



Evolution of Commercial Kitchen & Its Equipment

mise en place



MKN:
crafters of FUNCTIONAL AESTHETICS



INFRICO:
an intuition for REFRIGERATION



**HIRING for
KEEPS**

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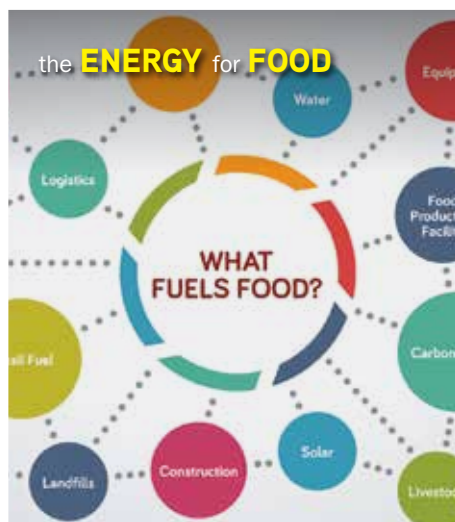


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FOODBIZ landscape
Malaysia



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07 **NEWS!! market, events & equipment launch**

- 08 • UPCOMING events / may - dec 2016
- 10 • RATIONAL in SINGAPORE
- 11 • experience HIDENORI
- 12 • HOTELEX Shanghai 2016
- 14 • GULFOOD 2016
- 16 • Food&HotelAsia2016
- 20 • NEW @ FoodHotelAsia2016
- 24 • NEW in the market!

27 **concept & DESIGN**

- 28 • the ENERGY for FOOD
- 30 • measures for ECO-SUSTAINABILITY
- 32 • ONE LESS FOOTPRINT in your kitchen
- 34 • GREENING your KITCHEN

37 **FOODBIZ landscape**

43 **BUSINESS sense**

- 44 • sweets for the SOUL
- 48 • becoming a SWEET SENSATION
- 53 • ATUM DESSERTANT: reaching high heights in HONG KONG
- 54 • SOOTHING THE MIDNIGHT CRAVINGS at 2am:dessertbar
- 55 • PIPILTIN COCOA: introducing INDONESIA'S COCOA, ONE CHOCOLATE at a time
- 56 • ITALIAN DESSERT made local by INSIDE SCOOP
- 57 • a CULTURAL CLASH that sings at LE PETIT SOUFFLE
- 58 • what makes DESSERTS?





CONTENTS



69

EATSSSENTIALS

70 • an interactive DESSERT EXPERIENCE

72 • tools-for-SERVICE

73

get to know your EQUIPMENT

74 • better packing in COOKING LARGE

78 • bringing everything TOGETHER

83

EQUIPMENT makers of today

84 • MKN: crafters of FUNCTIONAL AESTHETICS

88 • INFRICO: an intuition for REFRIGERATION

93

SOLUTION providers

94 • HIRING for KEEPS

96 • service PARTNERS



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Kitchen & Its Equipment

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EDITOR'S note

LET'S MAKE IT SWEET!

Sugar (sometimes with spice) makes all things nice? Desserts has risen in the ranks and is becoming a segment on its own; instead of lounging at the last page of a menu. The great thing about sweets is that it is flexible enough to fit in any business size capacity. Be it mobile carts, kiosks, stand-alone concept stores, restaurants and even to the high-end; **BUSINESS SENSE's** got it covered as we spoke to operators around Asia to learn how they have made their sweet sensations profitable. Speaking about Asia, we also recently returned from FoodHotelAsia 2016; the absolute trade show in this region so check out what new items and companies we discovered at the show.

In **FOODBIZ LANDSCAPE**, the spotlight is on our birth country that is Malaysia. We had fun exploring the familiar foods and at times unfamiliar places to bring you a teaser of what you need to know and do before starting a food business here. Meanwhile, does it cross your mind of the energy required for your plate of food? It starts at the point of food production and not the gas or electricity used while cooking. While energy use is unavoidable in everything we do; the foodservice industry contributes a lot to the eco-system's degradation. We look at how it can be proactive and select measures to be more environmentally friendly and sustainable. Turn to **CONCEPT & DESIGN** to read how to better manage waste, hygiene, cooking and cooling in the kitchen.

And **SOLUTION PROVIDER** closes this issue with a few ideas on labour retention; inspired by United Kingdom's **people1st** and America's **Age Smart Employer** organisations. By the time you hold this magazine, it will already be halfway through 2016 and we hope you'll stay tuned with us for the latest in food business management! See you next time!

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NEWS!!

market, event & EQUIPMENT launch

10

RATIONAL in SINGAPORE



14

GULFOOD 2016

16

Food&HotelAsia2016



12

HOTELEX Shanghai 2016



11

experience HIDENORI

UPCOMING events / may - dec 2016



AUSTRALIA

- 26th - 28th June 2016
Food Technology Queensland
Brisbane
- 12th - 15th Sept 2016
Fine Food Australia
Melbourne



CHINA

- 29th June - 01st July 2016
- Hotelex Beijing
- Finefood Beijing
Beijing
- 08th - 10th July 2016
Café Show China
Beijing
- 10th - 12th Aug 2016
Hotelex Chengdu
Chengdu
- 08th - 10th Sept 2016
Hosfair Guangdong
Guangzhou
- 22nd - 24th Sept 2016
Food Hospitality World China
Guangzhou
- 07th - 09th Nov 2016
FHC China
Shanghai



CAMBODIA

- 20th - 22nd Oct 2016
- Camfood
- Camhotel
Phnom Penh



HONG KONG

- 06th - 08th Sept 2016
Restaurant & Bar Hong Kong
Hong Kong
- 01st - 03rd Dec 2016
Hong Kong International Bakery Expo
Hong Kong



INDIA

- 09th - 11th June 2016
FHW Bengaluru
Bengaluru
- 11th - 13th Aug 2016
FHW Goa 2016
Goa
- 22nd - 24th Sept 2016
- World Of Food India
- International Foodtec India
Mumbai



INDONESIA

- 11th - 14th Aug 2016
Eats Food Indonesia
Surabaya
- 09th - 12th Nov 2016
SIAL Interfood
Jakarta



JAPAN

- 07th - 10th June 2016
FOOMA Japan
Tokyo



KOREA

- 02nd - 05th Nov 2016
Food Week Korea
Seoul

- 10th - 13th Nov 2016
International Cafe Show
Seoul



MACAO

- 23rd - 25th Nov 2016
The 12th International Hotel Expo
Macao



MALAYSIA

- 27th - 29th July 2016
Malaysia International Food &
Beverage Trade Fair
KLCC, Kuala Lumpur

- 15th - 17th Nov 2016
Food & Hotel Penang 2016
Penang



MYANMAR

- 01st - 03rd June 2016
Food & Hotel Myanmar
Yangon

- 24th - 26th Nov 2016
- Myanfood
- Myanhotel
Yangon



NEW ZEALAND

- 26th - 28th June 2016
Fine Food New Zealand
Auckland



PHILIPPINES

- 31st May - 02nd June 2016
SIAL Asean 2016
Manila

- 03rd - 06th Aug 2016
WOFEX
Manila

- 22nd - 24th Sept 2016
Hotel Suppliers Show
Pasay City



SRI LANKA

- 30th Sept - 02nd Oct 2016
Hotel, Hospitality & Food Asia
Sri Lanka



TAIWAN

- 22nd - 25th June 2016
- Taiwan Horeco
- Halal Taiwan
- Food Taipei
- Foodtech & Pharmatech Taipei
- Taipei Pack
Taipei

- 27th - 30th Oct 2016
Kaohsiung HORECA
Kaohsiung



THAILAND

- 25th - 29th May 2016
Thaifex - World Of Food Asia
Bangkok
- 04th - 07th Aug 2016
Thailand Retail, Food & Hospitality Services
Bangkok
- 07th - 10th Sept 2016
Food & Hotel Thailand
Bangkok



UAE

- 17th - 19th Sept 2016
The Hotel Show
Dubai
- 07th - 09th Nov 2016
Gulfood Manufacturing
Dubai



VIETNAM

- 10th - 13th Aug 2016
Vietfood & Beverage Vietnam
Ho Chi Minh City



RATIONAL in SINGAPORE: SOLID SUPPORT for the ASEAN region

Singapore team: Providing comprehensive support to partners



Where discussions and test kitchens take place



Technical training in session



A brand recognised globally for its combi-steamers, it is keeping its sights on wanting *“to give the best solution to the local market”*; to quote Vice President, Mr Thomas Stütz. Hence, RATIONAL Cooking Systems Pte Ltd was set up in Singapore as a home to the Asia-Pacific region and to be more visible to local customers.

Mr Markus Paschmann, Chief Sales & Marketing Officer told us that *“the two most challenging items to cook with a combi-steamer were Chinese style pork belly and rice especially when there are more than 20 types of rice in Japan!”* Light-hearted it may seem but it was a crucial insight especially when more chefs in this region are eager to discover new cooking technologies. With the ASEAN market showing +16% growth and contributing to 13% of RATIONAL's total sales in 2015; setting up the Singapore office and application kitchen at the German Centre made perfect sense.

RATIONAL strives to overfulfill customers' expectations by focusing on true needs beyond costs - through constant quality and constant service, said Mr Paschmann. It also recognises the culinary diversity of the ASEAN region thus the *“RATIONAL research and development department from Germany will be working closely with our application chef in Singapore to develop ASEAN dishes to be cooked in our SelfCookingCenter® 5 Senses”*, explained Ms. Millie Chan, Managing Director, RATIONAL Cooking Systems Pte Ltd. Continuous experiments by its Corporate Chefs to achieve the optimum cooking path have resulted in a Southeast Asian cuisine cookbook to better support customers in the region. Chefs can now cook popular local dishes such as Indonesian Ayam Betutu, Malaysian Beef Rendang, Singapore Chili Crab and Thai Beef Salad in any kitchen complemented with RATIONAL's cooking technologies.

The Singapore office officially opened in January 2016 and has garnered positive responses; does RATIONAL plan to establish similar offices in other Southeast Asian countries? Mr Paschmann says that this office is positioned as the Headquarters (HQ) for this region where more research and development, test, trials and customer experience sessions will be held. Duplicating the model elsewhere is highly unlikely because the HQ is set to grow alongside its dealers plus Singapore's strategic location and well-developed infrastructure makes it an ideal avenue to engage with customers and dealers. ☁

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Phone +65 6809 5850

cafe business from a BARISTA'S VIEW



A session with the 2014 World Barista Champion, Hidenori Izaki, no less. And what would his golden rule be? **It's the attention to details in details.** Especially in the food and beverage industry, in this case a café, it can only get more competitive as the trend continues to thrive in the region.

Visiting Kuala Lumpur during his tour of Asian countries' the "Experience Hidenori Izaki" session was held on April 18 2016; where he shared about his coffee journey and experiences at the World Barista Championship. Brought to Malaysia specially by Dankoff Coffee Specialist, dc Academy, Victoria Arduino, Nuova Simonelli and BERJAYA University College of Hospitality, we spent some time with Hidenori to get his thoughts on the industry during the short break.

"Focus on your customer. Too many times, the industry focuses on the drink but to run a business, it's the customers that matter". Part of being a barista is also to be able to engage with your customer and offer them a splendid experience. Elevating your quality makes the difference from one café to another; he adds.

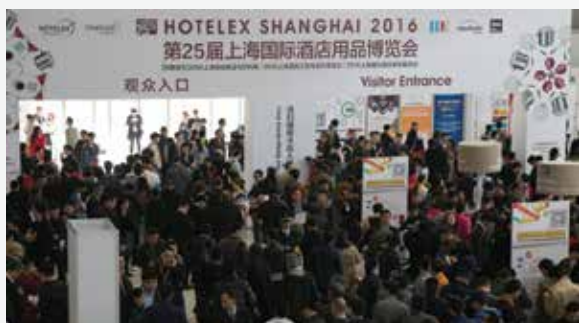
"Equipment help maximize your potential but it is important that you are prepared at all times". He advises the same when going into a competition - it is important that the barista makes the effort to do his/her research, practice and practice and to know who are your customers or as he explains in the competition - be in the know of the trend. *"Serving something different from the rest or unique is not always an advantage when you are not really prepared but perfecting something from the norm will definitely give you a standout performance"* which is part of his strategy when he coaches participants.

And like Mise En Place, where we believe preparation is crucial, Hidenori is unwavering on the principle that a good cup of coffee is all about preparation. Not just physically but mentally as well - *"remember that you are in the Hospitality service industry - its everything around you that can offer the customer the right experience and being prepared is a good way to do that!"*

Our thanks to BERJAYA University College of Hospitality for the invite and we look forward to more good cuppas from the Asian scene with more baristas adopting the right preparation like Hidenori Izaki! ☕



HOTELEX Shanghai 2016: NEW PEAKS and a NEW START



The 25th Shanghai International Hospitality Equipment & Supply Expo (HOTELEX Shanghai 2016) featured 15 themed sectors i.e. Catering Equipment, Tableware, Textile, Appliance Amenities, IT & Security, Fitness & Leisure, Food & Beverage, Coffee & Tea, Bakery & Ice cream, Wine & Spirits, Hotel Design, Hotel Building, Hotel Engineering, Hotel Furniture and Hotel Cleaning aimed to provide a one-stop procurement platform for the hospitality and catering industry. Over 50 countries and regional exhibitors were gathered on-site; coming from Italy, Spain, USA, Germany, Japan, HK, Macau and Taiwan and many more to total 2,500 industry's leading brands and representative exhibitors. A total of 126,020 professional visitors attended the exhibition, a 30% increase compared to last year. They came from 116 countries including Industry Associations' VIPS and Domestic & Overseas Professional Trade Delegations.

The Central Kitchen premium hall was highly popular for its domestic & overseas' catering equipment featuring cutting-edge technologies to lead new concepts of central kitchens. Every competition and forum was fully attended while exhibition salons showed competent standards that successfully engaged interaction from visitors.

Six world-class coffee championships co-organized by WCE debuted in the exhibition comprising latte art, roasting, cup tasting, brewers cup, barista and coffee in good spirits. The Four World-Class Finals (Latte Art, Coffee Roasting, Cup Tasting and Coffee in Good Spirits) gathered the best baristas from all over the world to showcase their knowledge and skills. HOTELEX Shanghai pushed the Chinese coffee championship and coffee industry to new heights.

Apart from the six coffee championships, there was the Shanghai Pizza Master Competition, Parma World Pizza Championship-China Selective Division, the Fourth Shanghai Gelato Championship, "Jinghong Cup" Star Hotel Table Art Display Competition, HOTELEX "The Rising Star" Chef Final, The Third "Wanrun Cup" Hotel Room Technical Skill Championship, "King Flower" The 3rd Shanghai Fashion Drinks Final Contest, 5th China Master Bartender Competition, HOTELEX Hotel Uniform Show and IPA Match-making Meeting.

The "Mirror Award" recognised companies in categories such as "TOP 10 Best Hotel Equipment Supplier", "Top 10 Best Catering Supplier", "Top 10 Best Product Design Innovation Award", "Mirror Special Contribution Award", "2016 Mirror Gold Award", "2016 Outstanding Contribution of China's Hotel Design Award" among many other awards.

The professional forums included Commercial Franchise Business Development Forum, IPA Match-making Meeting, Hotel Rise of New Forces, Central Kitchen Construction and Development Forum, Alibaba Special Forum, 1st China International Specialty Green Coffee Auction, Shanghai Architecture and Interior Design Week, Hotel Plus Hotel Mockup Room Show.

Over 25 years, HOTELEX has grown from one to four shows. With resources from our Shanghai, Chengdu, Guangzhou and Beijing series, geographically we will support each and share the resources to pursue the better interest for our exhibitors. 



www.hotelex.cn

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- HOW TO AVOID COMMON MISTAKES.
- PLANNING YOUR BUSINESS.
- REGULATIONS AND LICENSES' GUIDELINES.
- DESIGNING A STANDARD OPERATING PROCEDURE (SOP).
- Q&A SESSION.



FOODBIZ WORKSHOP - 2015

MORE THINGS TO SEE, SMELL, HEAR AND TASTE THIS ROUND!:

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- INDUSTRY PROFESSIONALS SHARING ON WHAT NOT TO DO.
- REGULATIONS, LICENSE AND PREMISES' GUIDELINES.
- STANDARD OPERATING PROCEDURE (SOP).
- Q & A SESSION.

FOODBIZ WORKSHOP - 2016

What question(s) will you bring to 2016's edition?
Drop us a note at info@miseenplaceasia.com or
check out our Facebook page for more info!

Evolution of Commercial Kitchen & Its Equipment

mise en place

GULFOOD 2016 proves itself a world beater with more tastes & more trends



The 21st showing of Gulfood - the world's largest annual food and hospitality trade show and a leading global food trading platform; fulfilled its promise of delivering more tastes, trends and trade during a five-day run from February 21-25 at the Dubai World Trade Centre (DWTC).

With more than 5,000 international exhibitors from 120 countries and the show's biggest ever industry and national group contingent numbering 117 pavilions - five more than its 2015 edition - a world of opportunities opened up for food industry professionals from all over the world.

The show, which spanned over 1,000,000 square feet of exhibition space including three new DWTC halls - Za'abeel 4, 5 and 6, was officially opened by His Highness Sheikh Hamdan Bin Rashid Al Maktoum, Deputy Ruler of Dubai and UAE Minister of Finance and Industry. He toured the vast exhibition with His Excellency Helal Saeed Almarri, Director General of the Department of Tourism & Commerce Marketing and the Dubai World Trade Centre Authority, His Excellency Minister Alexander Tkachev of the Russian Federation's Ministry of Agriculture and a host of ministers, ambassadors and dignitaries from the UAE, GCC and around the world.

With the GCC's food import market currently worth US \$53.1 billion according to the Economist Intelligence Unit, Gulfood 2016 attracted finished food producers, bulk commodity wholesalers, distributors and exporters, as well as the show's largest-ever collection of hospitality equipment suppliers. Others had their eyes firmly set on Dubai's undisputed status as re-export hub particularly to the newly emerging markets of Africa and the Indian Sub-continent and the re-emerging giant of Iran.

Gulfood 2016 also featured the Halal World Food show-within-a-show platform - now the globe's largest annual Halal food sourcing trade event. Over 800 Halal food suppliers - 15% up on 2015; vied for trade in a sector predicted to be worth US \$2.537 trillion by 2019 according to the latest Global Islamic Economy Report.

Meanwhile both exhibitors and visitors got extra value via a revamped conference programme which opened with the F&B Business Forum and ended with The Innovation Hub, sponsored by British Airways and Avios, where selected entrepreneurs pitched game-changing business ideas to an expert judging panel in a bid to walk away with start-up investment capital. The winning submission from five finalists - a food safety disinfectant by Singapore's CleanLAB - was unveiled at the seventh Gulfood Awards, where 21 of the world's best and brightest food, beverage and hospitality industry innovators from three continents claimed honours.



After the opening day, the conference programme moved to the five-star Conrad Dubai hotel for the Gulfood Halal Forum supported by the Dubai Islamic Economy Development Centre and dedicated sessions devoted to food science and manufacturing, before ending with sessions on global food security and public health in the food industry on 23 February.

Gulfood business took off when Dubai Exports, the export promotion agency of the Department of Economic Development - Government of Dubai, signed a strategic MOU with Business France, the national agency supporting the international development of the French economy, on the first day of the show.

Coffee was another huge focus at Gulfood this year and, of the 70 coffee producing countries worldwide, major exporters Brazil, Vietnam, Indonesia, Columbia, Ethiopia, India and Mexico were all present. Buyer delegations from the world's two largest traditional importers - the United States and Japan - used Gulfood to source new products from more than 200 specialist coffee manufacturing, trading, roasting and packaging companies from around the world.

Meanwhile, Greek barista Konstantinos Komninakis claimed top honours at the 9th World Cezve/Ibrik Championship at Gulfood - the first time the event has been staged in the Middle East. Komninakis beat 19 national winners from across Asia, the Middle East and Europe to win the judges' vote with his blend of Geisha coffee beans from renowned Panamanian agronomist and producer, Graciano Cruz, as well as Kenyan SL28 beans grown in El Salvador.

In addition to coffee-making, Gulfood hosted hundreds of show-floor culinary demonstrations at the annual Emirates Culinary Guild International Salon Culinaire - a showcase of the region's best culinary talent and expertise. One of Gulfood's undisputed draws for the regions' top professional chefs, pastry chefs, cooks and bakers, the 2016 Salon saw more than 1,300 professional chefs evaluated by a panel of 25 renowned experts, mandated by the World Association of Chefs Societies (WACS) to judge culinary events across the globe.

As part of the 2016 Salon Culinaire, three major USA trade bodies - the USA's Poultry & Egg Export Council (USAPEEC), the Meat Export Federation and the Dairy Export Council - teamed up for a 'Tastes of the USA' culinary demonstration led by Louisiana-born Joe Truex, executive chef at Dubai Mall's gourmet eatery Pi. Dubai. The demo was attended by Alexis Taylor, the Deputy Undersecretary of the United States Department of Agriculture (USDA).

As the dates for Gulfood 2017 were unveiled, STR Global's Middle East and Africa hotel pipeline report revealed there are 501 hotels totalling 144,321 rooms under contract in the Middle East and 285 hotels totalling 53,093 rooms under contract in Africa. Gulfood 2017 will run at DWTC from 26 February - 2 March, 2017. 🌐

www.gulfood.com



Food&HotelAsia2016 a Valuable Platform for INDUSTRY PLAYERS



LEADING PREMIER BUSINESS EVENT SAW FRUITFUL NETWORKING AND NEGOTIATIONS, BRIGHT PROSPECTS FOR NEXT EDITION

The region's premier and most comprehensive trade event for Asia's food and hospitality industry, Food&HotelAsia2016 (FHA2016), closed on an upbeat note as attendees emerged delighted with their experience at the trade event.

"As consumer needs evolve, so do the expectations of our buyers. Innovative ideas are more critical than ever in meeting changing consumer demands. We are heartened and pleased that FHA has continued to be the platform for exhibitors to showcase new and innovative products and is the chosen sourcing ground for many international buyers. Its relevance to the food and hospitality industries remains as vital and effective today as ever," said Ms. Lindy Wee, Chief Executive of Singapore Exhibition Services.

FHA showcased an impressive spread which ranged from the finest and most unique food ingredients and products, to food service equipment, hotel amenities and software solutions. The tradeshow gathered 72,000 attendees, 45 per cent from overseas. They included exhibiting staff, trade visitors, conference speakers and delegates, judges and competitors, and members of the media.

A HUB FOR LAUNCHES, LEADS AND DEALS

FHA2016 commanded rewarding leads and deals for exhibitors and participants, with negotiations expected to continue even after the event. One of the quickest deals ever struck at FHA, less than an hour after the event's opening, was between Dutch hotel room equipment maker, Bentley Europe BV, and Singapore buyer Hunwin Enterprises for a revolutionary sensor-operated hair dryer that premiered at the event.

Foxy's Thoughtful Ice Cream, a super-premium, all natural ice cream manufacturer launched its brand new and world exclusive ice cream that is loaded with six strains of probiotics.

"After months of research, we have launched what we believe is a world first: a super-premium ice cream that is almost the perfect probiotic delivery system," said Mr. Angus Murray, CEO of the California, USA-based company. *"We also have reduced the amount of sugar used, and replaced it with an organic inulin which is a sweetener and a pre-biotic - a beneficial fibre for the probiotics."*

"Launching at FHA in Singapore makes perfect sense - the region of the world known for leading dietary trends and early uptake of new ideas," added Mr. Thomas Scruby, Foxy's Commercial Director - Asia.



The Japan Pavilion, led by the Japan External Trade Organisation (JETRO) Singapore, returned this year with an even greater number of exhibitors and space than the 2014 edition. Mr. Masaya Hasebe, Managing Director commented, *“JETRO is participating in FHA for the fifth time this year with 79 exhibitors in our pavilion, a 70 per cent increase compared with the previous edition, as part of our continued efforts in supporting overseas business expansion activities of Japanese SMEs.”*

“We have been receiving positive feedback from our exhibitors who see FHA as a one-stop platform to reach out to international trade buyers and understand the latest market trends and consumer needs. We anticipate a growing interest in the next edition of FHA among Japanese food-related companies since it is one of the biggest food shows in this region. We look forward to having an expanded presence in 2018.”

Agilysys, a US-based software solutions company, is eyeing new opportunities in the region. According to Mr. Daniel Lee, Regional Director, Sales & Distribution, APAC & MEA, the hospitality industry is becoming a significant contributor to Agilysys' business. *“We are at Food&HotelAsia because this is where the region's hotel owners and hoteliers converge. They visit to see and get information on solutions that can help their business. This is a very good showcase for us. We are happy for the opportunity to build awareness for our solutions and brand. Hotel chains are aggressively expanding in the region, and they need solutions like ours,”* he said.

“It's been a great show and we've been busy over the past few days. We have a very broad customer base in this part of the world, so it's a great opportunity to meet many key customers in one place. FHA provides a good platform because it attracts the key industry players. For the Asian market, we believe this is the best show. We are pleased

with the turnout,” said Mr. Douglas Dunn, President, Middleby Worldwide - Eastern Hemisphere. The Middleby Corporation is a worldwide manufacturer of commercial kitchen equipment, residential appliances and systems for industrial processing, packaging and baking.

GENUINE BUYERS FROM THE REGION

Trade buyers from across all sectors of the food and hospitality industries are pleased with FHA. With so much to see and sample, some visitors were pressed for time as they navigated through hall after hall to source, learn and network with sellers from all over the world.

Ms. Gene A. Rono, President of the Association of Purchasing Managers of Hotels & Restaurants of the Philippines, was a visitor who was extremely pleased with the wide array of products on the show floor. *“It was a successful trip for us, especially for those new members who are purchasing managers from five-star hotels in Manila. In terms of sourcing, they were able to find the right products that they want, from ingredients to kitchen equipment. The top brands continue to manufacture top-quality products as they continue to work for perfection, quality, durability and after-sales service. We are always looking forward to seeing these at FHA. We will certainly be back every two years!”*

“As a gluten-free establishment, it is not easy for us to find local suppliers of such products. This is the second time I am visiting FHA because it gives me the opportunity to source for gluten-free products from international suppliers. FHA has a fine selection of gluten-free products from a wide range of suppliers, which is very beneficial and useful for us,” said Ms. Agnetta Lew, owner of a popular gluten-free cafe in Singapore, Jonathan's, who observed that there were more gluten-free suppliers and a better variety of such products available at the show this year.



FOOD&HOTELASIA2016 A VALUABLE PLATFORM FOR INDUSTRY PLAYERS

UNSURPASSED KNOWLEDGE SHARING ARENA

From destination investment opportunities to F&B design, hospitality technology, food manufacturing and bakery, the FHA2016 International Conference covered a wide spectrum of topics ranging from new strategies, to challenges and issues impacting the food and hospitality businesses.

Mr. Jesper Palmqvist, Area Director, Asia Pacific of STR Global, who gave the Industry Keynote Address in the Hotels & Resorts Management track, was excited about the conference agenda. He said, *"There's wide variety to get the right people in. If this succeeds the ambitious agenda this year, this could lead to something fantastic, even more in 2018."*

To delegates, the conference had been a fulfilling one. *"The conference, especially the masterclass on bakery trends, is very informative. We were made to understand the present trends in bakery products. The latest innovations being discussed would surely help to boost sales, especially the story-telling way of inspiring our customers to be curious to buy the products. Insights on global preferences also made us aware of future products to be displayed in our stores,"* commented Ms. Zenaída B. Gonzales, Owner of Michell's Cakes & Pastries and Stregato Gelateria, Philippines.

PLATFORM TO DEVELOP TALENT

One of FHA's most exhilarating events, the FHA Culinary Challenge saw a mix of both young and established chefs from around the world gather to compete in various challenges such as the Gourmet Team Challenge where Team Taiwan emerged winner; the Individual Challenge where Marina Mandarin Singapore won, and Raffles Hotel Singapore is the winner for the new Sweet High Tea Challenge.

Mr. Otto Weibel, Overall Chief Judge is of the opinion that young chefs can benefit from these competitions. *"They learn a lot when they prepare and participate in the competition, they get exposure to what others are doing and there is lively exchange of ideas,"* he mused.

Over at SpecialityCoffee&Tea, attendees were drawn to the high-octane FHA Barista Challenge and new CTI Latte Art Duel, where Sam Tan Sze Yui from Malaysia's Discover Coffee and Wong Stephen Cullamat from Singapore's Park Hotel Alexandra respectively emerged as champions.

Team Singapore is crowned champion in Asia's largest 'live' pastry competition, the Asian Pastry Cup, by esteemed judging panel that included pastry legend, Pierre Hermé. The Asia Pacific selections of the prestigious Bocuse d'Or, where nine national teams battled it out for places in the finals in France, were also conducted within the halls of FHA. Japan emerged as the champion.



2018 EDITION TO RETURN BIGGER, BETTER AND MORE RELEVANT

HotelAsia, a pioneering event of FoodAsia has consistently delivered business success to relevant players since 1978. To accommodate the industry's demand for more space, 2018's HotelAsia will be held at a new location - **Suntec Singapore**. This move will provide exhibitors the opportunity to enlarge their booth presence and engage an even more focused cluster of buyers. **Suntec Singapore** will also host selected FHA Culinary Challenges and Conference sessions.

The next edition of FHA will return from 24 - 27 April 2018. For more information, please visit www.foodnhotelasia.com





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NEW @ FoodHotelAsia2016

As one of the most anticipated and biggest trade exhibitions, FoodHotelAsia is always on manufacturers' calendar and many see it as a launchpad for new products as the market potential of Asia continues to expand. It is also an important event for Mise En Place and as we walked the grounds; here are some innovative equipment that we came across.

OLIS:

Everything within reach with DIAMANTE kitchens

Commercially built stovetops come with storage columns beneath the cooking surface. However, these columns are usually open spaces and in the busyness of work, things get messy and difficult to find; at times even potentially dangerous when it comes to storage of cooking tools. DIAMANTE kitchens are designed with organisation in mind, where things are within easy reach resulting in greater efficiency. Bottom-hung doors individually opens to where you can store your most used knives in a safe and tidy manner, a column for holding ladles and other cooking tools, a dispenser holder for condiment bottles and a spice rack. Additionally, it comes with an electronic interface that allows settings and savings of various parametres while the Encoder function only requires a touch on the desired program, turn the knob to set the level and a press to confirm the setting to begin cooking.

www.olis.it



COCKTAILS MACHINE:

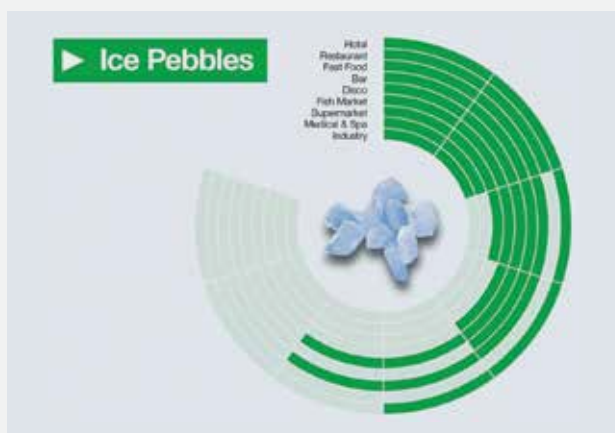
GiG Pro for consistent cocktail shots

A new automatic jigger that requires no special skills yet provides a perfect ratio of cocktail components as the automated dosing prevents over-pouring and waste. Preset drinks are available in the system although users can create new flavours or modify existing ones and anyone can man the bar - select chosen mix, push a button and it only takes 5 seconds to serve up a drink. The compact unit requires no installation as it integrates onto any tabletop especially with its sleek design (customisation available as well) that also makes it a showpiece for your establishment. GiG Pro accommodates up to 15 ingredients that will be dispersed through independent channels while alert message notifies operators which bottles are low in volume. Operating the unit is done via its App which can be controlled in wireless mode.



www.cocktailsmachine.com

NEW in the Marketplace!
Introducing two companies who made their debut in Asia during
FHA2016 and the products they offer to customers.



BREMA:

More Ice, Less Water with Pebbles System Technology

Beverages are an integral part of any F&B business; not only as a necessary accompaniment to food but can be as creative as a food menu. One important component to drinks is definitely ice and ice machines are more helpful than having ice delivered every day. Using only 1 litre of water to produce 1kg of ice (only air cooled unit), Brema's advanced technology makes it possible to save on water and cost in making ice. The "micro-cube" is designed as a solution between regular fast-ice (cubes) and flake ice. It is made in a shape that allows



versatility in many settings such as hotels, restaurants, fast food outlets, bars, discotheques, even medical & spa facilities.

Use it for normal drinks, cocktails as well as on seafood and buffet lines - could be nice to chew on for those who are fond of doing so! Pebbles produced are compact and 92% dry to minimise ice sticking together. It comes in 7 models that can make 55kgs to 440kgs of ice in 24 hours.



www.bremaice.it



Introducing VIRUTEKK®:

European Standard Equipment For Modest Budgets

The company made its foray into Asia at this year's edition, aiming to offer business owners durable and quality equipment at favourable budgets for large scale food production as well as compact and efficient units for smaller establishments. Hailing from Russia, Virutekk partners Abat®, the country's biggest industrial kitchen manufacturer with over 1000 employees working to produce combi-kettles and jacketed boilers, combi and convection ovens, cooking stove ranges, baking ovens and dishwashing equipment. Selected for showcase during FHA2016 was a mix of equipment that thought to best suit the market's needs such as the labour-reducing potato and vegetable peeler and the boiling tilting pan KPEM-160-OM2 and KPEM-60-OMR (both with mixer) that is also very suitable for cooking curry and rice respectively - two important items in Asian cuisine. Visitors also saw its space-saving solution with the Mini combi steamer boiler type, convection oven and a proofer which can be stacked on top of each other.

Virutekk

www.virutekk.com



HOSHIZAKI:

PillarLess For A Wider View

Hoshizaki continues to offer dedicated solutions for the industry with its range of PillarLess refrigerators and freezers. Built and designed with Hoshizaki's solid quality standards, these units offer chefs and kitchen staff the convenience and ease of loading large sized items into the unit. With the center vertical pillar removed, both doors can be easily opened wide for a quick view of what's inside and for easy loading and removal of pans in small tight areas.

Upright models comes in 4 or 6 door options whereas undercounters are available in lengths of 1200mm, 1500mm and 1800mm.



Upright



Undercounters



www.hoshizaki.com.sg



MIBRASA:

Clean Cooking With Charcoal Ovens

Despite the advancements in the kitchen, there are chefs still keen to revisit the old ways of cooking such as charcoal grilling. But how do they do it in modern kitchens of today? MIBRASA® Charcoal Ovens bridges the gap. Displayed at Continental's booth, users get all the effects of charcoal grilling without soot filled cabinets and floors or the mess of handling charcoal. Designed to fit easily into today's modern kitchen, it performs accurately like what we know charcoal does- sealing natural flavours with intense heat. Without any need for electricity, the unit is quick to start while MIBRASA's patented aperture system using a weight system makes it maintenance free. Performing as an oven or a grill, it cooks faster and cleaner by using 40% less charcoal compared to an open grill. It holds temperatures of up to 300/350°C with an option of 3 hip colours for its door; giving commercial kitchens a rustic touch. Available from tabletop to floor standing models; it comes complete with the necessary tools for operation.



MIBRASA®

www.mibrasa.com

Singapore: www.continental-equipment.com

Malaysia: www.nkr.com.my



MEIKO:

Straightforward And Accessible UPster Dishwashers

Identifying a new generation of entrepreneurs and defining them as UPsters - a group of people with great ideas to take their business to the next level but their budget may be limited at current time. The UPster line comes in to provide cleaning solutions at fair, entry-level prices without skimping on all the support by MEIKO in terms of access to all key information online or on-site assistance.

Understanding the diverse needs of today's businesses, UPster K is a modular solution providing choice of lengths for any kitchen size. The range has 5 models with basket capacities starting from 80 to 340 baskets per hour. Without the need for a direct exhaust air connection; it is more cost effective to run, results in lesser impact on the HVAC system while efficient heat recovery provides better indoor quality air. Upster's offerings also includes the undercounters UPster U 400 for glassware and smaller dishware and UPster U 500 with a higher entry height to allow more flexibility. A pass-through option is the UPster H 500 suitable for tall items, big plates, serving dishes and trays. All ranges in the UPster line feature simple operations, crystal-clear display and digital read-out of the wash and rinse water temperatures. At a pleasing price point, build quality is maintained with a double walled construction with additional door insulation alongside a eco-filter system that provides satisfactory rinsing results. 🇮🇳

www.meiko-upster.com



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OZTI Banquet Trolley: Providing food safety and freshness

Food served at the correct temperature not only tastes better but guarantees higher chances of safety. Banquet trolleys are often used to transport food easily from the kitchen to the line. Ozti's refrigerator and banquet trolleys are equipped with Radiused Inner Liners to hold 2/1GN sized trays and containers. Fitted with a digital control for cabinet temperature display and settings fully compliant with HACCP standards, it also includes visible alarms. The refrigerator and cold banquet trolley both include mono block refrigeration system and wire frame condenser making it quick and hassle free to remove during maintenance. The refrigerator and cold banquet trolley have 80-mm insulated walls that are environmentally-friendly, HFC-free and has a high pressurised polyurethane insulation. It only takes 9.5 minutes for the hot banquet trolley to heat up from 21°C to 80.1°C and only loses 4°C within 3 hours. These trolleys are designed for ultimate usability with reversible doors while magnets at the side helps keep the door open while food moves in and out of the equipment alongside curved base corners and removable gaskets for easy cleaning.

www.ozti.com.tr

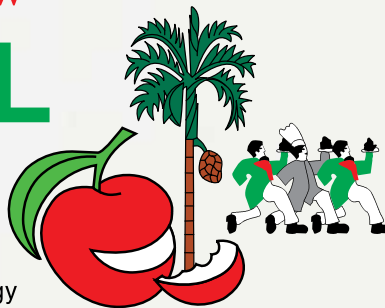
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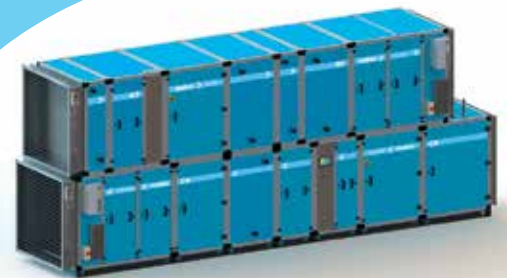
By launching the widest range of Air Handling Units, specifically designed for the ventilation of professional kitchens, Halton completes the circle and provides the most efficient solutions for all stages of your kitchen ventilation, from collection, discharge of the air to atmosphere, through to introducing clean, healthy replacement air.

With Halton's PolluStop exhaust units eliminate grease and reduce odours, moisture and smoke concerns. The inevitable headaches linked to fire safety, hygiene and neighbourhood complaints become history. Just establish your kitchen wherever you want!

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With Halton's Extenso exhaust & supply units, just combine the features of PolluStop and Aerolys units and benefit from a much smaller footprint.

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concept & DESIGN

28 the ENERGY for FOOD

34 GREENING your KITCHEN



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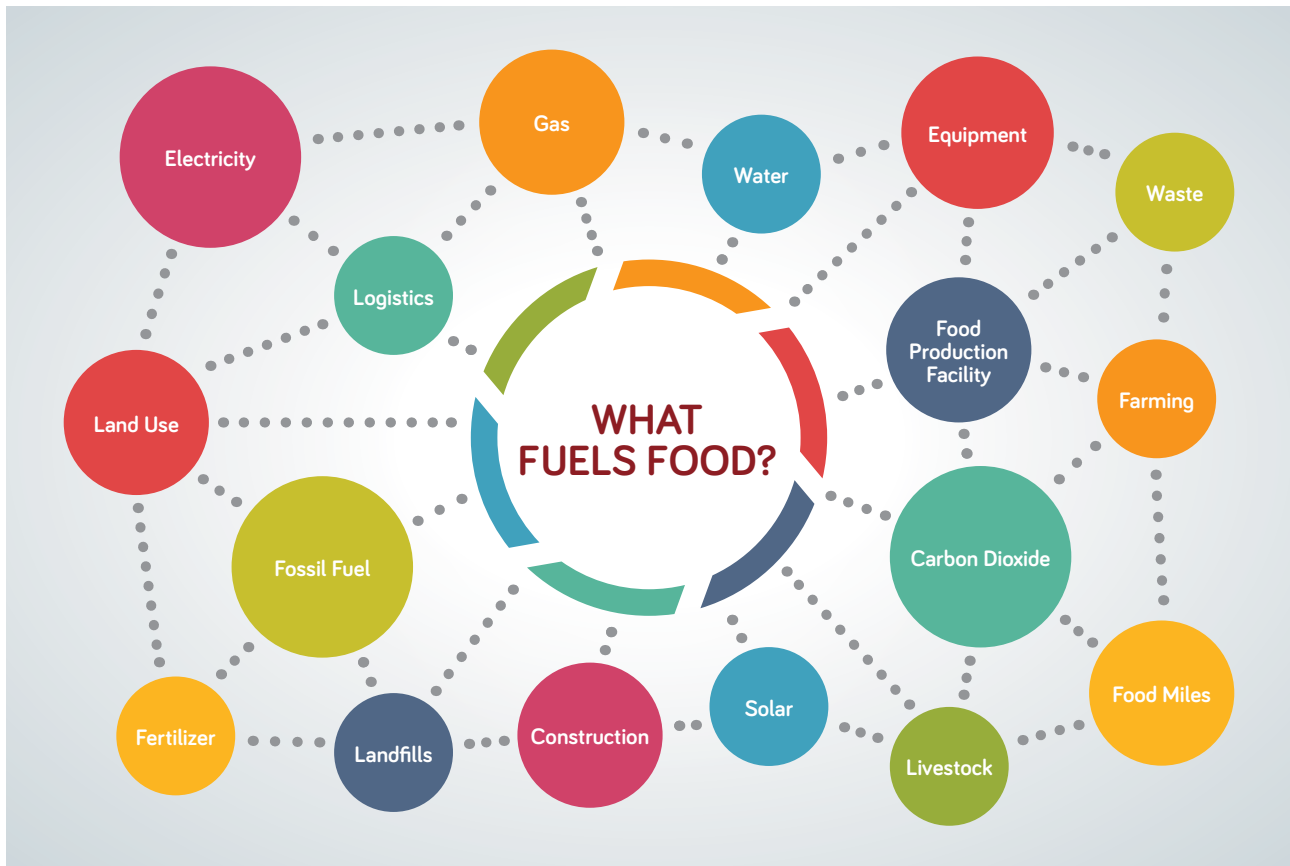
30 measures for
ECO-SUSTAINABILITY



32 ONE LESS FOOTPRINT
in your kitchen



the ENERGY for FOOD



We typically look at food as our source of energy but let's turn the tables around - **how much energy does it cost to prepare a typical meal** of say, grilled chicken with potatoes and vegetables? When it comes to energy, we have to look beyond the electrical items because before we even turn on the gas or oven we are already utilising energy. *"With our first bite we implicate ourselves in the food system, and the food system is responsible for 30 percent of worldwide carbon emissions. That is to say, almost a third of greenhouse gases are a result of growing, shipping, cooking, and disposing of food."*¹ Currently standing at 7 billion in population; Earth is definitely working harder to supply us food. Yet we waste about 1.3 billion tonnes of food a year - 1/3 of all that is produced.² Think about how much energy was used to produce and will have to be used in disposing our food waste!

Admittedly, there are too many variables to derive a one-size-fits-all solution but the F&B industry plays a big role in this problem. To make a point, a non-profit organisation known as ZeroFoodprint attempted to study how much a restaurant meal impacts the environment by assessing the greenhouse gas emissions of a meal. The study looked at

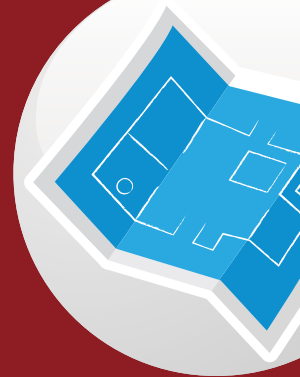
the emissions from a fine dining restaurant, a steakhouse and a homecooked meal based on 6 main areas:

- **Deliveries** - frequency and size of trucks delivering supplies to restaurant and emissions associated with driving to get groceries and back for home meal.
- **Foraging** - only applicable to the fine dining restaurant that traveled by car to foraging area.
- **Electricity use.**
- **Other energy use**, specifically natural gas.
- **Waste breakdown** and hauling.
- **Ingredients** - emissions associated with the cultivation and/or production of the raw ingredients.

The following table is the results of ZeroFoodprint's study. We must stress it does not represent the F&B industry in totality but could serve as a preliminary indication of the fuel used to cook a plate of food.

¹Chris Ying. *The Carbon Footprint of Eating Out*. <http://luckypeach.com/the-carbon-footprint-of-eating-out/>

²<http://www.theguardian.com/environment/2015/aug/12/cutting-food-waste-enough-for-everyone-says-un>



BREAKDOWN OF GREENHOUSE GAS EMISSION BY CATEGORY

HOME COOKING	EMISSIONS (%)	STEAKHOUSE	EMISSIONS (%)	FINE DINING	EMISSIONS (%)
Deliveries (Shopping)	22.8	Deliveries (Shopping)	13	Deliveries (Shopping)	3.3
Foraging	N/A	Foraging	N/A	Foraging	7
Electricity	5.5	Electricity	11.9	Electricity	28.7
Other Energies	6.9	Other Energies	19.5	Other Energies	1.3
Waste	N/A	Waste	1	Waste	1
Ingredients	64.8	Ingredients	68.3	Ingredients	59.7

The study suggests that ingredients emits the most greenhouse gases but to tackle the food production system is complex which may not be feasible for every entrepreneur. What then can you shift the focus to?

LOOK AT YOUR FACILITY

It could be more viable for operators to work within their food production areas and find out how the facility uses energy; like this following example. A study by University of

Reading³ selected 14 gastro-pubs in United Kingdom with similar traits in terms of menu and appliances used.

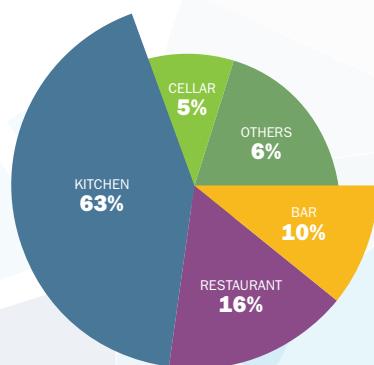


Figure 1: Energy consumption by area

Although there is a general set-up template for the pubs, given they are part of a chain; the layouts, makes, models, capacities and volumes of appliances still differ. Monitoring was carried out for a year and takes into account the energy used by the whole building and narrowed down to energy consumption according to equipment usage.

The above mentioned studies are only scratching the surface of the situation. Can there be a concerted effort within the industry to be more mindful of its energy emissions? It will be difficult to implement changes and

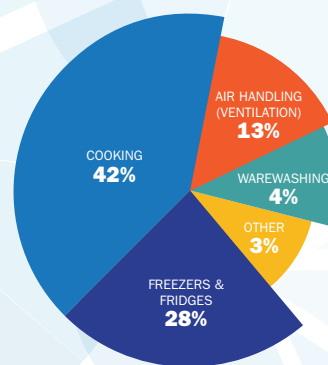


Figure 2: Energy consumption by equipment

new habits but as F&B entrepreneurs; you are at the position to bring about change through certain measures in your premise and to keep doing it so that “going green” does not become a World Environment Day buzzword but your customers are impacted to incorporate these practices into their lifestyle as well. We look at some initiatives around the world by the hospitality industry to cut down their carbon footprint. 🍷

³https://www.reading.ac.uk/web/FILES/tsbe/Mudie_TSBE_Conference_Paper_2013.pdf



measures for ECO-SUSTAINABILITY



It is undeniable the impact on Mother Earth is accelerating at a speed faster than implementations can be put in place to ease it. While our individual efforts can make a difference, think about how much more we can do as a team? At the recent Paris Climate Agreement (2015), 196 nations pledged to implement earth-conservation solutions and collectively improve the world we are living in. When there is governance and accountability, there is a better chance of sustaining such practices.

196 NATIONS.

The pledge - cut down climate impacting emissions & limit rise of global temperatures.

IMPACT OF GLOBAL WARMING:

Intolerable drought
Mass migration
Superstorms

THE OBJECTIVE:

Ensure global warming stays "well below" 2 degrees Celcius

There is much to be done and it is a concerted effort. Around the world, some forward-thinking and conscious entrepreneurs are taking measures to reduce their carbon footprint. Will you think about YOUR restaurant's impact on the world and what will you do?

EUROPE

SILO RESTAURANT (UNITED KINGDOM)

Working on the ethos of REUSE. REDUCE. SHARE. REPEAT., Silo in Brighton seeks to do food business with respect in mind. It respects the environment, gives honour to the way food is generated for the nourishment of our bodies. This value it upholds drives them to create food the most organic way possible by sourcing locally to reduce logistical footprint and avoid over-processing in their ingredients. Some of its approaches include:

- Creating fermented drinks with foraged and intercepted plants, herbs, vegetables and fruit.
- Using its own flour mill, ancient varieties of wheat are made into flour thereby ensuring zero over-processing in its breads
- Maximise an entire animal as much as possible eg nose-to-tail idealogy
- Up-cycling by innovating materials meant for trash into something that functions
- All produce / products supplied to the restaurant come in re-usable containers
- Food waste goes into an aerobic digester which is also open for its surrounding community to use

www.silobrighton.com



Nose-To-Tail



Flour Mill



Recyclable Containers





ASIA

AMARA HOTEL & SHOPPING CENTRE (SINGAPORE)¹

The country's National Environment Agency (NEA) encourages businesses to adopt food waste recycling methods and offers co-funding for it. And AMARA, being

a mixed development of hotel and shopping centre; food waste will come from various places. Instead of different collection points, it has worked on setting up a centralised food waste collection point which enables food waste from the supermarket, F&B outlets and hotel to be sent to a single place where all the recycling is done. The method is projected to reduce waste by more than 50% compared to daily disposal to the incineration plant. Segregation of waste has to be done before disposal so that bulky and wet food waste can be handled properly to reduce foul smells.



NORTHERN AMERICA

GARDEN FRESH CORP (UNITED STATES OF AMERICA)

Owners of Souplantation and Sweet Tomatoes which are popular chain restaurants in America, Garden Fresh opted to take measures for a greener operation. Since 2011, it has steadily fitted its 124 outlets in 15 states with facilities that would contribute to expected savings of 2.1 million pounds of waste paper, 7.5 million gallons of water, 4.4 million kilowatts of energy and 3,194 cubic yards of landfill space. Eateries are Styrofoam-free and guests use non-disposable dishes and cutlery to reduce its contribution to landfills and incinerators. To ensure that these principles are practiced as a way of life, Garden Fresh provides educational training to its employees annually. It is now certified by the



Green Restaurant Association (an industry-standard for sustainability) as the largest chain restaurant in the United States to successfully meet its criteria in areas such as:

- Energy
- Sustainable Food
- Water Efficiency
- Waste Reduction and Recycling
- Disposables
- Chemicals and Pollution Reduction
- Sustainable Furnishings & Building Materials

www.souplantation.com



SOUTH AMERICA

ELDORADO MALL (BRAZIL)

A novel idea and one that cultivates awareness on the amount of food waste, the mall's management takes all organic waste generated from its food court to turn it into compost. After which the compost is used to grow vegetables and herbs on the rooftop. The mall's employees take responsibility of tending to the garden and in return they get to enjoy fruits of their labour! 🌱

References:

¹<http://www.channelnewsasia.com/news/singapore/organisations-look-to/2434432.html>

²<http://thefreethoughtproject.com/shopping-mall-turns-garbage-thriving-rooftop-garden-employees/>



ONE LESS FOOTPRINT in your kitchen

Carbon footprint, that is. The results from the study carried out by ZeroFoodprint is a basic indication on how much resources are used in cooking. Together with the Paris Climate Agreement; the case for global warming is pertinent. Although most restaurant business owners would be unable to control the energies used at the production level; you can start making changes from the point of receiving fresh goods till the time of post-service.

PLAN YOUR PURCHASING:

Do you often find your crew running out mid-day for one or two items that have finished? Making a list of inventory and updating it on a daily basis will help you schedule when you'll need to go shopping and get the bulk of things at once. If suppliers are coming to you; it might be possible to ask them to pack in portions so that produce won't cross-contaminate each other for a spoilt stalk of vegetable will affect the rest of the pack. For example:

ITEMS	WEEKLY DELIVERY					
	Mon	Tues	Wed	Thurs	Fri	Sat
Tubers	✓					
Greens/Fruit	✓			✓		
Poultry/Meats		✓				
Seafood		✓				

DRY STORE	MONTHLY STOCKKEEPING (June)			
	Week 1	Week 2	Week 3	Week 4
Noodles	15 nos x 1kg			
Rice	3 nos x 10kg			
Canned Corn	10 nos			
Beans	12 nos			

STORAGE PRACTICE:

Produce stored correctly reduces wastage thereby reducing the energies used for purchasing and waste management. Aside from ensuring the optimum temperature in refrigeration, practicing "first-in-first-out" is also important. It may seem like common sense but many people tend to push new items into the fridge without bringing existing ones upfront.

RELOOK AND RECREATE TRASH:

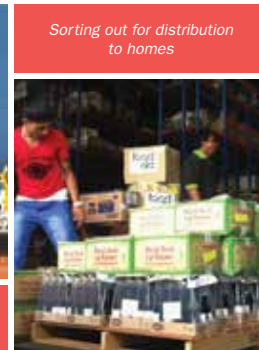
Many times most things that get thrown out aren't exactly rubbish per se and an elementary and easy way to recycle is to make stock out of odds and ends, trimmings, bones and/or animal parts. But if you look up "trash cooking"; you'll find chefs are getting more inspired to create from unwanted items. Crispy bull's penis, anyone? Well, biscuits made from coffee grounds would seem a safer bet.¹

DISTRIBUTION TO FOOD BANKS:

Many organisations operate food banks in its country. The idea is to collect surplus food, whether cooked or dried items and redistribute them to the needy. However, each organisation is different. For example, Food Aid Foundation in Malaysia has set up a commercial kitchen to store these food in optimum conditions and to cook meals for the poor from extra items collected from wholesalers, retail outlets. F&B entrepreneurs can move their surplus cooked food to the organisation to distribute but it should be of a considerable amount and perhaps more applicable to hotels or chain F&B establishments. Otherwise you can choose to work with the organisation by dropping off excess non-perishable items at its selected collection points or make your restaurant a Food Bank Box Host.



Cooking from a mobile kitchen at flood-stricken areas



Sorting out for distribution to homes



Active Food Banks in Asia include:

Malaysia - Food Aid Foundation

www.foodaidfoundation.org

Singapore - The Food Bank Singapore

www.foodbank.sg

Japan - Second Harvest

<http://2hj.org/english/>

Hong Kong - Feeding Hong Kong

<http://feedinghk.org/>

Taiwan - Taiwan's People Food Bank Association

<http://www.foodbank-taiwan.org.tw/>

¹<https://www.theguardian.com/lifeandstyle/wordofmouth/2015/sep/08/waste-not-want-not-the-art-of-trash-cooking>

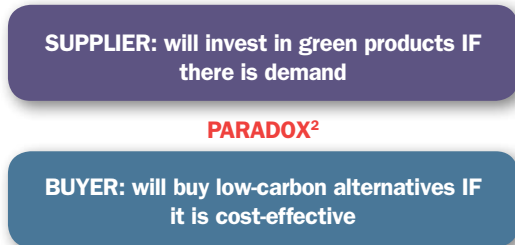
COUNTING FOOTPRINT

We've talked about habits for daily resource management and before we go into equipment's contribution, why not think about the possibility of reducing your carbon footprint before it happens? Developed by Carbon Trust, the United Kingdom-based independent organisation creates and / or innovates resource efficiency strategies and technologies for various industries. In its study of the UK catering industry, it found:



<https://www.carbontrust.com/about-us/press/2013/06/uk-catering-industry-missing-out-on-quarter-billion-pounds-energy-savings-every-year/>

The estimates above are just within the United Kingdom. Imagine the weight of the issue globally? Yet we are faced with this situation.



In light of this dilemma, Carbon Trust developed tools that can help operators be more aware of its existing and potential emissions. By seeing facts and figures, businesses can be more mindful about the way they operate and be motivated to try new ideas for energy conservation.

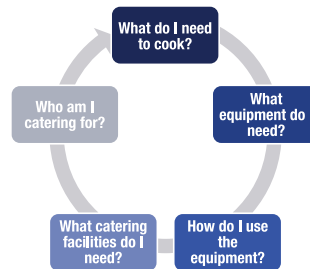
CARBON FOOTPRINTING SOFTWARE

Remember the earlier experiment done by ZeroFoodprint to calculate the energy required for a plate of food? This Footprint Manager is a cloud-based reporting tool that enables business owners to calculate and record direct and indirect emissions in accordance with the Greenhouse Gas (GHG) Protocol, along with emissions from business travel. By tracking energy use, Carbon Trust expects a facility to be able to save up to 20% of utility bills. Working on a cloud platform means Footprint Manager can be accessed anywhere and does not require the use of manual spreadsheets as updates are all centralised.

²Burbridge, D. The Carbon Trust. "The Go Green Debate. Low carbon catering operations" (2015)

CARBON CALCULATOR

The calculator asks operators questions that are linked to each step of their food production process.



The data is then crunched by the calculator's system and gives suggestions on helping owners make sound decisions on aspects such as:

- Designing & sizing a kitchen correctly
- 'right- sizing' the capacity of equipment
- menu choice
- opening hours and numbers of meals served
- food delivery & storage strategies

CARBON FOOTPRINT EXPERT

This software enables you to produce fast and consistent carbon footprint measurements for products and services. Footprint is identified as all activities associated with the product and usually includes:

- > Raw materials input
- > Packaging
- > Use & disposal
- > Manufacturing
- > Distribution & retail

Consider it a more detailed tool because it calculates greenhouse gas emissions at each stage of production and includes:

- Calculators to record and generate numbers on activities like storage, equipment use, transportation and waste management.
- Database of secondary data compliant with the PAS2050 and GHG Protocol standards
- Straightforward and prescriptive guidance on conducting footprint assessments
- A framework that enables primary data to be entered quickly and easily.

These tools by Carbon Trust are applicable in Asian kitchens as part of a bespoke consulting project. They can be tailored to specific clients' businesses and catering operations to benchmark performance, identify reduction opportunities and develop tailored implementation plans. 🍴



www.carbontrust.com



GREENING your KITCHEN

It is something you have always known - commercial kitchens are energy guzzlers. Yet you cannot run without machines. With that in mind, manufacturers have taken steps to provide you with choices to be a more eco-conscious kitchen.

Food For Thought? If food waste were a country, it would be the third largest producer of greenhouse gases in the world, after China and the U.S! (United Nations.)

<http://news.nationalgeographic.com/2016/05/160510-food-waste-new-york-feeding-5000-chefs/>

Waste management > MEIKO Wastestar CC

About 30% of global food production end up in landfills¹ and undeniably much coming from food facilities. The WasteStar CC is an independent unit where users simply tip the food waste and organic leftovers into the unit. Its built-in high powered grinder and crusher breaks down everything including hard items like bones, shells and crustacean exoskeletons. The resulting homogeneous biomass becomes a valuable substrate which is a key energy source - 1m³ of substrate can produce some 60m³ of methane. That's about 60 litres of heating oil or diesel equivalent; able to fuel a car for some 850 kilometres.



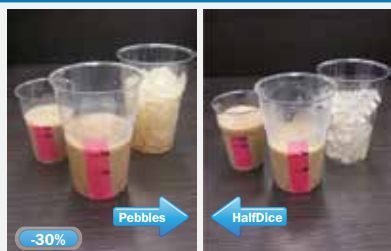
The collected substrate mixture will be periodically pumped into a separate collection tank to be collected by tank trucks to bring it to biogas, composting or sewage plants thereby creating a running recycling loop. It is also possible for the unit to be connected directly to a composting or digesting unit. Incorporating this waste management method cuts out the occurrence of unpleasant rotting food odours that attract flies and vermin to the kitchen. It also saves space and footwork when staff do not have to move open buckets containing food waste to another location for disposal. One Wastestar CC unit is able to handle food waste of up to 180kg an hour; equivalent of 900 meals. The unit is suitable for smaller establishments like cafe and bistros to larger facilities like hospitals and catering kitchens, as a complete system.



www.meiko-asia.com

¹<http://www.meiko.info/products/food-waste-systems/wastestar-cc/>

Stay In Ice! Ice hotels have been quite a phenomenon inside the Arctic Circle. Everything is made of ice but you do get to sleep in polar-rated sleeping bags.



Comparison between
two ices after
20 minutes:

Half Dice releases
6 Oz on top of the
original 7 Oz (+86%)

Pebbles releases
4 Oz, on top of original
7 Oz (+57 %)

For The Cold > Brema Pebbles System Technology

Ever thought of your water footprint when scooping up ice from ice machines into drinks? A typical CUBED ice maker would use 2 to 4 litres of water to produce 1kg of ice. With Brema's introduction of its Pebbles System, users can have 1kg of ice using only 1 litre of water. By combining the action of an auger and extruder, continuous production in a stable cycle is possible; resulting in low operating costs and high efficiency in production. Pebble ice or "micro-cube" as Brema coins it, is a meeting point between fast-ice

and classic flake ice that has a fast cooling ability making it suitable for cocktails, seafood and buffet presentation. With a 92% dryness, it gives users more ice per production cycle and ice are also less likely to stick together. Here's an example to calculate water footprint:

Sample: Italian establishment with 10 outlets

Ice usage: 100 kg of CUBED ice per outlet per day

Water to make ice: 2800 litres (total)

26 working days = 72,800 per cubic metre x 2,2 Euro (MC) = 160, 16 Euro

160, 16 Euro x 12 months = 1922 Euro / year

Using Pebble Ice: annual water cost 468 Euro

Savings per year - 1454 Euro



www.bremaice.it

Did You Know? About 400 pieces of fried chicken are sold per minute by KFC in United Kingdom.² Just imagine the deep fryers working there and around the world!

²<http://www.dailymail.co.uk/news/article-2999689/The-35-day-life-KFC-chicken-shed-34-000-birds-Documentary-reveals-conditions-23-million-birds-fast-food-chain-uses-year-kept-in.html>

Hot Cooking >

Frymaster Oil Conserving Family of Fryers (OCF)

Deep-fried food uses plenty energy - power to heat up a deep pot of oil, the high flame to cook and management of used oil. When to change the oil is a regular dilemma as people used to tell oil quality just by looking. Frymaster's eliminates the problem and is the first manufacturer to introduce the Oil Quality Sensor (OQS) in its range of OCF. The integrated sensors fitted in the deep-fryer measures the state of degradation of cooking oil or fat. OCF models exceed ENERGY STAR guidelines therefore using one will allow operators to qualify for energy saving rebates**. Complementing the OQS function is the Auto Filtration (AF) that starts easily and gets the filter pump agitating in the frypot before draining to lift the crumbs from the bottom of the frypot. Meanwhile Auto Top Off (ATO) senses the oil level and adds oil as needed from an in-cabinet oil supply.

OCF30®

The lean and green deep fryer has a built-in Footprint Pro® filter together with a high fresh-to-used oil ratio. It offers oil life extension by up to 92%, reducing frequencies of refilling oil. A higher ratio of fresh oil also helps slow down the accumulation of foods' by-products that typically compromises the quality of oil. A smaller tank of 30lbs means it is able to perform with 40% less oil compared to competitors in the 50lb range; yet yields 66% more food - less wastage and a lighter impact on the environment. A built-in filtration system enhances oil life preservation with a simple 2-lever process that incorporates recessed handles tucked safely inside the cabinet to prevent unplanned filtration and dangerous extension into busy work spaces. The main function of its SMART4U®OCF30 3000 Controller is to guide the user through each step of operation and maintenance. It also monitors and reports on oil level, oil life, cook counts, and fryer performance while COOL mode holds the oil at a lower temperature during idle periods.

 **Frymaster**

www.frymaster.com

Other models in the range include "New FilterQuick®" and 1814.

**Applicable in countries recognising ENERGY STAR only.

Surprise? 200 households in Germany, Italy, Sweden and Britain with a dishwasher used on average 50pc less water and 28pc less energy than the households that didn't own a dishwasher.

<http://www.telegraph.co.uk/finance/personalfinance/energy-bills/11250403/Dishwasher-vs-washing-up-which-is-cheaper.html>



Cleaning with conscience > Winterhalter Green Chemicals

Most agree automating dishwashing is the way forward. To achieve a comprehensive solution in dishwashing, users can practice **green chemistry** where chemical engineering focuses on designing products (and processes) that minimise the use and generation of hazardous substances. Winterhalter's latest TurboZyme is optimised for the UF Series utensil washers and eliminates pre-washing. Using an enzymatic "crust cracker" and a special soaking program, dried and stubborn residues are loosened before

the start of the actual wash cycle. The TurboZyme liquid is pH-neutral, chlorine-free, phosphate-free and therefore belongs to the Green Chemistry category. This green "crust cracker" comes in 3 variants - the A100e for removing tough food residues, the A120e for starchy residues and A140e targets protein residues.

It also has chemicals certified with EU Ecolabel such as the F 720 BLUE. EU Ecolabel identifies products with fewer impacts on the environment and health throughout its lifespan; as compared to similar products in its class. The F 720 BLUE is not caustic nor irritating, is pH neutral, waste water neutral and preserves the material of commercial dishwashers. Also, all organic ingredients contained in the Winterhalter chemical products correspond to the required values for complete biodegradability under the criteria of the OECD test 302B and those specified in the Detergents Directive (EC) 648/2004. Winterhalter also obtained **NTA-free** and **EDTA-free** certification and was the first manufacturer to completely forgo the use of NTA (nitrilotriacetic acid) in all its chemicals since 2010 as it was suspected to be carcinogenic. 🐾

winterhalter®

www.winterhalter.com.my





THE UNBEATABLE COMBINATION FOR PRE-WASHING

The new UF Series with TurboZyme process dissolves all types of tough stains before a wash cycle, resulting in an innovative edge of cost and time-efficiency to your washing process. Experience this winning combination and make manual pre-washing a thing of the past.

UF Series. Part of your passion.



Find out more using our QR code:
www.winterhalter.biz/crust-cracker

FOODBIZ landscape

Malaysia



FACTS:

Land area: **329, 740 sq.km**
 Population: **31.3 million**
 Population density: **94.4 per sq.km**

Average household size: **4.31 (2010)**
 Data refers to: Number of persons
Number of households

Currency : **Malaysian Ringgit (MYR)**
 (USD 1.00 is equivalent to MYR 3.90)

**Information correct at press time*

Ask any Malaysian what they love best about their country and 9 out of 10 will agree **"THE FOOD!"**. It is not just the Malaysians but you'll find that tourists agree too. With a history that dates colonisation by the Portuguese, Dutch, Japanese and British; coupled by migration via a main travel route that is South China Sea, you'll see how these elements contributed to Malaysia's food identity. On top of that, the country has 13 states resulting in, at least more than 10 interpretations of 'laksa'; (a rice noodle dish with soup!)

While a food-obsessed nation seems like a clear winner it can sometimes be tricky to enter the market because many Malaysians still count local delicacies as their default choice. Many brands have come and fizzled out. Some being brave enough to try again and succeeded. Nevertheless, its citizens are extremely receptive and excited for new eating experiences! If you're planning to introduce yourself to Malaysia; here are some facts, figures that may be helpful to start drawing up your blueprint.

MEAN MONTHLY HOUSEHOLD CONSUMPTION EXPENDITURE (RM)¹

YEAR	MALAYSIA (overall)	URBAN	RURAL
2009	2,190	2,465	1,599
2014	3,578	3,921	2,431
Compounded Annual Growth Rate (CAGR)	9.8%	9.3%	8.4%

MONTHLY HOUSEHOLD CONSUMPTION EXPENDITURE FOR HOSPITALITY- RELATED SERVICES ONLY¹

SERVICE	2009 (%)	2014 (%)
Restaurants & Hotels	10.9	12.7
Food & non-alcoholic beverages	20.3	18.9
Alcoholic beverages & tobacco	2.2	2.3

¹https://www.statistics.gov.my/dosm/index.php?r=column/cthem&menu_id=amVoWU54UT10a21NWmdhMjFMMWcyZz09&bul_id=cGpPdWw3REhucFZPdXRpek1Jd3FZUT09





MAJOR ECONOMIC HUBS

We consider these areas to be the most thriving in terms of its demographic's spending power and other factors such as tourism, well-developed infrastructure to be attractive points for F&B investors.

MEAN MONTHLY HOUSEHOLD CONSUMPTION EXPENDITURE BY STATE (SELECTED STATES ONLY)¹

STATE	2009 (RM)	2014 (RM)	COMPOUNDED ANNUAL GROWTH RATE (CAGR) (%)
Kuala Lumpur	3,041	5,559	12.1
Selangor	2,666	4,646	11.1
Malacca	2,440	3,809	8.9
Sabah	1,526	2,355	8.7
Penang	2,585	3,505	6.1

KLANG VALLEY (SELANGOR, KUALA LUMPUR)

An area that covers both the states of Selangor and Kuala Lumpur (Malaysia's capital city); it has more than 7 million residents and is expected to reach 10 million with urbanisation targeted to be at 70% by 2020. Prominent zones include:

Golden Triangle: The Central Business District in Kuala Lumpur where office towers, big name malls like Pavilion, Suria KLCC, Starhill Gallery and hotels congregate.

Bangsar : Central location, commercial centre and modern residences provide a thriving F&B scene as urbanites flock to one of Kuala Lumpur's most sought-after addresses.

Damansara : A township in Kuala Lumpur and bordering Selangor. Notable areas include Uptown, Bandar Utama and Mutiara Damansara.

Sri Hartamas : Popular with expatriates, it is an affluent township. Located close to 4 major highways linking it with Kuala Lumpur and surrounding suburbs.

Puchong : A major township in Selangor, it is inhabited by mostly middle-class income earners with main commercial points in Puchong Jaya and Bandar Puteri Puchong.

MALACCA

Named a UNESCO World Heritage City, the relatively small state is extremely popular for tourism due to its culture expressed through foods, religion customs, festivals, culture and designs. The multi-ethnicity can be attributed to the different people who came to Malacca for trade, stayed and assimilated with local culture. Also, it was colonised by the Portuguese and Dutch hence structures built by them are still seen around the city.

PENANG

On the North of Malaysia, Penang is also a UNESCO World Heritage City and developed to become one of the most economically important states in the country. Capital city, George Town is ranked the most liveable city in Malaysia and eighth most liveable in Asia. Tourism and popular food aside, the state is known as "Silicon Valley of the East" and big names have their electronics plants here.

SABAH

It's capital city Kota Kinabalu is the main gateway to Southeast Asia's tallest peak; Mount Kinabalu and splendid tropical islands. Although taking its time, Sabah is becoming known for tourism particularly to nature lovers, wildlife fans and adventure enthusiasts. This has spurred more commercial activities to grow in Kota Kinabalu.

RENTAL

Klang Valley:

The average rental in malls are RM 12.00 psf³ while shoplots hover around RM 3.00 - 7.00 psf for suburban areas like Damansara and Bangsar.

Malacca:

One can get a sizeable shoplot around the centre of the state for RM 1.20 - 2.00 psf while rental in malls typically start at RM 12.00 psf.

Penang:

Pre-war heritage shoplots are popular because of its architecture. Rental for such lots around the Heritage zone range from RM 2.20 - RM 5.60 psf. Premium locations in top malls within the island can start at RM 17.00psf.⁴

Sabah:

Shoplots go around the RM 2.00+ psf region while lots within malls are approximately RM 6.00psf onwards.

²<http://www.thestar.com.my/news/nation/2012/04/23/penang-named-most-liveable-city-for-second-time/>

You'll be hard pressed to find someone in Malaysia saying there's nothing to eat aside from stuff from the 24-hour convenience store. Depending how you look at it, you could possibly run a food business anytime you wish. For example:



“MAMAK”

Hungry at 3am? No problem. “Mamak” actually refers to the people of Indian-Muslim descent and not the food establishment but Malaysians have personified it. The cuisine is primarily Indian-inspired with many types of breads and curries. It has also assimilated to other food cultures and some also offer Malay or Chinese style stir-frys. You'll find a mamak stall by the roadside, set up as a coffeeshop and even air-conditioned outlets with Wi-Fi to provide the same food fare with more comfortable surroundings. People would gather over cups of ‘teh tarik’ (pulled tea), ‘Milo ice’ and watch football under the night sky from the large projector set up outside the shop. Some popular staples at a mamak include:

Roti: also known as prata in Singapore, it is made with flour, fat and water before being grilled with ghee and served with curry. It can be made with egg, sardines all the way to Milo powder.



Tandoori items: naans are the healthier option to roti as it is baked inside the clay oven (tandoor) and a good compliment is tandoori chicken.

Maggi goreng: The popular instant noodle stir fried with meat, vegetables, bean curd, egg, the soup seasoning and each ‘mamak’ stall will have its secret flavouring to make it special.



Murtabak: using almost the same dough as roti, it is stuffed with minced meat, cooked on the griddle and served with pickled onions, cucumbers and curry.



STREET FOOD

Before the proliferation of modern food trucks fitted with cooking equipment, there were the mobile carts powered by a simple gas tank. Vendors could sell ‘lok lok’ which diners pick skewers of meats, fishball and beancurd products to cook in the boiling water, noodle soup, fried noodles, crispy pancakes and many more. You'll see these carts at night markets, and by the road side. Another popular one is the ‘rojak pasembur’ and ‘cendol’ vans usually stationed near housing estates - not much is needed except a ice shaving machine.



FOOD COSTS

Based on these 4 major cities; these are the average prices of the locals' favourite food according to the type of establishment it is served in.

- **Hawker Centres** - standalone shop lots or open air lots with multiple food stalls usually located nearby residential and / or office areas.
- **Food Courts** - a relatively on budget option for the working professionals with air-conditioning and a variety of food.
- **Restaurants, Café** - independent set ups in the city, either in malls or in shophots.
- **Hotels / Fine Dining Establishments** - the top tier dining

Nasi Lemak: The "national" food item, rice cooked in coconut milk is served with a spicy gravy or known as 'sambal'. Basic condiments include fried anchovies, peanuts, egg, cucumber and add ons such as chicken, beef or squid. Here's the price for a plate of nasi lemak with chicken.

	HAWKER CENTRE	FOOD COURTS	RESTAURANTS	HOTELS
	MYR 6.00 per serving	MYR 9.00 per serving	MYR 12.00 per serving	MYR 30.00 per serving

Satay: Charcoal grilled skewers of chicken or beef; sometimes even rabbit or pork. Satay is served with a sweet-spicy peanut sauce alongside cucumbers and onions. Price for chicken satay.

	HAWKER CENTRE	FOOD COURTS	RESTAURANTS	HOTELS
	MYR 7.00 (10 sticks)	MYR 10.00 (10 sticks)	MYR 15.00 (10 sticks)	MYR 30.00 above (10 sticks)

Char Koey Teow: Flat rice noodles that are fried in a very hot wok together with bean sprouts, prawns, egg, cockles and chives.

	HAWKER CENTRE	FOOD COURTS	RESTAURANTS	HOTELS
	MYR 5.50 per serving	MYR 7.90 per serving	MYR 11.00 per serving	MYR 30.00 per serving

Assam Laksa: A spicy-sour fish-based soup poured over strands of long rice noodles topped with crunchy fresh sliced onions and cucumber.

	HAWKER CENTRE	FOOD COURTS	RESTAURANTS	HOTELS
	MYR 4.50 per serving	MYR 6.80 per serving	MYR 9.00 per serving	-

Pasta: The Italian staple also happens to be a very adaptable dish to sell at various places. Example used here will be the unmistakable spaghetti bolognese.

HAWKER CENTRE	FOOD COURTS	RESTAURANTS	HOTELS
MYR 6.00 per serving	MYR 8.50 per serving	MYR 15.00 per serving	MYR 35.00 per serving

Coffee (Black)

HAWKER CENTRE	FOOD COURTS	RESTAURANTS	HOTELS
MYR 1.50 per serving	MYR 3.90 per serving	MYR 8.00 per serving	MYR 12.00 per serving



³<http://www.thestar.com.my/business/business-news/2013/10/05/too-much-retail-space-klang-valley-has-59-million-sq-ft-but-some-small-towns-have-only-a-single-mal/>

⁴<http://www.thestar.com.my/business/business-news/2015/09/14/penang-space-glut-worsens/>

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- **Food Handler's Course** is compulsory if you are going to handle food. It is a half-day course run by independent companies which are certified by the Ministry of Health Malaysia.
www.quantumfood.com.my
www.qtrain28.com

- **Register** your business at Companies Commission of Malaysia (Suruhanjaya Syarikat Malaysia)
www.ssm.com.my



- **Licensing**
The challenge for Malaysia's F&B climate is the lack of an umbrella body to co-ordinate all the documentations. To obtain a license for food business; you need to go to the relevant Municipal Council overseeing the area of your establishment's location.



- **Foreign Workers**
Work permits are issued by the Ministry of Home Affairs and quota of foreign workers must be obtained by employers at the Ministry's One Stop Centre (OSC). For a list of approved source countries and step-by-step procedure; you can check <http://www.imi.gov.my/index.php/en/main-services/foreign-worker>



- **HALAL Certification**
Being a predominantly Muslim nation; 'halal' is viewed as important although not compulsory. The term 'HALAL' when used in relation to food must mean the following:

- Not originating from or consisting of any part of or item from animals forbidden to Muslims by Islamic law; or animals not slaughtered according to Islamic law.
- Not containing any substance considered impure in Islamic law.
- Not prepared, processed or made with equipment or utensils not free from impurities as defined by Islamic law.

During preparation, processing or storage, food product must not come in contact or stored near any kind of food that conflicts (a), (b), or (c) or any substances considered impure by Islamic law.

Find out more about HALAL certification at www.halal.gov.my

FOODBIZ landscape



Malaysia



RELATED ASSOCIATIONS



Malaysian Franchise Association

Works together with the Government to support entrepreneurship through franchising and promotes its development.
www.mfa.org.my



Chef Association of Malaysia

Founded in 1974 for culinary professionals to share information and communicate through seminars, training sessions and culinary competitions.
www.malaysiachefs.com



Malaysian Association of Hotels

Established to enhance Malaysia's hotel and tourism industry by integrating member hotels and set up partnerships with private sectors and Government agencies to improve service standards.
www.hotels.org.my



FOODBIZ landscape



Malaysia



EVENTS OF INTEREST



THE 17th MALAYSIAN INTERNATIONAL FOOD & BEVERAGE TRADE FAIR

A comprehensive event gathering product manufacturers, service providers, industry professionals, buyers and F&B entrepreneurs under one roof. In conjunction with MIFB is FoodTech 2016- a platform for producers to strengthen their performance with Malaysia's growth

rate of export improving by 6.4% which amounted to RM 25.6 billion. Seafood & Fishery 2016 also returns for the second time as potential of marine products is strong with Malaysia an important producer, market and trading nation for such. MIFB 2016 will also host the very first Malaysian Siphonist Championship organised by Barista Guild Asia to search for the individual to represent the country at the World Siphonist Championship (WSC) in Korea.

27 - 29 JULY 2016
KUALA LUMPUR CONVENTION CENTRE
www.mifb.com.my

FOOD & HOTEL PENANG 2016

The 2nd International Exhibition of Food, Drinks, Hotel, Restaurant & Foodservice Equipment, Supplies, Services & Related Technology



Malaysia's tourist paradise, the beautiful island of Penang will once again play host to the much anticipated second edition of Food and Hotel Penang (FHP 2016). FHP promises to cement its position as the definitive trade only platform for the Northern region of Malaysia. FHP which enjoys the full support of the Penang State Government and the Malaysian Association of Hotels aims to build on the impressive 240 participating companies from 30 countries that exhibited at the inaugural exhibition in 2014. Featuring an international mix of exhibitors including exciting features such as a dedicated wine village, hosted buyer



programme and the now popular General Managers Cocktail. FHP will give you an unrivalled access point to key decision makers in the food and hospitality industries both in Penang and also the neighbouring states of the north.

15 - 17 NOVEMBER 2016
STRAITS QUAY CONVENTION CENTRE
www.foodandhotelpenang.com

FHM2017

The 13th Malaysian International Exhibition of Food, Drinks, Hotel, Restaurant & Foodservice Equipment, Supplies, Services & Related Technology



Malaysia's premier Food & Hospitality show will return for its 14th showing in September 2017. Building on another record attendance from both exhibitors and visitors in 2015, the FHM series continues to raise the bar in terms of excellence and is now firmly established as the most international Food & Hospitality trade show in Malaysia and also one of the biggest in the region.

Food & Hotel Malaysia 2015 (FHM 2015) held alongside Culinaire Malaysia 2015 closed with 1,200 participating

companies from 50 countries and 8 national group pavilions. Over the four-days, 90% of exhibitors achieved their objectives with 89% of exhibitors have confirmed their intention to return in 2017.

FHM is more than just an exhibition. Packed to the brim with quality content including conference programme, technical seminars, educational talks, celebrity chef cooking demonstrations, it has something for everyone from the Food & Hospitality sector.

26 - 29 SEPTEMBER 2017
KUALA LUMPUR CONVENTION CENTRE
www.foodandhotelmalaysia.com

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BUSINESS sense

44

sweets for the SOUL

48

becoming a SWEET SENSATION



sweets for the SOUL



When dining out, do you get excited by the prospect of dessert? Well, we do for sure and to echo Chef Robert Irvine *“every meal should end with something sweet. Maybe it’s jelly on toast at breakfast, or a small piece of chocolate at dinner - but it always helps my brain bring a close to the meal.”* For many of us, we are able to justify some cake claiming the existence of a *“dessert stomach”* no matter how full we are. Turns out that biology does have something to do with it. We’ve illustrated the findings of a study carried out by Arnold Berstad and Jørgen Valeur¹ on how we are apt to want to sooth the sweet tooth.

¹The Journal of the Norwegian Medical Association. As referred by Ingrid Spilde on <http://sciencenordic.com/why-you-always-have-room-dessert>



WHY YOU MAY HAVE A “DESSERT STOMACH”

While some sugar is necessary for bodily function, it should come from natural sources. In this regard, dessert is then nutritionally unnecessary therefore our want for it could only be from a cultural standpoint said Michael Krondl, author of *Sweet Invention: A History of Dessert*. He traveled through India, the Middle East, Italy, France, Austria and the United States; referring to these areas as the 6 dessert superpowers. For example, India was abundant with sugar cane and as a place where major civilisation took place, people thought of ways to invent goodies with the sugar. Being a shipping hub of spices and edible goods, Venice naturally brought in sugar and Americans made up the largest population of sugar consumers in the world.² Slowly but surely, the world followed suit and many countries are proud of their homegrown inventions and desserts have taken a special spot as a must-have item during festive or celebratory occasions. From India’s Gulab Jamun to



Cakes have become synonymous with celebrations

Germany’s Christmas cookie called Lebkuchen, it proves that the sweet tooth is universal and adds a delightful touch to an occasion celebrated with food.

²<http://www.theglobeandmail.com/life/food-and-wine/food-trends/music-sculpture-and-dessert-why-sweets-are-a-form-of-culture/article558933/>

THE SWEET PERCEPTION

While Generation X or baby boomers experienced dessert as a luxury, the millennial looks at it as a social and culinary experience-dessert should be expected and at times a basic chocolate cake might not cut it. According to the Culture of Millennials 2011 report from The Hartman Group Inc., millennials don't think too much about when they have dessert. No longer is it strictly at the end of a special meal but anytime can be dessert time hence the proliferation of businesses set up to accommodate these demands - small portions, affordable and accessible.³ Not to forget, one that gets them lining up at your doorstep and that will appear on social media. Here are some of the popular ones that have struck the world in recent years:

HYBRID INVENTIONS

What if you could have the best of both worlds in one mouthful? That must be the driving force of these creations:



Cronut: Created by Chef Dominique Ansel in 2013, one should not think it a mere deep fried croissant posing as a doughnut.

The Biskie: London's Cutter and Squidge bakery brings together biscuit, cookie and cake in one bite-sized morsel.

Cookie Shot: Another Dominique Ansel creation where he baked a chocolate chip cookie in the shape of a shot glass and filled it with vanilla-infused organic milk.



Brooksters: If you've ever wanted a brownie and chocolate chip cookie at the same time; Baked in New York City has the solution for you by baking a chocolate chunk cookie inside a brownie tart-like shell.

Mallomac: Marshmallow meets macaron made by Dana's Bakery, New York City. It features a brown sugar meringue cookie and a marshmallow coated with a chocolate shell.

CROSSING FLAVOURS

What was once a realm for sugar-based stuff is no longer so when herbs and spices traditionally used in savoury cooking made their way into our desserts. Think chilli chocolate, ginger ice cream, black pepper and cardamom ice cream or salt-n-pepper cookies.

HEALTHY SWEETS

Domestic homemakers have baked with vegetables for a long time but it is only recently that we are seeing more beetroot cakes, rhubarb, zucchini cakes as well as gluten-free options in the market. For cold desserts, frozen yoghurt (froyo) has become a darling as the lower in fat option.



A good-for-you beetroot walnut cake.

³http://www.foodbusinessnews.net/articles/news_home/Food-Service-Retail/2014/01/Dessert_trends_2014_Sweet_sing.aspx?ID={C5280795-4EA4-4EB2-9AAF-7C9BEF090366}&cck=1



SWEETS FOR THE SOUL

ASIAN TAKES

While we might enjoy a slice of cake or pastry at times, the people in Asia has their own way of having sweet foods. Many are evergreen and perhaps the only progression is businesses shifting from roadside or hawker stalls to air-conditioned coffee shops but they are still going strong. Let's see if you are familiar with any of these:



The Shaved Ice Foundation

Many Asian countries serve their own idea of toppings on shaved ice depending on their local ingredients. In Malaysia and Singapore, people order **Ice Kacang** that comes with red beans, peanuts, corn, grass jelly and flavoured with brown or red sugar syrup alongside evaporated milk.

Cendol is another popular item but has lesser ingredients with only coconut milk, palm sugar, strands of green jelly and red beans poured over finely shaved ice.

Bingsu is a current wave for shaved ice dessert with stores popping up in Singapore and Malaysia. Originating from Korea, it started with only red bean paste, ground nut powder and tteok (rice cake) and was only eaten by government officials. Now you can have chocolate, green tea, strawberry and many other bingsu flavours.

If you're looking for a lot then try the Philippines' **HaluHalo** - ingredients can include kidney beans, garbanzos, sugar palm fruit, coconut sport, plantains, jackfruit, gulaman, tapioca, nata de coco, sweet potato, cheese, pounded crushed young rice. They are first placed inside the tall glass, followed by the shaved ice before being finished with sugar, leche flan, purple yam or ice cream and evaporated milk.

Sweet Soups

Better known by the Cantonese-speaking community as 'Tong sui' (literal translation being sugar water); it is a collective term to describe sweet items in semi-liquid or liquid form served at the end of the meal. You'll hear people in Malaysia, Hong Kong and Singapore ordering all kinds of 'tong sui'; mostly traditional favourites they grew up with. Popular items include:



Red Bean Soup: A concoction of red beans, rock sugar and occasionally dried orange peel.

Tau Fu Fa: Steamed silky smooth beancurd topped with sugar syrup.

Sweet Potato Soup: Simply boil sweet potato cubes in sugar water with some ginger slices to cut through the sweetness.

Egg Custard: Using only milk, sugar and eggs; this steamed pudding requires very precise whisking, steam temperature and timing to yield a wobbly yet thoroughly cooked pudding with a smooth top.





Other Famous Desserts From Asia

Rolled Ice Cream: This Thai street food is currently hot on the foodies' chase list. The mechanics is simple enough - liquid ice cream and mix-ins are poured into a metal container that chills the mix as they use a scraper to "chop" the ingredients in and roll it up before serving.



Mango Sticky Rice: Glutinous rice topped with fresh coconut cream and eaten with luscious Thai mangoes are usually sold on the streets of Thailand but has gained a reputation to be included in any Thai restaurant menu.



Mochi: The pleasant colours of these glutinous rice balls are Japan's offering of desserts to the world with a chewy exterior that gives way to red bean paste or other unique flavours like green tea, coffee and even ice-cream.



Ice Cream Potong:

Literally translated to "cut ice cream"; Malaysians and Singaporeans would be familiar with this local interpretation. Made with coconut milk, skimmed milk, sugar and cornstarch which were then infused with various flavours like red bean, corn or yam; the

ice cream comes in a log and the seller cuts it upon order; hence the name. You could have it on a stick or the seller may cut a slab into slices and place it between a bun.

Of course we could go on and on but it is clear that there will always be a place for sweets and how we eat them has definitely evolved with us willing to pay for desserts like what we would a proper meal. Even on the lower end of prices, it still stands to make a profit because of the affordability, we don't think much about buying an ice-cream on a hot day or cake on a happy occasion or chocolate to relieve our stress. The sugar in these foods releases dopamine, the neurotransmitter that helps control the brain's reward and pleasure centres which is why our spirits are lifted when we eat something sweet.

Next, we look at how the sweet tooth segment in the F&B industry offers entrepreneurs a vast range of options to attract consumers on their search for quick gratification to a level where desserts is the main meal. 🍡



becoming a SWEET SENSATION



Dessert is standing up for itself now and that single scoop of ice-cream or pudding to close the meal has now become more than an afterthought. It is considered part of our eating culture and we'll say "let's go for cake" in the same vein as we do dinner. This shift towards dessert business could also be spurred by the changing face of restaurant operations. Todd Kliman wrote *"Why DC Restaurants No Longer Care About Desserts"*, saying operators are simplifying desserts or not offering them at all. One of the reasons to do so according to an owner Kliman interviewed was *"To have a good pastry program, you need a designated area of the kitchen, you need a place to store the ingredients. The 10,000-square-foot restaurant has become the 7,000-square-foot restaurant. Everything's smaller now. There isn't the space".*¹

Physical space aside, there is also the cost of a pastry chef's expertise. You might be a mid-range restaurant and can offer a three-course meal but if you are catering to the mass audience with a budget cap they would not be expecting a Tiramisu or macaron to end the meal. However, to stay to the big picture, restaurateurs still provide dessert but many have opted for pre-mixes as they are easy to



prepare. Or outsource from independent suppliers who tend to offer more unique products hence enabling the restaurant to capture more audience at better prices without the cost of operating a pastry / dessert kitchen.

¹<http://www.washingtonian.com/2015/02/04/why-dc-restaurants-no-longer-care-about-dessert/>

Both reasons, from a consumer perspective and also the business landscape have been compelling enough to motivate entrepreneurs to take the bold step of starting desserts-only businesses. One of the promising factors in this segment is the ability to scale according to the capacity you have and depending on what you sell, you don't have to need much to start off. Among the possible avenues for business include:

KIOSKS

A feasible way to start in a shopping mall as kiosks are compact, easy-to-manage and will not be confined to the building's construction requirements. If you're just starting out, a kiosk will be a considerable investment as you will be able to keep overheads lower. However, product offerings might be limited to items that can be prepared in advance and stored without complex equipment. Good for to-go products like ice-cream, tarts (displayed in a glass warmer) or food that can be eaten at room temperature.

POP - UPS / FOOD TRUCKS

This is a flexible option as you can set up stall anywhere for a short term or also known as flash retailing (of course checking with the property owner or local council). Maybe you only want to sell your special dessert on a leisurely basis or adopt this approach as an extension of your brick-and-mortar shop and reach a greater audience. Challenges in this area would be licenses as some countries do not have clear guidelines. If you need to cook to a certain extent, consider space limitations or weather conditions. Bazaars, festivals and events are ideal places for you to showcase your creations via this vehicle.

DESSERT CAFE

For entrepreneurs with a wide array of ideas; having a shop allows you space for equipment and workspace as well as offering an environment suitable for customers to spend time sharing a plate of well-crafted dessert. Cafes tend to exude a casual vibe thus the menu is usually along similar lines and popular examples are pancakes, crepes, waffles that are homey and offer the fun element of customisation. Bright, cheery and a convivial atmosphere is what cafes like these go for. Perhaps consider a location within the vicinity of a commercial hub frequented by young working adults or students. They are the customers attracted to places like these because why not chill out and share a dessert after a day of work, studies or even shopping?



The allure of bite-size and variety



BECOMING A SWEET SENSATION

MOBILE CARTS

A great option for specialised food items that do not require any cooking and where investments and overheads are kept low with a basic hot or cold storage vessel. Think of the ice-cream man riding his bicycle / motorcycle ringing the ice-cream bell on the streets or by the beach. Simple joys! This evokes nostalgia in the hearts of many and with the help of social media, savvy entrepreneurs can update fans on their daily whereabouts.



DESSERT RESTAURANT

Some may call it a dessert bar where sweets take centre stage; every piece on the plate carefully thought out. Think of it almost like fine dining on cakes. Establishments of this nature price their items a little higher due to the effort in sourcing unique ingredients, out-of-the-box ideas and technique in preparation together with high level of service to complete the experience. According to Chef Janice Wong of 2amdessertbar, to run a dessert bar of this level requires education in terms of helping customers understand the big picture; from the origins of the ingredient all the way to the tableware (if possible!). Read on for more of Chef Janice's experience in running her dessert business. Some fine dining restaurants may also offer a dessert degustation menu paired with wine or propose an experience that will excite all your senses such as ATUM Dessert's offering.



HOME BUSINESS

Perhaps one of the best things about the dessert segment is turning your hobby into business by being a supplier to other independent outfits who choose to focus on other areas but would still like to allocate a small dessert menu to customers. This allows you to learn how to manage consistency, expectations of customers, balance the time you have and the capacity of your production line. However, some shops who take supplies from home businesses might prefer not to tell their customers they didn't make them therefore you should state your terms and conditions beforehand.

As you can see, this segment is vast in possibilities and whichever undertaking you select will come with its own set of requirements. Therefore, we have interviewed some businesses that would come closest to these descriptions so that you can glean some insights to the world of desserts. 🍩



Images from Flickr credited to John • Chad K • David Chau • Alpha • Ewen Roberts



Iceteam 1927 is amongst the leading manufacturers of gelato, soft ice-cream and pastry machines. As part of the ALI Group of companies, Iceteam 1927 brings together the Cattabriga, Coldelite, Promag, Ott Freezer and a part of Electro Freeze brands. Collectively these brands have developed technologies with a focus on elevating the users' experience in making quality gelato, soft ice-cream and pastries.

Iceteam 1927 works closely with you to understand your unique requirements and match it with the right solutions.

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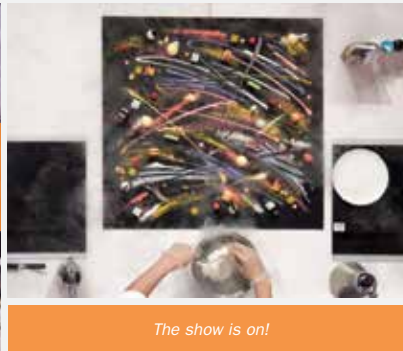
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WELBILT®

ATUM DESSERANT: reaching high heights in HONG KONG



Founders
Bong Kwok (L)
and Jason Ho



The show is on!



A figurative and literal reference with Atum's location on the 16th floor. Although not the most visible of places, the view from that level overlooking the skyscrapers of Causeway Bay and the surprise that is to come should compensate through Atum's star offering - the *"Improvisation"*. Guests have no inkling on what they are about to get as the pastry chef constructs the dessert in front of them. It is like a performance says Jason Ho, co-founder and chef adding that interactive skills is crucial as chefs are expected to speak and let their desserts speak for itself. Jason says the challenge is to find someone able to explain what he / she is doing, give a back story and to get guests comfortable to participate.

Calling itself a desserant (dessert - restaurant); ATUM focuses on affordable luxury as the founders noticed that fancy desserts were always attached to fine dining meals that cost a lot. Yet at times people might just want dessert. And they did exactly that - *"for some reason, dessert bars make people happy"*, he said. If the chefs could use conventionally savoury food ingredients like sea urchin and *foie gras* in sweet delights, there really isn't any category to place ATUM in and Jason affirms that they prefer not to be defined so that they do not set limits for themselves in exploring possibilities. But the three elements that underlie their creation is understanding the flavour profile of the ingredients, the intended texture and taste of the dessert. While chefs at ATUM are not restricted to styling their

artwork, they are working with similar ingredients and the procedure to attain the final product using the ingredient must be one that is easily replicated. To heighten the 'wow' effects yet keeping it edible, elements like liquid nitrogen is used to produce ice-cream in record time with a 'smoky' visual effect or the siphon to create foams and purees.

The name ATUM was inspired by a Greek God which means to complete and is also portrayed as a creator. Which both Jason and his business partner, Bong Kwok saw as a perfect name to describe their edible art that is created from a blank canvas and when complete is a stunning visual and taste memory. With space being a premium, particularly in Hong Kong, the challenge was to draw up enough space for chefs to work their magic, ergonomic to promote interaction and a comfortable distance between two tables. To further create a feeling of openness, ATUM is swathed in clean and crisp monotonous which is also purposed to make way for its desserts to shine.

Looking forward, the founders are planning to grow the ATUM brand by adding a cafe and bakery to their current desserant and restaurant. And in a world where food enthusiasts constantly chase new memories, ATUM's philosophy of creating and completing an experience definitely fits the bill. 🍷

www.atumhk.com



SOOTHING THE MIDNIGHT CRAVINGS at 2am:dessertbar



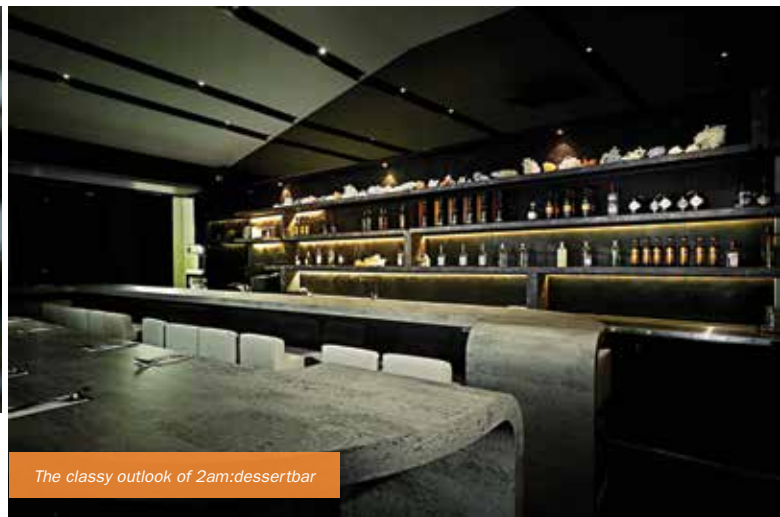
One of Asia's finest dessert creators, Chef Janice Wong

Many creative minds may agree that they do their best work at the wee hours of the morning and it is partially true for the folks at 2am:dessertbar. And for its customers, the late night is a perfect time to unwind or satisfy a peckish stomach. Helmed by Chef Janice Wong, Asia's best pastry chef in San Pellegrino Asia's 50 Best Restaurants, the idea for customers is to come in and relax with cushy sofas, big windows to let in natural light and an open bar concept for guests to look into the kitchen and interact with the chef and crew. And that's about where the similarity of going to a friend's place for cake and coffee ends.

When the food arrives, you'll understand what the Chef meant by 'progressive'. Drawing influences from all over the world, Chef Janice prefers to describe the menu as ingredient-focused although she would attribute the presentation to be American and European inspired; based on her experience of working in some commendable restaurants in these regions. Inspired from the beauty of ingredients, the team works to create a balance of flavour, texture and temperature in its creations.

Speaking of ingredients, 2am:dessertbar sources them from all over the world and that directly plays a role in pricing. Chef Janice admits that to be a challenge when a dessert ends up being the same price as a main meal. She shares that the key is really in consumer awareness and communication between the team and customers. When the customer understands the process of sourcing and methodology applied; they become more receptive to what we offer, says Chef Janice. At times, the bar's artsy desserts might look like they came out of a science lab but the chef says there is nothing "*molecular gastronomy*" but it is about experimenting with regular equipment and pushing its boundaries to find out how much more it can do than its intended purpose.

The precision attained by sous-vide cooking is vital for delicate ingredients like chocolate where a small difference in temperature could result in something else entirely. Equipment like the Thermomix and Pacojet give



The classy outlook of 2am:dessertbar



chefs a range of textures and preparation methods to play with and the non-negligible equipment would be the blast freezer to quickly chill prepared items to safe temperatures and is also used when 2am:dessertbar goes for pop-up events.

Since the conception of 2am:dessertbar 9 years ago, Chef Janice has seen how desserts have carved a space in Singapore's dining scene. The bar has expanded to Hong Kong and its latest venture in Tokyo; selected for its good produce (many of the menu comprises ingredients sourced from Japan) alongside diners' refined palate and a great interest in new dining experiences. A pioneer in bringing about a dessert storm, 2am:dessertbar has surely brought a whole new meaning to eating cake and if cravings strike at 11pm; why not? 🍰

www.2amdessertbar.com

PIPILTIN COCOA: introducing INDONESIA'S COCOA, ONE CHOCOLATE at a time



Living in a bubble may give you comfort and security, but for Tissa Aunilla, even from her days as a successful lawyer, she had thought of another way to realise her real aspirations. Years of fondness with confectioneries led her to the decision to learn more about chocolate. *"I even tore down some parts of my home to make space for the equipment and bought a marble surface"*, she says. With the support of her brother Irvan Helmi of Anomali Coffee, Tissa trained under professional chocolatiers and enrolled to Felchlin in Switzerland for an intensive two-week program. Several years of improving her chocolate making skills and researching on the business, Pipiltin Cocoa opened its doors in 2013.

Pipiltin Cocoa's bean-to-bar concept is among the very few found in Indonesia. Despite being the world's third largest producer of chocolate, the level of consumption is still much lower here than in Western countries. One way to solve this, says Tissa, is to teach them about chocolate and it starts from the sensory test. It's an investment of its own to introduce more people to chocolate appreciation. This is done with a new chocolate factory on Jalan Barito - where visitors attend cooking classes, observe how chocolate is being made, and more.

Back to the cafe, it is more than pretty and lush chocolates. From plated desserts that utilise molecular gastronomic techniques, Pipiltin introduces the application of cakes and pastry to pair with its chocolate creations. With the dessert appreciation scene on the rise, it rides the wave of this momentum with a lineup of savoury dishes. Finger foods, salad, poultry items, oxtail, pasta to sandwich or burger; everything was designed to be in tandem with desserts where one can have best of both worlds. On the beverage side, aside coffee, one should definitely expect chocolate-based stuff!

In a bid to spread the goodness of chocolate, the company has collaborated with several single-origin chocolate farmers from Aceh, Java, Bali and Flores. Exporters from abroad have taken a lot of interest of Pipiltin Cocoa after Tissa's



campaign abroad to introduce Indonesian chocolate. *"We run a strict standardisation procedure where our producers supply us fermented beans with specific humidity level and other conditions. However, issues with single origins might include logistics or delayed harvest due to force majeure that is why we are particular with the procedure;"* she explains.

To sum it up, a lineup like this is deemed necessary so that people would be enticed to try something new from time to time. For Pipiltin Cocoa, an evolving dessert menu related to chocolate compliments its chocolate bars, chocolate nibs, and creations that Jakartans may never thought to come from Indonesian cocoa. 🍫

www.pipiltincocoa.com



ITALIAN DESSERT made local by INSIDE SCOOP



Upon entering its Cheras outlet, we find co-owner Edmund fixing the lights and he tells us that “*you have to do everything!*”. We can’t agree enough when it comes to food business where many simply put in money but not time and effort. It is certainly not the case with Edmund and Shiew Li as they already have 8 outlets in just 2 ¹/₂ years.

From churning gelato at the back of their first store in Bangsar; they have since invested in a centralised kitchen to enable higher volume of production and maintain consistent product quality in all its shops. Right from the start, they bought premium gelato making machines because they saw the importance of having minimal disruptions. As Edmund said; why would you pay for something that only lasts a while when we are in this for the long haul?. On that note, an expensive machine does not guarantee perfect Italian-style gelato. Discovering that Malaysian temperature was too warm, the gelato recipe was tweaked to ensure that it does not melt instantly when taken outdoors.

Why operate shoplots when they can place the product in existing cafes thereby easing their costs? They explained that gelato risk being compromised at the retailers and if that happens; the supplier stands to be blamed and it was something they wanted to avoid. On top of that, Edmund and Shiew Li wanted the experience of owning something after leaving the corporate life hence Inside Scoop.

Many brands tend to maintain its look across all outlets for branding’s sake but Edmund says “*being different*” is their brand voice. Each outlet has its unique theme but one thing’s for sure; the service experience does not change. This is especially important as Edmund says that F&B is a very “*people-dependent*” industry; a key lesson they picked up from waiting tables as students in Australia. Inside Scoop employs mostly college students as their energy complements the vibe of its store. Plus, who would not want a happy job?

An often asked question is the differences between gelato and regular ice-cream; particularly on the price point. However, people have been willing to pay up to RM 10 for coffee since years ago and the mindset for dessert is similar. And when customers learn about Inside Scoop’s quality policy that all ingredients in its gelato are fresh and nothing is kept more than a week, they are generally positive. The founders are very keen on local ingredients by experimenting with durian and cempedak fruits as well as using local coffee beans. And they won’t sell what they don’t eat although it might be trendy. We asked about the current salted egg yolk flavour craze. While they do have a salted egg yolk waffle, this flavour did not make it to the gelato list simply because Edmund did not like it.



With its different scene in each outlet and a good balance of safe and unconventional flavours, you’ll definitely feel you hit a gelato jackpot at Inside Scoop! 🍦

<https://www.facebook.com/MYinsidescoop/>

a CULTURAL CLASH that sings at LE PETIT SOUFFLE



Should desserts be the instrument to end a meal on a high note, this French-Japanese cuisine outfit would be spot-on. However, it is also able to compose the entire score of your meal with its savouries menu. Though the name is an ode to the French egg-based dessert, Chef Miko Aspiras and Chef Kristine Lollita decided to introduce the Japanese element because of their love of finding adventure in everyday life and always hinging on the unknown when creating desserts. With France being the cornerstone of their culinary perspective; seen through education, leisure and competition; Japan inspired them with perfect pastries and the quirky side it is known for. This could be how dishes like the *“Mac and Cheese with foie gras”* that combines comfort and fine dining, the *“Japanese Boeuf Curry Souffle”* where two nations unite on a plate or a crunch-happy deep fried *“Ramen Fried Chicken”*. Positioned as a comfort food establishment, the outlet in Century City Mall exudes a garden theme with several mini- greenhouses and a cheery yellow juxtaposed on white to bring a balance.

Before Le Petit Souffle, both chefs were charting their career in various places until Miko entered Fairmont Makati as a Chef de partie and met Kristine. As they worked together, they discovered a mutual interest for desserts. They tested waters of partnership with a Scouts Honor cookie shop first and moved on to bigger things, evident today. Miko and Kristine both love a challenge and have participated in competitions where he won accolades in baking and pastry competitions in Manila, Hong Kong, Singapore, Korea and France while she is an expert in High-tea competitions and cake decorating.

Any respectable pastry professionals understand the delicacy in this realm of food and the importance of precision in preparation. It is even more vital when it comes to food business. Sustainable food business is about consistency. They consider the souffle to be one of most difficult confections due to the ingredients' composition (eggs can vary from place to place), humidity of your climate and even the oven used. The kitchen has a UNOX combi-oven which is used to produce the souffle, pastries, breads and even savoury dishes. In line with this, Chef Miko is uncompromising on the functionality of an equipment especially when products like a combi-oven is multi-use and flexible even if space is limited. Which is important in a premise serving hot and cold food for both kitchens have to be independent especially when parfaits and cakes are on the menu.

Although the name Le Petit Souffle gives an impression of a focused dessert bar; it is anything but that. However, it must have been named with a vision in mind as they will soon open a Le Petit bake shop called *“The Workshop”* and an 80-seater Le Petit Souffle bistro dedicated solely to lovers of all things sweet and pastries. And looking at Chef Miko and Kristine's penchant for exploring food cultures, what's in store should be interesting! 🍩



www.facebook.com/Lepetitsouffle



what makes DESSERTS?

Of course, aside from genius ideas and ingredient know-how are the equipment that plays a role to get them to an edible state. Equipment to prepare desserts range from very niche items such as a unit designed to specifically make waffles on sticks or ice-cream machines to more general equipment like blenders that can prepare many things or a deep fryer. After surveying the many establishments that purvey sweet tooth items; here are a list of commonly used machinery.



Image credit to Intercontinental Hong Kong from Flickr

Preparation Equipment: PLANETARY MIXER

Description:

If it sounds like the solar system; it is named so for its motion mimics the way planets move around the sun. It works with an agitator that turns on a shaft to mix the blend in the stationary mixing bowl. Usually comes with interchangeable agitator attachments to provide a wider range of mixing capabilities; from dough to icing to puddings or even delicate meringues. When mixing smaller batches, you could typically switch to a smaller bowl.



HOBART - HSM10 BENCH MIXER

Features

- 10 litre capacity
- fits to any standard table run without restricting working area
- front facing controls for ease of use

Manufacturer : Hobart UK

Website : www.hobart.co.uk

ELECTROLUX - PLANETARY MIXER, BE 5

Features

- new 'clip' system for easy removal and cleaning
- raising and lowering of the bowl controlled by a simple movement
- the shape allows to easily add ingredients during operation

Manufacturer : Electrolux

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

OZTI - PLANET MIXER OMG 20

Features

- capacity 20L
- it operates without noise and vibration
- the safety cage is switch controlled

Manufacturer : Öztiryakiler

Website : www.ozti.com.tr

Email : info@oztiryakiler.com.tr

HOBART - N50 MIXER

Features

- fit to any standard table run without restricting working area
- front facing controls for ease of use
- fully guarded according to eec regulations

Manufacturer : Hobart UK

Website : www.hobart.co.uk

ICB TECHNOLOGIE - 7 LITRE SPIRAL MIXER

Features

- modern and functional design
- suited for all processes

Manufacturer : ICB Technologie s.r.l.

Website : www.icbtechnologie.com

Email : info@icbtechnologie.com

SAMMIC - DOUGH MIXER SM-75

Features

- scratch resistant paint finishing structure for extremely easy cleaning
- stainless steel protection cover
- equipped with timer

Manufacturer : Samic S.L. Manufacturing

Website : www.sammic.com

Email : sales@sammic.com

Preparation Equipment:

SPIRAL MIXER

Description:

On the other end, the spiral mixer runs with the bowl revolving while the spiral-shaped agitator is stationary. This makes it ideal for mixing large batches of dough at a time but would be more restricted without a variety of agitator attachments. Considerable for places that sell more dough-based items.



Preparation Equipment:

CHOCOLATE TEMPER

Description:

The glossy and silky finish you see on chocolate products is not a natural trait of chocolate simply melted over heat but is a result of tempering. The process of tempering requires precise heating, cooling and reheating and automated units help maintain accuracy and can be calibrated for different types of chocolate.



SEPHRA - TABLETOP TEMPERING MACHINE

Features

- innovative tabletop tempering machine
- touch-screen technology
- equipped with an electronic pedal

Manufacturer : Sephra Europe Ltd

Website : www.sephraeurope.com

Email : info@sephraeurope.com

POMATI - T5 TEMPERING MACHINE

Features

- tank capacity 5 kg
- programmable activation and shut off
- double heating circuit

Manufacturer : Pomati Group S.r.l.

Website : www.pomati.it

Email : pomati@pomati.it

ICB TECHNOLOGIE - CHOCOTEMPER TOP

Features

- tank capacity 5.5 kg
- touch-screen technology
- equipped with an electronic pedal

Manufacturer : ICB Technologie s.r.l.

Website : www.icbtechnologie.com

Email : info@icbtechnologie.com



what makes DESSERTS?

Preparation Equipment: CHOCOLATE MELTER

Description:

A straightforward device with digital display to help chefs melt chocolate in huge volumes with a shorter amount of time instead of the traditional bain-marie method.

MOL D'ART DRY HEAT CHOCOLATE MELTER



Features

- indirect melting by induction heating device
- induction heating with adjustable mechanical thermostat
- comes with removable stainless steel bowl

Manufacturer : Mol d'Art

Website : www.moldart.be

Email : info@moldart.be

ICB TECHNOLOGIE - DIGITAL SCIOGLICHOC

Features

- digital scioglichoc control the temperature of the chocolate using a probe and a digital thermostat
- digital scioglichoc are chocolate melters conceived and designed to dissolve, melt and maintain the temperature
- each chocolate melter uses a dry system

Manufacturer : ICB Technologie s.r.l.

Website : www.icbtechnologie.com

Email : info@icbtechnologie.com

CHOCOVISION - CHOCO MELTER

Features

- capacity 35 lbs
- time saving tabletop chocolate melting and manual temperature machine
- stainless steel construction , heat indicator light

Manufacturer : ChocoVision Corporation

Website : www.chocovision.com

FRIGOMAT - FRESH GELATO GX 8

Features

- automatic management
- freezing cycles with adjustable production timer
- storage & display function to keep the product at the right temperature, ready to consume

Manufacturer : Frigomat s.r.l.

Website : www.frigomat.com

ICETEAM1927 - EFFE GELATO MACHINE

Features

- equipped with "stir+stick" system
- finest test and best consistently
- professional and an outstanding product

Manufacturer : ICETEAM 1927 – ALI s.p.a.

Website : www.iceteam1927.it

Email : infor@iceteam1927.it

Preparation Equipment: GELATO MACHINE

Description:

An all-in-one unit, it comprises a built-in freezer unit to lower the gelato mixture's temperature to about -20 °C. The paddle starts mixing the gelato mix which is now semi-solid hence very little air is incorporated into it. Most manufacturers offer the machine in various sizes; allowing business owners to purchase according to production capacity.

NEMOX - GELATO 10K

Features

- powerful and easy to use
- suitable for high production in a short time
- drain system for easy cleaning

Manufacturer : Nemox International Italy

Website : www.nemox.com

Email : info@nemox.com



FRIGAMOT - SOFT ICE CREAM MACHINES KISS 3 POWER

Features

- electronic control
- automatic freezing cycle for soft ice cream
- energy-saving function and temperature selection

Manufacturer : Frigomat s.r.l.

Website : www.frigomat.com

TAYLOR C722 - TWIN SOFT SERVE MACHINE

Features

- up to 800 servings an hour
- perfect addition unit & high performance
- high volume, twin flavour, pump fed

Manufacturer : Taylor UK

Website : www.taylor-company.co.uk

Email : sales@taylor-company.co.uk

CARPIGANI - GK3

Features

- fully independent shake and soft freezers
- low energy consumption
- electronic consistency control

Manufacturer : CARPIGANI GROUP

Website : www.carpigiani.com

Preparation Equipment:

SOFT-SERVE MACHINE

Description:

The machine mixes the ice-cream mix and dispenses it in one unit. A pressure-fed function is usually used in high production places as it puts out more yield from the amount of air whipped into the mix. A gravity function one is less expensive but makes less ice-cream. Some units require a water hook-up though it cools the product faster while air-cooled units are suitable for limited spaces. Options include single or double dispensers or to serve intertwining flavours.



Preparation Equipment:

BLENDER

Description:

Modern day beverages have come a long way and with the various ingredients proprietors blend; a commercial unit is made to break down hard items like nuts, hard fruits and vegetables, ice and even chocolate bits. Due to the larger motor; operations can be noisy so if your space is small; it is better to choose one that has noise-reduction features. Advanced models allow programming as well so anyone can operate the blender anytime.



HALLDE - BLENDER SB-4

Features

- fast and easy cleaning
- outstanding quality
- light weight easy moving and storing

Manufacturer : Hallde Manufacturing

Website : www.hallde.com

Email : info@hallde.com

BLENDTEC - 725

Features

- modern & touch controls
- perfectly smooth blend
- ultra high-speed motor

Manufacturer : BLENDTEC INC.

Website : www.blendtec.com

VITAMAX - BLENDING STATION® ADVANCE

Features

- 6 optimized programs, 34 available settings and automatic shut-off,
- noise reduction
- high quality blenders

Manufacturer : Vita-Mix Corporation

Website : www.vitamix.com

Email : commercialts@vitamix.com



what makes DESSERTS?

Preparation Equipment: ICE SHAVING MACHINE

Description:

Different textures of ice for different dessert items but not all textures can be produced by one machine. The two types are:

(i) **Cube Shaved Ice Shavers:** produces coarse & crunchy and semi fine & fluffy ice. It only uses cubed ice which is easily available and is also easily shaved.



SANTOS - ICE CRUSHER 53

Features

- equipped with a heavy duty and quiet induction motor
- automatic & manual crusher
- quickly makes 1,2 kg of crushed ice in 30 seconds

Manufacturer : Santos

Website : www.santos.fr

Email : santos@santos.fr

(ii) **Blocked Shaved Ice Shavers:** for finer fluffy ice and snow-like ice. You have to make your own ice blocks or get suppliers who do. It takes some training to operate the machine.



PDOM-M AUTOMATIC POSITIONING/SNOW ICE SHAVER

Features

- self-centering design automatically
- nail-less ice block holder fully eliminates possible hand scratches
- compact machine size saves precious working space

Manufacturer : Global Bear Corp.

Website : www.globalbear.com.tw

Email : globalbr@ms14.hinet.net

VEMA - GRUPPO MULTIPLO GR 2015

Features

- multi-functional machine: ice crusher, automatic citrus fruit squeezer blender & shaker
- micro switch on the ice crusher & blender

Manufacturer : VEMA Srl

Website : www.vemamirano.com

Email : vemamirano@vemamirano.com

SIRMAN - ICE CRUSHER TRITON

Features

- countertop heavy duty ice crusher
- adjustable blade for different sized crushed ice
- crushes 80 pounds of ice per hour

Manufacturer : Sirman

Website : www.sirman.com

Email : info@sirman.com

HATSUYUKI - HB-320A BLOCK ICE SHAVER

Features

- user-friendly model
- liftup device and wide ice-receiving space
- economical unit

Manufacturer : CHUBU CORPORATION

Website : www.hatsuyuki.jp

Email : food-intl@chubu-net.co.jp

SNOWIE - BLOCK ICE SHAVER (AC)

Features

- easy to load & unload ice
- block shaver can serve about 500 customers in an hour
- easy to use

Manufacturer : Snowie Shaved Ice

Website : www.snowie.com

Email : snowies@live.com.au

Preparation Equipment:
FLAKE ICE MACHINE

Description:

Most ideal for dessert shops majoring in blended drinks as the tiny flakes break down easier and stresses the blender less; plus they are easier to chew on when put into drinks or Asian-style sweet soups.



MANITOWOC - RF-0644 UNDER COUNTER FLAKE ICE MACHINE

Features

- up to 663 lbs. (301 kgs) daily flake ice production and 120 lbs. (54 kgs) ice storage capacity
- high load capacity bearings for enhanced reliability
- easy access door, slides up & out of the way

Manufacturer : Manitowoc Foodservice, Inc.

Website : www.manitowocfoodservice.com

ICE-O-MATIC - MFI0500

Features

- produce up to 240kg of ice per day
- water sensor eliminates low or no water failures and cannot be affected by adverse water conditions
- heavy-duty gear box

Manufacturer : Ice-O-Matic

Website : www.iceomatic.com

Email : customer.service@iceomatic.com

HOSHIZAKI - FLAKE MACHINE FM-300AKE

Features

- daily ice production of up to 320kg
- smart computer board technology
- led error indicator for easy diagnosis

Manufacturer : Hoshizaki Electric Co., Ltd

Website : www.hoshizaki.com.sg

Email : sales@hoshizaki.com.sg

SAMMIC - BLAST CHILLER AB-15

Features

- hard chilling, deep freezing & preservation
- powerful compressors & quick chilling
- automatic preservation at the maintenance temperature programmed at the end of each operation

Manufacturer : Sammic S.L.

Website : www.sammic.com

Email : sales@sammic.com

NAYATI - NBCF 360L BLAST CHILLER

Features

- digitally controlled
- automatic defrost
- magnetic door gasket

Manufacturer : Nayati Manufacturing

Website : www.nayati.com

Email : nayati@nayati.com

IRINOX - EASYFRESH BLAST CHILLERS EF 45.1

Features

- always effective, directly from cooking
- the most efficient, for unbeatable performance
- defrosting without working

Manufacturer : IRINOX SpA

Website : www.irinoxprofessional.com

Email : irinox@irinox.com

Preparation Equipment:
BLAST CHILLER

Description:

It lowers temperature quicker than a regular chiller to keep delicate mixes, ice cream, pastry, breads or chocolate items in the best condition so you can save time and cost by bulk preparation. Some units also come with thawing and proofing functions.



what makes DESSERTS?

Preparation Equipment:

DRAWER-TYPE REFRIGERATOR

Description:

This option offers chefs the ability to assemble food faster as the different ingredients can be kept close at hand and also helps keep things more organised.

ELECTROLUX - REFRIGERATED COUNTER 726584



Features

- SMART defrosting cycle only starts when it is necessary
- HACCP incorporated - all events are recorded, displaying date and time
- suitable for use in ambient temperatures of up to 43 °C

Manufacturer : Electrolux

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

HOSHIZAKI - FTL-182DDAC

Features

- temperature controller digital display
- auto closing drawer
- easy to eject refrigeration unit
- automatic defrost

Manufacturer : Hoshizaki Electric Co., Ltd

Website : www.hoshizaki.com.sg

Email : sales@hoshizaki.com.sg

FRIULINOX - REFRIGERATED COUNTERS EVO 1

Features

- digital electronic thermostat
- refrigeration system fan assisted

Manufacturer : Friulinox

Website : www.friulinox.com

Email : info@friulinox.com

ROLLER GRILL - LIEGE GES20

Features

- cook 2 waffles at a time
- surround drip tray
- cast iron cooking plates

Manufacturer : Roller Grill (UK) Limited

Website : www.rollergrill.co.uk

Email : sales@rollergrill.co.uk

HAMILTON BEACH - BELGIAN WAFFLE MAKER (26030)

Features

- advanced heating technology
- removable grids & drip tray
- cool-touch, easy-flip handle folds for easy storage

Manufacturer : Hamilton Beach Brands, Inc

Website : www.hamiltonbeach.com

WARING - WW250B

Features

- produces up to 60 belgian waffles (1-1/4" thick) per hour
- heavy-duty die-cast housing is durable and easy to clean
- removable, dishwasher-safe drip tray makes cleanup quick & easy

Manufacturer : Waring

Website : www.waringcommercialproducts.com

Cooking Equipment:

WAFFLE MAKER

Description:

The machine's grid plate ought to be made from heat-retaining materials to assist in cooking the batter evenly and thoroughly. You can even find some units featuring non-stick cooking plates which saves you a few seconds from having to oil the plate. Also consider the thickness of the waffles you want to make - a shallow grid produces thinner waffles and a deep grid the opposite. Indicators (light or beep) are important to ensure that each waffle is the same while an adjustable thermostat function allows you to choose how light or dark the waffle gets; especially if the batters differ in terms of temperature.



Cooking Equipment:
CREPE MACHINE

Description:

An electric unit is more energy efficient and provides portability while the gas unit powers up faster for quicker cooking. Decide how big a crepe you will serve and most units in the market have griddle plates of 15 - 16" in diameter and there are some that are 13" in size. Temperatures on these machines typically range between 49 to 300°C which offer versatility as differing recipes may require varying heat levels.



KRAMPOUZ - ELECTRIC CREPE MAKER LUXURY RANGE

Features

- speed, power, evenness and constancy
- two or three coiled heating elements for uniform heat distribution
- power & heating indicator light

Manufacturer : SAS Krampouz

Website : www.krampouz.com

Email : contact@krampouz.com

WARING - ELECTRIC CRÊPE MAKER

Features

- built for heat retention and even distribution
- heavy-duty cast-iron cooking surface
- adjustable thermostat to 570°F; can cook all types of batters quickly and evenly

Manufacturer : Waring Manufacturing

Website : www.waringcommercialproducts.com

ROLLER GRILL - CREPE MACHINES 400C SG

Features

- hard enamelled cast iron plate
- special designed 8 point star shaped burner
- hard wearing cooking surface requiring minimal oil and no preseasoning

Manufacturer : Roller Grill (UK) Limited

Website : www.rollergrill.co.uk

Email : sales@rollergrill.co.uk

Cooking Equipment:
DEEP FRYER

Description:

Hot, crispy sweet items are also a hit and a dedicated deep fryer especially if it is a signature item that demands high production. A fryer is programmed with a timer for accuracy in cooking, better heat recovery to allow quicker production and oil filtration capabilities to extend the life of cooking oil.

ELECTROLUX - 700XP TWO WELLS ELECTRIC FRYER

Features

- high efficiency infrared heating elements
- overheat protection thermostat
- all major compartments located in front of unit for ease of maintenance

Manufacturer : Electrolux

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

FRYMASTER - MJCF GAS FRYERS WITH FILTRATION

Features

- reducing temperature overshoot
- filtering process is fast and easy
- saving valuable labor

Manufacturer : Frymaster

Website : www.frymaster.com



HENNY PENNY - PFE 500 ELECTRIC

Features

- high-efficiency heating elements & save energy
- built-in filtration system reduces downtime
- high-limit temperature protection

Manufacturer : Henny Penny

Website : www.hennypenny.com

Email : info@hennypenny.com



what makes DESSERTS?

Cooking Equipment:

CONVECTION OVEN

Description:

Have a small selection of pastry? A convection oven which works by distributing heated air around the oven to ensure even baking would be a good choice. They come in tabletop sizes and some might even provide stackable options and storage space.



CONVOTHERM - MINI STANDARD 6.10

Features

- crisp&tasty climate function
- steam and vapour reduction
- press & go quick selection button

Manufacturer : CONVOTHERM

Website : www.convotherm.com

Email : con-dl-chefshotline@manitowoc.com

ELECTROLUX - ELECTRIC CONVECTION OVEN 10GN 2/1

Features

- touch screen control
- automatic and built-in self cleaning system
- save energy, water and rinse aid

Manufacturer : Electrolux SEA Pte Ltd

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

METOS - CHEF 240 GN2/1

Features

- equipped with humidifier and large fan
- can be installed separately or assembled in a group

Manufacturer : Metos Manufacturing

Website : www.metos.com

Email : international.sales@metos.com

Display Equipment:

ICE-CREAM DIPPING CABINET

Description:

Designed to hold the deep gallons that ice-cream are typically placed in and also to allow easy scooping. Heat-reflective glass is important to keep a consistent temperature and prevent condensation especially in hotter climates. The glass panel ought to be of good clarity so that customers have a good impression.

IFI - TONDA

Features

- energy savings of up to 25%
- protecting the environment
- operators can maintain a vertical, totally natural posture

Manufacturer : IFI S.p.A.

Website : www.ifi.it

Email : info@ifi.it



JORDAO - PASSION LUX

Features

- fan-assisted refrigeration
- optional sliding doors for energy savings
- fitted with anti-condensation pyrolytic front and side glasses

Manufacturer : JORDAO

Website : www.jordao.com

Email : geral@jordao.com

TROYS - GELATO SHOWCASE

Features

- illuminated front panel & flavor labels
- under widest range of temperatures and humidity
- endless 45 degree curves gives perfect visibility

Manufacturer : Harbin Manufacturing

Website : www.harbinaustralia.com

Email : sales@harbinaustralia.com

Display Equipment:
GLASS TOP DISPLAY CABINET

Description:

Can be used for places that calls for self-service especially for pre-packed ice-creams or other frozen dessert items. It typically comes with casters that can be locked so that you can move it to other locations when required especially for mobile businesses. Or it can double up as a storage space.



TURBO AIR - TSD-47CF

Features

- self-contained system
- easy to control thermostat
- energy saving low emissivity glass

Manufacturer : Turbo Air Inc.d

Website : www.turboairinc.com

Email : contact@turboairinc.com

MASTER BILT - DD-46LCG

Features

- LED lighting and electronic controller
- independent compressor and light switch
- tempered plate glass viewing window

Manufacturer : Master-Bilt

Website : www.master-bilt.com

LIEBHERR - GTI 5053

Features

- great visual effect displayed clearly and invitingly
- high performance & presentation
- can be quickly and easily moved around as required

Manufacturer : Liebherr

Website : www.liebherr.com/en

Display Equipment:
COUNTERTOP ICE-CREAM MERCHANDISER

Description:

Ideal for shops that carry a small selection of ice-cream or even to a single unit dispensing soft-serve. It is a good selling method by putting it at a visible area and suggesting the item as a “since you’re here, why not?” purchase.

INTERLEVIN - COUNTER TOP SCOOP ICE CREAM DISPLAY

Features

- static cooling
- adjustable feet
- temperature display
- hinged low e glass lid

Manufacturer : Interlevin Refrigeration Ltd

Website : www.interlevin.co.uk

Email : trade.sales@interlevin.co.uk



CARPIGIANI - 191 SPAGHETTI SOFT

Features

- high efficiency & magnificent
- high production capacity and user-friendly
- designed for rapid dispensing of swirled and spaghetti ice creams

Manufacturer : Carpigiani

Website : www.carpigiani.com

ICETEAM1927 - 301 PRO

Features

- advance technology & easy to use
- high performance unit
- single flavour

Manufacturer : ICETEAM 1927

Website : www.iceteam1927.it

Email : info@iceteam1927.it



what makes DESSERTS?

Display Equipment: CAKE DISPLAY CABINET

Description:

Pretty cakes must be seen. Hence refrigeration mechanics are installed in these clear glass units to be placed at the front-of-house. Bear in mind the ambient temperature of your operations and choose a unit with a comfortable range of temperature above the ambient surrounding.



Cleaning Equipment: UNDERCOUNTER DISHWASHER

Description:

Residue from ice-cream, cake creams, chocolate items or smoothie leftovers in a tall glass are difficult to wash off. And since a dessert shop menu is considerably niche; a small automated undercounter dishwasher can ensure no customers eat from stained wares.

WINTERHALTER - UC BISTRO DOUBLE RACK DISHWASHER

Features

- touchscreen
- vario power controls the water pressure in every washing program
- wash water filtration

Manufacturer : Winterhalter

Website : www.winterhalter.com.my

MEIKO - FV 40.2DISHWASHER

Features

- double filtration system
- one-touch automatic operation
- automatic temperature regulation
- auto-safe feature

Manufacturer : MEIKO Maschinenbau GmbH & Co. KG

Website : www.meiko-asia.com

Email : rudolf.kitzbichler@meiko-asia.com

TRUE - TCGDZ-50

Features

- dry/refrigerated bakery case
- provide high humidity environment
- using highest quality materials and lowers utility cost

Manufacturer : True Food Service Equipment, Inc.

Website : www.truemfg.com

Email : truefood@truemfg.com

TECFRIGO - DIVA 900 GBT BTV

Features

- large stainless steel handle along the entire door length
- internal with mirror glasses
- chrome stainless swivel castors with and without brake

Manufacturer : Tecfrigo Spa

Website : www.tecfrigo.com

Email : info@tecfrigo.com

TURBO AIR - TCGB-72-CO

Features

- refrigerated/dry combination cases
- self contained refrigeration system
- adjustable cantilevered wire shelf

Manufacturer : Turbo Air Inc.

Website : www.turboairinc.com

Email : contact@turboairinc.com



ELECTROLUX - UNDERCOUNTER DISHWASHER

Features

- fully automatic self-cleaning cycle avoids risk of bacteria proliferation
- easy to remove wash/rinse arms.
- smooth surfaces to facilitate cleaning

Manufacturer : Electrolux

Website : www.electrolux.com.sg/professional

Email : professional.sea@electrolux.com

The equipment list serves as a reference point in terms of operating a dessert-centric establishment. 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 and recommendations. 🍷



EAT SSENTIALS



70

an interactive DESSERT
EXPERIENCE

72

tools-for-SERVICE



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 how to put on a show of desserts to wow diners at the table.

an interactive DESSERT EXPERIENCE

Watching food prepared in front of our eyes has always held a special attraction. Tableside cooking is not a latest trick in the book but was considered an important part of French dining culture where a skilled chef (or called chef de rang) would be stationed at the front-of-house to prepare a certain item upon order. There's nothing like a view-by-the-minute process to whet our appetite and ultimately will play a role towards our final experience. The tableside experience fosters engagement with customers, makes them feel they are part of the meal and is usually echoed with "oohs" and "aahs". There are a number of hot items that can be prepared in front of the customer but many restaurants like to do it for desserts; perhaps to give customers the feeling of ending their meal on high. Some of the popular desserts that restaurants have on their show-and-tell storyline include:



CREPES SUZETTE

Originating from France, the crepe that is present in most French households is taken one notch higher in restaurants. Due to its thinness, crepe is quick to make and requiring only a gas stove, cart and frying pan; it can be quickly assembled by the table. The most common way to do this is to pour liqueur (orange flavour is popular) over the cooked crepe with sugar and butter before igniting it. The alcohol evaporates into a fairly thick and caramelised sauce.



CHERRIES JUBILEE

Widely believed to have been created by Auguste Escoffier for one of Queen Victoria's Jubilee celebrations in 1897, cherries are cooked off in liquor to become a sauce served over vanilla ice-cream. Another fruit flambe dessert is the Banana Foster where bananas are cooked in butter, sugar and rum before fire is set to finish it off.

BAKED ALASKA

Primarily made of ice-cream, the pie dish is also lined with sponge cake and topped with meringue (whipped egg whites and sugar). After assembly, the dish is placed in a very hot oven for a short time to firm the meringue and give it the 'baked' colour. Since only heat is required to cook the meringue, restaurants have turned it into a table side presentation simply by using a blow torch to light it up.





CHOCOLATE FONDUE

Way back in the 18th century, the Swiss discovered the fun of interacting with food through the cheese fondue. Basically a pot of melted cheese in the middle of the table and diners spend a long evening dipping cubes of bread into it. The idea became so popular in America and it wasn't long before someone came up with a chocolate version. Although not verified, a Chef Konrad Elgi is credited to have developed the chocolate dessert fondue as an avenue to dip fresh and dried fruits, biscuits and marshmallows.



LIQUID NITROGEN FUN

Nitrogen in a liquid state at an extremely low temperature causes rapid freezing which has taken it from the science lab to food kitchens. Chefs discovered how they could prepare fresh ice-cream in an instant. The wasps of cool air dispersed makes it a cool show in front of diners or you could even invite them to make their own ice-cream.

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tools-for-SERVICE



As said by ATUM Dessertant's Jason Ho, the person putting on a performance for guests must not only be confident of his / her skill in cooking but also engage in conversation with guests whilst doing so. With these two elements in their pocket, what other tools will they likely require to complete the task? And we also look at some items specifically made for diners to interact with food to a certain extent.



Delicate or going large?

FONDUE SET

A chocolate fondue pot can be manual and uses a tealight to keep the melted chocolate at a consistent temperature. The pot for this is typically made of earthenware, ceramic, porcelain or tempered glass and could be suitable in a dessert bar styled like home or nature-inspired and where chocolate fondue is something available but not exactly the "house special". For businesses selling this specialty on a larger scale, an electric set will ease operations as you just need to plug it in, set the temperature and let your guests dip. Fondue fountains will add to the aesthetic value with the constant flow of chocolate. Consider serving dipping items in a multi-compartment tray - various colours and textures of food together in a single focal point draws attention.

BLOWTORCH

The nifty tool gives a nice browning and crusty finish to desserts like creme brulee, meringue, marshmallows or even cupcakes. It is more efficient to get a trigger-style igniter as it does not need a spark-making striker to start. Check the BTU output as low flames might affect the food product; for example, taking too long to torch the sugar on creme brulee can cause the custard beneath to curdle and break.



PORTABLE STOVE

Induction heats up faster and gives you the ability to adjust the cooking heat instantly and to a sharp precision which might be a helpful factor for cooking delicate desserts at the table. It also offers safety as only the area where a vessel is placed will be heated. You will need electricity supply which might be inconvenient for some places; in that event you could consider a portable single stove with an attached gas cylinder for more mobility.



SQUEEZE BOTTLES

Nearly indispensable in any kitchen for providing a way to keep sauces and dispense easily; it is also used by dessert chefs to squeeze out dots of purees or semi-liquid elements to decorate the plate. The small dispensing nib helps with portion control and can be snipped off if intending to dispense items thicker in viscosity. Many have found it useful to dispense pancake batter as it is less messy and also useful to create cute patterns with it.

WHIPPING SIPHONS

When chefs no longer decorate with plain old whipping cream, the siphon comes into the picture and it is a flexible tool that allows chefs to top a dish with foam, infuse fruit and whip cream, of course. Typically a metal container, it pressurises liquids with nitrous oxide (N₂O) and the pressurisation results in different effects such as foams, froths, liquid infusions or carbonated food; also depending on the thickening or stabilising agents added into the liquid prior to being dispensed from the nozzle.

ANTI-GRIDDLE® (POLYSCIENCE)

Bringing the opposite of heat, this tabletop size unit features a -30°F / -34.4°C plate that allows rapid uni-directional freezing. Known as flash freezing, the technique lets you create frozen desserts with cool and liquid centres or use fresh ingredients as lollipop sticks for flash frozen lollipops; even freeze a round ball of sauce that will melt on the dessert upon serving.



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• Steve Snodgrass



get to know your EQUIPMENT

78

bringing everything
TOGETHER



74

better packing in
COOKING LARGE

better packing in COOKING LARGE



In a commercial kitchen, organisation is crucial. And it is even more so in a large scale kitchen. When supplies come in, where it is stored and how it is stored has to be properly organised. A proper Standard Operating Procedure (SOP) right from the start will help a kitchen work smoothly. In terms of storage, food items need to be packed properly to avoid cross-contamination and rotting that eventually leads to wastage. Many kitchens use cling wrap for meats, fruits and vegetables. However, it is possible for meats to start having freezer burns and even turn colour and / or texture due to atmospheric impact. Although they aren't technically spoilt, it may still affect a dish.

To minimise atmospheric impact, air has to be removed. One of the earliest accounts actually dates back to a time before the World War II. Air was removed from rubber latex bags and then sealed which helped increase shelf life of frozen products. It did not take off until the 50s when vacuum packaging machines became available. The efficacy of this technique soon caught on and Chefs begun employing vacuum packing to fresh food. Simply by removing atmospheric air from its surrounding environment, fresh and dry items keep longer and better. It has advanced to the point that we can even cook food directly with the bag using the sous-vide method. However, the idea of food in plastic could still be a concern for many and to help us better understand the benefits and the way to do it, we have ORVED's Marzia Burighel to share some insights.



WHY VACUUM FOOD?

Kitchens cooking a lot of food likely also order supplies in large volumes as well and many times produce are not used upon delivery. Therefore, vacuum packing plays the role of preserving quality of products' structure, to improve their shelf-life and to reduce the weight loss.

SEALING & STORING

Theoretically, it is possible to vacuum any type of food product but one has to understand the composition of each item as some items might not respond well to vacuum. In relation to this, Marzia points out 3 important factors to consider when using vacuum.

PACKING FOR STORAGE VS PACKING FOR COOKING (SOUS VIDE)

Technically the process is similar but note that you need a deeper vacuum level for sous-vide cooking. You will need to remove as much air as possible to avoid the risk of bags inflating due to the gases present in the product. As for sealing for storage, different pressures would be required to ensure better “breathing” of the raw product.

(A) Solid Products

- The vacuum pressure vary between textures of products and typically can handle most produce such as meat, fish, poultry and hardy vegetables such as carrots, zucchinis or potatoes.
- Some chefs prefer not to vacuum mushrooms and garlic as these have natural internal gas production which causes the bag to inflate. It is possible to pack them after cooking or packed for sous-vide cooking.
- Tomatoes are considered fragile and unsuitable to withstand vacuum pressure although whole cherry tomatoes are strong enough.



- However, if you pack delicate items like peas, tomatoes and asparagus, the company recommends using a preservation liquid (ex: saline base water or oil) to reduce product compression. This liquid could be used to cook the product, too. It is also possible pack very frail items like lettuce and cakes with ORVED's Modified Atmosphere Packaging (MAP) vacuum process.

(B) Product Temperature

The most ideal temperature would be +3°C and a maximum of +6°C. This prevents liquid from steaming which results in weight loss, erroneous reading level, pump damages from oxidation and oil watering. Food, whether raw or cooked - needs to be packed cold. Blast chill cooked foods before vacuum packing and it can be kept in the refrigerator till service time.

(C) Product Volume

Know how much you will be packing because volume that can be packed is limited by the machines. Most manufacturers would have bags in different sizes.



*Sous-vide cooking.
Image credit
to Polyscience
Culinary on
Flickr.*

VACUUM BAGS

A popular perception of bags is that they are unhealthy because you are cooking food in plastic. This is not exactly true because food safety regulations have approved certain materials as food grade quality and in Orved's case it uses PA/PE material for its storage bags. They are designed with a special multilayer structure to allow storing of both raw and cooked products. If you want to cook food ala sous-vide (immersion of bag into water bath); Marzia recommends its OPA/PP material bags as it is able to withstand up to 121°C being in water or steamed for up to 30 minutes. For cooked food sealed for rethermalisation, the regular PA/PE can stay in hot water or a steam oven at 65°C/to 85°C for a maximum of 30 minutes without any plastic being released into the food.



COST DIFFERENTIALS - PANS VS SEALED BAGS

Typically, kitchens use Gn pans or storage bins and they are undeniably cheaper. At what point would vacuum packing be actually a cost efficient approach? According to Marzia, the storage bags, cooking bags and machine are definite initial investments. However, if you consider waste reduction from longer shelf-life of food and / or reduction of washing cost by cooking in a steam oven and not dirtying it; vacuum packing could be considered as part of your large scale cooking operations.



BETTER PACKING IN COOKING LARGE



KNOW THE MACHINES

External Sealers

A countertop unit, the open end of the vacuum sealing bag is placed inside the machine and is sealed by clamping the lid down. Air removal and sealing are done outside the machine that operates with heat. To effectively seal a bag with an external sealer, materials should have uniform thermoplastic monolayers or with materials with several layers; at least one being thermoplastic (pliable above certain temperatures and solidifies when cool). An external sealer would suit smaller operations with limited items to seal.



Single Vacuum Chamber Machines

The entire product is placed into the machine where the lid is closed and the chamber sealing machine removes all air from inside the chamber. Upon completion of the vacuum cycle, the heat bar rises and applies a seal to the bag. With a chamber machine, you can seal soups, sauces and other liquids because the bag is contained within the chamber and will not collapse around the liquid until sealed. Compared to a limited type of bag accepted by the external sealer, the chamber is able to seal a wide variety of flat bags which cost less; particularly if you seal a lot of items.

Double Chamber Vacuum Packaging Machine

Basically works with the same principle as a single chamber but with a lid that generally swings from one side to another. Production speed can be increased and is typically used in medium volume facilities.



Image from
www.waringcommercial-products.com

Handheld Sealer

This can be an option for cost conscious kitchens where vacuum packing is done on a nominal basis. The pistol style makes it easy to hold and runs on rechargeable batteries able to seal up to 50 bags with one full charge. However, range of sealable items are limited to dry goods and not liquids.

As we scratched the surface on the theory of vacuum packing, we hope that it has sparked questions which your selected Manufacturer would be able to tell you more about. In the meantime, you can explore possible ideas on managing large volume cooking alongside a more efficient packing method.

MultiFresh® the inimitable multi-functional assistant becomes **MyA**

Organize your production and processes with flexibility 24 hours a day.



MyA is the new touch screen interface for MultiFresh® multi-function blast chillers that **makes using the machine even easier** and more intuitive. The icons guide you through the **numerous functions** with a wide choice of cycles designed to preserve the fragrance, flavour and aroma of each item. **Full customization** is possible only with MyA: it's easy to vary the parameters for each cycle and create the ideal process for every product.

IRINOX

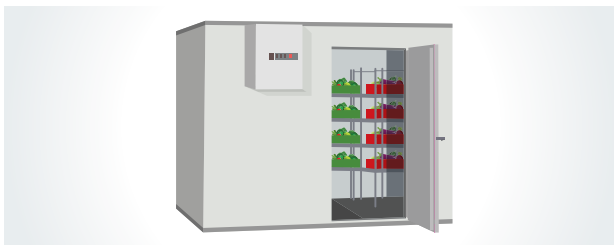
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find out more on www.multifresh.irinoxprofessional.com

bringing everything TOGETHER



Whether cooking a plate or 100 plates, consistency and food safety is paramount. Both can only happen with a properly written Standard Operation Procedure (SOP) and the most suitable equipment in place. While we won't be discussing SOP as every kitchen is unique in its processes; we can bring up how specific equipment can help such facilities operate optimally alongside the aspect of packing.



STORAGE SPACE

In centralised kitchens, it can be more sensible to have a cold room due to its space and easy access because you can walk into a cold room (freezer or fridge) and walk out with a basket - load of ingredients. Cold rooms offer flexibility as they are usually built to customers' specification. Many large facilities also place regular refrigerators at strategic places so that products are easily reached when required during cooking. Note on storing vacuum sealed items - store them as how you would in a regular refrigerator and freezer. Although the package may be tightly sealed, some disease-causing bacteria do not require oxygen to breed and can multiply even in vacuumed packages when not stored properly.¹ Don't forget to label the product and the date it arrived and arrange older products to the front.



Virutekk's MKK-150 potato-peeler

PREPARATION

In today's challenging climate of labour and space constraints, it is considered impractical to have a line of crew members peeling and cutting huge numbers of vegetables. Preparation machines are here to do the job. Peeling machines clean off the skin of potatoes, other tubers and edible root vegetables. For example, Virutekk's MKK-150 is able to peel up to 150kgs of tubers per hour. With an abrasive bottom disc and abrasive walls of the working chamber together with water, peel is removed through the outlet in the cylinder body of the machine and to the drainage system through a filter. All a user needs to do is load the root vegetable into the chamber, fasten the lid, turn on the water tap and preset the peeling time. Other items that can be processed include beets, onions and carrots.

www.virutekk.com



After the peeling, you'll need to process them into desired cuts and vegetables preparation machines are equipped with a variety of cutting blades. For example, Halde's Vegetable Preparation Machine RG-400i is able to process vegetables enough for up to 3,000 portions a day which translates to 2.4

tons per hour. It offers more than 50 types of cuts while 4 separate feeders make it more flexible for loading - a manual push feeder gives a leverage effect, round products are continuously fed with the feed hopper, a 4-tube insert to slice long products and a pneumatic push feeder presses food down by a push of a button. The RG-400i is made of stainless steel to fulfill the market's requirements for dishwasher-proof parts making large scale vegetable processing a less tedious job to clean up after.

www.halde.com

¹<http://www.vacuumfoodstorage.org/articles/10-important-foodsaver-food-safety-guidelines>

TIME TO COOK!

By now, all of us would have realised that the act of cooking is founded upon the mise en place (preparation). Having said that, an efficient kitchen is complimented by equally specific (yet versatile) cooking equipment such as these.



Pressure Braising Pan

Electrolux's ProThermatic Braising Pan works on the pressure cooking principle as it greatly cuts down cooking time (up to 60% compared to traditional cooking). The element of saturated steam penetrates food products 5 times better than boiling water, leading to fast cooking time that retains the vitamins, minerals and essential nutrients in food. Its braising pan is multifunctional as the flat and wide pan surface allows chefs to prepare dishes such as stews, curries, stir-fried vegetables or grilling pieces of poultry and fish without having to stir hence maintaining products' shape and saving time. One of its values is the ability in maintaining temperature consistency in various capacities:

- **Braising Pan & Frytop** : at more than 110°C, it controls the temperature on the cooking surface
- **Kettle & Steamer** : at less than 110°C, it controls the temperature in the vessel
- **Pressure Steamer**: under pressure it controls the temperature in the chamber

As liquid inside the pan forms steam and raises the pressure of the cavity, Electrolux's pan comes with a reinforced lid that ensures pressure control and temperature insulation. Working alongside insulation is an internal pressure of 0,45 bar that quickly reaches 108°C cooking temperature thus saving time and energy. While cooking in big batches, kitchens can still conserve energy as the ProThermatic reduces consumption by up to 80% due to isolation, precise temperature control, reduced cooking time and optimised heating system.

www.electrolux.com.sg/professional



An old way of cooking stew. Image by Heather Cowper from Flickr



Steam Kettle

Also known as steam-jacketed kettles, it is the equivalent of the braising pan but in a pot version to cook liquid foods like gravies, soups, sauces, pie fillings or boil water to cook large amounts of pasta and blanch vegetables. It can also be used to brown meat cutlets. Advancements have led to combinative kettles like Metos' Proveno. Not only does it cook, it also has a cook-chill function where users do not have to transfer the cooked food into a blast chiller for storage. In-kettle chilling keeps the food at a safe temperature until it is time to serve and you can reheat just by selecting the right button. A built-in Intelligent TempGuard-temperature control minimises the risk of food scorching, burning or sticking onto the surface with BurnPrevent Control and ProvingControl. The Proveno allows chefs to program their own menu and cooking settings so that repeated cooking of the same dishes are made easy and can be done by anyone else. An integrated mixing arm frees the chef from having to manually watch over the cooking process and automatically cuts out labour fatigue.

www.metos.com



BRINGING EVERYTHING TOGETHER

Combi- Oven



Top: MASTER.Touch Plus™
operations panel

Left: CHEFTOP MIND.Maps™
20 GN 2/1 PLUS

No longer a stranger to commercial kitchens, professionals have found this technology that produces both dry (convection) and moist (steam) heat to open the doors of productivity and to ease their load. Also called a combi-steamer, these units can cook different products with different cooking methods at the same time; making it a choice for high volume food preparation. Coming from UNOX, its CHEFTOP MIND.Maps™ is developed for production kitchens, understanding it needs to make high volumes with consistency. Its patented ADAPTIVE.Cooking™ technology registers the variation of temperature and humidity according to the quantity of food placed into the oven, thereby optimising the cooking process for results the chef expects. The kitchen cooks a variety of items and accessibility of operations is key. Use the MASTER.Touch Plus™ to program all the cooking processes and save them in the MIND.MAPS program in order to reproduce the same results every time.

MULTI.Time function can be set to roast chickens at the same time steam broccoli without aroma transfer and over/undercooking. Use the MISE.EN.PLACE program to have all of your different dishes ready to come out of the oven at the same time. With the hive of activity, UNOX considers safety and easing of fatigue through CHEFTOP MIND.Maps™ trolley ovens that allows loading and unloading trays of food quickly and safely. For assurance and to minimise downtime, UNOX offers a LONG.Life4 program where users can extend the guarantee on spare parts up to 4 years or 10.000 hours on-time.



COOKED FOOD STORAGE AND SERVING

Let's go back to the practice of vacuum-packing. Having proven useful in the steps of preservation of fresh ingredients and also cooking; kitchens can also seal cooked food for storage. For this process, the food needs to be blast chilled before sealing and returned to the refrigerator. Blast chillers typically cool down hot food to a temperature low enough to inhibit bacterial growth. These units are able to reduce temperature of cooked food from +70 °C (158 °F) to +3 °C (37 °F) or below within 90 minutes for safe storage and consumption.

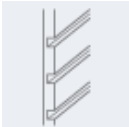
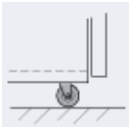
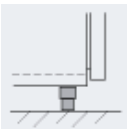
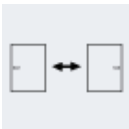
If time is of the essence, a unit to be considered can be IRINOX's EasyFresh because it is able to take all food whether at ambient temperature or immediately after cooking to ensure its quality with 4 cycles:

- **STRONG:** +3°C cycle uses the chiller's maximum power to rapidly extract heat from dense foods such as large cuts of meat, soup, sauces or fatty products.
- **DELICATE:** +3°C cycle chills food to +3°C at the core in a calculated process and is suitable for gentle things like vegetables, fish or rice and mousse-like textures.
- **DELICATE:** -18°C delicately deep freezes food and is suited for baked leavened products
- **STRONG:** -18°C rapidly deep freezes medium-large cuts to -18°C at the core, with air temperature reaching -40°C. Can also be used to stabilise ice cream.

Under strict testing of NF and UK standards, the IrinoxBalanceSystem® in its EasyFresh enabled the unit to chill or freeze the same quantity of food in both processes with its rapidity of heat removal increasing by 40%.² Understanding that thickness of food and quantities vary, the MultiRack® is an adjustable tray rack allowing distance between trays to be altered every 20mm in order to facilitate proper flow of air inside the chamber in optimum food quality.

For further safety, Sanigen® eliminates unpleasant odours and sanitises every part of the chamber, including the areas that are difficult to access for cleaning (e.g. the evaporator, etc.). After blast chilling, the food can be transferred to a regular refrigerator until time for service. To reheat vacuum packed food, the typical practice would be to immerse the entire bag into simmering water.

OPTION

	Multi Rack
	Portable Printer
	Castors
	Standard Feet
	Left Opening
	Sanigen®
	Water Cooled Condensation
	Air Condensation
	Remote Extra Silent Condenser
	Remote Condenser
	Remote Condensing Unit

In conclusion, cooking in a centralised setting can be demanding in term of procedure adherence. And we can consider the starting point to be important as it plays a role in the following steps. With vacuum packing getting more popular nowadays, we hope that you can better understand the benefits of this practice and weigh it out; alongside the other options for food preparation as mentioned.

²<http://www.irinoxprofessional.com/eng/linea-ef-prestazioni.php>

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Metos Futura HD Bratt Pan

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- *250°C frying surface*
- *Volume 100/150/200L*
- *Electric tilting to 90°*
- *Insulated and balanced lid*



Metos Blender Lid for Kettles

- *Blends soups and sauces safely and easily*
- *Handmixer connection on a special lid*
- *A special kettle mixer tool mixes product simultaneously*
- *Suitable for Metos Proveno kettles 40-100L*



Metos Marvel Pressure Steamer

- *Cooking in pressurised steam*
- *Easy to use touch panel*
- *2 independent cooking chambers*
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- *Removable GN guide rails*
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MKN: crafters of
FUNCTIONAL AESTHETICS



88

INFRICO: an intuition
for REFRIGERATION

MKN: crafters of FUNCTIONAL AESTHETICS



There are times that we buy into something purely to appreciate its visual beauty but look around the many things you own - most likely you bought them after considering its practicality, looks and how well it fits your style. If you are a Chef, cooking equipment will rank at the top and MKN knows your demands for a good looking kitchenware with high usability and is robust to boot. And the manufacturer spends much time in producing equipment *"that is not only functional but also - to put it bluntly - sensual"*. It believes that these stainless steel configurations; when done well, have its way of communicating with the Chefs and do their part in providing good food.

MKN Maschinenfabrik was founded by Kurt Neubauer in 1946 and with only 3 employees, the team specialised in making agricultural machinery. And being engineers and with a manufacturing facility in place; it could produce items according to various industry needs. As the years went by and through keen observation, the company made a decision to channel its expertise to manufacturing professional kitchenware. A call that proved to be a step in the right direction, looking at how MKN's brand is now trusted by Chefs all over the world. From an ice-cream machine and bakery machines, 1979 saw the first line of stand-alone appliances hitting the market.



TURNING UP THE HEAT...

Today, MKN is keeping a laser focus on presenting the market with premium thermal professional cooking technology. Its combi-steamers FlexiCombi and SpaceCombi are finding favour with the food preparation professionals. Be it on a catering scale, hotel banquets or independent outfits, these combi-steamers which can be combined with the modular appliance KÜCHENMEISTER and the FlexiChef are able to complete a kitchen and promises a smoothly integrated workflow for its users.



MKN COMBI-STEAMERS

The combi-steamer is an increasingly favoured equipment in commercial kitchens due to its intelligence that does not remove a Chef's expertise but helps one to work with less stress and focus on ideas instead of execution all the time. Saying that it is as easy as using your smartphone, MKN's FlexiCombi MagicPilot and SpaceCombi MagicPilot are fully touch screen operated so that Chefs transition with ease from phone to equipment. FlexiCombi's features include:

- **FamilyMix** - indicates which products are compatible within a particular cooking mode
- **QualityControl** - automatic quantity detection and adjustment
- **PerfectHold** - an intelligent process combining cooking, active cooling and holding in one application
- **FlexiRack** - optimum utilisation of cooking chamber to reduce cooking time and energy
- **DynaSteam2** - correct steam saturation provided according to product quantity
- **And many more...**

The SpaceCombi is the solution to conserve area footprint as it is only 55 cm wide with a capacity of 6 × GN 1/1 and 6 × GN 2/3 alongside features such as:

- Touch & slide operations
- GreenInside consumption display
- Insulated triple glazing door for low energy consumption
- Optional automatic cleaning system, integrated steam condensation and multi-level filter system

Both FlexiCombi and SpaceCombi are also available in Classic options for users who prefer manual operation methods.



FlexiChef®

Have hundred kilograms of food to cook on a daily or regular basis? This device enables chefs to prepare several ingredients of a complete dish which reduces the need for multiple appliances with the ReadyXpress function that cooks with fast build-up of heat yet gently reduces the pressure in the vessel to ensure that nutritional value and vitamins in food are not compromised. Meanwhile Turbo PowerBlock aims its power only where it is required and FlexiZone allows frying, cooking or deep-frying in up to 4 zones with individual temperature and time control for each zone hence improving efficiencies.



MKN: CRAFTERS OF FUNCTIONAL AESTHETICS

KÜCHENMEISTER

Every chef has a preference according to their menu and even their personality can come into play when it comes to their worktop. And MKN will tailor it to fit their nuances and some of the technical suggestions for more enjoyable cooking are handy emptying systems, warming cupboards and drawers, various configurations of handrails, seamless 3mm hygiene top plate, rest, add-on and fold-out shelves.



A Maker's Perspective

Each piece of MKN KÜCHENMEISTER is made to go the long haul and is tailor-made to cater for future customer requirements. Taking into account the everyday, all kitchen ranges are covered with 3mm of chrome-nickel steel for durability and designed without gaps or seams so that cleaning up is never a hassle. A seamless working surface makes it easy to move heavy cooking ware from one cooking zone to another. On the oven's side, users will experience efficiency in energy costs with triple-glazed doors that also achieve the highest standards of hygiene in catering.



Investing into MKN may not result in the most cost effective measures from the onset but it believes that customers will soon experience the benefits when they see that running costs end up considerably lower. On top of that, MKN equipment sets a benchmark for easy operations and safety

alongside designs that make optimal use of the available surface. An ideal partner for customers keen on playing their role in operating more sustainable and eco-friendly kitchens, MKN has the GreenTeam that comprises homegrown and foreign specialists who identify problems related to this aspect and assisting MKN to come up with solutions. The GreenTeam project received the ISO 14001 certification from the TÜV SÜD. Conservation measures begin from the production process itself where MKN implements a system that considers optimal protection of the environment through the efficient use of natural resources.

Each element of an MKN equipment comes only from its single 80,000m² facility in Wolfenbüttel, Germany. Not only is it the place where the company began, it is a sensible approach to enable its workforce of approximately 500 individuals to better facilitate the incorporation of new ideas and also enable swift response to any problems that might occur during production.



A company can build the most advanced cooking equipment in the world but without the vouching from its customers; nobody goes anywhere. Consistency is MKN's middle name and in almost every national and international hospitality exhibition, the familiar blue diamond-shaped logo of MKN is present - not only to inspire people to experience its technologies but to also engage with its partners in the relevant market. On top of that, its products have been on the winner's list of many awards recognising the innovative technology, design and its proficiency as a partner to the foodservice industry. Together with Chefs who create menus, MKN has successfully forged partnerships that will continuously ensure pleasant dining experiences for everyone. 🍴



www.mkn.eu

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INFRICO: an intuition for REFRIGERATION



The mention of Spain somehow brings to mind country - sides washed with the sun's warm glow. People basking by sunny beaches or simply going about life in its vibrant cities. No doubt it has its cold season but don't we often see Spain portrayed at its sunniest best? Now picture this; holding a bottle of cold drink during times like this? Cold holding vessels will always be demanded and for Infrico, bottle coolers were the first product to roll out from the company's manufacturing lines.

Previously working in the same refrigeration making company, four of its founders were keen to develop themselves professionally. In 1986, backed by their collective knowledge of refrigeration theory and technology, they embarked on a different path and started Infrico. Since it can be said that almost every foodservice business unit will need some form of cold solution, the entrepreneurs continued designing various items to cater to the market. Through constant communication between the commercial department and clients projecting the market's future needs, the manufacturer continued to expand its product line and today offers the market a vast range of cooling solutions:



BOTTLE COOLERS

- Chest Coolers
- Back-Bar
- Glass Door Merchandiser
- Glass Froster Counter
- Bar Display Case
- Hors D'oeuvres Exhibitor Plate
- Wine Cellar

TABLES

Undercounter Refrigerators / Freezers • Pizza Prep Table • Pizza Undercounter • Salad Undercounter

REACH-IN

Catering Refrigerators / Freezers • Pastry Refrigerator • Blast Chiller & Shock Freezers

SELF-SERVICE

Cold Tank & Cold Board • Bain-Marie • Gastrobuffet Table • Hot Table • Hot Distribution Trolleys

DISPLAY CASE

- Sushi, Fish And Seafood
- Refrigerated Pizza & Sandwiches Ingredients



Attractive gastrobuffet table

PASTRY DISPLAY CASE

Gelato Display • Lounge Bar Display Case



Having the facilities and expertise of about 400 personnel from around 12 delegations in national territory and 10 overseas has also brought in many insights on diversifying its product offerings. Alongside cold equipment, Infrico exports to 80 countries worldwide other equipment for the Horeca industry such as:

Combination ovens • ice makers • grills & griddles • glass/dishwashers • fermentation ovens • pizza ovens • slicers • toasters • fryers



Air Curtains for easy access to cooled items and better visual impact



Out on the field

A DECISION TO COMMIT

Clearly, the company is dedicated to perfecting the art of refrigeration yet not letting it limit their imagination. It is this idea that prompts Infrico to attend relevant international trade shows and fairs since 1990 to find out new trends, the evolution in equipment design and gain inspiration on how to improve their service to the industry. It commits to people and does work intended to satisfy the

experience of the final user; that is the customer of F&B establishments. To provide utmost support to its first-in-line customers, INFRICO's After Sales Service (SAT) team is always ready to advise, repair and deliver spare parts so that minimal downtime occurs. In relations to suppliers and clients, every input is taken in with seriousness and consideration that ultimately produces a high level and trustworthy business relationship.



INFRICO: AN INTUITION FOR REFRIGERATION

Being the first business in its country of the sector to be accredited by a management quality based on the ISO 9001:2008 regulations is reflective of its **commitment to innovation and quality improvement**. Among its accreditations include:

- Apparatus meeting requirements of the Directors of Council **DC2004/108/CE** (electrical Security) and **DC2006/95/CE** (electromagnetic Compatibility)
- Certificate of environment **ISO 14001:2004** complying with all legal requirements and also implementing policies to reduce the use of natural resources and improve recycling and residue management
- Certificate of Occupational Risks Prevention **OHSAS: 18001**
- Compliance with the **RoHS Directive** (2002/95/EC) concerning restriction of use of certain hazardous substances in electrical and electronic equipment above the agreed levels
- Compliance with the Regulation about Treatment of Packaging Materials that certifies all wood packaging has been heat-treated and meets the international standards for phytosanitary measures
- All equipment can incorporate a **HACCP** module for compliance with EC regulation no. 852/2004 (optional)
- Compliance with the **ETL Standard**
- **GOST Certificate** - a set of technical standards specified by Euro-Asian Council for Standardization, Metrology and Certification (EASC)

Infrico sits on a surface area of 101.000 m² shared by its production centre, offices and logistic hub. It is undeniable that operations will impact the environment but Infrico is aware of that and it pays special attention to achieving sustainability by means of correct administration of natural resources, the adequate processing of residues, as well as the recycling and the re-use of materials.

Manufacturing responsibly



From Europe to Americas, Infrico has also established a facility in United States of America and of course in another sun-affiliated city that is Miami. Operating for almost 3 years, equipment are brought over from Spain and its USA's facility has its own service network with access to over 8,000 certified technicians across the country. Making its presence in a country with great diversity in its food and beverage industry is in line with Infrico's projection that demand for refrigeration equipment will grow alongside the foodservice and hospitality sector. In only 30 years since Infrico made its first bottle coolers, it has successfully entered many markets through designing products with quality, functionality, ease of use, sustainability, energy saving measures, reliability and innovation. 🌱



www.infrico.es

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HIRING for KEEPS



HIRING for KEEPS



You walk into your favourite cafe, enjoy a good meal and a satisfactory level of service and you make a mental note to return. Two weeks down the road, something seems to be different - the food is not as you remembered, wait staff whose face you don't recall seeing previously and they aren't that efficient either. Familiar? Labour has and is always the bane of any industry but particularly so for hospitality and foodservice sectors. It is a true reflection of United Kingdom's industry where 365,675 people leave annually. Not just in the UK but it is a global problem. Otherwise, why would restaurants in China use robots to serve up food¹ and service drones are also being developed in Singapore to ease the need for manual labour.



A prototype of Infinium Robotics' service drones

Yet, people1st estimates that by the year 2020, there will be insufficient young people to meet demand of the hospitality and tourism sector. In recent years, migrant workers have become the go-to solution. However, many business owners do not have time to train them or simply expect them to learn on-the-job. Language barrier is another problem; leading to inability to engage with customers and many times customers end up having a less than satisfactory dining experience. Customers aside, high turnover affects businesses both visibly and less visibly.

The restaurant and hospitality industry has the highest staff turnover rate of any industry in the U.S. (The Worker Institute, Cornell University; US Department of Labor).

VISIBLE COSTS	HIDDEN COSTS
Exit	Loss of management time
Recruitment	Loss of knowledge, skill, expertise
Orientation	Missed business opportunities
Training	Lost productivity until new employee is adept
	Disruption to the team

According to people1st, it lies in the type of people F&B businesses hire²:

- 34% of hospitality workforce are under the age of 25
- 66% waiting staff and 60% bar staff are under 25
- 41% waiting staff and 25% bar staff are full-time students
- 6% do it as a secondary job

How can business owners respond to this issue of manpower and retaining people who are integral to your business' sustainability? Here are some suggestions that you can think about to hire and retain workers well.

¹<http://www.bbc.com/news/world-asia-30460737>

²People1st. Hospitality and tourism - Creating a sustainable workforce



AGE IS JUST A NUMBER

To a certain extent, that is. Conventionally, retirement ages hover around 55 years old but many retirees are still physically fit and would want to do some work. Many governments have since increased the age limit and in United Kingdom, mandatory retirement age have been phased out. Having said that, it is of course employer's discretion as work in F&B can be physical in nature and of long hours. The Age Smart Employer Awards program spoke to some employers on the reasons why they would employ mature workers.

- They are less transient. The US Bureau of Labor statistics found that the median tenure of workers ages 55-64 in all industries was more than 3 times for workers ages 25-34.
- Matured workers tend to understand work as something greater than themselves. They can become connected to the business' mission which ultimately reflects on their work performance and ethics.
- *"We have older servers who do really well because they have great character and make it a good experience, and young people who don't have the personality to win over guests"* (Jeremy Merrin, Havana Central)



RE-DESIGNING ROLES

One of the factors contributing to staffing problems is the short-term positions. Although part-time jobs can work for both employees and employer, it also creates a void of uncertainty. Most people are able to handle more than one task at different times so think of how you can introduce multi-skilling thereby creating full-time positions.

This can help improve retention rates as these jobs can give employees a better income while the business keeps its existing skilled workforce and redirects training budgets to upgrading of skills. For example, revise contracts to permanent basis but even it out such as putting in more work during peak periods and less otherwise. It gives some sense of security to employees and thus motivating them to stay.



THE WORKPLACE AURA

Take some time to observe your team - is there an air of friendliness, openness, a time for laughter or genuine appreciation and respect for each other? Simple really, happy employees feel a sense of ownership. And it starts from the top. Age Smart Employer found that many of its interviewed businesses frequently spoke about being a family. To treat each employee as an individual, to understand their strengths, interests and needs and provide them a role as close as possible to their true self. On top of the usual employee benefits; celebrate special occasions, recognise their achievements and compliment them.

Accord the team trust (again, this must be done with great observation and wisdom); for example Peter Pan Donut and Pastry Shop allows employees to swap shifts without prior permission. *"I told them I don't care who works as long as someone shows up"*; said owner Donna Siafakas.

Although we can automate many areas, it is still essentially a people-industry and the human touch is important to keep it alive. Think about it, even if robots ran the place, you'd still need people to operate the machines; at the very least. And surely you want to keep the good ones?

****Recommendations for workforce retention were excerpted from articles by:**

- **people1st** - "Hospitality and tourism - creating a sustainable workforce" and "Will recruiting younger workers soon become a thing of the past?"
- **Age Smart Employer** - "Employees that last, Restaurants that last" How NYC Food Service Businesses Hire and Retain the Workers they Need.

Images from Flickr.com credited to rafa_luque, Kerwin Chang.
Image of service drone credited to Infinium Robotics.





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