shelving and storage is no big deal — until they don't have enough capacity to support their model. Forward-thinking operators understand the impact on operations, cost, employee satisfaction and profitability when it comes to designing storage and process systems for the specific environment in which it is utilized. Designing storage and process centers based upon application-based solutions truly maximizes cost, productivity and efficiencies.

JD: When moving hot or cold food in bulk, there are many different products designed for different situations. Some need to feed hundreds or thousands of people at a time while others might feed 30 or 40 people, which typically requires a different transport product.

Second, understanding capacity is critical to getting the food where it needs to be on time, keeping it safe, and keeping it appetizing. Combine this with keeping employees safe, and this

is where more ergonomic products can help operators balance those competing needs. If the product is too big, then it will be difficult to move. If too small, they will not be able to move as much food as they need. If they go a lot bigger than they need and have empty space inside the cabinet or carrier, then they can be sacrificing food safety and quality. The best practice is to keep a cabinet or carrier loaded with as much food as possible to help it maintain appropriate temperature levels.

How can Metro help operators do their jobs better and stay on top of these trends?

JD: Metro has a full line of thermal holding cabinets with multiple transport platforms to choose from, which helps operators decide on the right product for their application at an appropriate price point. Additionally, Metro has a few unique cabinet platforms with Insulation Armour that integrate polymer and sheet metal to improve aesthetic appeal as compared with a basic-appearing sheet metal product. They also have the added value of built-in handles and bumpers, which are critical in mobile applications. And Metro's new MightyLite ultra-lightweight insulated pan carriers are great for transporting food. They're 60 percent lighter than traditional carriers. Couple that with an ergonomic eight-handle design, and MightyLite makes lifting and carrying food to off-site locations a lot easier.

GK: Metro, which pioneered storage optimization, has a field staff certified in their proprietary ESP (Enhanced Space Productivity) protocol and who are uniquely qualified to help design application-based solutions and provide improved efficiency, productivity and profitability based upon an operator's unique requirements.

RK: Metro listens to the operators' needs. We can anticipate their future needs based on our experience putting space to work, and we can customize a solution to fit their needs from our breadth of products.



Gerry Kenlon, Global Director, Strategic Accounts



Rob Kaluzavich, Senior Product Manager



Jim Dube, Product Manager, Foodservice

ICE MADE EASY WITH KOOLER ICE AND SCOTSMAN



For years now, whenever you've needed extra ice for a party or summer outing, there's been only one way to get it: Take a trip to the local grocery or liquor store. Pull some ice that's who knows how old out of the cooler. Stand in line to pay for it. Smash the bag on the ground repeatedly before serving to break up the Arctic-sized mega-chunk of ice that's in the bag. But now, a company called Kooler Ice, with some help from Scotsman Ice, is revolutionizing the way ice is delivered to consumers.

In the early 2000s, Co-founders Jeff Dyson and Kerry Seymour were working in the forestry

industry. Seymour had designed several products in the industry and Dyson set up distributors to sell them. As Dyson explains, "Kerry's an inventor. He's one of those guys who always has a new idea." Around 2004, Seymour had seen an ice vending machine and thought the concept was intriguing, even though the currently existing machine was problematic. "It was just too big," Dyson says. "It was a great big structure, 24 feet long and 8 feet wide." Seymour thought the key to success would be to develop a self-service ice machine that was smaller, one that could be located in front of a grocery or convenience store.

From the start, however, Seymour and Dyson knew that the traditional model of ice delivery — one that's been around for a century or more — was basically flawed. Ice is produced in centralized plants and then trucked to the retailer, which can be 50 or 100 miles away. Once the ice is offloaded to the retailer's freezer, the quality of the ice can deteriorate. The chance for spoilage increases, and as the ice sits, it can take on "off" flavors.

Dyson and Seymour were determined to avoid this, and their solution was to make, store and automatically bag fresh ice, on demand — in a completely labor-free, coin-operated kiosk. Enter

Scotsman. Seymour investigated all the major commercial icemakers for use in the Kooler Ice kiosks, and "he concluded from a design standpoint that the Scotsman design really fit our product the best at that time," notes Dyson. "He felt that the Scotsman icemaker was the best product compared with some of the other commercial icemakers." The heart of the Kooler Ice system is a Scotsman ice machine inside the kiosk, which allows fresh ice to be made in seconds automatically and deposited

seem like a redundant sale, Kooler Ice even shipped six units to Alaska in 2016. They were retrofitted with a special cold-weather package so they could withstand the brutal Alaskan temperatures.) Since some of the Kooler Ice kiosks house more than one icemaker, that means there are nearly 1,600 Scotsman icemakers in constant usage around the world.

Keeping track of all those machines and ensuring they work consistently is a big job, but it's one that's made easier

The customer always has ice that is fresh, clean and separate — never clumped together.

directly into a bag. So the customer always has ice that is fresh, clean and separate — never clumped together.

By 2007, the pair had a prototype machine created, which they tested at the Georgia National Fair in Perry, Ga. "Everybody loved it," says Dyson. "We said, 'We've got something here.'" With the recession taking a major bite out of the forestry industry, the two closed their forestry products company and dove full time into the ice kiosk business — and never looked back.

The Kooler Ice concept, anchored by the Scotsman machine, took off. Since that first machine at the fair in 2007, the company now has placed more than 1,200 machines in 43 states, Canada, the Bahamas, Martinique and

Australia. (In what might

with Scotsman technology. An advanced diagnostic control board in the icemaker constantly sends information to Kooler Ice headquarters. "Now we take that information off the icemaker itself and relay it to our iPhone app and our online Kooler Ice portal monitoring system," says Dyson. "It allows our owners to see exactly what's going on with that icemaker at all times. If you have a problem with your icemaker and it needs service, we can get the service person out there before you actually run out of ice." The strength of the Scotsman after-sales and support network was another key reason why Dyson and Seymour chose Scotsman for their kiosks.

The reliability and ease of usage of the Kooler Ice machines has broadened its market beyond traditional grocery, liquor and convenience stores. Dyson says

that they have made numerous sales to entrepreneurs who buy the machine and go out and find a location on their own. That has led to Kooler Ice machines being placed at such unorthodox locations as marinas and car washes.

But the many advantages of the Kooler Ice concept make it appealing to the more traditional locations as well. "It's a lower-cost alternative than buying ice from a packaged ice delivery system," Dyson says.

Labor costs are reduced because employees don't have to unlock the machine every time a customer wants to make a purchase. Finally, there's no problem with spoilage, theft or running out of ice — an important factor at peak ice-purchasing times, such as long holiday weekends.

Building an ice machine that can stand up to the rigors of usage demanded by the Kooler Ice kiosks has broader benefits for all Scotsman customers. "The partnership with Kooler Ice has been an informative learning experience for Scotsman," says Jeff Biel, Director of Marketing and Product Development for Scotsman Ice Systems. "We strive to make our ice machines for the environment they are used in, and with the data we have received from the Kooler Ice application, we have been able to build even more robust ice machines, which benefits all Scotsman customers.

"With their 24-hour-a-day ice-vending machines, Kooler Ice's application breaks the mold," Biel adds.

www.scotsman-ice.com

Numerous sales have been made to entrepreneurs who buy the machine and go out and find a location on their own. That has led to Kooler Ice machines being placed at such unorthodox locations as marinas and car washes.



Ali University Sessions Held at Ali Group Headquarters



The Ali Group headquarters in Vernon Hills, Ill., again welcomed dealers, designers and consultants to Ali University. A number of Ali Group companies participated in these two-day educational sessions, which were held in July and September 2017. Speakers discussed a number of topics, such as the latest trends in the foodservice industry, to keep the participants up-to-date on what they need to know to be successful in their business.

The Ali University sessions demonstrate our ongoing commitment to delivering value to our customers. By partnering with them to provide more than just high-performing products, we become a partner in their success.



ICE-O-MATIC HOLDS FOOD SAFETY SEMINAR

Food safety is vital to every foodservice operation. Whether it's a white-tablecloth restaurant or a chain QSR, hospital kitchen or school commissary, food safety is a critical concern. For that reason, Ice-O-Matic held a Food Safety and Sanitation Seminar at the Pepsi Center in Denver in June 2017.

Approximately 50 foodservice executives, including representatives of some major chain restaurants, attended the seminar. The seminar started with Wayne Lieberman of Franke Solutions discussing casualties of foodborne illness. Jonathan Brania of Underwriters Laboratories (UL) spoke on robotics, resource management and food safety. Laura Hawkins of NSF International discussed keeping beverage lines clear of bacteria, and Sciessent's Stephen Cunningham talked about bacteria and maintaining clean surfaces.

Additionally, attendees could browse booths exhibiting products and services related to food safety. A number of Ali Group companies exhibited products, including ACP, Beverage-Air, Champion, Eloma, Ice-O-Matic, Moffat, Metro and Victory.

"Food safety continues to be of paramount importance in the restaurant equipment industry," says Scott DeShetler, Ice-O-Matic Director of Marketing. "Ice-O-Matic is pleased to have the opportunity to provide this forum. We are committed to innovations that make sanitation of ice machines easier and part of the normal routine in any kitchen, hotel or school."



Left: Daniela Lince Ledesma of Medellin, Colombia, with her third-place creation, Amor-Acuyà.

Below: Angelo and Giuseppe Lollino and Ali Caine Hung of the Massa Cafe Italiano, Vero Coffee & Gelato and Campanella Cremeria in Elmwood Park, Ill., with their creation, Cocco Sogno.



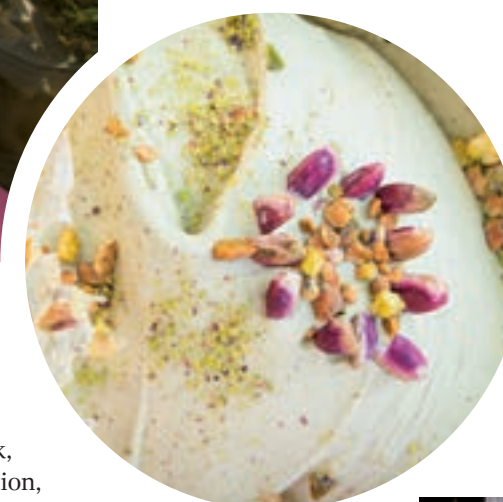
“What a fantastic four days...full of passion, full of love for gelato, our product.”

Achille Sassoli, Director, Market Development,
Carpigiani Professional/Director, Gelato World Tour

Tammy Giuliani of Ottawa's Gelateria Stella Luna Gelato Café received a Journalist's Special Mention award.



The Americas Dream Team Takes Bronze at Gelato World Tour



The “Dream Team” of gelato makers from North and South

America participated in the Grand Finale of the second annual Gelato World Tour in Rimini, Italy, in September 2017. Daniela Lince Ledesma of Medellin, Colombia, took third place with her creation, Amor-Acuyà, a combination of passionfruit and chocolate. Her gelato had previously taken top honors at the Americas East stage of the Gelato World Tour in Chicago in May 2016.

A special award was received by Angelo and Giuseppe Lollino and Ali Caine Hung of the Massa Cafe Italiano, Vero Coffee

& Gelato and Campanella Cremeria in Elmwood Park, Ill. Their creation, Cocco Sogno, a blend of coconut, white chocolate and vanilla, received one of the Technical Jury's Special Mentions. This team had placed second at the Chicago event.

Canadian Tammy Giuliani of Ottawa's Gelateria Stella Luna Gelato Café received a Journalist's Special Mention award for her gelato, Chocolate Bourbon with Candied Pecans and Maple Syrup. She had placed third in Chicago.

The World's Best Gelato award was won by Alessandro Crispini from Spoleto, Italy, for his Pistacchio. This take on the classic

gelato flavor used three varieties of roasted pistachios as its base, along with salt and Madagascar vanilla berries. The second place was awarded to Guido and Luca De Rocco from Germany for their Tribute to Venice, a grape sorbet with caramelized nuts.

The gelati were judged by a panel of 45 gelato experts, chefs and journalists from around the world. Over the three days of the event, more than 5,500 pounds of gelato were produced for the delight of more than 50,000 visitors in Rimini.



The World's Best Gelato award was won by Alessandro Crispini from Spoleto, Italy, for his Pistacchio.

The Gelato World Tour is sponsored by Carpigiani Gelato University and Sigep — Italian Exhibition Group. Main partners for the event are IFI, leading manufacturer of gelato display cases, and PreGel, the world's largest producer of ingredients for gelato and pastry.

Ali Group Has Major Presence at Host Milan Show 2017

Once again, the foodservice world gathered in Milan, Italy, for the biennial Host Equipment, Coffee and Food Exhibition (HostMilano) in October 2017. More than 187,000 attendees from more than 177 countries attended the fair, which showed the latest in foodservice equipment.

Forty-eight different Ali Group brands from around the world, as well as the Ali Group itself, exhibited at HostMilano in 29 booths covering nearly 50,000 square feet of exhibition space. Ali Group North America brands exhibiting at HostMilano included Amana/Menumaster, Belshaw Adamatic, Burlodge, Carpigiani, Edlund, Eloma, Ice-O-Matic, Metro, Moffat, Rancilio/Egro and Scotsman. At the Ali Group company booths, attendees were shown the latest in foodservice equipment to help them perform their jobs easier and more profitably.

As in recent years, the Ali Group hosted a reception for customers and invited guests. The party was held at the elegant, futuristic Central Congressi Stella Polare conference center in Milan. This party theme was “A Place to Be” and it certainly was, as more than 1,500 attendees sampled delicious food and drink and danced to music from a DJ. The guests were given a warm welcome by Filippo Berti, Chief Executive Officer of Ali Group, who introduced his father, Mr. Luciano Berti, Chairman of Ali Group and his wife, Mrs. Giancarla Berti. Filippo Berti then invited the assembled guests to join him in toasting Mr. and Mrs. Berti’s 50th wedding anniversary.

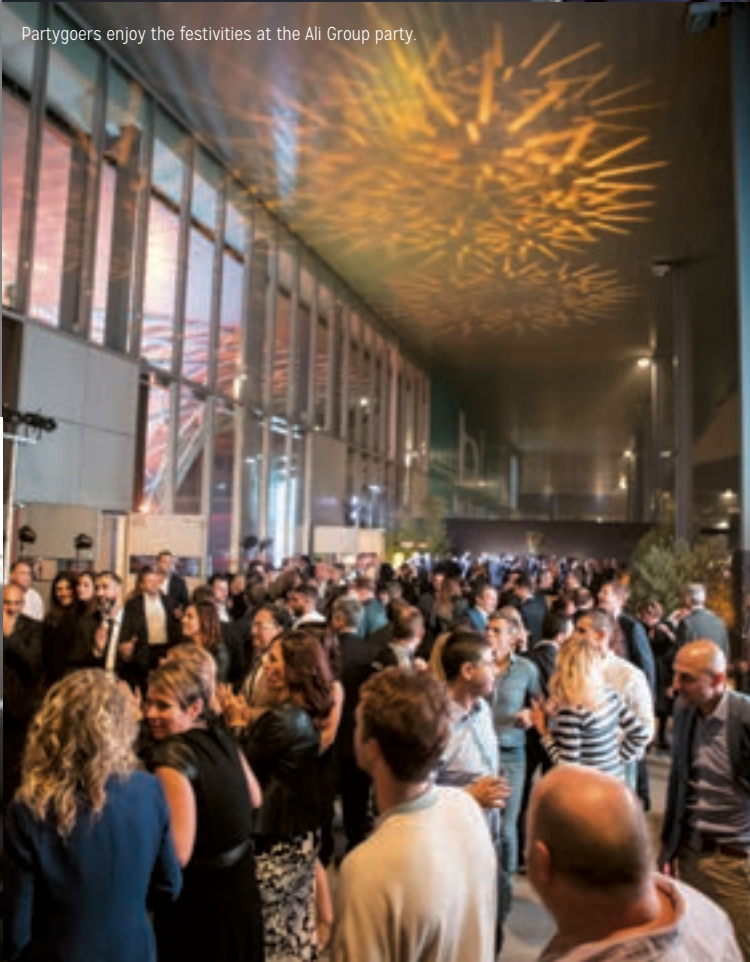
The HostMilano exhibition included more than 500 separate educational and informational events, including cooking demonstrations, technology displays and even art installations.



Left to right: Giovanni Inzaghi, former CEO, Comenda; Mr. Luciano Berti and Dave McCulloch, Owner, Hubbard Systems.



Left to right: Filippo Berti, Chief Executive Officer, Ali Group, raises a toast to the 50th wedding anniversary of his parents Luciano Berti, Chairman, Ali Group, and Mrs. Giancarla Berti.



Partygoers enjoy the festivities at the Ali Group party.



Left to right: Jose Nicho, Vice President of Sales – Latin America, Ali Group North America; Kristin Nicho and Kyle Elsom, Vice President, Engineering Services, Electro Freeze.



Tom Zebrowski of Walter Zebrowski Associates enjoys a beverage.



The futuristic Central Congressi Stella Polare conference center in Milan was the site of the party.



Brad Pierce, President, Restaurant Equipment World and Cathy Ellickson, Chief Operating Officer, PRIDE Centric Resources, Inc.



Mrs. Giancarla Berti and Mr. Luciano Berti.

Rob Geile, Vice President of Consultant Services, Ali Group North America (front row right), brings attendees in for a group photo.



Attendees enjoy a wide range of beverage choices.



Mr. Luciano Berti welcomes a party guest.



Penny Klingler, Executive Vice President of Sales & Marketing, Carpigiani North America, and Andrea Cocchi, Chief Executive Officer, Carpigiani Group.



Colleagues and acquaintances had a chance to catch up with each other at the Ali Group party.



Left to right: John Nackley, President & CEO, Metro; Michelle Nackley; and Jim Hanson, Best Restaurant Equipment & Design, Inc.



Left to right: Bill Izbicki, Middle East Sales Manager, HD Sheldon; Erica Chantel Chandler; Carla Chandler; and Frank Chandler, President, Belshaw Adamatic.



Antonella Da Ros, Executive Assistant & PR Coordinator, Lainox, and Ryan Blackman, Director of Marketing & Communications, Ali Group North America.



Mrs. Giancarla Berti and Mr. Luciano Berti welcome attendees.



Party hostesses await guests at the reception desk.



Music, food and drink are the order of the evening.



Smile for the camera!



Ali Group executives and dealers from Mexico and Peru (left to right): Trey Rios, Jose Nicho, Kristin Nicho, Sergio Peña, Francisco Pedroche, Celeste Pedroche, Manuel Samaniego, John Martin, Customer, Luis E. Núñez, and Jonatan Zagaceta.



Networking in a quiet corner of the party.



Mr. Luciano Berti thanks clients and employees for their continued support.



Smiling faces awaited guests as they entered.



Left to right: Patrick Nolan, Equipment Innovation Manager, Dunkin' Brands; Rich Vincent, International Equipment Manager, Dunkin' Donuts; Heather Kelley, International Equipment Manager, Baskin-Robbins; Jeremy Biser, Vice President, International Operating Systems, Dunkin' Brands and Frank Chandler, President, Belshaw Adamatic.



Party attendees share a laugh.



A good time is had by all!



Left to right: Mrs. Giancarla Berti, Mr. Luciano Berti and Alessandro De Blasio, Vice President, Sales & Marketing, Scotsman International.



A DJ provides high-energy music for the party.



Attendees take a break from partying for a photograph.

AROUND THE WORLD



PRAGUE HOTEL UPGRADES ITS BREAD WITH BONGARD

Near Prague's Old Town Square is the Hotel Josef, a 109-room boutique hotel. While the Josef offers all the amenities expected in a modern hotel – Wi-Fi, 24-hour concierge, trendy bar – it also offers one that most hotels don't. With the help of Bongard, the Hotel Josef has an on-site bakery where guests can watch the hotel's bakers create breads and pastries for their breakfasts.

In 2013, the hotel's Creative Director, Clémentine Amiraux, proposed the idea of a bakery in the hotel. "My boss thought I was a bit crazy," she says. "We have such a small kitchen. But I thought it would be amazing to have the baker stay during breakfast time so the guests can see it's our bread, made from scratch." She enlisted the help of a French baker and author, Nima Hemmat Azad, to design a bakery setup that would fit in the Josef's kitchen. Azad recommended a Bongard oven because, as he says, "For a successful bakery concept abroad, you need French flour, a French chef and a French

machine. That's why we work with Bongard. The three together give you a great product."

The Bongard system, dubbed the Bakery Lab, has been a runaway success, producing freshly baked croissants, pain au chocolat, bagels and madeleines for hotel guests. Combined with the hotel's breakfast buffet and juice corner, it provides guests with the ultimate in breakfast options.

"Today, if you want to distinguish yourself, you have to offer more: quality [and] emotion with the product," Azad says. "To see the production, to smell freshly baked bread, is a big plus for many customers." www.bongard.fr



MORE THAN JUST A BLAST CHILLER

Tecnomac introduced its new Chill Touch at the HostMilano Expo in October 2017. This multifunction machine is more than just a blast chiller; it's a completely customizable machine featuring an icon-driven touch-screen panel that can be password-locked for security.

Besides blast chilling, the unit features shock freezing, thawing, an ice cream function, and conservation settings. With its internal humidity control, it also includes low-temperature cooking and retarder proofing cycles. The Chill Touch comes with a core probe, optional USB recorder and optional O₃ ozone sanitation. Its patented DFC control system helps prevent ice formation on the Chill Touch's surface. The many functions and easy programmability make the Chill Touch the ultimate multifunction blast chiller. www.tecnomac.eu

COFFEE AND GELATO MAKE A DELICIOUS PAIR

Founded in 1987, Robert's Coffee is a family-run business of coffee shops in Finland and Sweden. A trip across the U.S. convinced founder Robert Paulig that this type of coffee shop could be popular in Scandinavia, although you might say coffee is in his blood. "Coffee has been the passion in my family since 1760, when my great-great-grandfather and the mayor of Helsinki, Anders Byström, founded one of the first cafes in Helsinki," Paulig says.

He studied the art of gelato making in Italy in 2015, after which he decided that gelato would be a good addition to his shops' menu. Working with Iceteam 1927 – Cattabriga, he opened Robert's Coffee Gelato Factory in downtown Helsinki in June 2015. He produces his traditional Italian-style gelato daily, using only the

highest-quality, freshest ingredients. While Paulig offers traditional gelato flavors such as lemon and pistachio, he also serves up such unique varieties as carrot cake, cinnamon, cloudberry (a local berry similar to raspberry or blackberry) and salmiakki (salty licorice). www.iceteam1927.it

A tasty creation is prepared at Robert's Coffee Gelato Factory.



IKEA CHOOSES DIHR HEAVY-DUTY DISHWASHERS

DIHR is already the dishwashing partner at some of retail giant IKEA's European locations, such as St. Petersburg and Rostov-on-Don in Russia and Malaga in Spain. When IKEA opened a new store in Köln (Cologne), Germany, the retailer chose DIHR again to provide its dishwasher. The new store serves between 5,000 and 6,000 meals daily, six days a week.

This heavy service is no problem for the DIHR heavy-duty, flight-type warewasher or bi-cord tray washer, which work in 12- to 14-hour shifts. Their heat recovery system features a built-in heat pump, and the turbo air-blowing system provides energy savings for IKEA. www.dihr.com

AROUND THE WORLD



GLUTEN-FREE BAKING WITH MONO

For delicious gluten-free baked goods, many English companies are now turning to Panini's. Since 1997, Panini's has produced a wide range of chilled and frozen food for such varied clients as Sodexo, commercial airlines and high-end national retailers.

Panini's owners, brothers Giovanni and Fabrizio Amieni, took notice of the increased demand for gluten-free products from airlines and retail operations. To help them produce their products, they turned to MONO Equipment. "We decided to go with MONO as they weren't interested in just selling us equipment, but were actively interested in helping us develop our knowledge and expertise in setting up the gluten-free bakery [and] in helping us develop and refine our new range," says Giovanni Amieni.

With the help of MONO Equipment, Panini's gluten-free bakery already meets the highest standards established by the U.K.'s celiac-disease and gluten-free research charity, Coeliac UK. And it has turned into a profit center, gaining a number of contracts from public- and private-sector clients. www.monoequip.com

Panini's chose MONO Equipment when it decided to invest in its new gluten-free bakery.



The Chef 850 Line offers total configuration flexibility through a range of over 150 operating modules.



PRODUCING HIGH-QUALITY PUB FOOD

In Great Britain, pubs have been known for years for providing good – but not spectacular – food. But the Fuller's chain of pubs is upping the ante by using fresh, local ingredients in dishes that are prepared by trained chefs. Whether it's a burger, meat pie or salmon, the Fuller's chefs produce meals that are as memorable as the Fuller's pints.

To accomplish this, however, the Fuller's pubs need cooking equipment that not only performs the task but can also stand up to the heavy production demands of busy times. Paul Dickinson, Director of Food for Fuller's Managed Inns, says that their criteria for selecting kitchen equipment is stringent. "Some of our kitchens work for 14 or 16 hours, and the kitchen has got to be fit for [that]," he says. Moreover, he says, Fuller's looks for equipment that is ergonomic. "The days of working in a dark, dingy kitchen are over. We want to create a pleasant working environment where the chefs can enjoy themselves." And since some of Fuller's pubs are located in older buildings that are of historic or architectural importance, the equipment has to be easily assembled on-site.

In some of his previous jobs, Dickinson became familiar with Ambach equipment, so it became the obvious choice for Fuller's pubs. "The equipment is durable, reliable and easy to clean," he says. "If you're going to work with a piece of [equipment] and do a couple of hundred covers of service, it has to hold up."

Ambach's Chef 850 line, which offers total configuration flexibility through a range of more than 150 operating modules, became the perfect solution for Fuller's. And special equipment, such as a high-performance fryer, has been especially designed for the pub chain.

Since 2013, Ambach has carried out approximately 60 installations (both full kitchens and individual pieces) across the 193-unit chain of Fuller's managed pubs. Fifteen more installations are planned for the 2017-2018 time period.

www.ambach.com



AROUND THE WORLD



COOKING ON THE HIGH SEAS

Restaurant kitchens aren't the only places that need professional-quality cooking equipment. For locations where space is tight, Silko has developed Evolution, a line of stylishly designed compact cooking units.

A leading luxury yacht company, Teckmar, has chosen the Evolution series for use on its yachts. In collaboration with Stable, a manufacturer of stabilized platforms, Silko has developed the Galéne stabilized cooking system. With this innovative technology, cooking can still be done even when waters are choppy. "There are no limits to the use of this range," says A. Cenedese, Brand Director for Silko, "thanks to the passion for our work and the possibility of research, which ensures we are part of the Ali Group."

www.silko.it

MOFFAT HELPS TRAIN AUSTRALIA'S CHEFS OF TOMORROW



The new facility, designed as a professional learning environment that replicates a commercial kitchen, has seven workstations with Waldorf oven ranges, Waldorf fryers, Waldorf salamander grills, Waldorf griddles and a Washtech AL8 dishwasher.



local contractor Bunzl, it was accomplished seamlessly. Steve Hehir, Queensland Sales Manager for Moffat, notes that it was a "challenge for us to deliver all the equipment in a limited time frame and take advantage of locally manufactured products. We prioritized the manufacturing of equipment at the factory level to meet the challenges." Some minor adaptations needed to be made to the equipment, such as placing four burners on the range instead

of six, to allow extra working space for the students.

Response from students and administration has been uniformly positive. "We are very satisfied with the Centre as a whole, and [the] equipment is extremely high quality," says Marquardt. "The students understand that they are learning in an exceptional facility, and their standard of work is reflective of this. The experience with Moffat has been exceptional."

www.moffat.com



COFFEE ON THE MENU AT U.K. PIZZA HUT RESTAURANTS

In North America, coffee and pizza don't seem to be a natural pairing. But for Pizza Hut restaurants in the United Kingdom, coffee has become a profit center and broadened the chain's appeal.

Along with a redesign of U.K. Pizza Hut units, there has been a refocusing of the chain's menu, moving it away from the lunchtime buffet and salad bar setup for which Pizza Hut has been known for years. New items, such as low-calorie flatbread pizzas and gluten-free pizza bases, have been added to the menu, and cocktails are being served in select restaurants.

Another component of the shift in focus has been the installation of Rancilio coffee machines in approximately 50 Pizza Hut restaurants in the U.K. Wayne Penfold, Procurement Manager for Pizza Hut, calls coffee "a growing part" of the chain's menu offerings. He joined Pizza Hut in 2015, and part of his responsibility includes procurement of all drinks from alcohol

to coffee. "Coffee continues to grow in the U.K., and the secondary marketplace — restaurants rather than coffee shops — is probably the biggest area of growth," he says.

Rancilio provides a model that fits the needs of each individual Pizza Hut location: the Classe 9 in larger stores, the Classe 7 with a tall version for to-go cups and the compact Classe 5 for smaller stores. Rancilio is adapting the Classe 5 model, adding a steam function. Touch interfaces on the machines make it easy for "non-barista" employees to produce perfect coffee drinks. Also, "an innovative steam wand — a Rancilio patent — allows the barista to easily heat and froth the milk," notes Andrea Mascetti, Commercial Director for Rancilio.

Mascetti says that while the Pizza Hut-Rancilio partnership is in the early stages, it will hopefully be a profitable one for both parties. "Our job started when we signed the agreement to supply the machines," he says. "I feel proud that Pizza Hut trusts us and our products."

www.rancilogroup.com



WAVY MACHINES SET A NEW STANDARD FOR LAUNDRY

The ADRZ Hospital in Vlissingen, the Netherlands, is putting a new spin on its laundry service with Wavy machines from Grandimpianti and partners Metos B.V. and Diversey Care. These efficient washing machines and dryers each have a capacity of 18 kilograms (39.7 pounds) and can handle mops, overalls and uniforms. They can also clean sponges and microfiber cloths used to sanitize operating-room areas.

The Wavy interface allows specific washing and drying cycles to be used. Additionally, profiles can be set for different types of linens. The machines have a cloud-based service called The Mind, which provides 24-hour management and monitoring.

www.grandimpianti.com

BREAD ON DEMAND BY ESMACH

The Climother® system from Esmach helps artisan bakers turn out a quality product consistently. Climother is a process devised, developed and patented by Esmach that allows management of the temperature, humidity and rising time of doughs made with sourdough starter. The rising of the dough is carefully maintained for as long as 12 hours so that bread can be baked at various times during the day. This allows for consistently fresh product to be produced and also means that smaller ovens can be used — a cost savings for any bakery. Climother is the first system that manages the process of baking with sourdough starter simply and profitably, which can lead to fewer work hours in the bakery.

www.esmach.com



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A GLOBAL LEADER

Ali Group is the largest, most diversified global leader in the foodservice equipment industry. An Italian corporation founded over 50 years ago, the engineering heritage and traditions of several of its companies stretch back more than 100 years and include some of the most respected names in the industry.

Ali Group designs, manufactures, markets and services a broad line of equipment used for commercial food cooking, preparation and processing. With 57 manufacturing sites, over 10,000 employees in 30 countries and 76 brands, it gives life to the most extensive product portfolio in the industry, operating in almost every hospitality and catering sector.

www.aligroup.com