

MOFFAT[®]

Connection

A NEWS BULLETIN FOR THE FOOD INDUSTRY

SPRING 2014



ADELAIDE EVENTS • THE BAKER'S OVEN • NEW PRODUCTS
FIT OUTS AND REFURBISHMENT • THE BEST EDUCATION

WELCOME TO THIS EDITION OF THE MOFFAT CONNECTION.

Welcome to the latest Connection. This September sees the debut of new technology that furthers our commitment to supplying quality products for your business.

We are excited to be once more at the Fine Foods show in Melbourne, and want to thank our partners there. We've many new products launching here and are excited to be continuously evolving and improving our brand range.

The much-anticipated launch of the new Convotherm C4 range is one such exciting development. These products will set the standard for combi steamer technology in the years ahead.

Since the last edition we have also exhibited in Chicago and Auckland. Both events provided us with the perfect platform to take new products and solutions to market. At both we were extremely happy with the industry support and positive feedback.

In other fantastic news we are on the move to a new location in Christchurch. It is now over three years since the horrific events of the earthquakes and the recovery is gaining momentum thanks to the great resilience and determination of the community.

Our new world-class facility is now complete and planning well underway for the move. Every effort is being made to complete this relocation without any interruption to our supply of products and we'll be at full production in the first quarter of 2015. As mentioned in the previous Connection, this significant investment by the Ali Group will future-proof our business for many years to come. It is an exciting opportunity for Moffat and our partners around the world.

We have also recently moved to a new home in Sydney, with expanded facilities to benefit our staff and customers here. After the redevelopment of Brisbane facility in 2013 the Sydney location gained similar investment with the increase of service, support, warehousing, showroom and training capabilities.

This has indeed been another year full of both significant challenges and opportunities. Considerable growth in the UK and USA markets, together with progress in all other markets, has enabled us to continue to develop our business. The Quick Service Restaurant market also continues to expand and present many opportunities for the Moffat Group.

The total commitment of all staff operating throughout the world continues to support the extensive network of strong partners and ensure our mutual success. Together with a range of high quality products and 24/7 post-sale service, this work provides our customers with the equipment and confidence to support and grow their own businesses.

Throughout our work, each and every day, we recognise this – that their success is our success. We continue to work with this success a key focus for our company.

Regards

Greg O'Connell
Group Managing Director



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ON THE COVER

Eat @ Dan and Steph's, Hervey Bay,
Queensland.



Convotherm 4

Designed around you

Because we listen to you, the new Convotherm 4 range has been developed around your needs in the kitchen. With two control-panel designs – easyTouch and easyDial - 7 capacity options, and 28 models to choose from, you will have the degree of control you need. Convotherm 4 has been re-designed, and brings a new benchmark in combi-steamer cooking.

Redefined: clear design meets functionality -

The new Convotherm 4 design is ideal for front-of-house cooking. Aesthetics are combined with a new dimension in intuitive operation and straight forward servicing.

The new standard in flexible, reliable cleaning -

Convoclean+ and Convoclean have been developed to deliver maximum flexibility with minimum consumption. Automatic cleaning means chemical contact is avoided.



Lower operating costs whilst helping the environment -

Every watt and litre count. Convotherm 4 stands for the requirement on energy efficiency and minimal water consumption.

Your cooking results in focus -

The Advanced Closed System+ (ACS+) offers perfection in the third generation. Delivering the ultimate in even cooking, with optimised results to your requirements.



CONTENTS

- 06 beyond conventional
- 08 co-ordinated effort
- 10 their kitchen rules
- 12 a baking delight
- 14 the home of sushi
- 16 european style
- 19 education and inspiration
- 20 grace, power and functionality
- 22 on with the show
- 25 a-grade refurbishment
- 26 exciting resource in the pacific
- 28 dedicated honours
- 29 our people
- 33 premium partnership
- 34 hey there georgie pie
- 37 passing the test
- 38 yce up to the task
- 40 down strange's lane
- 42 warming up in the country
- 45 streamlining service
- 46 we've got your back

NEW ROTEL VTL ADVANTAGE BAKERY OVENS

Rotel[®]
VTL ADVANTAGE

The new Rotel VTL is designed to be more energy efficient, faster and offers outstanding new features.

- VTL advantage - Variable temperature loading
- Touch screen controllers that operate with minimal staff input
- Individual chamber control display
- Automatic preheating of all decks
- Programmable time, temp, steam and top / bottom heat balance
- Automatic energy savings temperature set-back / idle



Now with icon menu control



ROTEL VTL ADVANTAGE MODELS

- R3M3D3S** 3 Deck 3 Split 12 tray Bakery Oven
- R3M4D1S** 4 Deck 1 Split 10 tray Bakery Oven
- R3M4DHC** 4 Deck High crown 8 tray Bakery Oven
- R33D3S** 3 Deck 3 Split 24 tray Bakery Oven
- R34D1S** 4 Deck 1 Split 20 tray Bakery Oven
- R34DHC** 4 Deck High crown 16 tray Bakery Oven



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THE CONVENTIONAL STANDARD

The Adelaide Convention Centre has provided exceptional service throughout a prestigious history. Now, with a required upgrade of its kitchen facilities a culinary meeting of minds has ensured the convention centre can go beyond the conventional.

When it first opened the Adelaide Convention Centre was the only purpose-built convention centre in Australia. Today it's a thriving tourist and events destination, catering for up to 4500 guests at any time and hosting around 650 events a year.

Executive Chef Tze Khaw has been at the helm of the kitchen for the past 15 years and has been working within the convention centre for the past 20. He manages a team of eight full-time chefs, four apprentices and a pool of around 40 casual kitchen staff.

"Every year is different, and every event is different," said Khaw. "We cater for anything from small, high-end private events to large corporate functions, school formals, charity lunches and much more. We also offer large-scale catering for events outside the centre - such as in corporate offices or universities."

Recently, when it came to upgrading the centre's ovens as part

of its third extension project, Khaw and his team performed an extensive evaluation of the market.

"When we were shopping around, we would send out a group of our pastry chefs to trial the equipment, and they'd get a feel for any machine we were considering buying. They would use a recipe that they were familiar with and see how the oven performed", he said.

"For us, the whole package needed to be correct. It was not just about the engineering of the oven, but also the way it operated, and the service levels behind it", he added. A panel of six centre executives then made the final decision. Khaw said Moffat "ticked all the boxes".

That Moffat's sales team included a professional chef who "understood the intricacies of the production kitchen and the importance of good execution" was also very important to Khaw.



IN THE KITCHEN

The sizable capacity of the convention centre demands balanced power and exceptional output. Providing such capability are the 22 Convotherm Combi Steamers now installed in the main kitchen and the two servery. Another three units are to be introduced in the Panorama Ball Room servery in the future.

According to Executive Chef Tze Khaw it isn't just the kitchen technology that has proven popular. Moffat's high service levels were a determining factor in the decision-making process. Now, with the installation complete, both companies are continuing the successful partnership.

"Like Moffat, we are committed to building rapport with our clients and partnering with them for the long term – not just a single event", he said. "Moffat are continually checking in and making sure we're happy. And that's really important to us."



GETTING READY FOR GAME DAY

When it comes time for the big game in Adelaide match-day punters demand coordination on and off the field...

Adelaide Oval is an iconic Australian sporting venue, having hosted both cricket and football games since colonial times. Today, the venue delivers more than forty days of elite sport and entertainment to more than 1.4 million spectators every year, and it attracts local, national and international visitors.

Enabling events on such a grand scale clearly requires extensive food and beverage facilities. The oval offers more than 2,000 dining spaces, as well as suites, the Audi Stadium Club, open boxes and BBQ terraces. The culinary offering ranges from takeaway pies and pastries through to fine dining with gourmet produce.

For Hamish Robertson, Executive Chef, his role is somewhat of a military operation. "My job essentially involves planning and logistics", he says. "I am always working around six months ahead of my chefs, creating menus and managing product development."

In a typical week his kitchens produce around 4,500 meals. During key sporting events this can increase to a staggering 9,000 meals. To provide such fare requires considerable human resources. During cricket test matches Hamish manages around 120 back of house staff, during football season around 70.

With such enormous capacity it is vital that Hamish's kitchens operate seamlessly and use the very best processes and equipment. When Adelaide Oval recently renovated their western stand they again turned to long-term suppliers, Moffat.

"When it came to the selection process, Moffat provided the best service and equipment", says Robertson.

"I have used Moffat for many years and I'm very comfortable with them", he says. "It's also nice to be able to work with a single type of equipment right around the venue."



Project supplied by Hill Equipment, Adelaide and KBR Commercial, Melbourne



IN THE KITCHEN

For Adelaide Oval it's about quantity, quality and consistency. Here the production kitchen, pastry kitchen and seventeen satellite kitchens are all equipped with the right balance of cutting edge technology to ensure quality food gets delivered on time, each and every time.

Between the different kitchens a large range of Moffat equipment is regularly put to the test. This includes four Convotherm Combi-Steamer ovens, six Washtech dishwashers and various Waldorf 800 equipment, including three gas griddles, three gas char-grills, bratt pans, a salamander, a six burner oven range and gas cooktops as well as a Turbofan convection oven.

There is also an impressive 127 fryers on site, including Moffat's Waldorf single pan gas fryers, and Viking cooking and mixing kettles. Nobody wants to be waiting in queue when the action's out on the field, and with this culinary capability the crowds can get served and get back to their seats quickly and easily.



NEW RULES. NEW GAME. SAME SUCCESS.

Since winning the hit TV show *My Kitchen Rules* last year life has been busy for Dan and Stephany Mulheron. The spotlight may have dimmed and the cameras gone but the desire for success remains.

After filming for the show wrapped up the couple travelled overseas for six weeks, sampling a range of great restaurants in their journey. During this time they realised they were very capable of starting their own venture.

After returning home and spotting an empty location for their new restaurant in Queensland's Hervey Bay they negotiated with the owners and signed the lease. Just three weeks later, in March 2014, they opened Eat @ Dan & Steph's.

With a laid back atmosphere and an all day menu the restaurant features Dan & Steph's signature approach: innovative, contemporary and seasonal.

"We use fresh, free-range, local produce wherever possible", says Dan. "Our menu is seasonal and we change it every three months. We're always researching what's coming into season and

each new menu is usually designed around six weeks before it's released."

"We also interpret classic meals in our own way, with different techniques. We do a lot of slow cooks, for up to 12-14 hours at a time", he says.

With an all-day menu it was important that Dan and Steph chose equipment that would allow them to produce a wide range of food throughout the day. With their focus on wholesome, slow-cooked meals it was also essential they chose equipment that would allow them to do overnight, after-hours cooking.

"Most days we are full", says Dan. "From Thursday to Sunday there's a waiting list - but because of our fast turnover customers only wait around five to ten minutes. We ensure that no table waits longer than ten minutes for their meal."





Project supplied by MVO Services, Bundaberg

"Because we rely on fast turnover, we spend a lot of time on prep. It's go, go, go every day, until 3pm", he adds.

While My Kitchen Rules gave the couple a fantastic start, Dan points out that the "TV glory only lasts for so long. You can't ride the wave forever", he says, acknowledging that they've worked very hard to ensure customers keep coming back, and that the restaurant thrives on its own merits.

The Hervey Bay community has also been very important to the couple. "Our local town is very supportive of us. When we started, we wanted to do something unique. Not too crazy, but just a little different. And you definitely can't get anything like what we now offer in Hervey Bay", he says.

With a vibrant spring menu in the works, and talk of a second local venture, things aren't slowing down for the couple any time soon.

IN THE KITCHEN

When setting up their kitchen, Dan and Steph chose a Waldorf 750mm Gas Range and a Waldorf 600mm Gas Range Static Oven 4 Burner.

"Our kitchen set up couldn't be any better", says Dan. "We went with Moffat because it's so versatile and suited our needs perfectly. 24 hours a day, 7 days a week, there's something in our oven. Ham, pork shoulders, all sorts of stuff. And Steph bakes fresh daily too," he says.

"As well as being durable, we were also impressed by how easy to clean the equipment is. Since opening we haven't had a single problem with it - and we definitely put it to work," says Dan.

"The Waldorf stove also conducts heat in a great way. You can comfortably stay at the stove all day without feeling like you're burning your arms off!" he adds.





A PARTNERSHIP BORN TO SWEET DELIGHT

With over 700 bakeries worldwide Bakers Delight is Australia's most successful bakery franchise – it's a formula that works. In Sydney's western suburbs one franchise owner has also stuck with a winning business partnership for over one and a half decades.

For Kersi Bhesania, owning and managing Bakers Delight franchises in Sydney's western suburbs has been a way of life for the past 16 years. Taking ownership of his first Bakers Delight franchise in Nepean Square at Penrith back in 1998 he would later acquire stores at Emu Plains and Glenmore Park.

Bhesania taught himself to bake on the job after opening his first franchise, and did so successfully until 2011. He now manages the day-to-day operation of his stores and leaves this work to his team of eight bakers.

When he first started out the store was already fitted out with all the Moffat equipment he needed. Today, nothing much has changed – why mess with a good thing? However he still needs to move with the times.

Recently Bhesania has upgraded to a Rotel 3 R34D1S oven, the equipment featuring 99 baking programs and touch screen controllers ensuring operation with minimal staff input. Along with a Moffat Curlflow Slicer and a Moffat Miracle Moulder the Rotel delivers constant dependability.

For Bhesania, Moffat's local service and expertise is very important. "We know Moffat. We have used their equipment for a long time and we haven't had any issues," he says.

"As Moffat is local they don't need to go overseas for maintenance or spare parts," he adds. "This gives me more confidence that if anything goes wrong I will be taken care of quickly and effectively."

Being part of the Bakers Delight franchise he also needs to adhere to very strict standards regarding how products are prepared,



baked and served. Bhesania says that the equipment he uses enables him to meet these standards consistently.

He also emphasizes that the equipment has changed and evolved over the years to match his needs. "The old ovens were more manual and the bakers needed to manipulate the settings depending on what they were doing. Now, the new Rotel 3 oven simply does everything for you," he says.





SO NICE THEY NAMED IT TWICE

No-one can accuse Bo Khemarangsarn and Bundit Kijpalakorn of doing things by halves in the expansion of their burgeoning network of Asian cuisine destinations in Christchurch – especially now the duo have just doubled down again with another Hachi Hachi on Victoria Street.



After tasting success with Spice Paragon in Upper Riccarton, Bundit and Bo wanted to extend their restaurant empire both in geographical reach and culinary offering.

They then went on to add more Thai fusion zest with a second Spice Paragon in Victoria Street before adding a Japanese twist, with the well-received Hachi Hachi in Riccarton also. Now, with a second Hachi Hachi joining its sister restaurant on Victoria Street, the two have added another success story to their hospitality playbook.

As students both Bo and Bundit found Japanese food to be sometimes both expensive and ultimately unsatisfying. At Hachi Hachi, as with Spice Paragon, the emphasis is on fresh, quality ingredients and affordable but flavoursome food.



Project supplied by Aitkens, Christchurch

This passionate approach to their craft has seen the newest restaurant deliver the same level of success as the others – the crowds enjoying both dine in and takeaway sushi and a range of other Hachi Hachi specialties.

Head chef Toshiro Isomura is behind these specialties – the twenty-year veteran delivering such acclaimed favourites like the Sweet Teppanyaki Matsuzaka Beef by ensuring all his dishes are made and delivered with “love, dedication and fresh ingredients.”

Backing this culinary ethos is Bundit and Bo’s focus on quick, quality service. With the restaurant capable of seating 70 at a time sometimes finding a seat is difficult for eager diners. Ensuring everyone receives their meal efficiently is important, and the skill and energy of the front of house staff needs to be matched by those in the kitchen – who need reliable and powerful technology to ensure they can.

IN THE KITCHEN

While they had great success with Spice Paragon the chefs behind Hachi Hachi had to ensure the technology fit the task when it came time to cook Japanese cuisine. They therefore spent a considerable time researching and developing their kitchen space before delivering the necessary specifications.

The Blue Seal Evolution Series fit these specifications perfectly, and the kitchen now has fryers, a chargrill, dedicated griddle, cooktop and convothem oven from this range. Averaging over 200 people served a day, it is important for Hachi Hachi to deliver not just good food, but good food consistently. With Blue Seal technology such an important objective can be suitably achieved.





A TASTE OF EUROPE IN TOWNSVILLE

With plans to soon put their kitchen on show a popular Townsville restaurant has made a forward-thinking investment in equipment that's sleek, sophisticated and eye-catching.



Located in Fairfield Waters just outside of Townsville, Ciabatta Restaurant offers a contemporary and authentic taste of Europe – carefully crafted cuisine and delicious, wood-fired pizza.

According to owner and head chef, Damien Tosh it's all about relaxed dining, good company and fine food. With space for just 60 customers at any time the restaurant has a warm, intimate feel.

Diners appreciate the intimacy – according to Tosh much of their business comes through repeat visits. It's not just the locals who enjoy the experience. Last year Ciabatta received a TripAdvisor Certificate of Excellence, and it's continually rated online as Townsville's number one restaurant.

For Tosh it's important to create an atmosphere where customers can relax, take their time and enjoy beautifully prepared food



Project supplied by Fenwick Suppliers, Townsville



made from fine ingredients. In doing so, he combines classic European style cooking with innovative and modern techniques.

When he came to renovate his kitchen recently Tosh chose the Waldorf Bold series. "Despite having a small team we needed some pretty heavy duty equipment," said Tosh. "I have used Waldorf previously, and knew it was quite strong and sturdy. It keeps good heat, performs well, and looks good."

"Moffat was our first choice. It's world-class equipment and pretty renowned, and so it was a clear decision", he says.

Next on the agenda for Tosh and his team will be a re-fit of the restaurant in January 2015. This development will give the interiors a fresh new look and will result in the kitchen being completely on show to customers. For this reason he has already chosen to implement the new Waldorf Bold series, with its black enamel finish.

With a striking aesthetic appeal and considerable cooking power this equipment exudes the type of sophistication and cuisine capability that Ciabatta is renowned for.

Striking design, powerful performance.

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

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

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



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moffat.co.nz



Waldorf Bold



Project supplied by Southern Hospitality, Auckland

Making the grade. Then serving it up.

MAHURANGI COLLEGE PLATES UP A HEALTHY PORTION OF EDUCATION AND INSPIRATION WITH A NEW STATE-OF-THE-ART KITCHEN.

Warkworth's Mahurangi College provides a quality education to around 1300 students from a large catchment area north of Auckland. The size of the roll ensures the demands on its teaching facilities are high, and the development of a new kitchen facility was both highly needed and carefully planned.

The kitchen wasn't just required for the food technology courses either. The college also caters for various events within both the school and the community, making it a vital resource for both students and local residents.

With the project taking eighteen months from initial scoping through to the final sign-off the first lesson in the new facility was therefore highly anticipated. A seamless delivery of the equipment eased any concerns – and the final result both passed the test and set the standard.

The new kitchen environment offers students a range of Moffat technology to work on, the type they'll find once they finish

their studies and step into the workforce. Post fit-out Moffat also provided additional expertise to the school via practical demonstrations of the equipment, a service that ensures everyone was up to speed and ready to start.

The overall aim of the new development was to provide students with a high level of knowledge and expertise for working in the hospitality industry. There are many opportunities locally for employment in cafes, wineries and restaurants, and a high standard of training gives these businesses greater confidence when hiring students.

Mahurangi College students can now step into the industry with confidence after learning in an environment that replicates the conditions they'll be working under. Such was the success of the new facility that now other schools are visiting the college to see how they too can replicate the state of the art commercial kitchen model.

IN THE KITCHEN

Covering the various requirements for NCEA 1,2 and 3, the new commercial kitchen for Mahurangi required equal parts high specification and reliable operation. With the amount of operation by new users any units also needed to be highly durable and have easy access to spare parts and accessories.

The college went with Moffat's Waldorf 800 Series, with eleven gas range electric convection ovens servicing the classroom. A Blue Seal electric combination steamer and Bakbar countertop electric fryer was also installed, ensuring students could gain skills on a greater range of necessary apparatus.



THE CONVOTHERM 4 RISES AT FINE FOODS

With an automobile superpower providing the design and a long-standing tradition of high-powered dominance the newest Convotherm looks set to control and captivate in Melbourne.

This September the crowds at the Fine Food Australia exhibition in Melbourne will get to see first hand a finely honed combination of grace, power and functionality as the much-awaited Convotherm 4 combination steamer series is launched.

This sophisticated new series has a completely new look and a new range of optimum features for more reliable, even and innovative cooking. Made in Germany and industrially designed by Porsche, Convotherm is already one of the most premium oven brands available in the Australian market. The groundbreaking Convotherm 4 series is its first re-release since 2002.

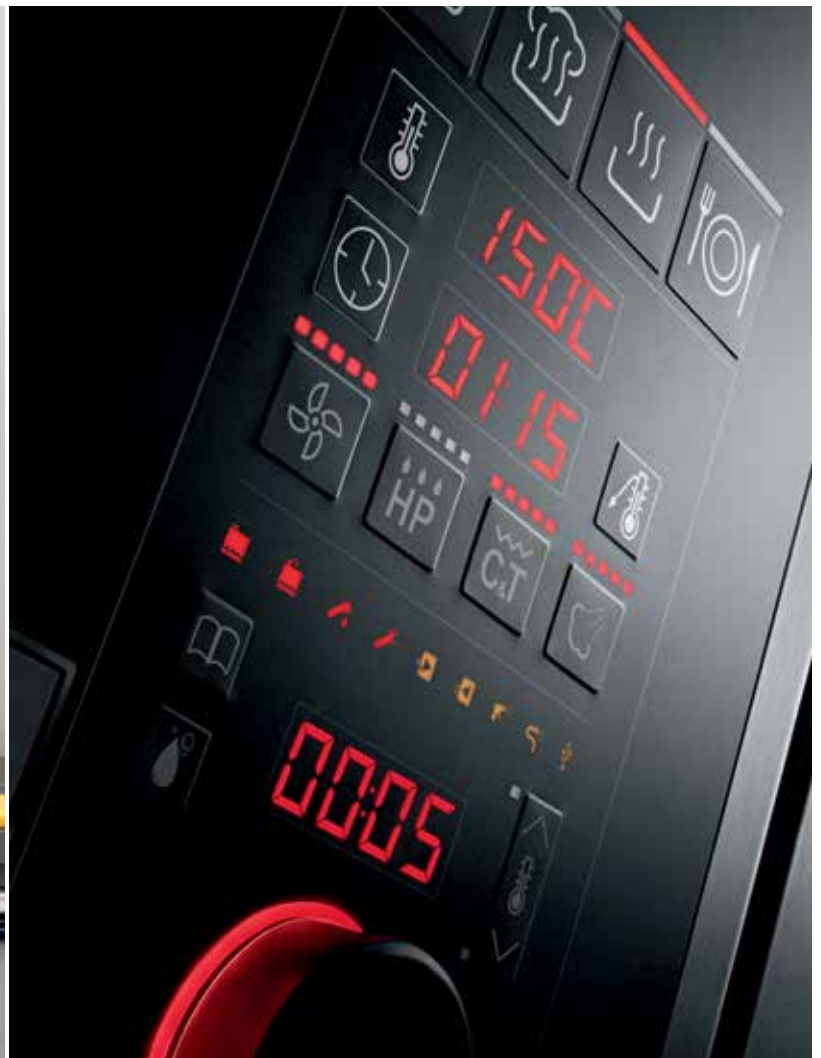
According to Michael Lillico, Moffat's General Manager of Sales and Marketing, this re-launch has been a long time in the planning.

"The design process has been extremely thorough, involving

extensive market research, testing, benchmarking and re-testing, to ensure the highest possible quality and performance", he says.

"By thoroughly interrogating the market Convotherm have been able to ascertain exactly what customers want," he says. "And they've come back with a remarkable new product that delivers outstanding cooking results."

One key difference with the new range is the choice of panel interface – the new series having two distinctive options. EasyTouch offers the latest touch controls via a 9-inch, full-touch screen with a configurable user interface. EasyDial sets a new standard in manual operation – displaying all the functions on the one level, to be seen at a glance. The aim of both is to deliver time and stress-saving functionality within a supremely user-friendly design.



All Convotherm 4 ovens also now come with a range of premium features as standard. This includes Advanced Closed System, which guarantees perfect cooking results. All of the new ovens also have HygenicCare antibacterial surfaces in the operating areas and a USB port integrated control panel.

Then there's the sleek new look and a space-saving footprint – a strength that is bound to appeal to open-plan restaurant designs where the kitchen is on display.

“In terms of performance, build quality and reliability Convotherm has always stood well above the competition. We are very excited about this launch because the Australasian market is really ready and waiting for the new technology”, says Lilloco.

“After September we'll go from offering 14 Convotherm models to offering 28. This means we're able to provide customers with a more tailored product – one that meets and surpasses their needs,” he adds.

Moffat offers training and cooking demonstrations for the new Convotherm ovens at their test kitchen facilities in Sydney, Brisbane and Melbourne, Auckland and Christchurch.



Convotherm 4 launch, Singapore. Standing from left: Brian Davies, Otto Meile, Dirk Friedlein, Greg O'Connell, Michael Lilloco
Seated from left: Saskia Smeets, Andi Rabenseifer





The latest.
The greatest.
The tastiest.

OVER FOUR DAYS IN APRIL ASIA'S LARGEST FOOD AND HOSPITALITY TRADE SHOW WORKED TO STEP UP, PLATE UP AND WOW THE CROWDS WITH A TRULY INCREDIBLE RANGE OF SIGHTS AND SOUNDS, SCENTS AND FLAVOURS.

Since its beginning back in 1978 Asia's prestigious biennial culinary event has captured the attention and stoked the imaginations of those from throughout the industry. This year was no different and Food&HotelAsia2014 (FHA2014) was the biggest and best yet.

There's nothing like this trade show in Asia – the size and scope of the undertaking this year setting records. It spanned an immense 97,000 square metres with 3,043 exhibitors hailing from 64 countries. Within 56 group pavilions this was the largest assembly to-date. It's no wonder then that the show attracted 45,403 visitors, 39.7% of them from overseas.

Since 1986 Moffat has attended the show. This year the focus was on the Turbofan E33. Putting this technology through its paces were two well-recognised experts. Chefs Phil Neverman and Murray Eden ably revealed the baking and roasting capabilities of the oven, using the continuous moisture functionality and core temp probe in a live demonstration setting.

Additionally there was Blue Seal prime technology, the Cobra range and the full aesthetic force of a Waldorf Bold island suite finished in stunning black. Along with ice machines from Icematic, Washtech dishwashers and Blue Seal combi-steamers the Moffat location provided plenty of food for thought.

It wasn't just cutting-edge cooking technology on show, the auspicious event marking Craig Hider's debut as Regional Sales Manager for Asia. Craig enjoyed the tremendous opportunity, stating it was important "networking with consultants, contractors and end users". "I loved the energy there," he said "and I'm looking forward to the next one."

"It was great to share knowledge and gain contacts between South East Asia, the Middle East, Australia and New Zealand at FHA2014," said Craig. "With an advanced distribution network and the support and encouragement of the regions strongest consultants there's strong growth potential for the company here."





Icematic

The new Icematic has arrived

- Sleek new design across all models
- New Jet Series models: JET25M & JET60M
- Introducing the new ECO environmentally friendly 100% natural propane gas Modular Cubers: M195ECO & M205ECO
- New capacities across the range
- Features unique horizontal spray technology to produce pure ice



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Project supplied by Southern Hospitality, Auckland

AUT'S AOK K2

THE AUCKLAND UNIVERSITY OF TECHNOLOGY RETHINKS AND REVAMPS A KEY KITCHEN FACILITY WITH FUTURE-FORWARD COOKING TECH.

The Auckland University of Technology's School of Hospitality and Tourism has an excellent reputation for producing A-grade culinary minds over the years. The recent refurbishment of four massive workstations within their K2 facility was therefore not one taken lightly.

First, the research and scoping stage of the project put forward a range of criteria to be met. It wasn't just about the cooking power of the individual units or the inclusion of modern bells and whistles that was important.

The dedicated teaching kitchen holds up to sixty students a day across three shifts, five days a week. Reliability and durability were significant scoping factors and, with students expected to step out into the workforce, so too was the industry relevance of the technology.

All campus facilities need to take into account AUT's environmental

aims also, meeting and (where possible) surpassing current standards for overall emissions and consumption of energy.

Such diligent focus was entirely necessary. The complete removal of the four workstations also meant a large range of associated work, with power, water and gas modified and a new flooring substrate installed.

Over a six-week period the project went incredibly smoothly, the careful management and oversight of the process delivering a result that's been met with 100% approval by everyone from students to lecturers, university staff to facility visitors.

The industry environment can be a highly competitive one. Now, with the K2 development, AUT culinary students have the best available tools and equipment throughout their study and a fantastic head start for their post-study careers.

IN THE KITCHEN

According to Renny Aprea, the Senior Lecturer for Patisserie and Professional Cookery Operations Manager, the equipment needed to "best fit our needs". This meant providing equipment that was durable, serviceable and energy efficient for the university, and practical, industry relevant and of the highest quality for those studying.

The Blue Seal Evolution Series ticked all the boxes. Moffat installed eleven gas convection ovens with gas cooktops, the power of the units matched by an overall versatility with fan-forced operation ensuring baking requirements can be met.



PRIDE IN THE PACIFIC

With the introduction of an exciting new facility a key industry player delivers a vital new educational resource to Papua New Guinea.

The Australian Pacific Technical College (APTC) plays an integral part in the development of Pacific food service and hospitality industries. They are the largest and leading tertiary level education provider in the region, a development initiative funded by the Australian Government to deliver training to targeted sectors in the Pacific region.

With campuses now in Fiji, Samoa, Vanuatu, Papua New Guinea and the Solomon Islands the approach of APTC is to empower through education, providing local residents with the tools to succeed to global standards of excellence.

Now, with the opening of the Hospitality Training Centre and Commercial Kitchen in the Port Moresby Technical College, Papua New Guinea can take pride of place in these standards.

There are many challenges that come with a full design and build such as this – where expertise in certain areas may not be local. Arranging the right equipment and the right people in the right places (often from overseas) at the same time can be challenging.

However this project was carefully planned and meticulously executed. Despite some expected delays the installation and commissioning of all the equipment, fixed chattels and infrastructure, including the bar, extraction, kitchen utilities and bar/restaurant systems was all professionally delivered.

A great team helped make certain of a great result. From Moffat Craig Hider and Rob Smillie helped to assist in any and every way to Bob Taylor and Leigh Newman of in-country dealer TE and the APTC engineers and head of the faculty during the design,



Project supplied by TE (PNG)

ordering and installation process. Between them Craig and Rob visited the site multiple times to ensure everything was operating and running to expectations.

The result has been life changing for the staff and students of the new facility, as it means PNG students can now be trained in the country instead of having to travel to campuses in Vanuatu, Fiji or Samoa. "Having this new facility is a bonus for PNG," said APTC Commercial Cookery tutor Nanai Sinemaue. "It's also the first of its kind, having all the high tech equipment, and it is an honour for me to be part of the APTC training here."

IN THE KITCHEN

The Blue Seal Evolution Series provides the key focus points for student training, with a Turbofan oven and Blue Seal Combi-steamer delivering. Their education continues on two Blue Seal salamanders (one on a refrigerated base), two fryers, a bratt pan, griddle plate, two Washtech dishwashers and an Icematic machine.

A further bakery project is to be added in 2015 and Moffat will be assisting this work to ensure the facility can continue to provide up-to-date and effective training on advanced equipment.



The world on a plate

AFTER YEARS OF HARD WORK AND DEDICATION TO AUSTRALIAN CUISINE AND PRODUCE GLENN AUSTIN HAS RECEIVED A WORLDCHEFS HONORARY LIFE MEMBERSHIP.

Almost three decades ago Australian chef Glenn Austin became a member of the prestigious World Association of Chefs Societies. This year he was awarded life membership of the association at a very special ceremony in Stavanger, Norway.

This global network of chefs was first founded in 1828 in Paris, with 65 delegates from 17 countries. Today, it has more than 10 million members from all over the world, and its biennial Worldchefs Congress is a hallmark tradition.

When he first joined Austin says the Worldchefs' board was primarily European, with zero representation from Australia or the Pacific region.

"To me, that was like waving a red flag to a bull", says Austin. Ever since, he has worked tirelessly to move up within the association and has subsequently promoted Australian chefs and Australian produce on the global stage.

The journey has been one of dedication and enduring passion. After 18 years service Austin became a committee member. Then, ten years ago, he became the only Australian to ever sit on the association's global board of directors.

This year, he became one of only one hundred people to have received the Honorary Life Membership Award.

While he is flattered and honoured by the award, Austin says his main motivation is to continue helping Australian farmers and chefs on the world stage.

"This award is really great and quite humbling because everyone likes to be recognised for their work, but the recognition itself isn't what motivates me to continue. My motivation is to get recognition for fellow Australian chefs, and to ensure the betterment of Australian farmers. I'll do everything I can do make sure Australian produce is recognised around the world," he says.

"I also want to ensure there's plenty of opportunity and scope for other Australian chefs to stand up and be recognised", he adds.



OUR PEOPLE MOFFAT AUSTRALIA.

Marc Spender

Our Bakery Territory Manager for Victoria and Tasmania has a diverse role – one that's matched by his equally diverse approach to the work.

With 7 years in his current role, 32 in the foodservice industry and valuable time running his own bakery café and retail bakery Marc Spender is well known and respected for his artisan bakery and patisserie expertise. He knows the technology inside out too. Before selling his business he used Moffat equipment and aimed one day to represent the company. He says that following this ambition was, "the best thing I've ever done."

Marc's ongoing achievement in his work is undoubtedly bolstered by his motivation and focus – which is shown in the rest of his life also. Here he has an enduring passion for drawing, water colour, tattoo and skate art and enjoys every minute he gets to spend with his partner Natasha and their young family.



Melissa Thompson

The prodigious experience of Melissa Thompson is of huge value to her work as our Customer Service Supervisor. At Sullair Australia she set up and managed the national customer response centre. At Australia Post she oversaw the consolidation of the national contact centre and the recruitment and training of over 300 staff. In both roles she was instrumental in developing and implementing efficient new processes, technology and services – ensuring each and every customer was heard, assisted and, ultimately, valued.

Now based out of Mulgrave in Melbourne she now has 2½ years of Moffat experience also. Here Melissa enjoys the team environment and uses her passion, initiative and communication skills to lead from the front with expert guidance and individual support. She also appreciates the flexibility of the role, which allows her the freedom to study, develop her skill-set further and spend valuable time with her family and on house renovations.



Tom Mills

While new to the role our Healthcare Sales Manager for Victoria, Tasmania and South Australia has the valuable experience and positive approach that has already seen him make the position his own. For Tom Mills delivering connections, sales and satisfied customers is business as usual.

Experience comes via work for commercial catering suppliers. Here he was responsible primarily for servicing the healthcare sector, in doing so developing a strong network of contacts and a clear understanding of the sector's needs and requirements.

An insightful manner is just as important. Tom understands strong communication abilities are as much about listening and understanding as it is presenting and motivating. Keeping everyone in the loop, being organised and administratively focused are key strengths.

The social side of life doesn't stop when he finishes work either – there are Lego cities to be built with his five year-old daughter, lawn bowls, cycling and camping with his family to be enjoyed.



Scott Graham

Having worked with Moffat as National Product Manager and Group Executive Chef for Combi Steamers and Blast Chillers over a 12-year period the experience and acumen Scott Graham delivers to the company is invaluable. Now based out of Melbourne as our Australasian Sales Manager for Food Production Equipment, he is instrumental in helping Moffat engage, evolve and affect this key market.

For Scott this work is appealing due to the variety of his workday, the challenges faced by his customers and the thrill he receives delivering creative solutions to negate these challenges.

It also helps that he understands the investment his customers make – which is why he clearly, methodically and patiently outlines the opportunities and looks to the big picture for the long-term success of their businesses. With this honest, open approach Scott has built strong, enduring bonds with customers and colleagues alike.



High Performance Equipment



BLUE SEAL EVOLUTION SERIES®

OUR PEOPLE BLUE SEAL UNITED KINGDOM.

Glenn Danks

26 years ago Glenn Danks wanted a change of pace from work as a legal executive and saw Moffat as a fantastic opportunity to help grow a new business. Now, having worked his way up, he's spent the last 3 ½ years diligently continuing to grow this company as the United Kingdom Branch Manager.

Throughout his career Glenn has excelled thanks to a committed focus on customer service. He understands business growth comes from looking after the client base and goes the extra length to make this happen – the many calls he gets directly from customers testament to the enduring relationships he has built.

With clear insight into both the challenges of obtaining greater market share and the many opportunities, new products and potential clients that mitigate such challenges, Glenn continues to lead from the front.

Away from the busy office environment Glenn appreciates spending time with his children, playing squash and football and visiting friends and family.



Philip Basson

As the United Kingdom's Area Sales Manager for a considerable time Philip Basson can call on 16 years of immensely valuable experience every minute of his workday. Initially joining the company because he saw the huge potential for growth in the UK market, Philip has been instrumental in the company reaching many of our goals here.

This success is in great part thanks to the enjoyment he takes in the role, the diversity of each day ensuring sales, dealer meetings and business development are always on the agenda. Understanding the challenges the dealers face is also an important strength. Approachable, friendly and with a huge bank of product knowledge to draw from, Philip can ensure customers make the right decisions for their businesses.

Away from the office Philip's life is one of action and relaxation. While he enjoys hitting the gym and playing football there's always valued time spent with his family and walking the dog.



OUR PEOPLE MOFFAT NEW ZEALAND.

Dave Barbierato

After an illustrious career spanning decades in weapons design, development and maintenance for the Royal Air Force, and with Hamilton Jet as technical writer, Dave arrived at Moffat in 2005 with prodigious experience and enduring passion for his work.

Our Technical Writer now crosses every 't' and dots every 'i' in his work providing accurate, clear and user-friendly information across a wide range of technology. Here his previous experience is invaluable. Appreciating the nuts and bolts of project design and development he also understands the requirements of the end user – delivering documentation in a style that ensures customer comprehension and easy translation into other languages.

He doesn't stop with the engineering expertise post-work either. While enjoying getting out tramping, skiing and playing squash Dave is also presently building a road-going Ford Anglia race car – a classic construction we look forward to reading more about.



Katy Chen

After six months in the role of Senior Accounting Officer Katy Chan has found her feet and is forging ahead with her work for Moffat – her enjoyment of the work helped with a steady hand and by the support she has found within the greater team.

Maintaining the flow of credit for business operations and overseeing payments and receipts can be a complex process. Ensuring reports are completed within the required timeframe is vital, as timeliness is one of the main focuses of New Zealand's Financial Reporting Standards.

Katy thrives on the challenge of making sense of a large range of information from an equally large range of sources.

Outside of work life is also about checks and balances, Katy enjoying a good coffee, going to the gym or practicing yoga.



Daniel Smith

After joining Moffat fresh from university, Christchurch Design Engineer Daniel Smith flourished thanks to a fresh perspective and an eagerness to learn and test himself. Now, with 9 months at the coalface behind him, he enjoys the variety and opportunity of the R&D team. Here the contrast of office-based design work and workshop-based prototyping and testing keeping day-to-day work interesting.

While there are challenges that come with the position Daniel has found that working under one roof with the assembly and fabrication staff has its advantages when implementing design changes. His ambitious and competitive nature has also helped when it comes to building his skill-set and delivering best effort to ensure Moffat stays at the top of the game.

Daniel also puts this energy to good use away from the office, competing in endurance sports – triathlons, road cycling and running – and working on some of his own engineering projects in the garage at home.



Michelle Vermaas

A good Accounts Payable Officer is worth their weight in gold. The role demands someone who is details-orientated – an individual who can show initiative and take charge. With diligent focus and a non-nonsense commitment to each and every task Michelle Vermaas provides such strengths to her work in this role at Moffat.

After moving to New Zealand in 2000 Michelle continued her work in administration, while also providing bookkeeping assistance for her husband's business. In February of this year she made a change in focus and joined our team. Michelle sets herself high standards and takes great satisfaction in quickly and efficiently solving any problems that may come her way. Always taking pride in her work, she appreciates the variety and professionalism that working in a large international company provides.

Aside from time spent at work Michelle stays busy, volunteering in the community, collecting stamps and working in her garden.



And then there were 3

The Hackman range of commercial kettles offers 3 distinctive spectrums of mixing/jacketed and combi kettles ranging from 40 – 400 litre capacities. With direct steam or electrically heated version kettles, Hackman kettles can be configured either as a stand-alone kettle or be installed as a group.



PREMIUM PROVENO RANGE

40 - 400 litre stainless steel, self-contained, steam jacketed unit operating from an electric heated steam source contained within unit and complete with electric or hydraulic tilting of bowl.

CULINO & CULINO COMBI

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

VIKING COOKING & MIXING KETTLES

Viking Combi is a basic cooking kettle with powerful integrated mixing device for versatile and professional food production. With the use of mixer, many dishes can be cooked from start to the finish in one unit, without any food transfer.



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HACKMAN

HACKMAN



Putting the (best) kettle on

2014 SEES THE DEBUT OF TWO RENOWNED PREMIUM KETTLE RANGES IN AUSTRALIA AND NEW ZEALAND THANKS TO A BURGEONING PARTNERSHIP BETWEEN TWO TOP INTERNATIONAL BRANDS.

The arrival of Hackman's Culino and Proveno commercial kettles to these shores is good news for larger operations looking to increase both the output and the quality of their cuisine.



"Hackman is a world leader in kettles, and we are extremely happy to be partnering with them to deliver their most premium products here", says Michael Lilloco, Moffat's Sales and Marketing General Manager.

Lilloco states the new development is a natural progression of the relationship between the two brands. "While we've been distributing other

Hackman kettles locally for a some time this move takes our offering to new levels."

"These premium models offer greater programmable capabilities and are more tailored to production kitchens", he adds. "They're great for our customers who need to both cook and chill large volumes of food."

This means bigger kitchens with large-scale workloads can make a significant improvement when it comes to food quality, longevity and efficiency.

The Proveno sits at the top of Hackman's global range. This kettle features an auto-reverse mixer for mixing and whipping. It can also track critical points of the cooking and cooling process – making the entire preparation process much simpler and more streamlined. Such automation and sophisticated functionality enables restaurateurs, food distributors and caterers to output large volumes of food safely and with minimal hassle.

Moffat also contributes extensive product knowledge and training, ensuring owners can get the more from their kettles in the most efficient way possible.

"We provide in-depth information to help our customers fully understand the processes relating to their mixer and combi kettles so they quickly and assuredly introduce the new equipment into their kitchens", says Lilloco.

With suggestions on appropriate menu items and guidance on how the units can reduce costs and increase longevity this training helps kitchens gain the greatest return from their investment in quality kettle technology.



THE PIE GOES SKY HIGH

When McDonald's resurrected a New Zealand legend they needed absolute certainty that the traditional quality of their products could be delivered each and every time. Ensuring there were no half-pie measures certainly paid off – the return of the popular brand has been met with both initial success and sustained demand.



For many New Zealanders Georgie Pie is somewhat of an institution. Launched in the 1970s, and known for its square, short crust case and range of delicious fillings, the pie has become a part of New Zealand's popular culture. Nowadays, with a high level of marketplace competition for the pie dollar, any comeback for the famous pastry needed to be carefully managed.

So when McDonald's decided to resurrect New Zealand's famed Georgie Pie they needed to get every detail right. They turned to Moffat to develop a custom oven that could replicate the pie's original texture, consistency and flavour.

This was just one step in a colourful history for the Pie. In 1996 Georgie Pie's parent brand, Progressive Enterprises, looked to sell off part of the business. McDonald's acquired a number of Georgie Pie's prime restaurant locations and, along with them,



all the trademarks and intellectual property.

The calls for the return of the brand followed the company through the years. With sustained customer demand and business case development McDonald's resurrected the much-loved pie in 2013, initially making it available at select North Island restaurants.

Re-creating Georgie Pie posed a logistical challenge however – as it required investment in a specialty, purpose-built oven that could be easily rolled out at restaurants across the country.

Moffat worked with McDonald's to design, test and refine a new version of the Turbofan E33T5/HT10 oven. This technology ensured the texture and flavour of the original Georgie Pies could be consistently attained. As the pies are freshly baked in store (rather than arriving fully cooked then re-heated), the equipment also needed to be very simple and easy to use.

When McDonald's reintroduced the brand in May 2013 the results surpassed everyone's expectations.

"Georgie Pie was launched at two McDonald's restaurants in Auckland - Queen Street at Greenlane. On the first day, people were queuing for hours, and right around the block", says Erin Hall, Moffat's Application Chef.

And demand has continued to soar. Since the initial launch Georgie Pie (and the Turbofan E33T5/HT10 oven) has been rolled out in the majority of McDonald's restaurants around New Zealand. This year, it was also introduced in Australia for the first time, in Sutton Forrest McDonald's.

"Georgie Pie evokes some great memories for New Zealanders, and we're really excited to have played a role in helping McDonald's resurrect this Kiwi legend", says Erin.



Blue Seal Sapiens

Top of
it's class
cooking.



7SDW



10SDW



20SDW



21SDW



40SDW

For those looking for a high quality and high performance oven but is afraid that too much technology and interactivity will suppress their own personality and creativity.

For those who aren't looking for advanced electronics but who wish to cook and program with simple and manual commands but without giving up the precision of electronic controls.

For those looking for an oven that is responsive to their commands yet sturdy, suited to everything yet advanced, traditional in approach yet full of content, reassuring and efficient Blue Seal has just the thing.

It is called **Sapiens**.



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A wise new choice in combination steamers

THE QUALITY OF OUTPUT FROM THE MODERN COMMERCIAL KITCHEN CAN BE DRAMATICALLY IMPACTED WITH THE USE OF AN ADVANCED COMBINATION STEAMER. THE BLUE SEAL SAPIENS RANGE DELIVERS AFFORDABLE, EFFECTIVE AND RELIABLE COMBINATION STEAMERS.

The name, Latin for 'wise', is certainly appropriate – 'coctivus homo sapiens' everywhere are quickly discovering the intelligence behind the technology.

As well as offering a sleek new aesthetic, one ready for the show and tell of the open-plan kitchen, the range also now has several features that reduce energy consumption while increasing cook quality and functionality.

Most of these features are also included as standard across every oven in the range. Which means customers can enjoy greater benefits without requiring a greater budget.

One such standard feature is Sapiens' improved, multi-function programmable controls. As well as 95 built-in programs users can also manually add up to 99 cooking programs – each of which can have up to four cycles in automatic sequence.

"The new control panel certainly simplifies kitchen management", says Michael Lillico, Moffat's General Manager of Sales and Marketing. "The controls are designed to be straightforward – they can be used by anyone in the kitchen without detailed briefing or training."

There are gains made from an environmental perspective also. Each new Sapiens oven also features an Ecospeed function, which recognises the quantity and type of the product being cooked and optimises the delivery of energy accordingly. A Green Fine Tuning burner modulation system also helps reduce energy emissions.

When it comes to cook quality, Sapiens boasts an innovative vacuum steam cooking technique. Here the controlled cooking times can be used for different types of products. The ovens also include an EcoVapor system helping to reduce water and energy consumption with automatic control of the steam saturation in the cooking chamber.

A huge leap forward has been also made with the oven cleaning. Here the revolutionary Solid Clean System (SCS) provides automatic cleaning across the range – the counter-top products even using



a Solid Clean solution. This comes in a container that is screwed directly into the machine – meaning there's no need to handle or store heavy-duty chemicals.

"As well as being completely unique, Sapiens' new cleaning solution is very easy to use, time efficient and effective", says Lillico. "You simply insert the container and the machine does it all for you."

Moffat offers a training and advisory service at their facilities in Sydney, Brisbane and Melbourne, Auckland and Christchurch providing assistance and thorough instruction regarding the specific features of each oven.

"We recognise that running a successful kitchen is obviously about far more than being able to simply cook great food", says Lillico. "It's also about designing smart menus, minimising wastage, reducing errors and choosing the equipment that's right for your specific needs."

For today's efficient and effective kitchen environment this is certainly a word to the wise.



YCE SAYS YES FOR THE HONOR OAK

When YCE Catering Equipment was tasked with updating and revitalising a high-end London gastro-pub key criteria included 'beautiful', 'durable' and 'reliable'. Blue Seal ticked all the boxes.

In London you don't have to go far to find an outstanding gastro pub. While this is great for patrons, staying ahead of the competition is an ongoing challenge for publicans. So when The Honor Oak recently closed doors for an extensive renovation it was important they got the formula right.

They got the mix right for the start by engaging experienced consultants YCE Catering Equipment to select, source and install the most suitable kitchen equipment. A long-term partner of Blue Seal – the brand Moffat trades under in the UK – YCE is one of the largest independent suppliers and installers of commercial catering equipment in the country.

YCE offers their customers the full Blue Seal range, from Cobra and Evolution through to fully bespoke Waldorf suites. They have installed a wide range of equipment for several high street

restaurant groups, brewery chains and sophisticated clients within the leisure and independent restaurant sectors.

Known for their high levels of customer service, flexible approach and extensive expertise they take their time carefully assessing a client's needs before landing on a solution.

According to Martin Noon, YCE Catering Equipment Project Manager, The Honor Oak's kitchen equipment needed to have a dual purpose. "Their front of house theatre kitchen required a cookline that was attractive – but also durable enough to meet the needs of today's busy commercial kitchen," he says. "The Blue Seal Evolution Series fitted the specification perfectly."

"For me, the construction quality and durability of the Blue Seal units are up there with the best in the industry," says Martin.



Project supplied by YCE Catering

"As Blue Seal equipment is very reliable, we rarely have problems with servicing. However when an issue does arise, it's dealt with swiftly and professionally by the Head Office team."

His expertise in the area has proven valuable. The re-opening of The Honor Oak in August has been met with rave reviews. Evoking memories of its former glory days the new pub has an emphasis on craft ales, a new whisky room and beautifully cooked, local produce delivered via the rough and ready theatre within the beautiful new open-plan kitchen.





PERFECT STRANGE'S

The recent launch of an exciting new hospitality precinct in Christchurch's Strange's Lane has seen the food and drinks flowing and the crowds flocking. For a city starving for sophisticated night-time destinations this new arrival is absolutely perfect.



After the old building was demolished post-earthquake there was a growing sense of anticipation over the Manchester/Lichfield/High Street corner site. Now with the opening of the building and the debut of hospitality destination, Strange's Lane is truly pumping.

Patrons have the choice of three distinctive venues. Between them Strange and Co, Lower 9th Diner and Orleans the menus range from Alaskan crab to chicken waffles, all serviced from a central kitchen. Each serves a different market also – Lower 9th Diner is open early for coffee, Orleans for lunch and dinner and Strange and Co the late afternoon.

The restaurant group is owned by Auckland's Britomart Hospitality Group, who have a history in the area, having previously run popular bar Cartel across the road from what is



Project supplied by Southern Hospitality, Christchurch



now Strange's Lane. The new development is reminiscent of the now-gone Poplar Lane precinct, with each of the venues collected around a cozy central courtyard.

All three combine to deliver an approximate capacity of 250, making the experience diverse, sophisticated and intimate for patrons. With such thought put into the design and menus and overall experience of the location the popularity of the precinct has been eye-opening.

Indeed, the success of the project has at times been too much, Strange's Lane making front-page news recently for being "too popular". With such high demand the nightspot has had to install entry restrictions to deal with the long queues that have formed in the first month of operation. The appeal of the precinct will be no flash in the pan however.

And why the name? At the turn of last century the site originally housed Strange's department store – at one time one of the largest such stores in Australasia. Now, with the new development, the success of the hospitality destination is anything but strange.

IN THE KITCHEN

The Blue Seal Evolution Series was installed in the Strange's Lane precinct. This choice was made for a few main reasons – the easy-use functionality, hardwearing reliability and locally made production of the technology.

Amongst the hardware installed was a 6 burner gas convection oven range, a gas chargrill, gas griddle oven range and twin pan fryers. Between them this technology provides a wide range of applications to cover the wide range of cuisine available at Strange's.



A NEW OVEN IN THE COUNTRY

The opening of the new Brackenfields Centre in Amberley has been cause for celebration for locals, the tight-knit community welcoming new businesses and celebrating the advancement of existing ones.



One such existing business is the Country Oven Bakery and Café. After initially working at the old premises for two and a half years Karen and Glen Somerville took the step up and bought the business from their old employer.

Now, having owned and operated the Country Oven for nine years, they have moved up and into new premises with a new outlook, new technology and a continued focus on fresh ingredients and exceptional service that, in their words, aims to “fill the belly and warm the heart.”

The growing population in the North Canterbury town had seen demand on the rise in recent times. The new location fits the bill perfectly, offering seating for 56 and space for the large takeaway crowd. Long-term patrons and new visitors to the café have also been impressed with the fit-out.



Project supplied by Moffat and Southern Hospitality, Christchurch



Here it was a case of out with the old, in with the new, on with the baking. After using the old machinery for so long Karen says they "were really looking forward to using the modern equipment."

With previous successes in the NZ Bakers Awards, the couple will put the new technology through its paces in the quest for further acclaim. The big change in kitchen equipment has also allowed the couple to expand their product offering and, with a selection of new meals soon to be introduced, the Country Oven looks set to go from strength to strength.

IN THE KITCHEN

The big change the new Moffat Rotel 3 provides the Country Oven is with dependable quality in the production of a large and varied range of baked goods. However the capability the equipment has for "minimising waste and reducing waiting times" is just as important according to Karen.

The Turbochef Sota oven offers ease of operation and consistent results as well – providing Karen and Glen with the confidence to experiment with and expand their menu. The couple also appreciate the technical support and onsite training Moffat have provided. It's made a potentially stressful move into the new location and easy and exciting one for the business.

Designed by you.

The new Kodiak
Bear, mixing at a
higher level.

Moffat are proud to welcome home the Bear Varimixer™ range. We're celebrating with the release of the Kodiak - a mixer based exclusively on the needs of the end user, packed full of new features designed by Bear customers worldwide.



Tagliavini Tronik Setter Ovens,
shown with optional loader



Daub RoboTrad Artisan Divider,
for perfect divisions everytime



Sottoriva Arca Fork Mixer, for
ultimate dough development



Tagliavini Modular Deck Ovens,
all with stone soles and high
volume steam



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Brisbane gets bigger, better

MOFFAT IN AUSTRALIA HAS NEVER BEEN ABOUT SIMPLY PROVIDING HIGH QUALITY PRODUCTS AND THEN WALKING AWAY. INSTEAD A NON-NEGOTIABLE FOCUS HAS ALWAYS BEEN ON ADDING VALUE AND SUSTAINING LONG-TERM CUSTOMER RELATIONSHIPS. A NEW RENOVATION IN BRISBANE HAS REITERATED THIS COMMITMENT.

Recent office renovations in Geebung, Brisbane has seen the creation of a vast open-plan office space and improved facilities for employees. It's also delivered exciting new spaces that benefit customers directly, including a working showroom, spare parts centre and increased storage.

By taking over the adjoining premises the company has been able to increase on-site warehouse storage by around 45%. As a result Moffat has been able to streamline their supply chain throughout Queensland and deliver products to customers faster and more effectively. With plenty of extra room for storing spare parts,



Moffat can now also respond faster to customers' servicing and maintenance requirements.

Paul Brown, Moffat's National Service Manager managed the renovation project. He sees the updated working showroom as providing a key advantage to the company and its customers. In this new showroom Moffat can provide customers with high quality training, presentations and equipment trials so customers can see how equipment works in a comparable environment before making a purchase.

"The display kitchen's range of Moffat equipment is somewhere our sales staff can bring customers and dealers for either training or product trials," he says. "For example, a manufacturer from the United States came in and tested some recipes on the equipment in the new kitchen."

Thanks to the renovation Moffat now has five well-equipped display kitchens, Brisbane joining locations in Sydney, Melbourne, Auckland and Christchurch.

The dollars and sense of good service and parts

OVER THE LIFE OF ANY PRODUCT IT'S EXPECTED THAT THINGS WILL AND DO GO WRONG.

However with the right post-purchase service a huge difference can be made in how the wrongs can turn right.

Making the right decisions at purchase time is obviously one of the most important factors – and the cheapest price doesn't necessarily equate with the lowest cost. Buying quality just makes sense.

Developing both scheduled preventative maintenance and insisting on proprietary parts ensures both lower total cost of ownership and a longer product life cycle. It will also improve the efficiency and reliability of your culinary tools of trade – always a good thing for the bustling modern kitchen.

There are also key benefits in dealing with a service provider who carries OEM parts on their truck, or has rapid access to the manufacturers inventory of parts.

The design and technical sections of Moffat work closely with the spare parts and service divisions. This allows for quick continuity of service on products in the field. Identifying serial number deviations or kit changes and upgrades is quick and painless.

Using OEM parts ensures that the same quality of component is placed – one that matches the characteristics used when designing, testing, evaluating and approving the original technology.

Nothing lasts forever. But with some tender loving care equipment can sustain a business's needs perfectly in the decades to come. Buying Moffat technology proves this confidence – that post-purchase proprietary parts and service support will keep your investment functioning – maximising returns and minimising stress.



Innovative meal delivery solutions designed for your healthcare needs

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