



Evolution of Commercial Kitchen & Its Equipment

mise en place



CONSISTENCY
a rational (e) aim
in every kitchen



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LIEBHERR:
FOCUS in DIVERSITY



ALLIED:
grounded by
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ALLIANCES

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POS SYSTEMS



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Kitchen & Its Equipment

mise en place



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EDITOR'S note

THE BUSINESS OF EFFICIENCY & THE ART OF FINE DINING

Since the last issue, we got a break from traveling for back-to-back tradeshows, giving us time to work on the second instalment of "**A FOODBIZ WORKSHOP**" after 2014's edition received positive feedback. This time, there's more to see (live demonstrations of kitchen equipment) and more experts to meet. Head on to page 90 to find out more about this essential workshop. Following that, we'd like you to meet Allied Foodservice Equipment; a **SOLUTION PROVIDER** specialising in the A-Z of setting up food establishments.

Under the theme of technology in **CONCEPT & DESIGN**, we track the history of Point-of-Sales (POS) Systems which many business owners have found helpful in improving the efficiency of their operations. From keeping tabs on revenue to monitoring costs, human resource, accuracy of orders and delivery; there is a module for any business. To help you choose a suitable system, we met up with iPOS where Mr Bryan Nai and Mr Jvnhoo Ting shared how POS is beneficial and how to select one.

Speaking of efficiency, it is vital in fine dining but throw in attention to detail, fluent articulation, precision and knowing the order of things; we now understand the value of its price tag. It can be a tall order to satisfy guests' expectations. Chefs spoke to us for **BUSINESS SENSE** on their different philosophies while Chef Jochen Kern (Promotion Manager) and Chef Federico Michieletto (President) took time to tell us about Bocuse d'Or Malaysia chapter and its aim to bring up the level of culinary standards here. We also have Sylvie Amar Studios, all the way from Paris, talking about designing fine dining restaurants and tableware. Of course, not forgetting the equipment used in such settings as well as special tools and distinct tableware in **EATSENTIALS**.

When it comes to technology, nobody will refute how much equipment has changed the way we work. A special feature in **EQUIPMENT** and the spotlight's on dishwashers. Taking a look at hood-type dishwashers, we lined up a model from various brands for you to compare and better understand your needs before selecting one. This issue's Manufacturer is Rational; the leading combi-oven manufacturer and Liebherr; a company with a strong history in manufacturing for various industries including chilling solutions for foodservice.

We are already in the third quarter of 2015 and there's more to look ahead to - starting with "**A FOODBIZ WORKSHOP**" in August followed by exhibiting at the **Food and Hotel Malaysia 2015** in September and **HOST 2015** in October. We hope to see you at any (or all!) of these events!



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NEWS!!

market, event &
EQUIPMENT launch

10 fhv 2015

11 hotelex 2015



16 new opening: electrolux COE

UPCOMING events / july - dec 2015



AUSTRALIA

- 20th - 23rd Sept 2015
Fine food Australia
Sydney



CAMBODIA

- 21st - 24th Aug 2015
Cambo Foodtech
Phnom Penh
- 06th - 08th Oct 2015
Camfood
Camhotel
Siem Reap Food & Drink Expo
Foodtec Cambodia
Siem Reap



CHINA

- 02nd - 04th July 2015
Café Show China
Beijing
- 10th - 12th Sept 2015
Hosfair Guangdong
Guangzhou
- 22nd - 24th Sept 2015
Food Hospitality World (China)
Guangzhou
- 14th - 16th Oct 2015
Hosfair
Shenzhen
- 11th - 13th Nov 2015
FHC China
Shanghai
- 18th Nov 2015
FHC West China
Chengdu



HONG KONG

- 08th - 10th Sept 2015
Restaurant & Bar Hong Kong
Hong Kong
- 03rd - 05th Dec 2015
Hong Kong International Bakery Expo
Hong Kong



INDIA

- 14th - 16th Sept 2015
World Food India
Mumbai
- 14th - 16th Sept 2015
International Foodtec India
New Delhi



INDONESIA

- 11th - 14th Nov 2015
Sial Interfood Indonesia
Bakery Indonesia
Food and Hospitality Indonesia
Jakarta



ITALY

- 23rd - 27th Oct 2015
Host
Milano



KOREA

- 12th - 15th Nov 2015
Seoul Int'l Café Show
Seoul



MALAYSIA

- 20th - 21st Aug 2015
FoodBiz Workshop 2015
Taylor's University, Lakeside Campus
Selangor
- 11th - 13th Sept 2015
Caffa 2015
Kuala Lumpur
- 29th Sept - 02nd Oct 2015
Food and Hotel Malaysia (FHM)
Kuala Lumpur



MYANMAR

- 26th - 28th Nov 2015
Myanfood
Myanhotel
Yangon



SINGAPORE

- 14th - 16th Aug 2015
World Halal Gourmet Expo
Singapore



PHILLIPPINES

- 05th - 08th Aug 2015
Wofex
Manila
- 24th - 26th Sept 2015
Hotel Suppliers Show
Pasay City



TAIWAN

- 05th - 08th Nov 2015
Kaohsiung Food Show
Kaohsiung



THAILAND

- 16th - 19th July 2015
TRAFS-Thailand Retail,
Food & Hospitality Services
Bangkok
- 02nd - 05th Sept 2015
Food and Hotel Thailand (FHT)
Bangkok



UAE

- 28th - 30th Sept 2015
The Hotel Show
Dubai
- 27th - 29th Oct 2015
Gulfood Manufacturing
Dubai



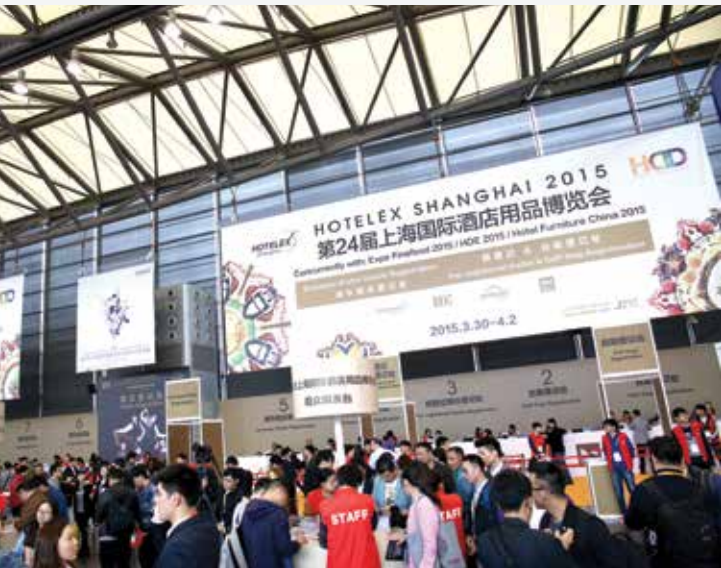
FOOD&HOTELVIETNAM2015: ANOTHER FEATHER IN THE CAP FOR SOUTHEAST ASIA

One of the fastest growing countries in the Southeast Asia region, Vietnam is seen as a sound investing point. And it is evident with the 470 exhibitors from 36 countries / regions who participated in FHV2015. As said by Mr. Vo Thanh Kiet, Foreign Agricultural Service; U.S. Consulate General Ho Chi Minh City- the organiser of the USA Pavilion; *"Food&HotelVietnam2015 is the best trade show to promote American food products to Vietnam"*. The profile of visitors were diverse which testifies to FHV's growing brand quality and reach - coming from neighbouring countries like Cambodia, Malaysia, Singapore, Laos, Thailand as well as other key tourist areas such as Japan, South Korea including United States, Australia and Italy.

Aside products, FHV was a platform for business networking, knowledge sharing and skills development. Seminars organised by Lean Six Sigma Network and Asiawide Franchise Consultants attracted more than 100 delegates to learn more about Food Safety and Franchising together with a barista training series. It was also the fourth edition of the Vietnam National Culinary Challenge (VNCC) where upcoming young cooks impressed the judges. Chef Otto Weibel, the Chief Judge remarked that he was glad to see the competition grow year after year and he felt the strong enthusiasm to learn and get feedback. There was also the Vietnam Barista and Latte Art Competition with Trung Nguyen Coffee, Vietnam's market leader winning most of the prizes. Alongside skill sets was also the annual meeting of the Vietnam Hotel Association attended by more than 150 directors, managers and leaders from top hotels and resorts across Vietnam where they discussed key issues and improving their services.

Evidently, visitors were pleased with FHV2015 saying *"FHV is the most prestigious trade event that I have visited in Vietnam and Indochina. We managed to secure the best deals and are waiting for quotations from suppliers"* (Ms. Tran Nghiep Lan, QM Director, Skewers Mediterranean Restaurant). According to Mr. Tee Boon Teong, Deputy Chief Rep of Singapore Exhibition Services, Vietnam Rep Office, *"we hope to expand training sessions and competitions to appeal to a larger audience and hope to support local industry associations connect with overseas partner for industry development"*. 

Food&HotelVietnam2017 will be held from 25 - 27 April at Saigon Exhibition and Convention Centre, Ho Chi Minh City, Vietnam. For information, visit www.foodnhotelvietnam.com



THE APPLAUSE AUGURING WELL FOR 2016'S EDITION

One of the highlights of the exhibition was its “*Mirror Award Night*” that credits the best in the hospitality and catering industry as well as a time of networking for companies in various segments. Among the awards conferred were “*Top 10 Best Hotel Supplier*”, “*Top 10 Best Hotel Supplies Brand*”, “*Top 10 Best Catering Supplies Brand*”, “*Top 10 Best Catering Supplier*”, “*Top 10 Best Marketing Promotion*”, “*Top 10 Best Hotel Engineering & Design Supplier*”, “*Top 10 Best Hotel Designer*”, “*Best Sponsor*”, “*Best Boutique Hotel*”, “*Best Partner*”, “*Best Innovation*” and “*Mirror Gold Award*”.

The 15 themes at HOTELEX included Catering Equipment Supply, Tableware, Appliance & Amenities, Textile, IT & Security, Fitness & Leisure, Food & Beverage, Coffee & Tea, Bakery & Ice Cream, Wine & Spirits, Hotel Building, Hotel Engineering, Hotel Design, Hotel Furniture and Hotel Cleaning. With everything under one roof, the 24th edition of the show registered a total of 96508 professional visitors, an 18.3% increase from 2014, covering a total of 250,000 sqm in exhibiting area.

With the coffee movement experiencing steady growth, HOTELEX was also a place to be as it held the China Barista, China Latte Art, China Cup Tasters Championships and China Brewers Cup. The cheer for participants turned into one for the organiser as World Coffee Events (WCE) announced it will be bringing 4 of its Championships to HOTELEX 2016! The crowd also marveled at skills of participants contesting in pizza making, gelato making, baking, cooking, bartending, hotel room technical skills, fashion drinks and so forth. Providing a comprehensive overview of the industry was the forums that looked at Foodservice in the 21st Century, Sustainability in Hospitality Industry and so forth. Professionals came to share their latest knowledge on the dynamics of the market thus improving the relationship between suppliers and buyers for the development of hospitality and catering industry. ☕

HOTELEX 2016 will be held from March 29 - April 1 at Shanghai New International Expo Center. For enquiries and information, visit www.hotelex.cn



Malaysia's Official Food & Hotel Show

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Event Preview -

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IN ANTICIPATION



Food and Hotel Malaysia 2015 (FHM 2015) is back with its 13th edition poised to be a more exciting and happening event. This well-seasoned show will open its doors from 29 September - 2 October 2015 at the Kuala Lumpur Convention Centre.

FHM 2015 will be returning on a larger scale covering 9 exhibition halls occupying 17,000sqms. An anticipated 19,000 trade visitors and a total of 1,200 exhibitors from 50 countries from the Food, Beverage and Hotel industry are expected to take part this year, in giving you the perfect setting for your business. From the moment you walk in through our doors, you will be taking an excursion from the ordinary-everyday setting to an experience derived from a combination of inviting elements; carefully selected to conjure up the guests' senses.

Not to be missed is the Culinaire Malaysia 2015 "**MALAYSIAN BATTLE OF THE CHEFS**", organised by Malaysian Association of Hotels. Held in conjunction with FHM 2015, you will be amazed and entertained by the chefs' display of professional skills where some of the best in the region's Hospitality Industry come together to shine in various contesting disciplines and categories.

Once again, FHM 2015 will be inviting celebrity Chefs to show you the perfect marriage of artful presentation and flavours through cooking demonstrations as well as show us how to take casual dining to a whole new level. Take the opportunity to get up-close-and-personal with your culinary questions to the esteemed professionals.



In addition to our mouth-watering episode, The Wine Village debuts for the first time showcasing a show within a show. The Wine village enables key wine suppliers, distributors and embassies to raise their products' profile in this growing market.

Further enhancing the value of FHM2015, a one day conference on Optimising Revenue through Innovation will be conducted by Ariana Hospitality International. Listen and engage with top level speakers as they share the latest trends and insights on the Revenue Management practice within the Hospitality industry.

For more information to participate in FHM2015, visit www.foodandhotel.com or contact the Organiser at **+603-40410311** or email enquiry@mesallworld.com

in Milano



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IN ANTICIPATION



Excellence in hospitality is the watchword of **Host2015**, the world's leading marketplace in the Ho.Re.Ca., food service, retail, large-scale distribution and hotel industries, at the fieramilano fairgrounds in Rho, Milan, from Friday 23rd October through Tuesday 27th October.

In fact, Host's undisputed leadership has already convinced **nearly 1,800 companies** (1,748 by the end of June) - **38 percent of them from outside Italy** - not to miss the world's largest event promoting excellent Ho.Re.Ca. Some **14 halls** are almost sold-out, **two more** than in 2013, with a **12 percent increase** in square metres. Host's success builds on its unique exhibition concept, organised in three macro-areas that favour cross-industry hybridisations: **Foodservice equipment and Bread-Pasta-Pizza; Coffee-Tea with Bar-Coffee Machines-Vending and Gelato-Pastry; Furniture and Tableware**. Host exhibitors will meet over **1,500 hosted buyers from 60 countries**, including the most dynamic economies such as **China, India, the Gulf countries and the Far East**, and more than **135,000 professionals**.

Furniture and Tableware, in particular, is experiencing a dramatic **30 percent increase** in exhibitors, with top players like **Abert, Alessi, Arc International, Bauscher, Bormioli Rocco, Bticino, Calligaris, Churchill, Dudson, Ercuis, Frette, Gaber, Gewiss, Guy Degrenne, Hartmann tresore, Indel B, Infinity, IVV, Mepra, Nardi, Novatex, N(u)de, Pedrali, Pinti Inox, Pordamsa, Raynaud, RCR, Richard Ginori, Rosenthal, Sambonet, Slide, Steelite, Tognana Porcellane, Villeroy & Boch, Vista Alegre, Wmf-hotel, Zafferano, Zwiesel Kristallglas** and general contractors such as **AFA Arredamenti, Africa Style, Costa Group, Elemegi, Linari italia, Rossetti Edizioni, Sifa Design, Tecnoarredamenti**.

The visiting experience at Host2015 will be enriched by a wide offer of events and special features like **EXIHS**, the high-end future hotel concept by hotel architect **Dante O. Benini**, and **FuturBar**, a concept for an interactive bar of the future. ☁

For updated information: www.host.fieramilano.it, @HostMilano, #Host2015.



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new opening: Electrolux COE



ELECTROLUX CENTRE OF EXCELLENCE (CoE) COMES TO SINGAPORE

The 150 sqm space is poised to be a hub of inspiration as members of the world renowned Electrolux Chef Academy, joined by Celebrity Chefs and experts from the foodservice industry will host participants who come to experience the latest cooking innovations. Able to accommodate more than 20 people, the CoE can also be used as meeting rooms, classrooms, seminars and events. Activities are planned for the purpose to help professionals in the industry to better understand their concepts and discover new ideas to implement. For example, the seminar on Banqueting Innovation talks about using specific equipment for high-volume food preparation that will enable a kitchen to streamline activities to maximise consistency and profitability from the existing footprint. If the culinary world is abuzz about vacuum cooking, the CoE is right there with its Sous Vide Technology seminar that aims to analyse the techniques and benefits that an operator can enjoy from the perspective of workflow and cost. Meanwhile, the Happy Hour, Happy Business is about opportunities in the fingerfood/appetisers segment of the menu and how it can be introduced as a whole meal including main course and dessert.

Equipment in the CoE is installed to answer to different needs. The Therma Modular with Aquacooker, full induction operations, oven passthrough, induction wok, deep fryers, passthrough oven and fry top is a stove designed for restaurants of high productivity and a reference for project dealers and consultants. The air-o-steam range is a complete solution for banqueting concepts as well as restaurants while the HSG Panini showcases its abilities to fit the needs of cafes and Quick Serve Restaurants (QSR). Other complementary equipment to ensure the kitchen operates properly include Dynamic Preparation, Libero Point, Refrigeration and the green and clean hood-type dishwasher.

Recognising the importance of product knowledge, a collection of tailored product trainings are designed for chefs, clients and independent Business Partner and end users in order to enhance their insights regarding power, simplicity, performance and green features in equipment. Technical support is not neglected as the CoE also functions to equip technicians with the latest changes and upgrades in equipment. Through exposure to field operational challenges and solutions, participants will be able to see customer care beyond equipment service and repair. It also invites collaborations with industry peers to conduct joint events to form dynamic synergy and reach out to a wider audience thus bringing positive benefits to more parties. 🤝

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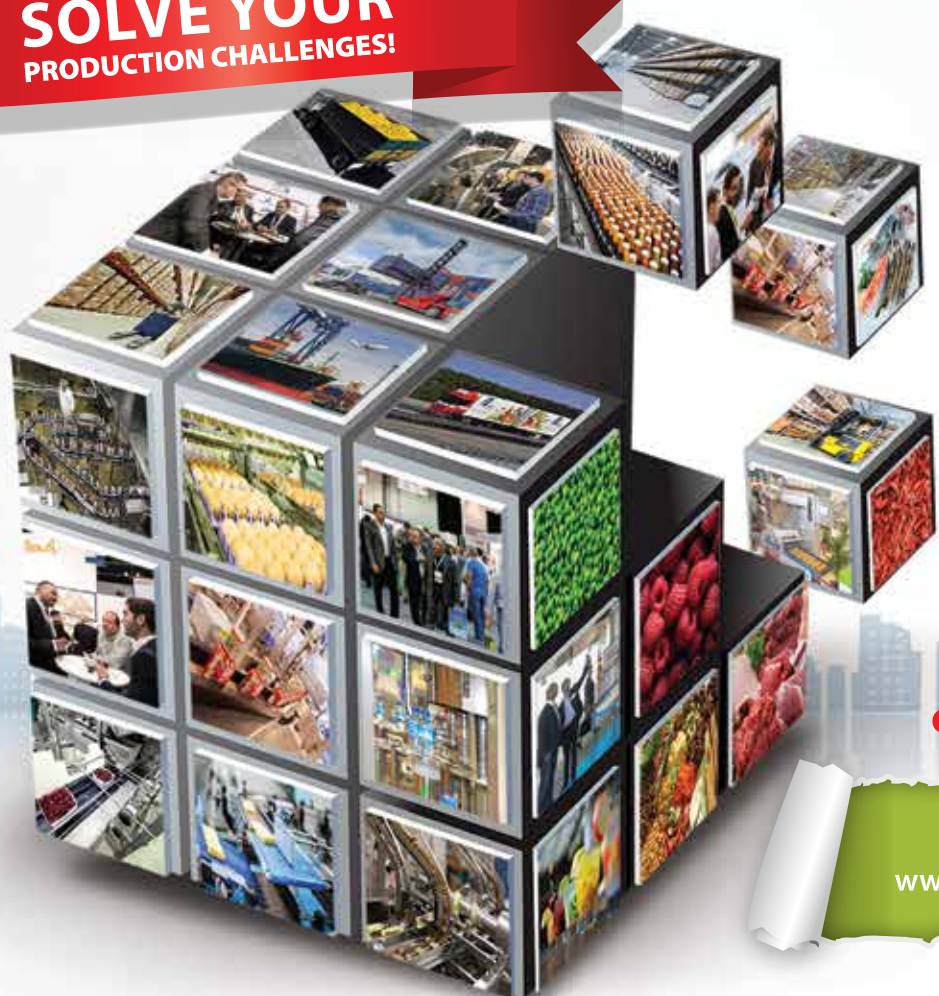
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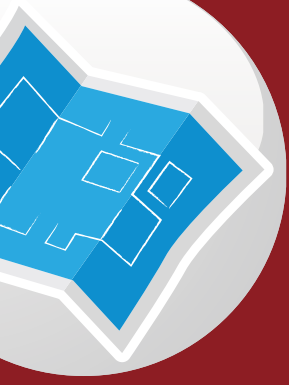


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better check & balance with POS SYSTEMS



If you make a mental note each time you purchase an item, you would find that at least 85% of your purchases was punched in and recorded into a electronic box. When it comes to buy-and-sell, nothing is more important than knowing your profits at the end of the day and having the accurate data corresponding to it. Cash registers would be the most basic instrument for this purpose and the advent of technology soon introduced operators to the Enterprise Resource Planning (ERP); a business process management software which provided any organisation to use a system of integrated applications to manage their business. ERP also allowed automating numerous back office functions for services, human resources and technology. It was a solution to stacks of files and logbooks as the ERP software can integrate almost all an operation's facets; including product planning, development, manufacturing, sales and marketing. Business owners can opt to only purchase ERP modules that fit their specific needs.

Early adopters of ERPs might remember MICROS Systems Inc. Short for its product named **Modular Integrated Cash Register Operating Systems**, formerly named Picos Manufacturing when it was founded in 1977. MICROS were manufacturers of computer hardware, software and services for point-of-sales recording in restaurants, hotel, other hospitality businesses and retail markets. It made different systems for different F&B concepts such as products for single-entity restaurants, major chains with centralised reporting, and multiple-restaurant properties. In restaurants, servers place orders via touchscreen computers which are then sent to the kitchen and/or bar printers for preparation. It can then generate reports on total sales and total menu items sold to give proprietors an idea of how well the business is doing and for the purpose of inventory.

FROM HARDWARE TO CLOUD STORAGE

MICROS certainly set the benchmark for POS systems but it still consisted of numerous pieces of hardware to operate. Surely we have heard or (unfortunately) experienced the horrors of losing all our data in the computer's hard disk because we did not back them up. In recent years, cloud computing is proving its worth. In brief, it uses a network of remote servers hosted on the Internet to store, manage and process data instead of a local server or a personal computer. It is increasingly adopted by POS system to allow users the flexibility of accessing their system directly from the Internet on any browser. This means cloud-based POS systems are not tied down to any platform or operating system; most are even compatible with tablet or mobile devices. As it does not run locally, no installation is required, thus saving time and space (no more bulky desktops!) What more, the National Restaurant Association primes mobile as the hottest technology trend of 2015 as 29% of its survey respondents said they will adopt tablet computers in their restaurants.

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THE EDGE OF MOBILE POS

Do you have that one friend (maybe its you) who is always in charge of doing the calculations when eating in a big group; especially *ala carte* dining? If a restaurant adopts a Mobile POS system (henceforth referred to as mPOS), the service crew can instantly pull up individual tabs, including taxes just by each diner informing what they had. This is just one of the many examples of how Lightspeed restaurant POS can make life easier for both consumer and proprietor. As with most modern POS systems, it runs on cloud computing and iPOS' Sales & Support Engineer, Mr Bryan Nai and Mr Jvnhoo Ting shared the upsides of adopting mPOS systems and what to consider when selecting one.

- **Less Labour, More Covers**

As soon as the crew taps on an order, it is immediately sent to the kitchen. This cuts out the need for the waiter to walk and give the order, walk back to another table to take another order and so on. By accumulating several orders at once, the kitchen is able to see how many duplicates it needs to prepare hence speeding up the delivery time resulting in improved turnovers.

- **Floor Plan Management**

There are times guests come in big parties and shuffling needs to be done (table 10 might have been moved to join 16 and table 5 moved to 10's usual position). Errors can occur with servers sending the wrong order or an order gets left out. With Lightspeed restaurant POS, an operator can instantly update the floor plan to reflect the current layout thus ensuring that service crew are updated in real-time. Additionally, this feature provides an insight to which tables' location are more popular or which aren't thus enabling the owner to shuffle the seating plan.

- **Menu Management**

Want to run a promotion on special occasions or combo meals? You won't have to personally go to each outlet and configure its system and update the price. All that is needed is basic IT knowledge and with just a few taps on the Lightspeed system, the changes are applied across all outlets.

- **Data Security And Detailed Reports**

As we have understood, cloud-computing is taking over physical hard disks. This means every time data is keyed in, it is automatically saved into the cloud. Even if the device crashes, there is no need to worry because everything is in the cloud. In the case of Lightspeed restaurant POS users only need to download the system's app into a compatible device and run from anywhere. While traditional POS systems do generate reports, newer ones are typically more detailed and can be shown in real-time, making it easier for operators to plan supplies required or what to add/remove from the menu.



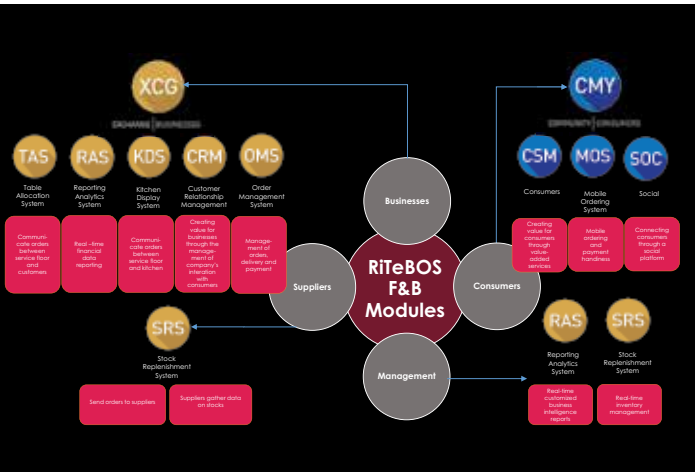
Order taking, real-time data report & floor plan management are amongst Lightspeed's modules in its POS system



BETTER CHECK & BALANCE WITH POS SYSTEMS

Integration & Customer Engagement Drives Growth

Globalisation has opened us to share and work together. It is no surprise that integrating is also present in the F&B industry. As said by Bryan, Lightspeed is designed to integrate with other related applications such as food-ordering-and-delivery apps, table booking apps and such. Or if operators prefer a more comprehensive solution, RiTeBOS proposes itself as a holistic ecosystem that weaves data for business and consumers together.



With its CMY (Community) platform, it allows operators to better engage with customers through value-added services like mobile ordering and online payment options where they can opt for pick-up or delivery (where applicable). This allows busy people to still have time to eat food they like without the waiting time at the outlet or traveling the distance. On top of that, RiteBOS' SOC (social) provides a platform for users to share their reviews of a particular food item or outlet hence creating a close-knit community and for the business owner, he/she can capture the data of customers' preferences and come up with strategies to further promote its business. For example, showing deals that customers would tend to take up based on the history of their patronage.

As mPOS systems operate with a tablet most of the time, service crew can provide a better picture of the menu to the customer by showing pictures and detailed description straight from the screen. This would be helpful if you have new staff who are not fully familiar with the menu. Or for more experienced servers, this serves as an opportunity to continue a conversation with diners as one does not need to run off to the back-of-house and place the order; instead the guest might even order extra as they listen to suggestions and see images!

KEY POINTS IN CHOOSING A POS SYSTEM

- **Some suppliers interpret mobile POS differently:**

- controlled by a central unit running on the traditional CPU and specific software but servers are able to take orders via a handheld device. Data is stored in hard disk.
- Fully mobile with the system built into the tablet. It only needs Internet connection and the owner can access the data from cloud storage wherever he/she is.

- **Easy-To-Use**

The interface should be clear, concise, easy to navigate and responsive. While suppliers do provide initial training, it is recommended that the present crew is adept enough to train new staff to use it.

- **Global Network Support**

Could be a consideration for businesses intending to expand out of its region. Business climates vary around the world and to purchase a mPOS system with a wider geographical presence would make it easier as the local team has adapted the system to the country's regulations.

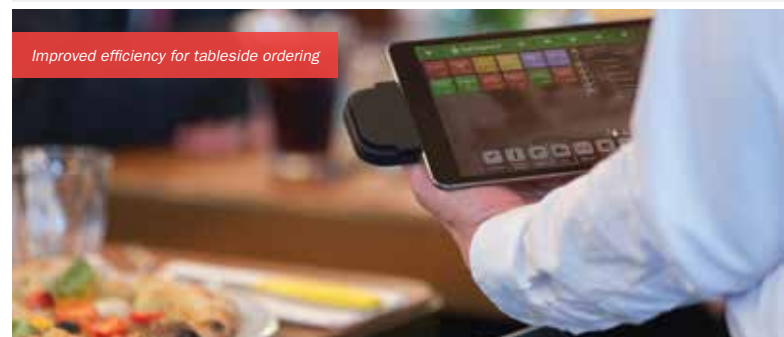
- **Expandable**

From brick-and-mortar to opening a one-time stall at an event, a food truck or a new venture, a cloud-based mobile POS ought to be able to grow alongside the business because all you need is a tablet and Internet connection; not traditional hardware.

- **Subscription-Based, Continuous Updates**

Most suppliers offer contracts as such. You may also want to look at systems that is consistently updated and which you can implement on your own. For example, Malaysia's new Goods and Services Tax (GST) implementation. Traditional systems will require on-site installation of the software but cloud-based system usually does not. ☹️

**** These suggestions are based on our conversation with iPOS' Bryan and Jvnhoo.**



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who ORDERED WHAT? the evolution in ORDER TAKING

For us who eat out on a regular basis, surely you have encountered occasions where the service staff is standing by the table, as if auctioning off a dish because everyone is too busy talking or have forgotten what they ordered. Adding to that, the staff is not able to match the dish to the customer. In the ideal world of foodservice, customers should not have to worry about such slip-ups for operators ought to be working on an order system to also ensure that the kitchen and front-of-house are in sync and service progresses smoothly. While most establishments are running on a Point-of-Sale system today, they would be based on 4 main methods that were written with pen and paper. Imagine a table of 20 people out for dinner; how did the service staff ensure things are done right?

DUPLICATE METHOD

Generally used in smaller hotels, budget friendly restaurants or cafes or at establishments offering a set menu with a few ala carte items. A check / bill pad with a serial number is filled with 50 - 100 pieces of food checks. The top copy is carbon-backed to make two copies of one order; one going to the chefs and the other for the waiter.

SERIAL NO.	WAITERS NO.		
0754	15		
0754	15		
0754	15		
0754	15		
Table No: _____ Date: _____		Total	\$

Waiters are to write out the number of covers and price of the dish before sending it to the kitchen. The top copy of the set of checks is usually made up of a number of perforated slips. A different perforated slip should also be used for each course; for example first, main, dessert. As the required dish is ready to be served, the kitchen's aboyeur (announcer) will tear of the waiter's number (15) on the end of the slip and place it with the dish concerned so that all waiters know which item is for their customer. The waiter should remember the estimated time before handing in the slip of the following course, giving adequate time for guests to finish one course and the kitchen to prepare.



The duplicate method is considered to be versatile and is the basis for the many possible variations to an order system. For example:

- Menu and customer bill combined in one sheet, allocated to each party of guests. Guests' requirements such as number of covers and /or special needs are written down in the space next to the price column:

SOUP			
Mushroom	\$2	3	
Tomato			
OMELETTE			
Ham	\$3	2	
Cheese	\$3		
Vegan	\$2.50	1	
Fish & Chips	\$8	1	
Grilled Chicken	\$8	2	

WAITER		TABLE NO		NO OF GUEST		\$	
Cheeseburger	Chicken Sandwich	Fish Burger	BLT Sandwich	Beef Burger			
Steak Sandwich	Bean Burger	Big Breakfast	Mixed Grill	Egg & Chips			
BEVERAGES							
Coffee	Tea	Hot Chocolate	Orange Juice				
Milkshake	Float	Milk	Soda				

- Single order sheet: Used in places where the menu is considered small and the waiter marks down the guest's orders, relays it verbally to the kitchen and when the guest

asks for the bill; prices the order sheet and hands it over. There is only one copy of the order check and bill combined which is retained by the cashier after payment is made.

SERVICE WITH ORDER

An order is taken, the customer is served and payment is received according to that order. This is suitable for bar service or take-aways.

TRIPPLICATE METHOD

As implied, this system consists of three copies and typically used in the majority of medium and large first class restaurants. The top copy is handed to the kitchen/announcer, the duplicate goes to the cashier for bill tabulation while the flimsiest piece is kept by the service staff as a reference. There are four corners of the check to be filled:

Table no.	(Restaurant name)	No. Of Covers
Top Copy		
Date		Signed
Table no.5	(Restaurant name)	No. Of Covers 3
	3 Carrot Juice 3 Mushroom Soups 2 Grilled Chicken 1 Steamed Fish	
Date 08/02/14		Signed LYN

In occasions where guests intends to order extra items after the first food check has been recorded, there should be a stack of checks bearing the term "suivant" which means "following" check.

Table no.	(Restaurant name)	No. Of Covers
Suivant 3 Caramel Custard		
Date 08/02/14		Signed LYN

Sometimes the kitchen may overlook and leave out an item, in which case is normally a 'no charge' to the customer, the head service staff must sign off on the check with the heading "supplement". Meanwhile if a wrong dish was ordered and had to be sent back, a special check called "retour" (return) followed by the name of dish going back and "en place" (in its place) the name of the replacement item.

(Restaurant name)		(Restaurant name)	
Table no.	No. Of Covers	Table no.	No. Of Covers
Supplement		Retour	
1 Mushroom Soup (N/C)		1 Grilled Chicken \$10	
head waiter's signature		En Place	
Date 08/02/14 Signed LYN		Date 08/02/14 Signed LYN	
		1 Chicken Soup \$7	

PRE-ORDERED

This method is used in individual service such as room service breakfast, hospital meals or at functions where guests decide beforehand what they want.



WHO ORDERED WHAT? THE EVOLUTION IN ORDER TAKING



FROM PEN TO KEYBOARD

The first foodservice outlet to employ a micro processor-controlled system is none other than McDonald's.¹ Built by William Brobeck and Associates in 1974, it provided each station in the outlet its own device displaying the entire menu. A numeric key is assigned to each item and the staff only needs to punch the respective key and the number of orders. When the customer is ready to pay, all that needs to be done is pressing the [TOTAL] button which calculates the bill; including the sales tax. The system allowed up to 8 devices to be connected to one of two interconnected computers enabling printed reports, prices and taxes to be handled from any device. Also, if one computer failed, the other could handle the entire store.

With the evolution of Information Technology and computers, Martin Goodwin and Bob Henry created the first POS software that was able to run on the Microsoft Windows platform in 1992.² Opening up possible developments, a wide range of POS applications have since been made available on Windows and Unix platforms. Businesses were also more keen on adopting POS as costs of such systems became more affordable. Keying in orders on a machine soon became attractive to business owners and the industry called it the "legacy" or "traditional" POS system. Think of it as storing all of your music files, pictures and videos in the hard disk of your computer which can only be accessed from that one point. The system comprised of a CPU, monitor, numerous software and setting up took a long time. So did fixing should anything go wrong; and with the POS system being a single-point terminal, businesses end up facing downtime during service. The legacy POS system enabled mobile order taking and service staff would punch in orders on a handheld device; thus eliminating errors that can occur with the pen-and-paper method. However, that is the only extent of its mobility as everything is still controlled by

the huge desktop setup at the cashier. Speaking of which, most of us would remember our first desktops which needed plenty of space with its boxy monitor, processor, keyboard and mouse in separate components.



The first McDonald's POS system (Image credit to PFMeads (Own work) via Wikimedia Commons)

Undeniably, traditional POS system helped F&B establishments streamline its ordering system, track revenue and sales reports yet progress is only natural. As discussed earlier, modern POS models can do so much more for business owners to improve on its entire business strategy. At the same time, simplicity in a system will win as society looks for greater accessibility, ease-of-use and convenience in managing the numbers. 🍷

¹ "William M. Brobeck, John S. Givins, Jr., Philip F. Meads, Jr., Robert E. Thomas; United States Patent 3,946,220"

² Kaplan, Karen. "Do-It-Yourself Solution: Small Grocery Chain Has Big Plans for Its Retailing Software", "Los Angeles Times", November 29, 1995, accessed December 10, 2010.



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take your time... and FINE DINE



A common remark when it comes to the food in fine dining is “*big plates, tiny portions!*”. The reason is to create a stunning visual and a memory for diners, when the centrepiece is not crowded by too many aspects; according to Chef Jochen Kern, Director, School of Culinary Arts (Berjaya University College of Hospitality). While many tend to associate fine dining with Western food, Chef Jochen emphasised that it is not. It is about fine food, environment and service; regardless of cuisine as ingredients are stars and chefs' creativity limitless.

Most days we might spend an hour for dinner and for many of us, it is actually quite an effort. What about a dinner that averages 2 1/2 - 3 hours where details are considered to the most minute; in terms of ingredients, flavours, plating, environment, service levels? We recently attended a 10-course degustation dinner in one of Kuala Lumpur's fine dining restaurants and dare to claim it as “*living to eat*” instead of “*eating to live*”.

Many fine dining chefs describe it as “*telling a story*” or “*going on a journey*”. It starts from the moment you walk into the restaurant where the ambience is subtle and toned down yet not to the point of dullness. In previous years,



Rota das Estrelas (Flickr)

restaurants tend to opt for outstanding pieces of lighting to bring attention but modern day establishments prefer bold colour schemes and unconventional furniture ergonomic enough to mould to the diner's comfort.¹ Lighting is typically dim and warm to convey an intimate and cosy feel while selected music play softly in the background. Sounds should sync with the restaurant's theme such as classical for a traditional fine dining ambience or jazz for contemporary cuisine.¹ Such atmosphere automatically puts one in a relaxed mode and sets the tone for the night.

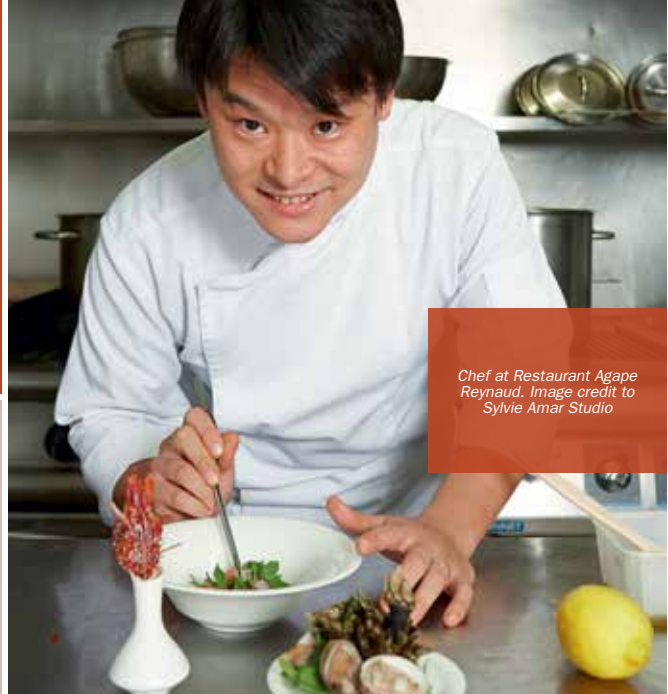
¹http://restaurants.about.com/od/restaurantconcepts/a/Fine_Dining.htm



CURATING AN EXCEPTIONAL DINING EXPERIENCE

One of the identifying factors in fine dining is the high levels of service. It is not merely taking and delivering orders but the attention to detail; and to also make the guest feel taken care of. It wasn't everyday that I am escorted to my seat, chair held out for me and napkin laid on my lap. Servers must also be able to explain each menu items without notes, even the wine list if there isn't a sommelier in the restaurant. The dining table should always be pristine thus servers are responsible to crumb the table in between courses and to replace linen napkins if a patron leaves the table. It is considered unacceptable if a server needs to ask the entire table who is having which dish. Each establishment ought to develop its own method of order-taking and most are based on the 4 fundamental concepts of the duplicate, triplicate, service with order or pre-ordered as elaborated earlier in CONCEPT & DESIGN.

While on the subject of service; it is very much part of hospitality. And hospitality is a culture, says Mr Yeoh Tay Boon, Head of School of Hospitality (Berjaya University College of Hospitality). Although the theory can be taught, the extra edge can be seen in an individual who has a heart of service and is projected through the ability to read a customer and efficiently meet their expectations. Through experience, someone in the hospitality industry should be able to anticipate what the customer wants. And in the area of dining, the chef, manager and service staff must be able to work as one unit to create a memorable moment for the diner.



Chef at Restaurant Agape Reynaud. Image credit to Sylvie Amar Studio



COVETING THE MICHELIN STAR

If there's an Academy Awards for film; there's also one for cooking. The Michelin Star is a standard restaurants aspire to work towards. A series of annual guide books published by the French company, Michelin (yes, of the famous tyres), the guide awards Michelin stars to select establishments. Originally a guide for French motorists in 1900 to boost demand for cars, thus for car tyres, it soon expanded to provide guides to restaurants and hotels². Anonymous reviewers would dine and rate their experience in order to decide if the restaurants deserved the coveted star. Back in 1926, it only regarded fine dining establishments with only a single star awarded and in 1936, it introduced the criteria for its 1, 2 and 3 stars²:

- 1 - Star: A Very Good Restaurant In Its Category**
- 2 - Stars: Excellent Cooking, Worth A Detour**
- 3 - Stars: Exceptional Cuisine, Worth A Special Journey**

The French chef Paul Bocuse, one of the pioneers of nouvelle cuisine said, "*Michelin is the only guide that counts*". Having said that, most chefs we spoke to agreed that the star must not be the sole reason to cook. While it improves the credibility of the profession, the chefs ultimately desire that their creations speak for itself and delight customers.

In designing a menu, it goes without saying that a chef's philosophy and personality plays a big role. What does he/she want the diners to go home with? Food must engage senses and be a sensory experience as well. Drawing on my memory of the aforementioned degustation dinner, it is indeed a step-by-step process. Visuals on the plate created a desire to really want to dive in and as the scent wafted up, I began to think of the possible components in the dish and as the tasting part commenced, it was then a play on your tastebuds. A chef's understanding of the science of ingredients and how profiles work with one another is reflected through the progress of each course - each not over or underwhelming the next for each item should stand on its own feet yet be able to play its role in the grand scheme of things.

²http://en.wikipedia.org/wiki/Michelin_Guide



from chefs to chefs: MEETING THE STANDARD OF BOCUSE d'OR

If the Michelin Star is awarded by reviews of the dining community, the Bocuse d'OR is considered the keenest contest as the evaluation comes from the sharp eyes and tastes of professional chefs. Held once in two years, it brings 24 young chefs from all over the world and in 5 hours and 35 minutes, to prepare a variety of dishes, live, to be judged by some of the most illustrious chefs in the world. A brainchild of Paul Bocuse in 1987, it is today THE platform for chefs to prove their mettle. Since 2007, the concept of pre-selection according to regions were introduced which include Bocuse d'Or Europe, Bocuse d'Or Latin America and Bocuse d'Or Asia-Pacific.

In an effort to unearth local talent and give them the opportunity to learn from chefs all over the world, the Bocuse d'Or Academy Malaysia was launched in 2013. The non-profit academy is in collaboration with Berjaya University College of Hospitality as the latter aims to promote and improve the perception of a career in culinary arts through educational internships, job placements and opening doors to professional culinary associations. Funds are raised for the Academy through activities such as culinary short courses and dinners featuring award-winning Chefs.

In the short time since its inception, it sent the country's first representative to 2015's competition. Kenneth Loke's bronze medal in Bocuse d'Or Asia Pacific Selection qualified him for a spot at the grand final in Lyon. Chef Federico Michieletto, President of Bocuse d'Or Academy Malaysia (Director of Culinary Arts and Affairs, Marini's on 57) and Chef Jochen Kern, Promotion Manager of Bocuse d'Or Academy Malaysia (Director of Culinary Arts, BERJAYA UCH) said, *"We are thrilled on being awarded the Bronze medal at the Asia Pacific competition. We are honoured on getting this recognition from the judges, most of who are respected Chefs in their own right"*.

By registering for an annual membership, students of culinary arts gain exclusive access to seminars and workshops with world-class chefs for a different learning curve that supplement textbook learning, said Berjaya UCH chief operating officer Mae Ho. As Chef Jochen said; the mark of a competent chef is having the know-how and creativity to adapt ingredients and cooking style in any situation - a skill that no books can teach an individual. 🍷

For more information:
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Team Malaysia to Bocuse d'Or Finale 2015: from left, Markus Dybwad as Coach, Kenneth Loke as Candidate, Leong Wei Ming as Commis



The dish that secured Team Malaysia's bronze medal at the Bocuse d'Or Asia Pacific Selection, qualifying them for the Finale




A common desire to put Malaysia on the map brought these chefs to work for the fund raising dinner



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SYLVIE AMAR STUDIO: ELEGANCE & FUNCTION in fine dining



Setting the scene of J'AIME by Jean-Michel Lorain Restaurant

“Decades ago in Paris, if a gentleman showed up at a fine dining occasion without a tie, the waiter would actually lend him one”, said Ms Sylvie Amar. However, times have changed and dining etiquette are not as stiff lipped as before; posh restaurants would still admit ‘smart casual’ dressing patrons. Social paradigms aside, the essence of a fine dining experience remains from the time of Antoine B. Beauvilliers opening the first prominent grand restaurant in Paris¹; drawing the attention of famous gastronome Jean-Anthelme Brillat-Savarin who said the restaurant was *“the first to have an elegant dining room, handsome well-trained waiters, a fine cellar and a superior kitchen”*.² In its early days, we imagine such restaurants decked out with heavy furniture, grand chandeliers and tapestry to reflect its point of luxury. Of course, designs evolve over the decades and how would one think up an ambience that is both suitable to today’s cuisine and times?

Sylvie, the *“designer of French style gastronomy”*; describes the process as finding a balance between the spirit of the food from the chef and the ambience. The story really starts from the chef and apart from talking to the chef, she tastes the food to better comprehend its philosophy and translate it to the storyline. It is then to the drawing board and she constantly asks, *“Do we still have things to invent? Today, what drives me is to reinterpret objects and match them with the 21st century’s use”*.

¹ Rebecca L. Spang (2001). *The Invention of the Restaurant: Paris and Modern Gastronomic Culture*. Harvard University Press.

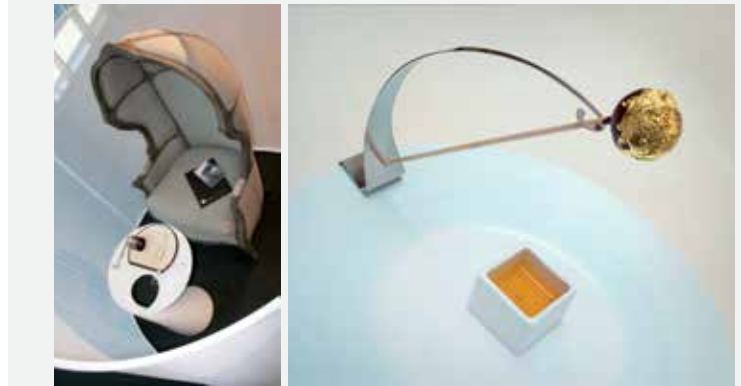
² Amy B. Trubek (2000). *Haute Cuisine: How the French Invented the Culinary Profession*. University of Pennsylvania Press.



Sylvie Amar introduces novel ideas for food presentation



Creating distinction on the regular plate



Designs for Park Hyatt Paris

ON FOOD PRESENTATION

In terms of tableware, she studies how people eat today and the food trends, for example burgers have been elevated to gourmet level and thus a really good knife is required or amidst the healthy eating revolution; why not design impressive salad bowls? At the same time, she also sees tableware as no longer defined by the type of food that will be served on them. What used to be described as plates for entrees, mains and dessert; today's chefs are more open-minded to present their food creatively. Sylvie does not denounce the fundamentals like the white canvas but uses it as her inspiration to rediscover designing plates that will attract attention yet is practical enough for storage.



Polished and shiny, immaculately arranged; not to mention heavy silverware is one of the hallmarks of fine dining. The need to individually polish them adds to the attention to detail that such dining experiences are known for. Some establishments even insist on having custom-made silverware to set itself apart,

perceiving it as a branding exercise, says Sylvie, although some chefs are veering towards wood crafted cutlery for an outstanding look or having partially matt finishes that gives a softer edge to the striking silver. You can read more about selecting the best tableware for your business in Eat-ssentials on page 54.

TELLING A STORY

To successfully convey the message, it pays to get into character. Although having the expertise, Sylvie never lets her own abilities drive the designs. By taking time to observe every single person in a F&B establishment; cooks, head waiters, sommeliers and crew, she realises the importance of coming up with the right items that not only inspire recipes, movements, presentation but how it can influence the entire business such as layout of the restaurant and / or buffet line alongside branding materials. When diners enter, you want them to feel at ease thus the lights should be warm and cosy and walls ideally painted with one colour so as to minimise the "mental noise" that can be caused by too many colours or patterns (if using wallpaper). If a restaurant proposes to diners a quiet and intimate meal, even the flooring would need to be considered with carpets the most practical option. Another factor is culture and Sylvie relates that Asia is beginning to adopt fine dining service levels but guests are still keen on identifying with their roots and approaches like placing chopsticks and fork together is a great way to show that a restaurant takes care of the client. Speaking of cultural symbolism, it also plays a role in inspiring her product designs especially those that aren't client-specified

saying, "the history of a brand, its heritage, its values, its uses, the people who use them...it is the immersion within a culture that usually leads me to the right product".

With every restaurant having its unique identity, it is up to the instincts and insights of individuals like Sylvie to come up with the accompanying elements to the cuisine that will elevate the guests' experience when they are out for a fine dining meal. 🍽️

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worktops of FINEST DEGREE

“A chef able to go from cooking in a fine dining restaurant to cooking in a ‘kampung’ (village) kitchen and still produce amazing food; that is a capable chef”, quipped Chef Jochen Kern. Once again, he reiterates that it is not the setting or text book lessons but knowing the ingredients and understanding how to best maximise them according to the setting, the audience and location. Therefore, a kitchen in a fine dining restaurant could very well be like any other kitchen; perhaps

with some unique tools (more on that later). However, for chefs who are discerning and particular about their work station, customised worktops are an option. Considered their pride and joy, every detail, position and placement of equipment is fitted according to what is most comfortable in terms of workflow, yet reflecting the character and personality of the chef. We take a look at few customised worktops available in market and their philosophy.



Asian Culinary Institute Singapore



Slick and clean look for Tetsuya's Restaurant



MARRONE Custom Cooking

Today, customised worktops are an absolute must for professional chefs which is seen as a point of reference for budding chefs to be inspired and find their individual voice. The Asian Culinary Institute of Singapore is built around 5 concepts: tradition, cultural heritage, efficiency, productivity and innovation. At the same time the kitchens designed for the Institute had to take inspiration from the 5 elements of the Chinese Zodiac (wood, fire, earth, metal, water). Assigned to develop the kitchen, Chef Christophe Megel said the project was full of complex needs and very difficult to execute but Marrone's high performance custom worktops met each detail accurately.

The abovementioned is amongst Marrone's bespoke cooking blocks, created to provide the Chefs high performance assistance to perform at their best in hectic kitchens. Chef Julien Royer of Odette restaurant in Singapore stated that his team has to go the distance to consistently transform natural products in the way that was defined when we created the

recipes for the menu. Simply put, the best cooking suite is like the best car to win the 24-hour Le Mans car race - different pilots have to be able to alternate at the wheel and lap constantly at the speed defined by the team manager with minimum maintenance and stops at the pits. As Marrone says; *“we like to capture the fire and put it in control of the Chefs”*. Whether a Restaurant or Hotel, Italian cuisine, Oriental, Asian or any combination of them, Marrone will blend developed craftsmanship, design, materials, innovative functions and esoteric details to create a performing and reliable machine that will guarantee the Chef peace of mind to best express his art. Marrone's team draws on their vast experience of working with different Chefs and Consultants from all around the world, in addition to the new technologies developed by his R&D department, in constructively advising the Clients in order to build a cooking block that delivers and is a pleasure to work with.

www.marrone.it

MOLTENI, from the Electrolux Group

If Molteni held a showcase for its cooktops, we imagine it to be a the “*fashion runway*” for the culinary world. For every unit is imbued with a sense of individuality yet maintaining the priority of form with function. Joseph Molteni, a manufacturer of “*fourneaux bouilleurs*” - wood and coal stoves that were used at the same time for cooking, central heating and heating water; had an idea to build a range to suit the needs of a chef’s personality and work style which resulted in the “*fourneau ménage*”.

Molteni can be as big or small as one wishes and is designed according to the type of cooking functions where traditional gas functions perfectly integrate with the most innovative cooking solutions, like induction hobs, teppanyaki plates, electric plates and cold cupboards. Part of the Electrolux Group since 1992, the manufacturing process is still the same. Made at the St Vallier (Drôme - 70 km south of Lyon), the work begins with listening to the customer’s requirements to do up a production drawing. On reception of customer’s approval, it takes about 8 weeks to manufacture the stove in the workshop. The length of time takes into account the time for each unique appliance to be made and also its small ‘plant’ where each worker is a specialist in carrying out one specific step of the manufacturing process.

According to Massimiliano Chiesa, Molteni Senior Product Manager, a Molteni stove is unique because “*we produce heavy-duty appliances, made in a workshop, no chains, we produce ‘hand-made’ appliances*”. The team can meet almost any request, relating a customer who requested for his stove to have the same colour finish of a bank’s toilet he visited. With almost 30% of Michelin-starred restaurants in France use a Molteni, an investment chefs believe in as one should last up to 30 years with proper care and maintenance. Even non-chefs are taken in by the allure of Molteni with the French Republic’s President, Nicolas Sarkozy and Mick Jagger of Rolling Stones’ fame having one in their homes!, says Massimiliano Chiesa. Being referred to as the “*Rolls Royce*” of the cooking world would not be too lofty a comparison with such attention to detail, top functions and durability.



The brief: Palace Hotel @ Tokyo, Japan

Made to measure central stove, shiny black enamel finish, stainless steel and chromium trims, electric-powered.

Functions: 2 bain marie, 2 ovens, 1 ribbed 20 dm² grill, 1 fryer, 2 induction plates 4 zones, 2 teppan yaki plates, 1 pasta cooker, 1 sink, 1 stainless steel shelf, 1 salamander with shiny black enamel front panel.



Latest installation in Italy at Le Monde Prata di Pordenone restaurant

From professional chefs to passionate culinary hobbyists, Molteni dedicates a range of “*standard*” ovens that feature all the qualities of a Molteni:

- **St Uze:** 115cm wide, it has a solid top for multiple cooking, two burners and an oven.
- **Professional 120:** solid top with temperatures able to go from 100°C - 350°C, an oven, two burners. Expandable with heated/non-heated cabinets or an extra two burners.
- **145 Professional Evolution:** a standard configuration that includes one solid top and two burners but can be customised with a further two burners, deep-fryer or fry top.

www.molteni.com



WORKTOPS OF FINEST DEGREE

thermaline M2M - Made to Measure by Electrolux

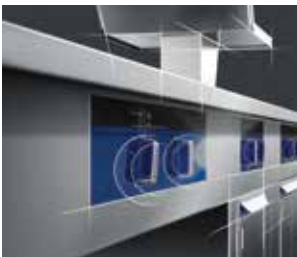
Building on quality and consistency since 1871, the history of Electrolux Swissmade products is directly connected to the Therma brand, leader in the market; in the making of striking stainless steel worktops designed according to chefs' requirements. With over 40 cooking options, the M2M is produced in the thermaline Production and Competence Center in Sursee, Switzerland and its Swissfinish products means appliances that fit into reduced spaces without sacrificing performance, cleanliness and looks. The attention to detail combined with innovation scored the team an acclaimed **Red Dot: Best of the Best** (2014) award or highest quality and groundbreaking design, where only 1.5% of all entries in the competition were awarded.

Foundational features of a thermaline are a result of innovating from the basics to provide users an enhanced experience; including:

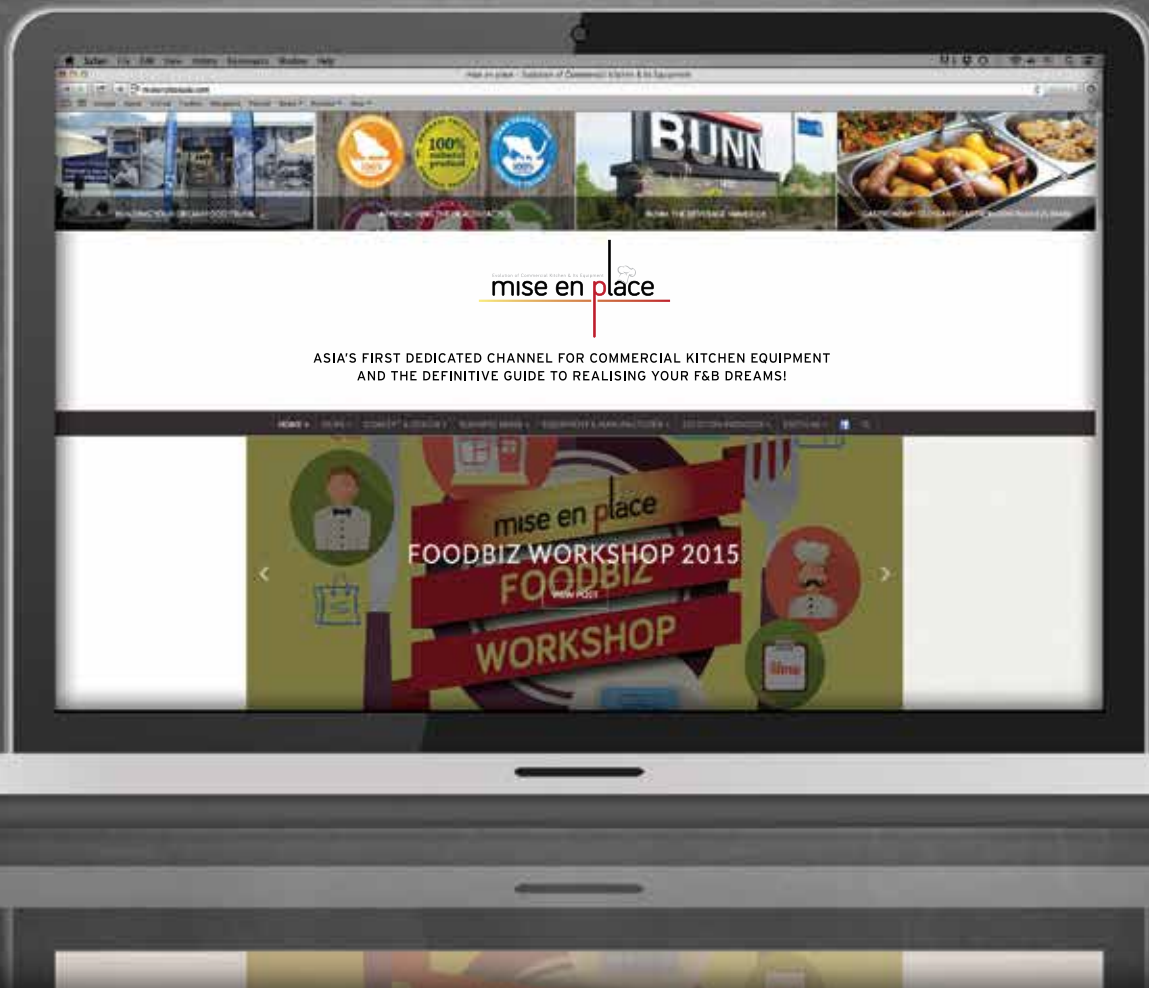
- Highly visible operations with the control panel and a smooth glass surface for top hygiene.
- Precise temperature regulation (by 1° increments) guarantees optimal cooking results.
- Patented, flush-mounted, triple ring, flower flame burners avoid heat dispersion thus saving time and energy.

- Non-stick Frytops equipped with highly resistant non-stick Powertop surface for heat distribution.
- Free-cooking top allows direct cooking of food in contact with the surface - or indirectly - working with pots and pans for maximum flexibility.
- Aquacooker ideal for multi-purpose preparations such as sous-vide, as a bain marie or pasta cooker.
- Flexibility with double temperature operations freezer and refrigerated bases in a single machine.
- Ecotop with special coating guarantees high efficiency while reducing heat dispersion.
- Ecoflam shuts the burner off when the pan is removed, keeping only the pilot flame on and providing less heat dispersion for higher energy savings and pleasant working conditions. 🍷

www.electrolux.com.sg/professional



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TANZINI: taking FUNDAMENTALS & being UNCONVENTIONAL



"The plate is my playground" (Chef Eugene Lee)

While his education in food science has laid the building blocks of understanding food and cooking, Chef Eugene said that growth can only happen when you evolve with those principles and create something new. Which is why diners would come across, eclectic and I must admit to having an initial "hmmm" moment upon reading Green Tea & Bunga Kantan (torch ginger flower) Opera cake or duck confit served with dried prawn butter on the menu. If someone were to ask what cuisine does the Upper Deck serve, it would not be easy to describe. The Senior Sous Chef declares it as "gangster cuisine" where they bend the rules as far as they can in attempts to discover greater potential.



Chef Eugene finds it rather funny that people here tend to associate steep prices and ambience to fine dining; which some operators may take advantage of and serve sub-standard meals. In his books, fine dining is more about ingredients and how a chef translates these items to a good eating experience.

"It's like going to an art gallery. There is a story behind each piece of art but the audience must have the interest to find out the story to better understand the work", he said. For example, when you see a splattering of sauce on the plate, it isn't stinginess but it is because the chefs believe that it is adequate to be in sync with the main item and tell the whole story. The Upper Deck offers a rotating menu and the chefs develop the menu taking into account textural properties, the origins of an item, art as well as science and by putting these factors together, come up with a unique language expressed on a plate. To fully encapsulate the story he wants to tell diners, the chef personally would

go with 7-8 courses as it gives him an adequate timeframe to plot his graph - starting with something simple and light, moving up to bolder tastes and textures (or the climax) before tapering down at the end.



A casual environment in Tanzini (Level 28)



Only serving at night, the Upper Deck

With presentation integral in fine dining, serving gears are important as well and "a different menu needs a different canvas, and sometimes a plate can even be an inspiration for a dish!", said the chef. Another element of the dining journey is the menu presentation. If we are used to reading in detail how each dish is prepared, you will only see the ingredients list (for awareness to allergies) and certain preparation methods. The purpose is to remove any pre-conceived notions of how food ought to taste but frees the diner to interpret the experience for themselves as there is no right or wrong.

And for the chef, there is no greater satisfaction when a diner shares their personal takeaways on how the food engaged their mind, senses and emotions. 🍴

tanzini
From Jamun to Sabbi

www.tanzini.com.my

DINING EXPERIENCES worthy of a 10/10



Head Chef Hironari Oba



Although branding itself as Japanese fine dining, the menu showcases influences from all over the world and it is also important for Head Chef, Hironari Oba, to apply local flavours adding that Malaysians are already very familiar with Japanese food, therefore he can be more liberal. Looking through the menu, we see items like roasted rack of lamb, confit chicken, duck and foie gras prepared in untypical Japanese fashion but a big part of the menu pretty much stays within ingredients and methods noted from the Land of the Rising Sun. Part of the Sushi Train company that runs various concepts of Japanese cuisine, TEN is also present in Australia and Chef Oba says the concept is similar with adaptation to Australians' preferences.

Presenting an Omakase menu; Japan's interpretation of a degustation course, Chef Oba designs the menu either by deciding the main course first and building the complementary elements or to take his diners on a journey. For the latter, his is based on technique progression. As ingredients come in from all over Japan, depending on seasons, the menu at TEN is defined only by the chef's know-how in selecting items that will resonate with the audience; and as the right technique brings out the best in an ingredient, it leads the way for a variety of textures and flavours throughout the course, in line with the intention of having guests taste the many techniques in Japanese cuisine.

In terms of hospitality, TEN has been praised by many. True to Japanese culture that emphasises courtesy, Ms Rina Inoue (Sales & Marketing) tells us that communication is very important so that the team knows a guest's likes and dislikes or plan a surprise for a diner on special occasions. Or something that leaves a pleasant memory like its tableside tea ceremony when serving ice cream which is also reflective of TEN's origins and the Japanese culture where

tea appreciation is highly regarded. Food, guest relations and then environment; the exterior is nature-inspired with its pebbled path and swatches of green in appropriate spots - a moment of zen, if you will, considering its location in the middle of Kuala Lumpur's city centre. Rina also said that lights are brighter during the day and dimmer at night; even using candles and adding that minor details like tablecloth (black for day, beige for night) also play a role in creating the right mood it wants the guest to be in while enjoying a meal at TEN.

Afterall, TEN means "heaven" in Japanese and the restaurant wants guests to feel that way, and at the same alludes to its "we AIM for the top of fine dining in KL" mission. ☺



Watch your food prepared live



Ten Japanese Fine Dining
www.tenrestaurant.com.my



C's STEAK & SEAFOOD RESTAURANT: making the best out of the meat



Variety, well executed

The all wooden décor and the commanding presence of open kitchen for grilling, pizza making, *dim sum* steaming, and a station for woks suggest that C's intertwines various dining concepts. From another angle, eight fish tanks with coolers for oysters and crustaceans join in the ensemble to show that the restaurant is equally serious with seafood. The creative take on every corner proves C's has successfully married fine-dining, a steakhouse, and even some may say - an elegant seafood shack; all encased beautifully behind a façade of a five-star hotel signature restaurant.

Take a conventional and straightforward business lunch; steak would be a good option. Or it may present an array of grilled items and fresh seafood for a casual Sunday brunch and at times, an experimental menu for more appreciative crowds (for example; a gourmet approach of s'mores and marshmallow). It also makes room for fine-dining moments.

Chefs Rolf Knecht as the Executive Chef of the hotel and Matt Demery as the frontman in C's demonstrate how best of ingredients, finesse in cooking techniques and technology meet. Chef Matt showed us the short ribs - cooked overnight in an MKN FlexiCombo MagicPilot. Previously, he employed an overnight marination by using C's signature housemade sauce and Coca Cola, now he simply manually sets the oven setting for slow braising. "With the short ribs, I specifically wanted to achieve an evenly cooked meat all the way through. I set the temperature at 70°C for 24 hours straight for the braising", says the chef.

In contrast with a regular conventional oven, the results are more desirable and accurate for any slow cooking process. "For the short ribs, I hope to accomplish a good character of a slowly braised meat but at a medium temperature. There's a combination of 20% of steam and 80% of dry heat during the process", explains the chef. C's also employs the use of sous-vide cooking for certain cuts of beef.



Chef Matt Demery showing the flexibility of a combi-oven



"We can always use the sous-vide for our products but when it comes to a large number of portions, our MKN assists so much in terms of capacity and the features that it possesses", says Chef Matt.

To sum it all up, this harmonious synergy between techniques and technology is what defines C's. From a simple shucking of the very fresh Fine de Claire oysters, Chinese style fried rice and spring rolls, and up to multiple cooking stages for Wagyu cheek and other prime cuts of beef; it is a complexity that is well-managed. "I would say that our style here at C's is a combination of techniques that people have been using for the past 100 years, something from what was taught in culinary schools, my expertise as a chef, and of course - technology", concludes Chef Matt. 🍷



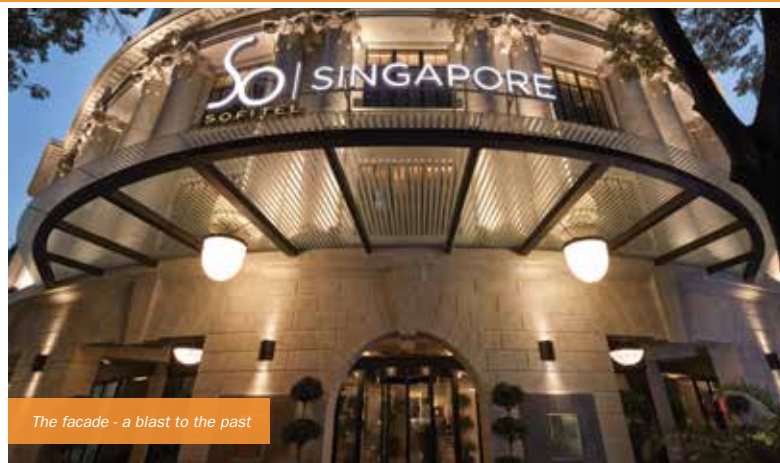
C's STEAK & SEAFOOD RESTAURANT
www.jakarta.grand.hyatt.com

personalising the “XPERIENCE” at SOFITEL SO SINGAPORE

From telecommunications to hospitality, the nearly 100-year old former Eastern Extension Telegraph Company building is now home to Sofitel So Singapore, the city’s own version of the So label luxury boutique hotel. Its iconic facade of symmetrical columns and large balconies exude a charm of the past while its contemporary urban interior reflects the city’s dynamic identity as a cosmopolitan with a myriad of cultures. True to Sofitel’s commitment to redefine luxury hospitality experiences around the world, Sofitel So Singapore’s interior design is developed by Isabelle Miaja and chic touches courtesy of the hotel’s signature designer Karl Lagerfeld. “The Lion’s Seal” emblem of the hotel is a commemoration of the birth of ‘Singa Pura’, the Lion City that symbolises innate courage and dignity in the hotel’s vision to forward the evolution of the local hospitality industry. The emblem’s symbolism is connected to guests via a variety of objects in and around the hotel - from collaterals to surprising touches waiting for guests to discover. Tasteful luxury is the language spoken throughout and its 134 guestrooms imbue French 18th century decadence combined with local tones and equipped with completely Apple®-based guest technology solution - truly a balance of relaxation, culture and connectivity.

Curating distinctive elements transcends all the way to dining as well. At the “Xperience” restaurant, guests will delight in watching chefs prepare their food on the customised Molteni stove that meets Culinary Designer, Chef Anne-Cécile Degenne’s concept of taking diners on a textural-based trip; as opposed to the traditional approach of serving entrees, main courses and desserts. The assembly is based on crunchy, zesty, smoky, spicy, silky, saucy and juicy textures. Sofitel So Singapore’s Molteni sophisticated black matt enamelled finish is one of the biggest units in Asia, measuring 6 metres long and split into a warm and cold side. The warm segment is where the saute, grill and boil action happens and because Chef Anne-Cécile intended that all garnishes, seasonings and herbs stay fresh and flavourful, the cold front cooking side is used for plating purposes.

Specified to the dot, it has the efficiency to cater for morning and lunch services crowd in a hotel with 134 rooms and guests who have limited time. The evening service takes a slower mode and the a-la-carte menu presents 21 dishes therefore requiring different types of equipment on the same stove to go through all the different textures without disruption, explained the chef. One could say, the Molteni is “Xperience” restaurant’s showstopper that not only captivates guests with its striking design but is also an outlet for creative culinary expressions with function, technology and artisan quality. 🍷



The facade - a blast to the past



And the So Hip entrance



Chef Anne-Cécile and the Molteni

XPERIENCE RESTAURANT



www.sofitel.com



running the BACK-OF-HOUSE

Following stovetops that can be appreciated just as much as the food that chefs produce using it, we will look at equipment that bring the stove alive. We noted that such kitchens are not much different in terms of standard equipment, to say, a casual establishment therefore we are keeping the focus on a few items that may be more present in the preparation and execution of foodservice in a fine dining setting.



Image credit to star5112 [Flickr]

Preparation Equipment: VACUUM PACKING MACHINE

Description:

Essential in sous-vide cooking, it seals up bags containing ingredients to be cooked in the water bath. It is also used to seal packages for storage purposes as it removes any air from the package so food does not dry out.



DISTFORM - TEKVAC - TVA410B2

Cycle Time : 25-60 seconds

Features

- chamber with rounded edges for easy cleaning
- memory for 99 programs, sensor vacuum control

Manufacturer : Distform S.L.

Website : www.distform.com

Email : info@distform.com

ELECTROLUX - TABLE TOP VACUUM PACKER WITH HACCP LABEL PRINTER

Pump Capacity : 20 m³ per hour

Features

- digital control panel allows the selection of up to 10 operating programs to guarantee optimized vacuum pressure and heat seal time
- pulse function to easily program cycles, select preset stored functions and parameters

Manufacturer : Electrolux Professional

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

VACMASTER - VP215

Cycle Time : 20-40 seconds

Features

- powerful oil vacuum pump, heavy-duty long-lasting vacuuming and sealing power
- chamber technology keeps air pressure equal inside and outside bag, allowing vacuum packaging of liquids

Manufacturer : Vacmaster

Website : www.vacmasterfresh.com

Email : contact@vacmasterfresh.com

BV BESSER VACUUM - BLIZZARD

Pump Capacity : 25 m³ per hour

Features

- ideal for restaurants, hospitals, works canteens
- 20 (+soft vacuum) programs

Manufacturer : Besser Vacuum S.R.L.

Website : www.besservacuum.com

Email : info@besservacuum.sg

BV BESSER VACUUM - VACOOK

Cooking Equipment: SOUS-VIDE MACHINE

Description:

Means to cook “*under vacuum*”, it involves placing food in vacuum-sealed pouches inside a water bath at a very accurate temperature. There are two types of machine in the market which are:

- **Sous-vide water bath:** self-contained temperature controller and heater with a set water bath.
- **Immersion circulator:** a heating element and water pump combine to heat and circulate the water to keep the temperature steady.



BV BESSER VACUUM - VACOOK

Type : immersion circulator

Features

- heats up to 50 litres of water
- 5 cooking settings, eco function for energy saving

Manufacturer : Besser Vacuum S.R.L.

Website : www.besservacuum.com

Email : info@besservacuum.sg

FUSIONCHEF BY JULABO - DIAMOND

Type : immersion circulator

Features

- for vessels up to 58 litres
- temperature stability of $\pm 0.01^{\circ}\text{C}$

Manufacturer : Julabo GmbH

Website : www.fusionchef.de

Email : info@julabo-singapore.com

GRANT - EXPERT RANGE - SVE 26 LITRES

Type : sous-vide water bath

Features

- high grade stainless steel case and inner tank
- maintains water temperature to within $\pm 0.2^{\circ}\text{C}$

Manufacturer : Grant Instruments Ltd.

Website : www.grantsousvide.com

Email : enquiries@grantsousvide.com

GARLAND - GI-SH/IN 2500

Control : RTCS is an internal control software development matching speed, capability and performance

Features

- drop-in mounts flush with counter, built with stainless steel casting and ceramic glass work top
- overheat sensor shuts the unit off preventing damage from pans cooking dry

Manufacturer : Manitowoc Foodservice

Website : www.manitowocfoodservice.com

Email : Inquiry.MFA@manitowoc.com



GARLAND - GI-SH/IN 2500

Cooking Equipment: INDUCTION COOKER

Description:

Keeps the environment cool, especially if tableside cooking is considered in a restaurant. Magnetic induction only heats the part of the cooking vessel that is placed upon the cooker while keeping the rest of the work top cool and safe.

ELECTROLUX - THERMALINE 80 - 4 ZONE INDUCTION TOP/TWO-SIDE OPERATED

Control : 9 power levels

Features

- almost the entire surface of ceramic plate can be used without “*dead*” spots
- pans can be easily be moved from one area to another without lifting

Manufacturer : Electrolux Professional

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

DIPO - TCK070

Control : 7 steps (warming) & 8 steps (heating)

Features

- time settings up to 12 hours
- automatic over-temp shut off

Manufacturer : Dipo Induction Co., Ltd.

Website : www.dipoelec.com

Email : dipo24@dipoelec.com



running the BACK-OF-HOUSE



Cooking Equipment: **IMMERSION BLENDER**

Description:

To create textural notes through pureeing or emulsifying sauces, this blender is convenient due to its portability and ability to withstand the heat of being placed directly into the cooking vessel.

DYNAMIC - JUNIOR PLUX XL

Capacity : 40 litres

Features

- detachable tube and mixer tool
- double insulation, variable speed control

Manufacturer : Dynamic

Website : www.dynamicmixers.com

Email : contact@dynamicmixers.com

ROBOT COUPE - MICROMIX

Speed Motor : 1,500 - 14,000 rpm

Features

- 100% stainless steel, tube, bell and tools
- precise and easily accessible variable speed feature

Manufacturer : Robot-Coupe

Website : www.robot-coupe.com

Email : international@robot-coupe.com

ELECTROLUX - 603746 (BMX450T35)

Capacity : up to 80 litres

Features

- overheating warning red indicator
- light weight, ergonomic grip and adjustable speeds make preparation tasks fast and easy

Manufacturer : Electrolux Professional

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

VINOTEMP - DESIGNER SERIES - SEAMLESS DUAL-ZONE WINE COOLER

No. of Bottles : 149

Features

- equipped with the unique charcoal filtering system
- dual-paned glass door with UV protection

Manufacturer : Vinotemp International

Website : www.vinotemp.com

Email : info@vinotemp.com

AVANTI - WCR683DZD-2 - DUAL ZONE

No. of Bottles : 149

Features

- soft touch electronic control and display panel for monitoring temperature for each zone
- wooden shelves on roll out assembly

Manufacturer : Avanti Products

Website : www.avantiproductions.com

Email : info@avantiproductions.com

Distribution Equipment: **WINE COOLER**

Description:

Immensely important for a place that offers a wide range of wines for food pairing, the wine cooler provides a precise environment optimum for wine storage. Coolers' temperature typically range from 5°C to around room temperature. Wines also require humidity higher than standard refrigerated air.



DUNAVOX - DX-166.428SDSK

No. of Bottles : 166

Features

- double zone exclusive compressor wine cooler
- seamless steel framed door with steel handle

Manufacturer : Dunavox

Website : www.dunavox.com/sg

Email : richard@dunavoxasia.com

Distribution Equipment:
WINE DISPENSING SYSTEM

Description:

Dispenses wine in pre-set amounts to allow customers to taste various wines before deciding on one bottle. It also preserves wine for up to certain number of days (according to manufacturers' model) by dispensing nitrogen and argon gas into the opened bottle, bottle that is left mounted on the machine. These gases prevent air from coming into contact with wine to avoid oxidation that compromises wine's quality.

VINOTEMP - BY THE GLASS

No. of Bottles : 8 bottles

Features

- twin sliding glass access doors, for easy access and speedy bottle changing
- dual climate zones to accommodate both red and white selections

Manufacturer : Vinotemp International

Website : www.vinotemp.com

Email : info@vinotemp.com



WINEEMOTION - SERIES 3 - OTTO

No. of Bottles : 8 bottles

Features

- managed from the back counter (without the wine card), self-service (with wine card) and exclusive with finger print

Manufacturer : Wineemotion S.p.A

Website : www.wineemotion.com

Email : info@wineemotion.com

ENOMATIC - ENOLINE ELITE 2.5

No. of Bottles : 8 bottles

Features

- lighting: double LED. Light can be set; it changes according to different functions
- volumes: 1 or 3 configurable volumes with touch screen key display

Manufacturer : Enomatic S.R.L.

Website : www.enomatic.it

Email : info@enomatic.it



VEMA - AP 2091

Production : 2000 pieces per hour

Features

- stainless steel body and components
- the insert of basket is mechanical, therefore no physical effort is needed

Manufacturer : Vema S.R.L.

Website : www.vemamirano.com

Email : vemamirano@vemamirano.com

Cleaning Equipment:
CUTLERY POLISHER

Description:

To ensure each piece of cutlery laid on the table is spotless and sparkling, a dedicated polisher saves time by drying, polishing and eliminating spotting from silverware.

SAMMIC - SAS-6001

Production : 8000 pieces per hour

Features

- stainless steel body and polishing tank
- dries, polishes and removes lime scale stains from cutlery after washing

Manufacturer : Sammic S.L.

Website : www.sammic.com

Email : sales@sammic.com

NICEM - ASC15AE - BABY

Production : 3000 pieces per hour

Features

- reduces bacteria thanks to the UV lamp
- removes traces of dust thanks to the fan

Manufacturer : Nicem S.p.A

Website : www.nicem.it

Email : nicem@nicem.it



running the BACK-OF-HOUSE

Cleaning Equipment: **WINE GLASS POLISHER**

Description:

A delicate task usually carried out by hand, restaurants can reduce incidences of breakages as the mechanical polisher's rotating brushes with synthetic drying bristles dries and polishes glasses for utmost clarity.

NICEM - ASBC 5S



FRUCOSOL - SV1000

Production : 240-360 pieces per hour

Features

- natural fibers brush, flexible and absorbent
- hot air drying

Manufacturer : Frucosol

Website : www.frucosol.com

Email : frucosol@frucosol.com

THOMAS DORR - TD 500

Production : 500 pieces per hour

Features

- washable polishing brushes in different sizes
- reduction of glass breakages

Manufacturer : Thomas Doerr

Website : www.t-td.com

Email : info@t-td.com

NICEM - ASBC 5S

Production : 350 pieces per hour

Features

- drying system ensures maximum hygiene and gives a crystal clear finish
- simple to operate machine

Manufacturer : Nicem S.p.A

Website : www.nicem.it

Email : nicem@nicem.it

The equipment list serves as a reference point in terms of operating a fine dining restaurant. We acknowledge that you may have different requirements and if you are looking for something not on our list, drop us an enquiry at admin@miseenplaceasia.com and we will try our best to provide suggestions and recommendations. 🍷

unique CONSIDERATIONS

Specialty equipment to create a variety of taste sensations that can take a diner down a different journey in eating.



Images of Anti-Griddle and SonicprepTM retrieved from Polyscience Culinary's album on Flickr.com

FREEZE IN A FLASH!

The Anti-Griddle does the exact opposite of what a griddle does. Instead of a surface that sears hot food, chefs can place liquid-based morsels of their creation on the -30°F 'griddle' and it will instantly be transformed into solid or semi-frozen pieces. The technique helps develop dual-texture items to give a visual and textural edge in dishes. Think about a frozen ball of dressing that slowly melts onto the plate or make edible frozen ornaments as garnish.

SOUND FOR FOOD?

"Sonicates" is the action of the SONICPREP™ Ultrasonic Homogenizer which applies low heat vibrations of sound energy to provide a different way of combining ingredients and techniques. The equipment consists of a generator, converter, probe and sound box working to release high-frequency ultrasonic vibration waves to expand and collapse microscopic bubbles at 20,000 cycles per second. In just 2-3 minutes, chefs can give brandy a flavour effect with wood chips, intensify stock flavours or degas and homogenise wine for a fuller taste.

www.cuisinetechology.com

PUREES IN ITS FINEST

In what the brand terms as 'pacotizing', Pacojet lets chefs take fresh or frozen foods and turn them into ice creams, sorbets, mousses, soups, sauces and even fillings without the need to thaw them first. This helps maintain flavours, natural colours and nutrients of the food while the proportionally sized beakers allows chefs to only 'pacotize' what they need. The Pacojet 2 has an optional Coupe Set that can be used to expand its application to process non-frozen foods such as raw/cooked meat, fruits, fish, eggs or chop, mince, purée, whip, cream, foam and/or mix to the desired texture in just 60 seconds all without generating heat.

www.pacojet.com



unique CONSIDERATIONS

Specialty equipment to create a variety of taste sensations that can take a diner down a different journey in eating.



A VERSATILE COMPACT ASSISTANT

Thermomix takes up minimal space on a worktop and lets chefs prepare a multi-course meal such as cooking items like potatoes, fish, vegetables, and soup at the same time. Running on one stainless steel knife and 4 blades that can perform up to 10,000 rotations per minute at 250km/h; Thermomix can beat, blend, chop, cook, emulsify, knead, mill, mix, steam, stir, weigh and heat to precision. With 10 speed settings from 40-10,200 revolutions per minute and adjustability of temperature from 37°C-100°C, flexibility is achieved when preparing a wide range of food items. Its latest evolution, Thermomix TM5 introduces a new Guided Cooking feature that takes users through recipes on the Recipe Chip step-by-step; only requiring one to weigh and add ingredients as the time, temperature and speed needed for each step are preset. This means a chef gets more time to explore possibilities instead of constantly watching the food cook.

www.thermomix.com

TEXTURES AND PRESERVATION WITH DEHYDRATION

Traditionally, we would need the sun to dehydrate food items. The Excalibur Dehydrator is built using the same working principle, providing users a hassle-free method of getting out all the moisture from ingredients to intensify its sugars and flavours. A more technical explanation would be dry air that blows from the fan makes way for oxidation to affect colour enhancement and richer tastes. The device is equipped with an Adjustable Thermostat to dry food at a low temperature which does not destroy the enzymes of fruits and vegetables.

<http://www.excaliburdehydrator.com/>



Image credit to Larry Jacobsen on Flickr.com



HOTMIXPRO GASTRO TWIN: DOUBLE PRODUCTIVITY AND CREATIVITY

Each bowl is independent with its own SD card and software, allowing one to work on 2 different recipes or double a recipe at the same time. It encompasses more than 20 functions across the *mise en place* and cooking process:

- Preparation - cutting, whipping, kneading, pulverising, doughing, etc
- Hot Cooking - sous vide, roasting, caramelising, chocolate tempering, pasteurising, etc

Its powerful 1500W motor is capable of up to 12,500 rpm with 26 different speeds while cooking temperatures can reach up to +190°C and cool down to -24°C. Chefs can be more productive and spend less time supervising as the device comes with more than 250 pre-stored recipes on the SD card which is expandable for saving own recipes and anyone can run the operation. The special WT (Wait Temperature) function ensures perfect results regardless of initial quantities and temperatures of ingredients as the timer only starts when the selected temperature is achieved.

www.hotmixpro.com



WHEN THESE ARE THE RESULTS YOU WANT, THE SOLUTION IS

POLIN
INDUSTRIAL LINE



Retarder Proofer



Deck Oven



Mixer



Baker Table



Tronic Plus



Multidrop Classic

80 years and still the choice of professional bakers. A trust cultivated from Polin's attitude to constantly innovate its commercial baking equipment. And it is the same assurance you will have with F&B Equipment's dedicated in-house specialist walking you through Polin's range and finding the right one for you.



Register for demo:

Contact Peggy or Cheryl at: Tel: **+603 5885 0020 (ext: 1801 or 9311)** • Email: sales@fnbequipment.com.my



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Selangor D.E, Malaysia.
Tel : 60-3-5882 0020 Email : sales@fnbequipment.com.my
Fax : 60-3-5882 1511 Website : www.fnbequipment.com.my

F & B EQUIPMENT (S) PTE LTD

No.65, Sims Avenue, #07-12 Yi Xiu Factory Building,
Singapore 387418.
Contact Person : Ms. Yee Nie
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SHOWCASE SERIES

Sushi Display Refrigerators



VISI COOLER SERIES

Glass Door Refrigerators



CHILL OUT WITH FOOD CHILLING DONE RIGHT

Improper storage conditions is often a factor in food contamination and food spoilage. That's throwing money down the drain. Yet, the answer simply lies in having optimum storage conditions. Hoshizaki's range of refrigeration assures you of efficiency through ease of operations, cleaning and maintenance - resulting in your peace of mind.

The right °C for each food item with Hoshizaki's cooling technologies.



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EAT SSENTIALS



56 setting to match the EXPERIENCE

60 for-the-CHEF



Utensils and tools necessary for the front and back-of-house together with ambient elements; **Eatssentials** aims to provide ideas for a more comprehensive coverage in line with each topic in Business Sense.

This time, we explore the idea and reasons behind the detailed table setting in a full service restaurant.



Monarch by Safico- Image credit to Sia Huat

58 on-the-TABLE

setting to match the EXPERIENCE



Table setting plays a big part in a full service dining concept; it is the first thing that diners see upon sitting down and will set up an anticipation for what's to come. Here are the general guidelines on setting the formal dinner table (although methods may differ depending on location). The most elaborate table can include up to 20 pieces of dinnerware for just one guest thus order of arrangement and details are important.

Tabletop: Symmetry begins from the tabletop arrangement and to ensure consistency, use a ruler to measure the distance between the edge of the table and the dinnerware. Of course it is only logical that the tablecloth is wrinkle-free. Seams should be facing down while the amount of overhang must be the same on each side of the table.



Credit: Alex Pepperhill (Flickr)



Direction: Generally, flatware is set outside of the dinner plate to the inside to follow the progression of the meal. Follow a clockwise direction, starting with wine and water glasses, spoons, knives, charger (also known as entree plates) and dinner plates with the napkin placed on top, dinner forks, bread plate and butter knife, and ending with the dessert spoon and dessert fork. As menus differ, there may be specialty utensils like seafood forks, snail tongs, or cups and saucers if hot beverage will be served after the meal.

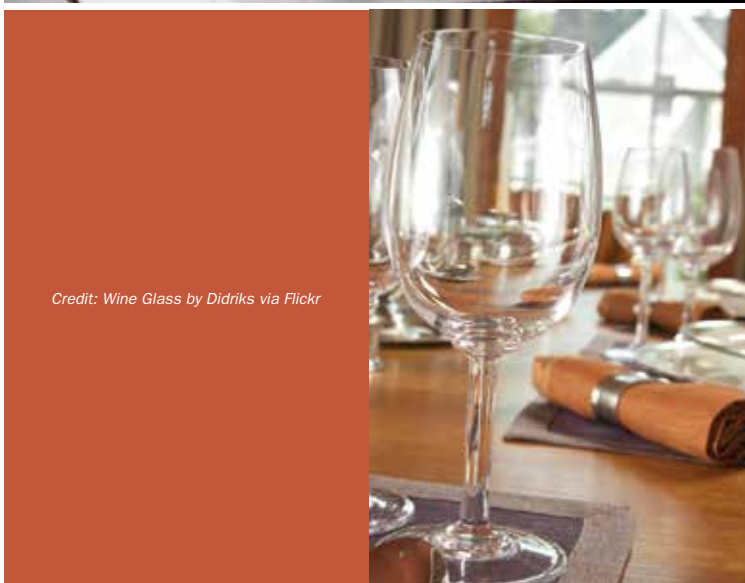
Glasses: To each drink its own glass and usually comprises a glass for water, white wine, red wine, champagne which can be swapped for other glasses according to drink type paired with the food menu. Arrange them in a diagonal or square pattern to the right of the dinner plate.

Utensils: Having numerous sets of cutlery does not mean arranging them all at once. To avoid tight spaces, most restaurants do not put more than 3 utensils on either side of the dinner plate at a time and reset when diners finish the course using the last set of utensils. However, an exception for seafood/oyster fork is allowed when placed next to the last spoon on the right of the plate. Make sure that knives' blades face the plate.

Small Details: Meticulous defines fine dining especially things that diners might not even notice. This include aligning the lower edges of the utensils with the bottom rim of the plate, about 1 inch up from the edge of the table and laying a utensil about 1 inch away from the plate's side so that it is not hidden under the rim of a plate or bowl. It is also a 1 inch space when placing the water glass from the tip of the dinner knife.

Comfort is also paramount thus elbow room should be a minimum of 15 inches between place settings or 24 inches from the centre of one place setting to the middle of the next.

With the "rules" of setting a table in check, next we look at the purpose of each piece of utensil and tableware; alongside some items deemed vital for chefs.



on-the-TABLE

Beautiful looking food ought to have an appropriate canvas to be presented. Many chefs have used unconventional items like tiles, cutting boards or oddly shaped cutlery to serve up their creations as a way for diners to remember the experience. Stark white coloured plates are still in demand because its neutrality allows the chef wider range of plating explorations but many chefs also desire to have a little extra in the mix. In remembering that “*subtlety is class*”, how can one select the appropriate tableware and cutlery that reflects the entire storyline of the establishment?



Image credit to Edsel Little on Flickr.

DISHWARE



Porcelain ware by Cerabon -
Image credit to Sia Huat

The often used material for tableware in fine dining places are bone china and porcelain. According to Sylvie Amar, both are quite similar in terms of material quality but the shades of white differentiate them. Sia Huat, a company that supplies tableware as part of its repertoire, explains that porcelain has a cream/grey white colour, fine bone china is off white whilst bone china comes in a high level of white, is translucent, thinner than most materials yet is highly chip resistant. Sylvie does not recommend both porcelain and bone china be used together on the table because the contrast would make the porcelain look dated.

If you want to jazz up the tableware throughout the dinner, she suggests alternating modern, sleek plates with antiquity between courses to create a nice balance of pattern and colour. Tableware is meant to enhance the visual perception of the food item it holds and Sylvie illustrates that the French bouillon is a clear broth and using a transparent or white colour bowl best brings out the translucent element of the liquid.

Another important aspect of the table setting are the glasses. After all, some may refer to such outings as “*wining and dining*”. Sia Huat recommends high-end restaurants or luxury hotels to select glass made with silica and lead oxide with other compounds in small amounts. These compounds provide higher density and elasticity which result in better clarity and brilliance; matching the luxe factor. It is also thinner than glass and available in more unique shapes. However, they are typically not dishwasher safe and require detailed polishing by hand.



Credit: Fast Forward
Event Production (Flickr)

GLASSWARE

CUTLERY / FLATWARE



Heavy silverware has traditionally been associated with fine dining. While some places may still use them, stainless steel is favoured nowadays. There are two classifications which are **18/10** and **18/0** which mean the amount of chromium and nickel content used in the production:
Chromium: tough white metal that is hard and stain-resistant.
Nickel: a silvery-white metal that is corrosion-resistant.

18/10 = 18% chromium and 10% nickel content.

- Chromium by itself is not considered rust-resistant but when combined with nickel, will result in better durability. With a brighter, polished look, flatware in this category would cost more.

18/0 = 18% chromium and 0% nickel matter.

- The absence of nickel provides a soft sheen and economic value of cutlery in this category, thereby suitable for high volume or casual establishments.

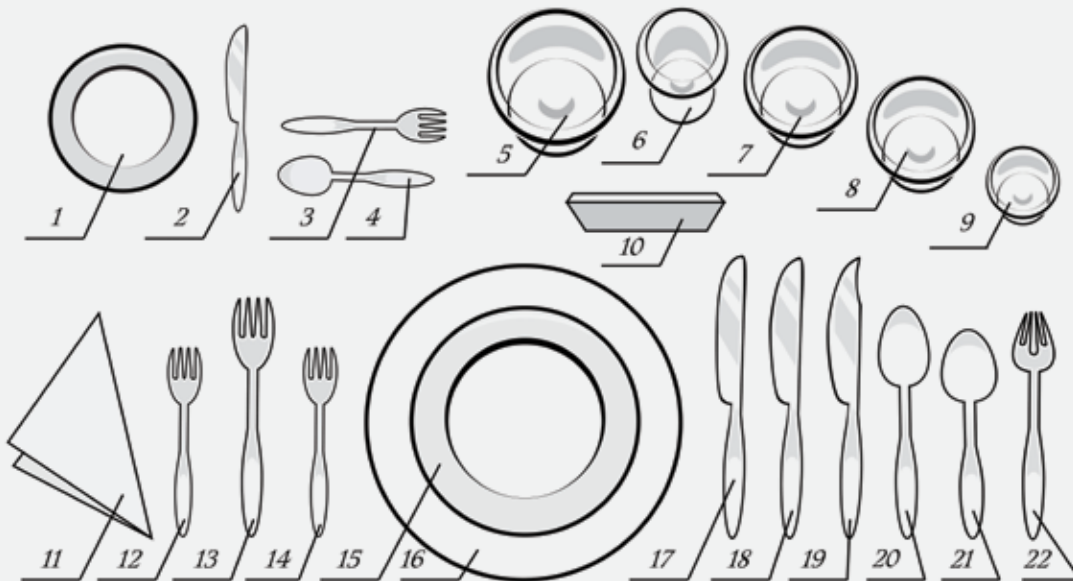


SPECIAL ITEMS

Restaurateurs can also use tableware as part of its branding. For example, a specially designed butter knife, a range of serving platters that matches its menu or even the visibility of a logo on the napkin can help create brand retention. Having said that, Sylvie says that these additional elements should be very natural; in some cases having to be comfortable in ergonomics for diners to handle if they are special utensils for certain food or cutlery.



Butter knife for Restaurant BRAS by Sylvie Amar Studio



Formal Dinner Place Setting

- | | | | |
|--------------------|--------------------|------------------|-----------------|
| 1 Bread plate | 7 Red wine glass | 12 Salad fork | 17 Salad knife |
| 2 Butter knife | 8 White wine glass | 13 Dinner fork | 18 Meat knife |
| 3 Cake fork | 9 Sherry glass | 14 Dessert fork | 19 Fish knife |
| 4 Cake spoon | 10 Place card | 15 Salad plate | 20 Dinner spoon |
| 5 Water goblet | 11 Napkin | 16 Service plate | 21 Soup spoon |
| 6 Champagne goblet | | | 22 Seafood fork |

If you entered a retail outlet specialising in tableware, there is no shortage of unconventional designs to choose from and it's a chefs' playground to showcase their masterpiece. Yet, it is always good to look back

at the fundamentals which still stands today - what and where to place tableware and cutlery in a fine dining setting.



Digital Thermometer

Accuracy is vital especially for delicate items where 1°C can make a difference between good and otherwise.



The instant read thermometer is considered most basic and should be able to provide an accuracy better than 1°F / 0.5°C with a response time of less than 10 seconds.



For a wider range of measuring ability, the thermocouple reader with wired probes enables the measuring of two temperatures at the same time, like core and surface temperature.



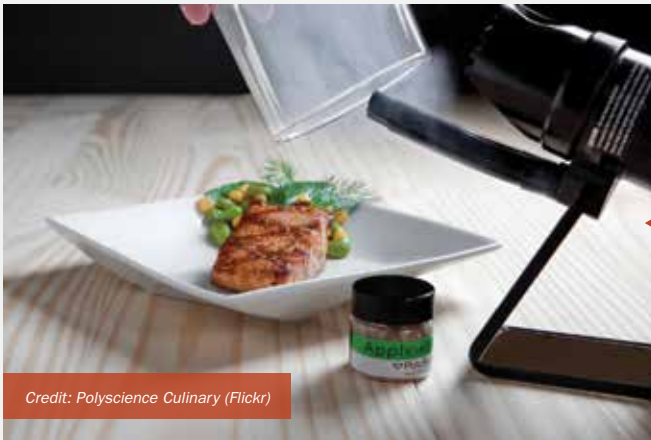
A non-contact, infrared-style thermometer is useful for measuring sauce or grilled meat's surface temperature simply by pointing the device towards the item and pulling the trigger.

Digital Scale

As with temperature, weight is also important where consistency is paramount for each plate of food served. It is also more accurate when weighing out mass volume ingredients with a light texture like flour and sugar.



Images by Sia Huat



Credit: Polyscience Culinary (Flickr)

Smoker

It is not only meats that can be smoked today; in fact one does not need to pull out a BBQ grill with this nifty smoke gun. Simply add the desired combustibles; regularly woodchips but chefs have tinkered with herbs, teas, spices, even flowers, into the chamber and light it up to apply to whichever food item - even salads, sauces, butters, chocolate is possible to create new flavour profiles.



Caviar Box® by 100% Chef

Spherification Kit

A technique to shape flavoured liquids into spheres that visually and texturally resemble caviar; powdered sodium alginate is mixed into the liquid and dripped into a bowl filled with soluble calcium salt. Using a spherification kit hastens

the process as the liquid is poured into a mould and quickly produces consistently shaped spheres in higher volume.



The Spherification Kit, Little Coating Pan are available from 100% Chef

Little Coating Pan

Quickly and easily coat delicate truffles and other confection with tempered chocolate or other coatings. It can be used to coat items like almonds, dried fruits, cereals to create new pieces of sweet and / or savoury snacks.



Whipper

This hand held canister allows instant preparation of both hot and cold whipped cream, sauces, light Espumas, desserts and even soups.



It comes with different tips for a range of effects such as for injecting liquids, filling foods with delicate textured items, for decorating or thicker tips that work for whipped-like consistencies.

Credit: The iSi Whip @ iSi.com



Spiral Shaper (Available from 100% Chef.)

The assistance to create circular or conical shaped strands made with liquid items such as caramel, chocolate or other similar preparations.



Credit: star5112 (Flickr)

Blow Torch

Typically used to caramelize sugar for the attractive brown crusty layer, chefs have found ways to use it to prepare meat. Cooking meat at lower temperature keeps the juiciness but usually lacks flavour from the initial browning phase. A blow torch is a quick way to give the meat's surface the desired effect before slow cooking it.



Pincer / Tweezer Tong

In dishes requiring precise assembly or with small sized ingredients; a stainless steel tweezer tong provides a firm grip yet does not destroy the ingredient's integrity. Also useful for retrieving food from tall jars, to serve sashimi or roasting delicate items like shrimp or scallops.





Cerabon range. Image credit to Sia Huat



Credit: Jaume Escofet via Flickr



Image credit to C's Steakhouse

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www.hocatsu.com.my

EONG HUAT CORPORATION SDN BHD

Tel: (604) 2615 430

www.eonghuat.com

The list is based on general items used by full-service and/or fine dining establishments. We acknowledge that you may have different requirements and if you are looking for something not on our list, drop us an enquiry at info@miseenplaceasia.com and we will try our best to provide suggestions. 🍴



get to know your EQUIPMENT

64

automating CLEANING:
a focus on DISHWASHING.

77

supportive EQUIPMENT -
dish warmer / dispenser



automating CLEANING: a focus on DISHWASHING.



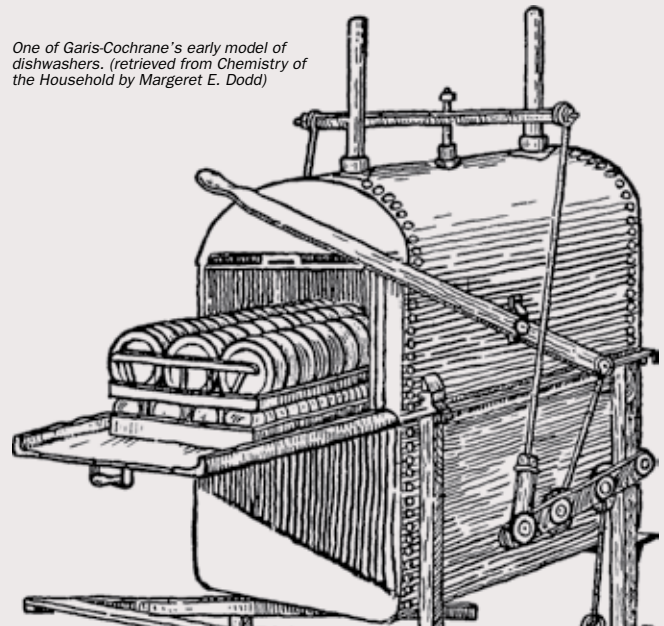
Imagine how long it will take to wash 100 times the number of these dishes by hand!



One of the most time-consuming and resource consuming task is undeniably dishwashing. Surely you might have encountered eating at an outlet with such high turnovers that cutlery or tableware are not washed quickly enough or even spotting debris left on the ware. And of course not everyone is like Pete Jordan, or popularly known as “Dishwasher Pete”, who once made washing dishes in every state in America his goal. Restaurants, cafeterias, resorts, hospitals, a fish cannery, camps, communes, an offshore oil rig, a dinner train..just anywhere there were dirty dishes to be cleaned. Well, there aren’t thousands of Dishwasher Petes out there so machinery would be the only answer.

Warewashers was first made by Joel Houghton in 1850 and although given a patent, his crude hand-turned splashing device attached to a wooden tub did not fly. LA Alexander added gears to a spinning rack to hold dishes, which could then be spun inside a wooden tub of water. It was not any better either; until Josephine Cochrane introduced hers in 1886. She built a contraption of a wooden wheel that lied flat in a copper boiler and the wheel was turned by hand or driven by a power source via a pulley while wire-framed compartments held the dishes to be washed. It was a revelation to hotel and restaurant owners then and Cochrane’s dishwasher went into mass production which is now today the world famous KitchenAid company.

One of Garis-Cochrane’s early model of dishwashers. (retrieved from *Chemistry of the Household* by Margeret E. Dodd)



Today, dishwashers come in various sizes and no matter how large or small your establishment is, there will be an option for your needs. Below are the types of dishwashers in the market:

RACK-TYPE

A vertical installation, wash wares are loaded into racks and put through the machine from the side. After washing and rinsing, racks are discharged through the same side at the exit end of the dishwasher. Suitable to be installed in spaces of narrow ends with the soiled dish table and clean dish table in parallel with the washing mechanism unit.



Rack Type by Comenda



Undercounter by Electrolux

UNDERCOUNTERS

A smaller unit that will fit below the counters, especially in bars or smaller kitchens. Operators can clean small batches or up to 20-30 racks of glasses and dishes at one time although not as quickly as a hood version. It is suitable if you need a steady supply of clean dinnerware throughout service and have minimal space for a larger

unit. Undercounters look like residential washing units with its single door upfront but are definitely more comprehensive in its washing modes and productive in its work.

CONVEYOR

The second largest type of dishwasher is capable of washing hundreds of racks in an hour and is used in kitchens that serve up to 1,500 meals at one time such as institutions, mass catering or banquet kitchens. A conveyor can be built with up to 3 tanks for wash, rinse and sanitising cycle respectively with most using hot water sanitation although units working with chemical sanitation and lower temperatures are available. Conveyors are usually custom-designed and one of the most important factors is specifying the travel directions of dirty and clean dishes; whether left-to-right or right-to-left as the units are difficult to reposition once in place, not to mention a hassle to redesign the entire dishwashing area.



Conveyor solution by Meiko

Zooming into...hood-type dishwashers

The tank is filled with fresh, clean water at the start of the cycle and the water is discarded when the wash is complete. This would have been considered wasting resources but technology has made it possible for the machine to recycle the wash water. The stand-alone machine comes with a tall door with 3 connecting sides which can be pulled down to close after dishes are loaded. It is considered the most widely used type of dishwasher especially for restaurants that serve 300 - 1,500 covers a day and machines can clean



Granule Flexi® by Granuldisk

POT WASHERS

Pots, gastronorm pans or other unusually sized crockery do not fit into dishwashers and stewards usually wash them by hand. The task would require overnight soaking and hard scrubbing which takes up time and resources. Pot and pan dishwashers are designed for large

sized items and comes with high-pressure wash systems to get rid of stubborn food residue in lesser number of cycles. This also means the units need higher voltage to support its operation thus it is important to check the electrical system's capacity before committing to a unit.



PREMAX FTPi by Hobart

FLIGHT-TYPE DISHWASHERS

Custom-built and able to handle up to 14,000 dishes per hour, flight dishwashers work like a conveyor but dishes are placed directly onto a moving belt without a rack. It is the preferred choice for large establishments like hotels and resorts, universities, correction facilities, banquet halls and hospitals.

GLASSWASHERS

Typically found in bars, these units are designed with a lower water pressure to prevent breakage of delicate glasses. These can be fashioned as an undercounter door-type, pass-through conveyor style, and carousel types. The carousel runs with a spinning conveyor and is separated by metal or plastic dividers with 3 compartments - one to place dirty glasses, the second is the wash compartment and thirdly, the sanitation area. A carousel glasswasher can prove convenient for loading and unloading glasses at any point during the washing and sanitising process.



UC Series Glasswasher by Winterhalter

between 50 - 125 dish racks per hour, depending on model. Given that it is the most widely used dishwasher type, we have prepared a special feature on the hood type dishwasher as it is the type most suitable for restaurant operations. By listing down the main categories and its features, you can make comparisons and have an idea of what you are looking for before speaking to the professionals. 🗨️

* *Mise En Place* does not endorse one brand over another and features are stated as they are.

looking at hood - TYPE DISHWASHERS

BRAND:
COMENDA

RANGE:
CE SERIES

MODEL:
C800E HR DP RCD c/w CRC2 heat recovery unit
and steam condenser

DIMENSIONS



External

720x840x2070 (WxDxH)
Entry height: 440mm

Rack

500x500 (mm)

Capacity

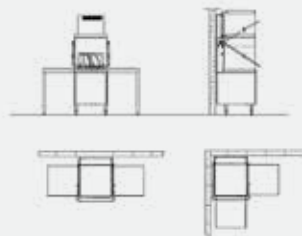
1080 dishes or 60 racks / hour

Tank Capacity

21 litres

Configurations

Corner or Straight, no extraction
and condensation canopy





A springboard company of the ALI Group, Comenda has been manufacturing professional dishwashing equipment for over 50 years; from glasswashers for bars through to large automated continuous flow systems for restaurants, hospitals, canteens, in-flight catering as well as customised solutions.

www.comenda.eu




ERGONOMICS



Display Panel	User-Friendliness	Safety
<p>Electronic control panel with digital temperature readout and diagnostics at operator's eye level</p> 	<p>Backlit control panel with status indicator (machine ready, washing, heating up, alarm)</p> <p>Built-in operating self diagnostics</p> <p>For HACCP data recording and transmission</p> <p>Double skin single piece deep drawn tank with rounded corners; minus welding points.</p> 	<p>Insulated hood counterbalanced with springs</p> <p>No steam exiting when lifting up the hood at the end of the cycle and fresh air coming out from the top of the unit through CRC2</p>

RESOURCE MANAGEMENT



Number Of Cycles	Water	Start-Up Power	Energy	Detergent
<p>60 sec</p> <p>120 sec</p> <p>180 sec</p> <p>480 sec</p> 	<p>2, 7 litre (ECO cycle) - 3,2 litre / cycle</p> <p>Thermo-stop: rinse cycle starts only at 85°C booster temperature</p> <p>Separate wash, pause, rinse time and temperature adjustment for each program</p> <p>Rinse temperature always at set-point during the rinsing phase</p>	<p>9.75kW</p>	<p>CRC2 (without BOOSTER):</p> <ul style="list-style-type: none"> • cold water feed and run • Booster temperature reduced during stand-by • smaller in design: sits just below the height of hood opening • does not require assembly & attaching to wall using brackets • great recovery of water temperature, up to 35 ° C. <p>RCD - rinse booster pump and atmospheric boiler provides optimal rinse even when the inlet water pressure is lower than 2 bars</p> <p>QHS: reduces start-up times and uses booster water for tank fill</p>	<p>Detergent and rinse aid dosing pumps</p>

MAINTENANCE



Hygiene Features		
Vertical fitted self draining wash pump	Removable rack holder to facilitate cleaning operations	Removable tank filter and DYNAMIC Microfilter on the pump suction

CE SERIES EXCLUSIVE



WRIS® -stainless steel Wash and Rinse Integrated System combines wash and rinse arms alongside anti-clog nozzles with removable ends for easy cleaning without needing tools for removal.

Standalone Dryer - an optional blower dryer particularly useful for drying melamine trays

** Features and functions listed are based on an overview of each manufacturer's hood-type dishwasher. As criteria may vary according to model, please check with the manufacturer for exact specifications of your chosen model.

looking at hood - TYPE DISHWASHERS



Electrolux Professional has 90 years of experience in delivering solutions to the foodservice segment across all boards. Its dishwashing equipment range offers glasswashers, undercounters, hood-type, rack-type, utensil washers and flight-type dishwashers with sustainability and cost efficiency in mind.

www.electrolux.com.sg/professional

BRAND: ELECTROLUX RANGE: green&clean MODEL: EHT8I ESD [Energy Saving Device]



DIMENSIONS



External	Rack	Capacity	Tank Capacity	Configurations
667x775x2273 (WxDxH) Entry height: 407mm	500x500 (mm)	1440 dishes or 80 racks / hour [High Productivity mode]	24 litres	Left/right loading direction Pre-wash table Loading/unloading tables Disposal bin

ERGONOMICS



Display Panel	User-Friendliness	Safety
<p>Touch screen panel with icons</p> <p>Integrated LED display on top corner of machine allows viewing from a distance for easy monitoring (on automatic models)</p> 	<p>Double skin hood with sloped ceiling improves rinsing performance, reduces noise level and heat loss</p> <p>Removable basket support, tank filter and wash/rinse arms</p>	<p>Optimised 3-spring lifting system prevents hood from accidental closing</p> <p>Hood without ESD opens on the back side, preventing steam from escaping towards the operator</p> <p>Unique robotized TIG welding technology keeps boiler resistant to chlorinated water and eliminates corrosion</p> 

RESOURCE MANAGEMENT



Number Of Cycles	Water	Start-Up Power	Detergent
<p>Short wash (57sec)</p> <p>Medium wash (84 sec)</p> <p>Long wash (150 sec)</p>	<p>2 litre/cycle</p> <p>WASH-SAFE CONTROL: atmospheric circuit with cold water supply for optimal washing performance and productivity</p> <p>“Soft Start” protects damage to delicate glassware and crockery by reducing water power on the items at the start of the wash cycle</p>	<p>9kW</p> <p>The boiler power can be modified through the control panel according to needs</p>	<p>Recommended to use any detergent compatible for professional dishwashers in accordance to the hardness of the water and degree of soil.</p>

MAINTENANCE



Daily Cleaning	Hygiene Features
<p>Self-cleaning</p> <p>Drains water from wash tank and the wash pump</p> <p>6 rinse cycles to sanitise washing chamber</p>	<p>CLEAR BLUE Filtering System: keeps wash water free of food residue with an inclined tank filter that collects the soil before guiding it through multiple filters</p>  <p>24 litre pressed tank in front of machine makes cleaning easier</p> <p>Continuous water softener reduces scale build-up and a sensor advises when the salt container needs refilling</p> <p>No bacteria proliferation during non-use hours with a vertical self-draining wash pump</p> 

green&clean EXCLUSIVE

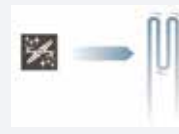


Energy Saving Device (ESD): steam generated during rinse cycle is captured and its energy used to pre-heat incoming cold water



An illustration of how ESD works

ZERO LIME Device: when activated, the automatic de-lime cycle works to ensure total scale removal from the boiler




ETL-Sanitation approved (ANSI/ NSF 3 sanitation standard) and DIN 10512 compliant

** Features and functions listed are based on an overview of each manufacturer's hood-type dishwasher. As criteria may vary according to model, please check with the manufacturer for exact specifications of your chosen model.



RESOURCE MANAGEMENT



Number Of Cycles	Water	Start-Up Power	Energy	Detergent
<p>8 automatic cycles: short, standard, intensive, eco, cutlery, starch-removal, permanent, hygiene</p>	<p>1.4 litre / rack</p> <p>SENSO- ACTIVE constantly measures amount of water needed in each rinse cycle</p>  <p>ROTOR-X wash system consists of two 4-spoke wash arms ensuring wash water reaches every part of the wash ware</p>	<p>Booster loading 12.4 kW</p> <p>Intelligent energy management ensures the heating unit is always filled at maximum boiler capacity to reduce heating times</p>	<p>Exhaust energy storage: hood is closed at all sides to prevent hot steam escaping into the room when hood is opened</p> <p>DRAIN HEAT RECOVERY system uses the energy from the waste water and returns it to the dishwasher</p> <p>Heat and Noise Insulated Hood helps to retain the heat of the wash water within the hood for better energy-savings and a cooler environment</p>	<p>HYLINE range</p> <p>Suitable for all Hobart machines</p> <p>Select a HYLINE product according to the hardness of the water or kind of dirt to be removed</p> <p>Ideal washing and drying results for all types of wares</p> <p>Integrated dosing equipment</p>

MAINTENANCE



Daily Cleaning	Hygiene Features
<p>EASY-CLEAN CONCEPT</p> <p>Respective parts colour coded to show parts that must be cleaned every day</p> <p>CLIP-IN wash and rinse arms can be lifted out of the chamber with one hand with no tools</p> 	<p>Deep drawn machine interior with rounded corner and edges</p>  <p>INTERLOCKED STRAINER: continuous monitoring by the control and the wash cycle can only be activated if the filter is correctly positioned</p> <p>STARCH-REMOVAL CLEANING CYCLE: removes need to manually eliminate starch deposit, saving time and labour</p> <p>INTEGRATED WATER SOFTENER removes limescale from building up on machine parts, boiler and heating elements</p> <p>BLOCKED FILTER SENSOR registers if there is too much soil in the machine and displays a warning on the control panel</p> <p>HYGIENE PROGRAMME Effectively removes deposit from the wash tank and chamber with specially formulated chemical tablets</p>

PRE-MAX LINE EXCLUSIVE



Permanent-Clean Automatic Soil Removal

- Eliminates the need for manual pre-wash
- No pre-washing hose required during the wash process
- Makes working at the dishwasher much easier and faster
- Able to save costs of water, energy and cleaning agents up to £560 per year.
- Pumps all the coarse soil out of the machine, preventing clogging of the strainers



An illustration of how this feature works

** Features and functions listed are based on an overview of each manufacturer's hood-type dishwasher. As criteria may vary according to model, please check with the manufacturer for exact specifications of your chosen model.

looking at hood - TYPE DISHWASHERS



The clean solution




Beginning from Offenburg, Germany, MEIKO now holds stakes in 10 companies in Germany, 6 in the rest of Europe and 7 overseas to ensure it meets customers' needs through Mission M to make the world cleaner, more hygienic and ultimately, more liveable.

www.meiko-asia.com

BRAND: MEIKO **RANGE: Premium Range** **MODEL: DV120.2**

DIMENSIONS



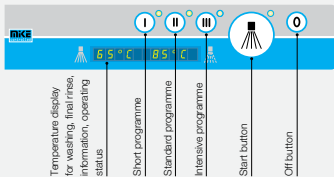
External	Rack	Capacity	Tank Capacity	Configurations
635x750x1470 (WxDxH) Entry height: 440mm	500x500 (mm)	1080 dishes or 60 racks / hour	22 litres	Wide assortment of table designs and accessories tailored to needs and maximising efficiency. For example:  <i>A traditional linear layout</i> <i>Space saving corner</i>

ERGONOMICS



Display Panel

MIKE2 electronic control system displays the progress of wash cycle and alerts



User-Friendliness

Combine with **M-Commander W** software to read, define and modify data to transfer it via PC to the factory or customer service centre

Surrounding bar to start machine

Connection set

Safety

MEIKO automatic hood that provides better safety and efficiency as continuous loading is made possible



Hood with double-walled insulation



AirBox AktivAir (optional) creates a better working environment:

- Reducing amount of steam released and keeping it away from operators
- Steam extraction initiated by dishwashing programme
- Built-in condensate drain
- Centralised vapour management
- No filter, maintenance-free

RESOURCE MANAGEMENT



Number Of Cycles

Gentle wash:
60 sec

Intensive wash:
90 sec

Power wash:
210 sec

Water

2.6 litre / rack

Energy and Water Saving EWS system: works together with AktivPlus to provide cleaner and purer wash water at minimal consumption

Water in the tank can be replaced quickly by pressing a button and the rinsing process continues immediately with fresh water

Start-Up Power

9kW (10°C feed water temperature)

Energy

Point2 AirConcept {optional} manages exhaust heat by feeding hot steam back into the machine as part of the heat recovery process, recycling it as a source of energy for the water circuit:

- Maximum energy efficiency
- Better indoor climate
- Reduces total electrical consumption

Detergent

Advanced Dosing Technology (ADT) detects when container is empty

MAINTENANCE



Daily Cleaning

Self-cleaning

Heavy duty and durable stainless steel wash arms

Hygiene Features

AktivPlus wash water filter system: works together with strainer screens to provide optimum wash water through multiple filtration



Aqua-Stop System with base drip tray helps in better reliability through automatic water leakage detection

PREMIUM RANGE EXCLUSIVE



Gio Reverse-Osmosis Module

Water treated with reverse-osmosis technology is able to provide up to 98% purity level, greatly minimising the risk of bacteria, yeast cells, viruses, macromolecules and salt solution for better safety. The ultra-compact device is optional, comes with a mounting bracket and can be fully integrated in the dishwasher control system.

What's in the water?



** **Additional notes** - Both the DV120.2 and DV80.2 model carry similar physical attributes but DV120.2 differs with a stronger wash pump as it is a multi-use machine while DV80.2 is for plates and glasses only.
 ** Features and functions listed are based on an overview of each manufacturer's hood-type dishwasher. As criteria may vary according to model, please check with the manufacturer for exact specifications of your chosen model.

looking at hood - TYPE DISHWASHERS

Established in 1947 by Karl Winterhalter, the German warewashing specialist provides a complete solution of warewashers, detergents and water-treatment, characterised by innovation, efficiency, ease of use and the results delivered to professional kitchens. The brand now has a strong presence across the world with 8 subsidiaries in Asia.

www.winterhalter.com.my

winterhalter®



BRAND: WINTERHALTER RANGE: PT-SERIES MODEL: PTL


DIMENSIONS



External	Rack	Capacity	Tank Capacity	Configurations
735x750x1515 (WxDxH) Entry height: 440mm	500x500, 500x600 (mm)	1296 dishes or 72 racks / hour	35 litres	


ERGONOMICS



Display Panel	User-Friendliness	Safety
<p>Multi-functional touch screen with colour-coded single-button operation</p> <p>Colour-coded operation button with progress display</p> 	<p>Ergonomic hood handles and automatic hood opener (optional)</p> <p>Automatically program machine to start up in the morning and close down in the evening</p> <p>EnergyPlus reduces exhaust air temperature and humidity for a better cytoclimate</p> <p>PIN-protected provides access to operating and hygiene logbook</p> <p>Integrated error logbook and error pictograms</p>	<p>Double skinned hood with lock position and automatic hood start function</p> <p>Special handle design made of non-heat conductive Polypropylene, operational from front and side.</p> <p>Leak sensor for operation safety</p> <p>Stainless steel back and bottom cover</p> <p>Splash guard IPX5</p>


RESOURCE MANAGEMENT



Number Of Cycles	Water	Start-Up Power	Energy	Detergent
<p>3 washing programmes (short, standard, intensive) depending on the type of dishes and degree of soiling</p> <p>Special cycles (Short / Silent / Eco / Basic cleaning / Descaling)</p>	<p>2,4 litre / cycle - Low rinse water consumption</p> <p>Wash water is constantly filtered and monitored. A sensor monitors the quality and signals if fresh water is required in the tank to regenerate wash water</p> <p>A new driven rinse system means fresh water is no longer required to rotate the wash fields thus reducing standard rinse water volume significantly (optional)</p>	<p>10.8kW</p>	 <p>EnergyLight waste water heat exchanger continuously pre-heats cold water supply to reach the required rinse temperature by up to 26% faster</p> <p>Active energy management reduces heating time by up to 50% for faster start-up thus reducing cleaning time, resulting in an increase of rack capacity by up to 28% per hour</p> <p>HighTemp for washing at high temperatures as program adjustments reach specialist hygiene standards (thermal label compliant)</p>	<p>Integrated detergent dosing device (optional)</p> <p>Integrated rinse aid dosing device</p> <p>Separate container empty indicator for detergent & rinse aid</p>

MAINTENANCE



Daily Cleaning	Hygiene Features					
<p>Guided Self-cleaning and Descaling programme to aid machine maintenance</p>	<p>Patented full jet filtration filters 100% of the wash water</p>	<p>Mediamat removes fine impurities such as coffee grounds via centrifugal force</p>	<p>Thermostop for hygienic safety</p>	<p>Clouding sensor monitors the quality of wash water</p>	<p>Deep-drawn hygienic tank, hygienic tank heater and hygienic rack guide</p>	<p>Elliptical wash fields with special jet geometry provides complete coverage</p> 

PT SERIES EXCLUSIVE



VarioPower feature

VarioPower automatically adjusts washing power to the type of dishes and degree of soiling as well as temperatures, time, detergent and rinse aid thus delivering a polished result with minimum wear to the dishes.



Wash result certified by TÜV Rheinland LGA Products GmbH, Germany. LGA Cert no: 3065 079

** Features and functions listed are based on an overview of each manufacturer's hood-type dishwasher. As criteria may vary according to model, please check with the manufacturer for exact specifications of your chosen model.

1 PROVIDER Multiple Solutions

IRINOX



Multifresh MyA
Blast Chiller / Shock Freezer

RATIONAL



SelfCookingCenter Senses
Combi Oven

Garland



Starfire
Open Burner

Frymaster



Hi-Efficiency
Fryer

GRANULDISK



Granule Smart®
Pot Washer

EQUIPMENT OF DISTINCTION

Since its incorporation in the seventies, NKR Continental (M) Sdn Bhd has established itself as the leading supplier of foodservice equipment in the region, representing top international brands around the world.

As ONE provider with multiple solutions, we have been the preferred choice from our clientele, namely QSRs (local & international), hotel & resort, restaurant (local & international), café, airline caterer, institution, hospitals, corporate cafeterias and others.

Kitchen planning & design services, system flow management, product sourcing and stainless steel fabrication, we place the individual needs of our customers above all else. Successful co-ordination & execution of all projects is our priority that leads to customer satisfaction.

With 3 decades of experience in the foodservice industry, our in-house dedicated technical team is equipped with detailed know how knowledge to attend and troubleshoot any breakdown and issues. In addition, frequent updates and technical training provided from manufacturer has further enhanced the capacity and efficiency of our technical support team.

KITCHEN PLANNING & DESIGNING · CONSULTATION · SYSTEM DESIGNING · SUPPLYING · MANUFACTURING · TECHNICAL SUPPORT

FOOD & HOTEL MALAYSIA 2015
Hall 4, Booth 4601

NKR®

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In a fine dining service, being meticulous in every aspect is a defining element. And if tableware and cutlery must be sparkling and without any blemishes, why not add something extra by warming the plates? The temperature of food can easily get cold from the kitchen to the table due to the often air-conditioned environment. A warm plate will help in maintaining the temperature of food just a little longer and it goes without saying the temperature must be hot enough to keep food appetisingly warm yet not too hot for handling.

These units are also commonly known as dish dispensers and are typically used at buffet settings providing guests the assurance that sanitation is a serious consideration of the restaurant, compared to stacking plates up in open shelves. It also makes sense in terms of reducing breakage when staff do not have to walk back and forth carrying heavy dishes to the buffet line as they can simply wheel it there and back. Commercial plate warming units are typically tall to save floor space and if small enough, able to fit on the countertop. The stainless steel hot plates within the unit is thermostatically controlled and is where the dishes are placed onto for warming. It works by a spring mechanism at the base that will push the plates up as the top ones are taken. Some grand restaurants might opt for plate warmers that are embellished and built with elegant stands that are placed in the dining hall. Note that not all dish



supportive EQUIPMENT

dish warmer / dispenser

dispensers keep warm. Instead of the drop-in dish warmer, some establishments may opt to use tabletop light fixtures to keep the dishes warm as it can be part of the ambience. 🍽️



dish warmer / dispenser MANUFACTURERS



ELECTROLUX - 320910 - HEATED PLATE LOWERATOR - 2 CYLINDERS - Ø310MM
Capacity : 100 plates

Features

- sprung cylinders allow plates of different weights to be stacked
- constructed entirely in 304 AISI stainless steel

Manufacturer : Electrolux Professional

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com



ROLLER GRILL - HVC 120 GN
Capacity : 120 plates

Features

- double insulated walls and roof magnetic door closing
- adjustable shelves, 4 wheels with brake systems

Manufacturer : Roller Grill

Website : www.rollergrill-international.com

Email : rollergrill@roller-grill.com



CHEFONIC - 1 HEAD ELECTRIC PLATE WARMER (DR-1)
Capacity : 40 plates (varies with plate thickness)

Features

- full stainless steel body
- auto temperature cut-off protection device

Manufacturer : Chefonic Kitchen Equipment Sdn. Bhd.

Website : www.chefonic.com

Email : info@chefonic.com



ANVIL-AXIS - PWK1001
Capacity : 30 plates

Features

- adjustable to suit up to Ø360mm plates
- convenient countertop mounting

Manufacturer : Anvil

Website : www.anvilworld.com

Email : parschau@anvilworld.com



THANK YOU, FCSI!

The FCSI is the largest worldwide foodservice industry association. The award as "Manufacturer of the Year" with the PT Series as "Product of the Year" is an enormous honor for us. The award ratifies all our developments in energy- and water-saving technologies. We are proud to attain this accolade for the next two years. Thank you, FCSI!

FCSIMANUFACTURER
OF THE YEAR

2015

www.winterhalter.biz/fcsi

The new **SelfCookingCenter**[®]

The standard for all international cuisines



Senses



The only intelligent cooking system worldwide that senses, recognises, predicts, learns from you and even communicates with you to create perfect results for you.

Gives a lot. Demands little. The perfect assistant.



Putting our promise into action.
Cook with us. Register here or
call +65 68095850


Made in Germany



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EQUIPMENT makers of today



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LIEBHERR: FOCUS in DIVERSITY



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CONSISTENCY
a rational (e) aim in every kitchen

CONSISTENCY a rational (e) aim in every kitchen



The sprawling headquarters

Mains : Crispy chicken / steamed vegetables / roasted potatoes

To serve : 200 guests

There are three cooking techniques required in the making of one dish. And this is just a main course; what about starters and/or desserts? You'll need to ensure that every item on the plate arrives with its integrity in place - meat is still juicy, visually arresting vegetables, cooked right while the potatoes are tender inside with a attractive brown exterior. Multiply that standards by 200. We would imagine a long line of cooks manning the stations to ensure each batch produced remains consistent yet we cannot discount human errors which probably factored much in the flourishing of foodservice business in the earlier days.

Today, the 200 number is considered easy; in bigger establishments, serving 2000 in one session is not even surprising. Such feats are now possible with the work of engineer Siegfried Meister whose idea helped ease the hard work, long hours, stressful peak times and the hot kitchen of chefs in the 1970s. His invention? The **combi-steamer**. Founding the company RATIONAL in 1973, - a name that precisely represents its reasonable and sensible thoughts and products in his hometown of Landsberg am Lech in South of Germany, his first products were actually thermal kitchen equipment. After tinkering around, Mr. Meister realised the benefits of an oven that combines heat and steam in one unit and the world saw its first combi-steamer in 1976 and till today, RATIONAL still leads the industry with 54% market share.



Siegfried Meister takes one idea and makes it number one

Although we have advanced through the decades, the demands of working in the kitchen is no different than of the 1970s. It is still stressful, fast-paced, small (even more so given the high price for space) albeit a better environment with technologies like ventilation. Such elements has made a combi-steamer almost a given in standard commercial kitchens, particularly in the Western world as RATIONAL's data calculates that restaurants around the world uses its combi-steamer to prepare approximately 120 million meals every day, cumulatively.



SEEING THE NEED AND SEIZING IT

One would say Mr. Meister was either brave or foolhardy to put his eggs into the basket at a time where innovation was bare. However, he trusted that the company's idea in clearly defining a target group and establishing a close relationship with them would work. RATIONAL then set out to *"do one thing and do it well"*, connecting with people who prepare hot food in large-scale and industrial catering establishments that strived to meet a basic human need of *"to be provided with hot food when away from home"*. Its core skill of transferring thermal energy to all types of food was built into its first combi-steamer that captured the attention of most customers during its Rational CookingLive back in the 70s and it is this focus that has cemented its position in the industry.

Designed to improve the lives of chefs through its easy and safe operation as well as minimum space requirement, the RATIONAL combi-steamer is inadvertently looked upon as one of the 'dream cooking equipment'. Yet it is not one to replace the human touch but functions as a supportive partner to implement specifications based on a chef's knowledge and experience in turning raw materials into tasty dishes. Chefs are constantly testing out more ways to use its precise technologies and finding the best mode to cook the most delicate, the most robust of items, unconventional ingredients and executing various food preparation methods with a combi-steamer. If anyone has doubts of the taste, many experiments have been carried out and it was proven

that most diners were not able to tell if their food was cooked by automation or by the hands of a chef. As the world continues to blur lines in terms of social, economy and culture, modern day chefs have a greater challenge of finding the balance in offering customers local and/or international dishes. If a chef's repertoire expands, it is only logical that the cooking appliance adapts. According to RATIONAL's philosophy; this means that multifunctional appliances will more and more develop into multinational appliances. Therefore the company is expanding its cooperation with local master chefs all over the world and having a special focus in developing Asian cuisines.

From the chef's dimension to an operator's view, the latter will be able to save more space with a combi-steamer that would generally require one square metre of space only in combining all the typical kitchen's appliances such as stove, oven, steamer, and grill. This means freeing up an area for a bigger sitting area or simply a more comfortable workflow in both front and back-of-house. F&B operators are also more conscious of their footprint on the environment with growing concerns of resources used in running equipment of such capacity being a *"frequently asked question"* of late. Demand for *"Green"* energy saving products is on the up and RATIONAL responds with the *"energy star"* verification in its SelfCookingCenter® 5 Senses that saves the owner up to 70% energy costs and up to 30% production time in comparison to traditional kitchen equipment.



CONSISTENCY

a rational (e) aim in every kitchen

ALL-SENSING AND ALL-SENSIBLE

The RATIONAL workhorse has evolved through the years and with 40 years of research, industry insights and development, its latest SelfCookingCenter® 5 Senses is funded upon chefs using all 5 senses to cook, resulting in an intelligent system that:



Senses the current cooking cabinet conditions and the consistency of food.



Recognises the size, load quantity and product condition and calculates the browning.



Thinks ahead and determines the ideal cooking path to your desired result while cooking.



Learns which cooking habits you prefer and implements them.



Communicates with you and shows you what your RATIONAL is doing to implement your specifications.

As chefs know exactly how the end result must look like, the 5 senses is further heightened with additional advancements to ensure each platter is made according to high standards.



iCookingControl: As the 5 Senses does it work to recognise size, load quantity, product condition and calculates appropriate browning, the iCookingControl will make the

necessary adjustments to temperature, cooking time, air speed and cooking cabinet climate to suit food's requirements and automatically informs the user before the process begins.



HiDensityControl: A patented technology that ensures uniformity, food quality and cooking performance with 100% steam saturation, dynamic air mixing up to

120km/h and maximum cooking cabinet dehumidification of up to 100 litres/second.



Chefs discovering the SelfCookingCenter at RATIONAL ACADEMY



iLevelControl: A main purpose of a combi-steamer is to allow chefs to cook more in shorter times hence iLevelControl is the function that shows which foods can be cooked together; useful in menu planning as it results in savings of time, money, space and energy.



Efficient CareControl: Automatically detects dirt and limescale to determine the most efficient cleaning step; suggesting the best dose of cleaning agent and descaler.

In addition to all these features, the SelfCookingCenter® 5 Senses is also boosted by the technologies pioneered by RATIONAL in its previous products; including:

- **ClimaPlus Control®** regulates the ideal climate to 1% accuracy to ensure crunchy crackling, crisp breaded coatings and succulent roasts.
- **Delta-T cooking** keeps a constant difference between the core temperature and the cooking temperature so that meat stays tender.
- **Hot air cooking** mode from 30°C - 300°C allows hot air to flow around the food from all sides to maintain succulent insides. The maximum temperature helps achieve desired finish for pan fried, grilled, frozen convenience or soft bakery products.
- **Combined cooking** mode of hot steam and hot air that produces crispy roasts with up to 50% increase in cooking efficiency.
- **Humidification** that is precisely metred; useful for bread and bakery items.
- **Manual programming** of up to 1200 slots with 12 steps



Intelligence of the SelfCookingCenter 5Senses

RATIONALISING CUSTOMERS' DECISION

Nobody will refute the fact that investing in a combi-steamer is a hefty consideration. From the onset, RATIONAL has approached customer engagement on a face-to-face basis with Rational CookingLive that seeks to showcase the benefit of its product even before the customer decides. Its in-house chefs will demonstrate the user-friendliness and the diversity of cooking a wide range of cuisines with the combi-steamer. Completely understanding that no F&B setup is similar, sales personnel will work closely with potential customers to develop a solution that will see a return-of-investment in the most measurable time frame. After the installation, the team will conduct an introductory session for the kitchen's entire crew so that any individual, at any skill level would be competent enough to manage the RATIONAL combi-steamer. Through its all inclusive ServicePlus program, the company leverages on the accessibility provided by the Internet and has set up a ClubRATIONAL where professional chefs can seek information, ask questions and share their discoveries on this platform. Users can keep their workhorse updated with the latest technology by downloading software updates for free through this club. Meanwhile Academy RATIONAL runs one-day seminars where its

master chefs will impart knowledge on how to improve processes in the kitchen and spark creative ideas for the menu. With 30 subsidiaries worldwide and delivering up to 170 countries, the company's strong association with its selected SERVICE-PARTNERS are always available to iron out technical difficulties or spare parts supply.

Recognising the potential and deciding to stick with this product has definitely come through for RATIONAL. Together with its comprehensive customer service program, it is no wonder that it is a name the industry immediately relates to when it comes to the technology of automated cooking. After all, it is the chefs' company with more than 300 chefs worldwide working to understand the needs of the market they are in; providing the necessary insights for the manufacturer to further innovate and expand the potential of combi-steamers to be an utmost assistant in any commercial kitchen setting. 🍴



www.rational-online.com

LIEBHERR: FOCUS in DIVERSITY



It is not a stretch to say that many have heard of this name. Having a hand in almost 10 major industries, the German-born company names refrigerators & freezers, construction machines, mining equipment, mobile & crawler cranes, material handling technology, maritime cranes, aerospace & transportation systems, gear cutting technology & automation and components as its expertises.



Founder Mr. Hans Liebherr was not only good with technical skills and tinkering around building things. Born in a family that ran a building firm in South Germany, his astute sense for business was inadvertently sharpened and he was also quick to

see an opportunity. After the war, the country needed to be rebuilt and he immediately saw nothing can be worked on without tools and machinery. Thus, with design engineers and tradesmen, the first mobile tower crane was introduced in 1949. Being viewed highly as an answer to the country's restructuring needs, successor models followed and the company turns into a manufacturer of construction machines. He was constantly on the lookout for new ventures or to improve existing mechanisms, for example, at the end of the 1950s, gear wheels for the manufacturing of gearboxes were difficult to procure. What is a man who requires it to produce cranes, to do? True to form, Hans Liebherr made hobbing machines to produce gear wheels. In 1953, he hired a cable excavator but it came with poor power-to-weight ratio and 8 months later, he presents the first hydraulic excavator in Europe. The L300 was four times lighter than the original and in 1954, series production of the powerful machine began.

CONSTRUCTING FOR FOOD CONSERVATION

When one has the basic understanding of building, it might be a safe assumption that one is able to build anything! Perhaps it was this notion that led the branch manager of the company's bank to ask Mr Hans Liebherr if he was interested to pick up the works of a refrigerator manufacturer who had gone bankrupt. Upon visiting and enquiring the details such as production times and prices of the most important components, he realised that he paid quite a fair bit for a fridge he recently acquired. Given that in 1953, only 10% of German households had the luxury of keeping their food better with electric refrigeration, the entrepreneur immediately saw the opportunity in making fridges. Instead of buying over the bankrupt company, he invested in his own manufacturing plant in Ochsenhausen and in 1954 developed his own refrigerator with the necessary experts to help realise the vision. Right from the beginning, Liebherr intended fridges to have very long service life in homes and therefore designed them to look elegant and timeless, using durable materials like stainless steel or glass. As we know, the food & beverage industry started to boom and with its operations already in place, it was only a matter of more research to bring it up to commercial kitchens' requirement.

Currently producing the world's largest range of refrigerators and freezers, it offers the suitable item for almost any demands with its range including various surface materials, net capacities, heights and energy efficiency classes. Foodservice businesses can find a solution for refrigerating and freezing whether in small, medium or catering establishments. Customers will also be able to manage accurate temperature for its cold drinks, ice-cream and wine. Liebherr considers the niche market too with ideas for bakeries, supermarkets, laboratories, medicines and even cigar storage!



The first mobile tower crane played an important role in rebuilding a country



A revolution in 1950s Germany

GROWTH OVER THE YEARS

Recognising that it has gotten a reasonably strong footing in the foodservice market by delivering one of the most important equipment in any kitchen, it looked to other industries and highlighting some of its key milestones to prove one CAN wear many hats with a strong foundation and expand with that.

- **1958:** First factory abroad established in Killarney, Ireland to enter Britain and North America; followed by its South Africa factory setting the track for the Group's international direction.
- **1960:** Liebherr-Aero-Technik GmbH is set up to develop and manufacture prototypes in-house to advance from being a license holder to a producer of its own components and systems.
- **1969:** Liebherr-Werk Ehingen GmbH is founded and became a leading provider of mobile cranes and crawler cranes, focusing on the export market.
- **1977:** Presented LTM 1025, the world's first all-terrain mobile crane for onroad and offroad.
- **1983:** A central umbrella company established with Liebherr-International AG leading the Group in Bulle, Switzerland.
- **1997:** Having specialised in climate control technology since 1960s with systems for aviation vehicles, it extended to include heating and air conditioning technology for rail cars.
- **2004:** New production site opened in India for final assembly, commissioning of gear cutting machines, sales/distribution and provision of services.
- **2013:** Construction of central logistics centre begins and is expected to be completed by 2015 as a worldwide distribution centre of spare parts.

First domestic fridge



Entering the aeronautical field



LIEBHERR: FOCUS IN DIVERSITY

Keeping it in the family - the 2nd and 3rd generation currently manages the company



MOVING AHEAD AS ONE UNIT

Despite its many divisions, Liebherr is and remains 100% a family enterprise, handed down from generation-to-generation thus gaining the trust with long-term partners and customers.

The innovative streak of Hans Liebherr is apparent in the company's approaches that moves with the times. With production at 3 European plants in Ochsenhausen (Germany), Lienz (Austria) and Radinovo (Bulgaria) as well as in one plant in Kluang (Malaysia), it only means that the brand is reaching the world.

In this recent climate of globalisation, communication has become so accessible and the company is quick to adapt and curate unique engagements with potential and existing clients. Classical marketing through print advertising, above-the-line campaigns notwithstanding, Liebherr adds social media channels such as blogs, Facebook, Google Plus and Twitter together with ensuring a website that is constantly updated. Definitely not neglecting the importance of smartphones in today's modern lifestyle, the company has developed apps for Android and iOS to compliment its products:

BioFresh: obtain information on the perfect climatic storage conditions for food as well as on the vitamins and minerals contained in the food.

Wine: provides an overview of Bordeaux wines including an expert description of the wines and information on how to store wines.

Icemaker: a more playful approach, where the ice cubes play the leading role.

Photo-Designer: consumers can see the effect of designer and built-in appliances in their specific living environment.

Media: downloadable brochures and films fit for viewing on tablet, which should be useful to contract partners as it ensures documents can be used directly.



Production plant in Ochsenhausen

For all the Internet-based communication, it remembers the importance of real-time meetings through organising of events, launches and seminars to attract consumers and provide a platform for networking. As for sales and services, Liebherr Group maintains a worldwide network and depending on the region and product area, this utmost aspect for customers is provided directly by the company or selected external partners ensuring prompt responses to reduce downtime.

Sixty-six years since Hans Liebherr introduced its first machine, the company has caught his vision and continues to create solutions that improves the way of working in each industry it serves and the Liebherr Group now comprises over 130 companies in more than 50 countries on every continent.

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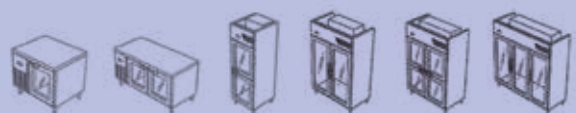
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SOLUTION providers



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ALLIED: grounded by LONG-TERM ALLIANCES

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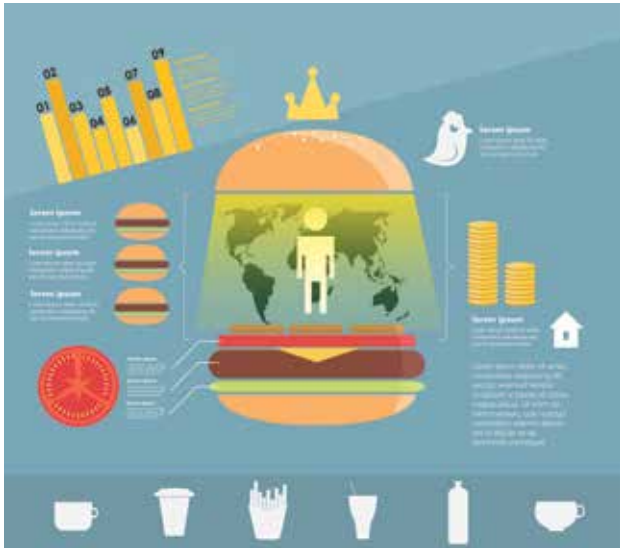
staying afloat in the F&B BUSINESS WORLD



REALITY BITES 2015
Learn The Tricks & Avoid The Pitfalls

August 20th & 21st • Taylor's University, Lakeside Campus

staying afloat in the F&B BUSINESS WORLD



Are you one who keenly follow cooking programmes and devise innovative recipes or is often inspired by contestants in reality shows such as Hell's Kitchen, Masterchef and Top Chef? True, these shows discovered immense talent and brought culinary arts up as a coveted profession. Perhaps you dine out often and with all your practice in cooking, you are ready to show the world your unique cuisine. Therefore, owning your eatery makes perfect sense.

Food business has always and will always hold an allure. Aplyt put by Peter Rainsford, the vice president for academic affairs at the Culinary Institute of America and co-author of "The Restaurant Startup Guide", "so many people love to cook, they like food, and they think, boy, I'll have a job where I'll do what I love". "They don't realize how hard a job it is, both financially and physically". He should know, given that he opened the O'Malley's Restaurant for 5 years. It ran concurrently with his full-time professor job at Cornell University's hospitality school and both he and his wife soon discovered business is a full-time not a side income venture. They were pressed with too many responsibilities and gave it up.¹ Below is a just one of the many real scenarios highlighting why restaurants fail.

PEPPER RED'S BLUES CAFE¹

Charlita Anderson was a lawyer who harboured dreams to run a restaurant that would feature her mother's recipe for gumbo, a family favourite. She opened the Cajun restaurant and nightclub, doing everything from making gumbo to scrubbing the floors and singing torch songs, while still putting in a full day as a magistrate. The venture lasted 15 months. Where was the point of downfall? Linda Lipsky, president of Linda Lipsky Restaurant Consultants, laid out the possible reasons:

- Family encouragement above financial planning. "People who have tasted the gumbo say it's the best this side of New Orleans. It's a big deal in our family", said Ms Anderson.
- A rather obscure location, 40 miles from Cleveland on the shores of Lake Erie banking on the hope that the long-rumored casino hotels would be built, which never did.
- Although Ms Anderson passed her mother's test, she did not have the know-how to translate the recipe and cooking methods to large volumes.
- "The tiny little things you don't even expect, they're going to pop up at any time". "I went from a highfalutin position to scrubbing the floors", Ms. Anderson said.
- She rushed from courtroom to cafe every evening - definitely too much to shoulder.

When asked how great food can fail her, she surmised "people will encourage you but they won't show up every night". Her takeaway from the experience was "you have to appreciate that this might not work. If it doesn't, get out".



Pepper Red's Blues Cafe is probably a tip of the iceberg. Watch Kitchen Nightmares and Restaurant Impossible where Gordon Ramsay and Robert Irvine rescued restaurants from a host of issues. Although each episode ends with a joyous revival and the chefs revisit months later, over 60% of eateries featured on Kitchen Nightmares do not survive. Not surprising actually, given that it is all up to the owners to carry on after the celebrity chef leaves. If they had no basics to begin with; sustainability remains a tall order.

¹Maynard, M. Love Food? Think Twice Before Jumping In. <http://www.nytimes.com/2008/08/27/dining/27fail.html?pagewanted=all&r=0>

²<http://www.dailymail.co.uk/news/article-2674314/More-60-cent-Kitchen-Nightmares-restaurants-visited-Gordon-Ramsay-closed.html>

YOU CAN AVOID THE PITFALLS!

According to Linda Lipsky, many restaurant novices are not aware about having enough capital to cover every aspect of a business for the first six months; including food, salaries, benefits, kitchen equipment, rent and utilities. And this is when reality bites. Recognising this all too familiar scenario, Mise En Place returns with the second instalment of **"A FOODBIZ WORKSHOP"**. Following last year's positive responses and the increasingly challenging business climate, it is an opportune time for you to pick up on ideas to minimise cost and maximise productivity in your kitchen. Amongst the topics of discussion include:

REALITY OF THE FOOD BUSINESS -

- Statistics, Facts & Prospects in Malaysia
- Labour Cost
- Utilities & Fluctuating Food Costs
- Wastage
- Maintaining Food Consistency & Quality
- Avoiding Food Contamination
- Which Equipment to Invest In?

BRINGING IT ALL TOGETHER

- Concept
- Licenses & Legislation
- Menu
- Budget
- Standard Operating Procedures
- Steering Committee
- Key Performance Indicators
- Evaluation & Enforcement

LIVE SESSIONS

- Demonstration of commercial kitchen equipment & a business owners shares how implementing equipment shaved costs and improved operational processes.
- Q&A with our speakers

We are privileged to have our returning speakers from 2014, the people behind F&B Facilities to share their knowledge in managing a diverse range of establishments. We are also excited to hear from the Director of Bangi Resort & Development Corporation on banqueting methodology.

Rick Chee, Managing Director, F&B Facilities

With over 26 years experience in food service facility planning, Rick comprehends local culture and regulations. Founded in 1991, F&B Facilities' expertise include consultancy, design and space planning, equipment supply, installation, maintenance and fabrication. An advisor to the Chefs Association Of Malaysia, Rick is also recently appointed by Taylor's University as an Industry Advisory Panel Member for its School of Hospitality, Tourism and Culinary Arts.

Vincent Soon, F&B Facilities, Partner

Vincent's expertise include Asset and Engineering, Equipment, KES and Prototype Equipment Design and his experience spans across Quick Service Restaurants, Theme Parks to Hotels. He is accredited by the Ministry of Health on Food Handlers and Universiti Kebangsaan Malaya on Food Safety and is a Senior Associate member of FCSI.

Soh Chung-Ky, Director, Bangi Resort & Development Corporation

A Mechanical Engineering graduate, Chung-Ky applied system and structure to bring a new lease of life to the clubhouse's restaurant. Find out how technology has helped BGR Restaurant @ Bangi Golf Resort serve up to 300,000 meals per annum without compromising on operating costs, manpower and quality.

Our panel of sponsors are some of the industry's major equipment Manufacturers:

RATIONAL A specialist in hot food preparation and with 54% market share in the combi-oven segment and over 100 million meals are now prepared every day in RATIONAL units in all parts of the world.

Speakers: Millie Chan (Vice President Business Development ASEAN), Samuel Chia (Senior Regional Sales Manager) Malaysia & Singapore

IRINOX Known worldwide for producing blast chillers, shock freezers, and holding and proofing systems; it introduced the concept of rapid chilling and preservation for various segment in foodservice.

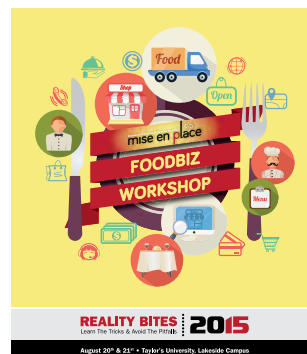
Speaker: Gabriele Vendruscolo (Sales Manager)

MEIKO The warewashing company holds stakes in 10 companies in Germany, 6 in Europe and 7 overseas to ensure Mission M makes the world cleaner, more hygienic and more liveable.

Speaker: Rudolf Kitzbichler (Managing Director), MEIKO Clean Solutions (SEA) Sdn. Bhd.

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Speaker: Lisa Zancanaro, Area Manager (Asia Pacific)



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ALLIED: grounded by LONG-TERM ALLIANCES

Soft-spoken yet without lacking conviction, Mr Eric Yap said *“build your base and expand when the time is right”*. The Managing Director of Allied Foodservice Equipment Sdn Bhd believes that each endeavour must firstly have a strong foundation and that is how he has taken the company through these 23 years of operations. In providing the A-Z of setting up a commercial kitchens, he remarked that while the cake for operators is getting smaller in Malaysia, the demand has not exactly grown in tandem with supply over the years. Although by the looks of it (perhaps thanks to visibility on social media), people are eating out a lot, he said it only reflects cities and Malaysians at large still spend time cooking their own food, especially in the outskirts. And in this light, there will always be a role for solution providers such as Allied in improving the industry’s practices.

Known in the foodservice field as the Bar & Grill specialist, given that it worked on various concepts that entered Malaysia in its early days, Allied soon expanded to putting its professional touches in restaurants of different concepts, fast food chains, hotels, production kitchens, cafes, institutions and food supply companies. Given that no production process and flow is the same even if it is a chain store to be replicated in different locations, Allied treats every site with a fresh pair of eyes, leading to clients putting complete trust to just call them to work on their new location. And Mr Eric is certainly one who knows about such complexities. His career began in 1983 as a draftsman, after completing his Mechanical Engineering studies, he was responsible to draw equipment layout plans for clients. In the times where the Autocad software had not yet been invented, he told us that for every adjustment, he’d have to redraw the entire plan and many times the piece of paper would have holes from all the erasing! Interestingly, when asked if he entered the field with a zeal for the F&B trade, it was quite the contrary; *“all I wanted was to learn a trade and make a business out of it”*. Well, his choice has definitely paid off.

WALKING WITH THE CLIENT

There must be a reason why Allied achieves 90% repeated clients. Believing in the importance of giving their best with value-added services, Mr Eric would not hesitate to be honest with a client whom he thinks he is unable to comply with the requirements. He wants the client to be confident of its efficiency, productivity and workflow that will in turn affect the levels of satisfaction gained by the establishment’s customers. Observing that good and friendly service are likely to bring return diners even though the food is average, Allied aims to assist restaurant operators in influencing human behaviour; one where diners are proud to go back and introduce others to it. Therefore, CONSISTENCY is vital; both in terms of service and food quality. To achieve that,



Mr Eric Yap takes each step with much thought



the company takes the time to consider the needs of all users in the foodservice facility; be it the chef and crew or the front-of-house. Mr Eric reiterates that as a project management company, they must see where the client is coming from because everyone perceives a situation differently, depending on their experience or projected needs. Therefore, listening keenly and considering other viewpoints will enable the team to supply products and services with unmistakable technological value contributing to improving the work of its clients. The main elements in accommodating for a kitchen space is firstly; what are the most important equipment the client requires, followed by allocating space for refrigeration and lastly stainless steel fabrication.



Giving a better picture with the test kitchen



The facility where fabrication is done

Strategically located in Cheras with its test kitchen, Allied also has a factory in Puchong, where stainless steel fabrication and refrigeration is carried out. The company is planning to acquire more advance precision machineries and equipment as well as employing more skilled personnel to increase its capacity in production. It also has offices in Sabah and Singapore where the former is geared towards retail while the latter provides similar services as the main office and is breaking grounds into Penang as well. Like any other professional in F&B will lament, Mr Eric faces the problem with skilled labour particularly in the area of service. He wants to make sure that all Allied's technicians are versed in identifying and repairing each equipment carried by the company; by working together with the respective Principals to carry out regular training sessions. There is no shortage of equipment to carry but Mr Eric chooses to distribute equipment that closely matches the type of restaurants it sets up. The question on keeping spare parts - how does he decide between investing in high amounts of keeping it minimum to be cost efficient? No clear cut answer there but he did say that keeping stock can be a winning move.

WHAT DOES A-Z SERVICES BY ALLIED COVER?

- Initial consultation with the owner, architects and other consultants to determine the overall objectives
- Designing of the Kitchen Layout and Equipment
- Specification
- Designing the Floor Plan for differet categories of food service facilities such as storage, preparation, cooking, servicing and clean-up
- Planning of the budget to analyse cost of all sections equipments.
- Supervision during the project and meeting the standard specified equipments
- Installation of the equipment to the various service / utility points
- Marketing and promotion of our refrigerators and exclusive represented products through activities such as sessions to highlight cook-chill, blast freezing and sous-vide technologies at its test kitchen.
- After sales service to guarantee proper function of equipments. Mr Eric emphasised the benefit of having a scheduled preventive maintenance contract with your equipment dealer. Too many owners choose not to set aside the funds for this exercise thinking that breakdowns won't happen so quickly to a new machine. Yet anything can happen and he added that many have been caught unaware and the service team is unable to help immediately as having to put customers who have pre-booked their maintenance timing ahead of time.

For all his years in the industry, Mr Eric shows no sign of knowing-it-all but keeps to his principle of always *"what you start must be accompanied with follow ups"* and it shows in the careful articulation of his thoughts throughout the 2 hours plus we spent chatting. And this sturdy disposition must be one of the factors for Allied's reputation, whether towards its Principals and associates or clients in Malaysia, and countries like Indonesia, Singapore, Thailand, Shenzhen China, Australia, Sri Lanka and India.



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