

ALI WORLD

INTERNATIONAL

THE ALI GROUP MAGAZINE

ISSUE 11 | OCTOBER 2023

TEAMWORK MAKES THE DREAM WORK

Moffat and Green Design
Group breathe life back
into Balgownie Estate

TO INFINITY AND BEYOND

TORRE DEL SARACINO'S SEARCH
FOR PERFECTION FINDS A WINNING
PARTNERSHIP WITH COMENDA

LUXURIOUS, ETHICAL, SUSTAINABLE

GRANDIMPIANTI'S 360-DEGREE
SERVICE FOR HORTO


GROUP



In its "second life" Balgownie Estate was supported by Ali Group company Moffat, plus commercial kitchen and bar designers Green Design Group



Welcome to the eleventh international edition of *Aliworld*

I trust that you are doing well and that your businesses are prospering. While it sometimes seems a long way back to the pre-pandemic "normal," we see many encouraging signs. Supply chain issues are easing overall; operators and designers continue to reach new heights of creativity with innovative menus and designs; and most importantly, consumers are getting back into the habit of dining out and traveling. While we still face significant headwinds — such as the difficulty in finding and keeping skilled labor — the outlook for the industry is brighter than it has been in several years.

In this issue, we have again strived to provide you with useful information and success stories to help you run your operation more efficiently. Artificial intelligence and robots are two of today's "hot topics" for foodservice and this issue has a roundtable wherein some of our top executives look at how AI and robotics are currently affecting foodservice (and our products), and where these technologies may go in the future.

In our cover story, we show you how an elegant restaurant in Australia is recovering not only from the pandemic but also from a devastating fire. It's a true story of a phoenix

rising from the ashes. The other stories in this issue will give you a taste of how Ali Group companies are working in all the various segments of the foodservice industry. For example, tomorrow's chefs are being trained at The Food School Bangkok and the next generation of bakers is learning at the Claire Clark Academy in England. In Italy, upscale food is being served in a restaurant situated in a 1,300-year-old tower. A hospital in The Netherlands is becoming more sustainable while saving costs at the same time — simply by selecting the right dishwashing equipment. And finally, the pandemic gave a restaurant in Israel the impetus to totally rethink its cooking processes and equipment.

It has been a year since the Welbilt group of companies joined the Ali Group. During that year, I am proud to say we have seen more and more of our companies working together to offer our clients the most complete foodservice equipment packages available anywhere. As an example of that, the interview with Leonard Lam on page 6 details some of the ways this collaborative effort is working in the Asia Pacific region.

I'd also like to take a moment here to congratulate seven of our companies who are celebrating important anniversaries in 2023 and 2024. Delfield celebrates its 75th year in business, while Friginox, OEM and Rendisk all turn 50 years old. Inducs, Kromo and Koldtech are celebrating their 25th anniversaries. All these companies have found success by listening to customers and delivering solutions to help them run their businesses better.

I was delighted to reconnect with so many of you at the various trade shows and fairs over the past year, including Sirha Lyon in Lyon, France, and The NAFEM Show in Orlando, Florida. I hope to have the opportunity to see many of you at HostMilano and if not there, at some of the upcoming events over the next year such as Sigep in Rimini, Italy; Internorga in Hamburg, Germany; the National Restaurant Association Show in Chicago; FHA HoReCa in Singapore; and GulfHost in Dubai. On behalf of myself and all of us at the Ali Group, my best wishes for a happy and prosperous 2024.

Filippo Berti
Chief Executive Officer, Ali Group

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01

Growth

ALL WELBILT AND GOOD

Many restaurant chains in Asia want to expand to take advantage of the opportunities beyond their national borders, but don't know where to start. **Leonard Lam**, managing director for Welbilt's Asia Pacific region, explains how the company can act as a conduit to help national operators scale, while keeping rent, utility, and labor costs down

Asia-Pacific is a region ripe with opportunities for restaurant owners. According to Euromonitor International, consumer foodservice in the Asia Pacific region will grow 8.7% over the next five years.

In China, the government is placing greater focus on – and investment in – homegrown innovation and domestic market development via its “dual circulation” economic strategy. Meanwhile, Southeast Asian markets like Thailand and Indonesia, which rely heavily on tourism, are bouncing back from the pandemic, and bringing demand for new foodservice concepts with them.

National chains built in Asian countries want to expand to take advantage of the opportunities arising in the wider region. But many only have intimate knowledge of the market in which they already operate, which is where a partner such as Welbilt® comes in.

“There are many local restaurant chains that are growing - and growing very rapidly,” says Leonard Lam, managing director for Welbilt's Asia Pacific region. “They're strong in their home country but they don't know how to leverage their national success to grow internationally.”

With offices and Customer Experience Centres in three Asian countries – Singapore, India and China – and a whole portfolio of global foodservice equipment brands for operators to choose from, Welbilt prides itself on acting as a conduit to help local restaurant chains scale. Jollibee, which ▶

“There are many local restaurant chains that are growing very rapidly. They're strong in their home country but they don't know how to leverage their national success to grow internationally”

Leonard Lam





originated in the Philippines, for example, has expanded to Europe, the Middle East, and the U.S. with their help, while Indonesian fried chicken brand Richeese™ (see page 22) is currently in the process of growing into Malaysia and China.

“As these brands grow to new countries, they need a reputable partner to work with,” Lam notes. “We have a network of channel partners across the region that can support them, so they don’t have to recreate the wheel each time they enter a new market.”

The complete package

One of Welbilt’s key selling points is the completeness of its service; the company provides reliable equipment across the entire gamut of foodservice requirements - from combi ovens, speed ovens, fryers, pizza ovens, to blast freezers and chillers. Although, laughs Lam, if he’s honest, the company became truly complete after its acquisition by Ali Group in 2022, when they added five Ali Group brands into the mix: Ambach, DIHR, Icematic, Tecnomac and Silko.

“We prided ourselves on being complete but actually we were not that complete,” he admits. “We didn’t have dishwashing, we didn’t have blast chilling, we didn’t have ice because we had sold Manitowoc Ice as part of the acquisition. We were also short of European-style horizontal cooking. Those five brands really filled those gaps in our portfolio so now we can truly say that we cover all facets of the kitchen, from front- to back-of-house, addressing customer needs that previously we couldn’t.”

In July 2022, Welbilt shifted the distribution of all products to a new facility

in Hangzhou. This also included the transfer of manufacturing of brands like Crem™ and Frymaster® for the local market and export. “It’s very important to us that we produce equipment for the Asian market in Asia,” Lam says. “We want to be close to the market. We want to be manufacturing products that are suitable for the market and this approach also limits freight and logistics challenges.”

While Welbilt’s customers were initially nervous that the shift would disrupt ongoing projects and deliveries, the joint project team that was set up to manage the transfer made sure the transition was as smooth as possible. “Customers didn’t care that we were moving factories. They just wanted to make sure they received their products,” Lam says. “Despite the challenging situation with ongoing Covid impacts, supply uncertainties and a tight schedule, we managed it with almost zero disruption to our customers.”

Addressing operators’ pain points

Operators choose their brands not just for the sake of offering a complete service, but also to make sure its products - whether implemented individually or as part of a package - address the key pain points foodservice operators in the region are facing today: rising rent and utility bills, combined with labor shortages.

“Operators have limited space, so instead of having four pieces of equipment, they want to know if they can do the job with one or two,” Lam notes. “It’s important to offer multi-purpose equipment for this reason so the kitchen takes up as little space as possible, leaving more space for customers.”

Welbilt strives to use automation in a



“ Operators have limited space. Instead of having four pieces of equipment, they want to know if they can do the job with one or two. It’s important to offer multi-purpose equipment ”

Leonard Lam

way that helps operators limit the amount of labor they need. “We want them to use people for value-added processes rather than processes that can just as well be automated,” Lam notes.

Resource efficiency is another enormously important consideration. “Foodservice operators want to know more about how their kitchens are performing so they can control their utility costs, whether that’s energy, water, chemicals or oil,” Lam explains.

To this end, the majority of Welbilt’s equipment is digital-ready right out of the factory. It can then be linked up with Welbilt’s KitchenConnect® platform, which brings together all the data from the different pieces of equipment in a kitchen to give operators insight into how the equipment is performing

and where they can save resources, time, and money. Multi-purpose, energy-efficient equipment coupled with relevant and timely data from KitchenConnect addresses the operators’ main pain points. “We call this FitKitchen®,” says Lam.

With a complete product offering and a solid manufacturing base in Asia, Welbilt is better positioned than ever to help local restaurant chains not only continue to operate efficiently in a challenging market but take advantage of the fast-expanding opportunities across the region. ■

Above: Welbilt has offices and Customer Experience Centres in Singapore, China and India

BRAND WATCH



1929

Welbilt’s industry knowledge and insights stretch back nearly a century, from the original founding of the Hirsch brothers’ Welbilt Stove Company in 1929

28

Number of brands worldwide

4,000+

Number of employees globally

5

Following its acquisition by Ali Group in 2022, Welbilt was able to add five Ali brands into the mix in Asia Pacific: AMBACH, DIHR, ICEMATIC, TECNOMAC and SILKO

welbiltasia.com

01 Growth

BRINGING VALUE WITH VERTICAL VENTILATION

Technological innovation, attractive design, reliability, and great customer service are helping V AIR in taking the slush machine one step further

Clark Associates is the largest foodservice equipment dealer in the U.S. What makes it unique, however, is that over 90% of its sales come from its e-commerce website, webstaurantstore.com.

Over the years Clark has built this platform into one of the internet's premier sources for restaurant equipment, supplies and knowledge. It has been working with V AIR for the past two years.

"We saw the potential to grow our cold and frozen beverage segments with its machines. To this day we remain impressed with both the quality of product and service V AIR provides,"

says Reeves Connolly, director of procurement, furniture & fixtures at Clark Associates. "The overall quality and design are what really stand out about the V AIR product. Since working with V AIR, customer feedback has been overwhelmingly positive."

Reliability and performance

Connolly also praises the V AIR team. "They are knowledgeable, responsive and helpful."

Andrea Occari, CEO of V AIR, proudly admits the company's origin lies in listening to its clients. "We developed the vertical ventilation system to meet the need of maximizing available space that a business has."

The CLASSIC slush machine progressively gained its foothold in the market due to its reliability and performance. "We began to implement the vertical ventilation and the new vision to the development of the machines that complete our range: the DREAM machine, our high-capacity slush machine; the COOL machine, our cooler line; and the SMART slush machine, which improves on its predecessor," explains Occari.

The CLASSIC is V AIR's first application of vertical ventilation, made to take the slush machine one step further. "It has allowed us not only to solve the problem of lack of space, but it has also allowed us to improve the



Above: Reeves Connolly, director of procurement, furniture & fixtures at Clark Associates; Right: Andrea Occari, CEO of V AIR



“The overall quality and design are what really stands out about the V AIR product. Customer feedback has been overwhelmingly positive”

Reeves Connolly, Clark Associates

performance of a type of machine that seemed at a standstill," says Occari.

"For example, it has allowed us to improve the performance of the engines, reducing the number of technical problems; to shorten the time it takes for the machine to freeze the product, allowing significant energy savings; to design more user-friendly machines – easier to know, use and clean."

Products of the future

V AIR is still innovating; it is developing a machine that can work effectively with carbonated product.

"Our goal from the beginning has been to manufacture the entire range of machines that a business dedicated to frozen and cold drinks may need: cold drinks, uncarbonated slush, carbonated slush and frozen cocktails," says Occari.

"We want to be the first company capable of covering all the needs that a business in this sector may have." ■



FREEZING IN A COLD COUNTRY

Laguna Produkter AS is a frozen drink/slush company in Norway. It produces

slush concentrate under the brand name BrainCooler®. Such is the reputation and quality of its products that in Norway people don't drink a slush, they drink a BrainCooler.

"Being a player in the frozen drink/slush category, from one of the coldest countries in the world, is fairly unique," says Christian A. Faureng, CEO, Laguna Produkter. "We were first introduced to the CLASSIC machine in 2018/2019, when we had the opportunity to test a few different prototype machines in-house. For us, it was a revolutionary development for slush machines. The most interesting point with the CLASSIC machine was the reduced freezing time."

Faureng has found working with the V AIR team to be "both rewarding and inspiring."

"Even though we are a fairly small market, our concerns and suggestions are taken seriously. We value the company's ability to quickly turn around, adapting to unforeseen circumstances or customer wishes," he says. "Participating in events hosted by V AIR has helped us become the category leader in our market, through best-practice sharing, interaction with other customers of V AIR, and market visits from the V AIR team here in Norway."



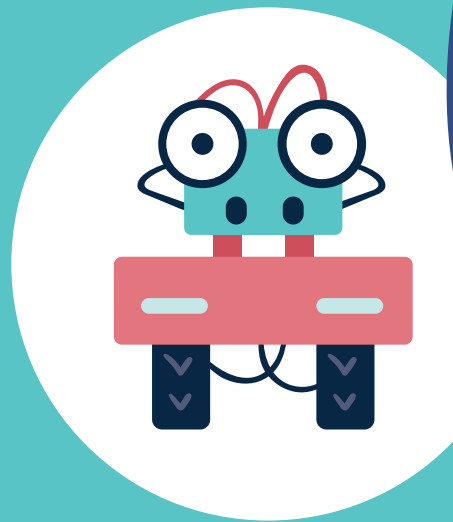
75%
faster defrosting process

1st
company to patent vertical ventilation system in the beverage sector

100%
use of available space. No distance clearance needed
v-air.es

02

Trends

Automation
for the people

At this year's National Restaurant Association show in the U.S., there were more automated and robotic systems on display than ever before. Elly Earls catches up with foodservice consultant **Juan Martinez** FCSI and executives from Ali Group brands Convotherm, Merrychef and Rendisk to find out how automation is changing the game for their customers – and why it is not just a flash in the pan

Automation in foodservice is nothing new. Back before even dial-up internet became the norm, now-foodservice consultant Juan Martinez FCSI was sitting down with his Burger King colleagues to draw up a patent for a "Fast Food Drive-Thru Video Communication System," a combination of video monitors, mirrors and a remote-order station, complete with a "glare baffle" to ensure the patron always had a clear view of the screen. It remains in the U.S. Patent and Trademark Office's 1992 archives until this day.

Around three decades before that, engineers at American Machine and Foundry's (AMF) Central Research Labs in Stamford, Connecticut, released a video detailing their fully automated fast-food restaurant system. It pioneered the concept of automated ordering and inventory management as well as electronically controlling the machinery that prepared, cooked, and packaged food items including flame-broiled hamburgers, french fries and soft drinks.

"Watching the video [which can be found on YouTube by searching 'Automatic Hamburger

Machine'] is amusing now, but it goes to show it's not a new concept," says Martinez, who, prior to launching his own consultancy Profitality, led the research and development team at Burger King. "Now we're using newer, smarter technology, but 30 years ago at Burger King, we were working on many automated devices, including fryers, automated assembly stations and customer-operated terminals," he says.

What has changed, he says, is the numbers being plugged into the ROI equation. Thirty, 40 or 50 years ago, the average wage for a hospitality employee was significantly lower than it is today, meaning achieving ROI for an automated system was much more challenging. Now that labor costs have skyrocketed, payback is possible. "Back then, our efforts stopped, maybe for the right reasons, maybe for the wrong reasons," Martinez recalls. "But there's no doubt it's been coming for a long time."



THE PERFECT STORM FOR AUTOMATION

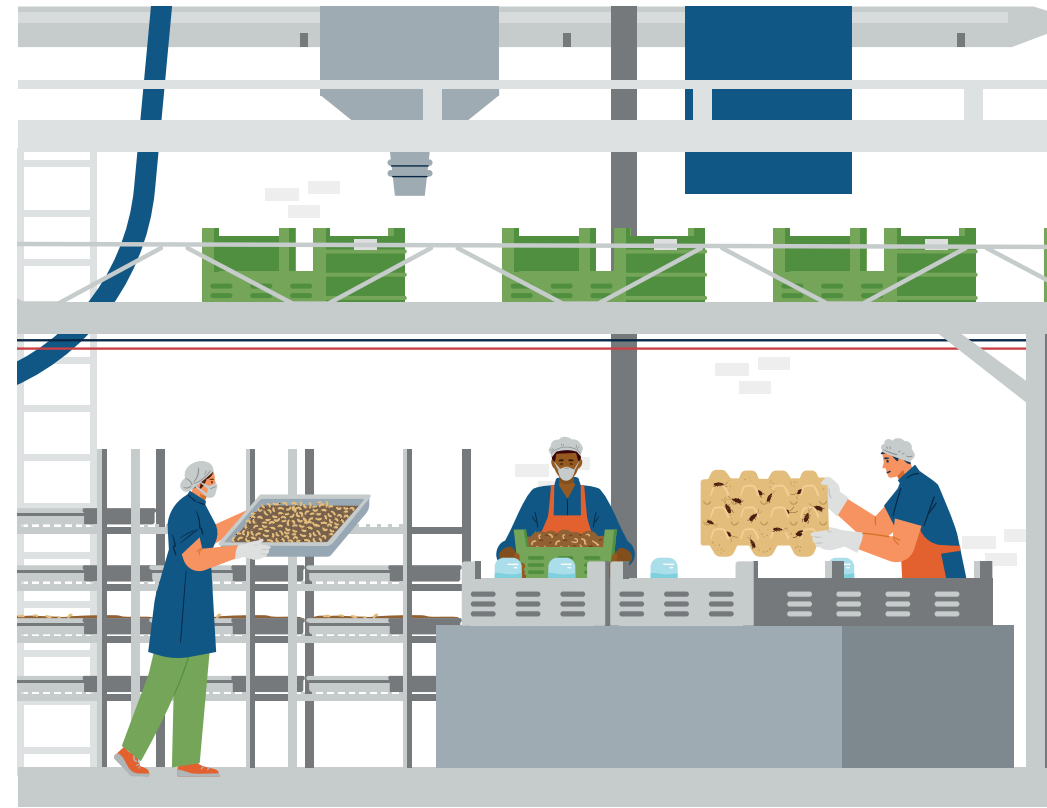
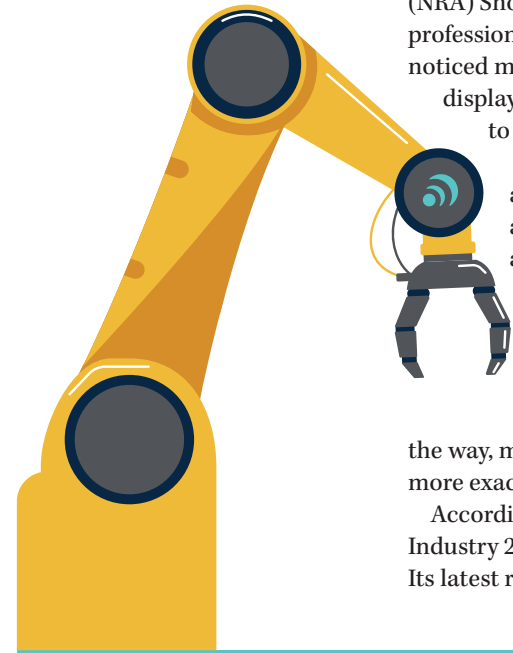
This year, at the National Restaurant Association (NRA) Show, the largest gathering of foodservice professionals in the Western hemisphere, Martinez noticed more automated and robotic systems on display than ever before, from drinks dispensers to fryers to combi ovens, and much more.

There has been much recent talk amongst industry professionals, too, about Sweetgreen's long-awaited, fully automated "Infinite Kitchen" restaurant, which, the company said, is expected to cut labor costs in half while boosting throughput. A "frictionless experience," bowls are moved down a conveyor belt with guest selections being added along the way, making the process faster and portions more exact.

According to the NRA's State of the Restaurant Industry 2023 report, this is only the beginning. Its latest research revealed that quick-service

restaurants (QSRs) expect 51% of tasks will be automated by 2025. Even their higher-end, full-service counterparts believe 27% of their work will be handled by technology by that point. Overall, 58% of operators are convinced technology and automation will become more common in their respective segment this year, with 64% of fast-casual operators and 59% of QSRs saying it will help them with the workforce shortage.

"A lot of operators are saying they are not going to use automation to replace people; they're going to use it to enhance what employees do so they can provide better service," Martinez says. "That's the politically correct answer. But the reality in the States is that finding the quality of employees you're looking for is getting very difficult and on top of that it's getting very expensive. Automation has to have a payback, and as employee costs get higher and higher, that payback gets closer and closer. It's the perfect storm for automation."



“A lot of operators are going to use automation to enhance what employees do”

Juan Martinez



Top: Convotherm's award-winning ConvoSense technology;



Merrychef is drawing on AI with its automated panini press and programmable menus



BOOSTING THROUGHPUT

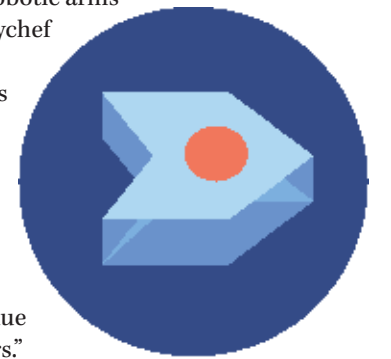
One point that can get forgotten is that automation is not necessarily only about reducing labor costs. As Sweetgreen bosses are hoping to demonstrate, it can also help operators increase throughput. They're not the only ones. "If you add an automated drink dispenser at a drive-thru, for example, the employee at that window can process more customers and the business can increase sales with the same number of employees," Martinez says. "Instead of 60 cars, maybe you can do 70 in an hour and that's huge. The best way to boost the bottom line is to increase sales. Yes, you want to reduce costs, but let's not be foolish and do that at the expense of sales. You also have other benefits including employee safety, food quality and consistency. There are so many variables that all come into play."

This was certainly the thinking behind the development of Convotherm's ConvoSense technology, which was awarded the Kitchen Innovations Award at this year's NRA Show. The award celebrates back-of-house innovations that improve operations and generate growth through advances in automation, sustainability, efficiency, space saving and more.

Convotherm's maxx pro combi-oven is the first to be kitted out with artificial intelligence (AI) vision-sensing technology, meaning that all employees need to do is place the food inside. Then their work is done. As Convotherm's director of product management Arndt Manter explains, "The AI recognizes this, understands which item was entered into the oven and on which level, chooses the right cooking or baking profile and, as soon as the door is closed, the cooking or baking starts," he says.

"Automation to us means taking away pain from the user and supporting them to the max. Using this system, operators can increase efficiency by speeding up processes and guarantee top results consistently day by day. Clients reported that due to the freshness and consistent food quality, sales revenues increased by 25% or even more."

Merrychef is drawing on AI to change the game for customers with its automated panini press and programmable menus. "Going faster is what Merrychef is about but that means much more than just robotic arms to us," says Merrychef product director Adam Sajjad. "It's the automation of processes and labor-intensive tasks, which speeds up delivery and provides true value for our customers."





WORKING WITH ROBOTS

Foodservice operators are also calling for more automated systems further behind the scenes. Rendisk, which provides dishwashing and food waste solutions for professional kitchens, rolled its Flex TrayBot system off the factory line around two years ago, ready to demonstrate it at HostMilano.

The "cobotic" conveyor belt system calls on the combined talents and capacity of humans and robots to carry out its tasks. First, trays of dirty dishes are taken by a robotic arm from a trolley, before being automatically transported to a sorting area. There, staff members can stand comfortably while removing the dirty dishes and placing them into baskets. They then push the baskets onto the basket conveyor to be taken onwards to the dishwashing machines. Cutlery remains on the original tray, where it is later automatically removed by magnets.

Rendisk is seeing growing demand for

the system from business and industry (B&I) restaurants, universities and hospitals, where, says Art Huisjes, international sales manager, Rendisk, operators are increasingly changing mindsets and looking for better ways to handle repetitive back-of-house tasks. The benefits are threefold. "Better conditions for staff reduce injuries, the system reduces costs associated with breakages and its efficiency means fewer man hours are required."

Martinez has recommended

robotic systems to clients for the part of the post-meal process just before Rendisk steps in: carrying dirty plates to the dish room. "Employees don't have to leave the dining room, which gives them an opportunity to engage with customers better, perhaps by upselling or bringing them a drink. By releasing labor from doing something that is not customer service, I can put them in front of the customer to drive more sales," he explains.

“The accuracy of the system reduces costs associated with breakages”

Art Huisjes, Rendisk



The Flex TrayBot from Rendisk features a cobotic conveyor belt system



Juan Martinez believes the adoption of the most state-of-the-art automated systems is going to be slow

SLOW AND STEADY

His question to clients who are looking to invest in any sort of automated system – robotic, cobotic or otherwise – is why? What are you trying to resolve? What are the options to resolve it? How much work does it take from your employees? Is there a payback? "It has to have a return on investment; otherwise restaurants become charities," Martinez warns. And they mustn't lose sight of the basics. "You want to be efficient and that means keeping the menu and processes as simple as possible."

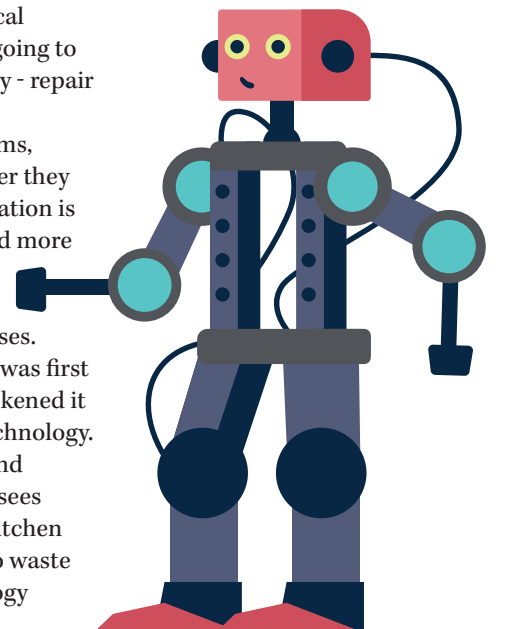
Looking ahead, he believes the adoption of the most state-of-the-art automated systems is going to be slow. "The operators who will be able to benefit first at the big chains as suppliers will want to partner up with brands that have wherewithal, capacity and funding," he predicts. "The mom and pop stores will have to figure it out along the way." He thinks the biggest wildcard as automation really starts to take hold will be the repair and maintenance bill. In addition, more technical training will be required for staff. "They're going to have to be much more technologically savvy - repair people essentially," he believes.

However, the benefits of automatic systems, according to Manter, mean there's no danger they will be just a flash in the pan. "More automation is essential as it provides answers to more and more urgent questions operators are asking around everything from staffing issues to consumption of energy and water," he stresses.

He recalls when ConvoSense technology was first rolled out in Germany in 2020, customers likened it too science fiction rather than common technology. Now, he says, it has become an accepted, and welcomed, reality. In the years to come, he sees AI becoming integrated across the entire kitchen process – from food entering the kitchen to waste disposal and cutlery cleaning. The technology already exists. It's only a matter of time. ■

“You want to be efficient and that means keeping the processes as simple as possible”

Juan Martinez



03

Success stories

School of thought

Collaboration is at the heart of The Food School Bangkok, a unique project that opened in Asia last year, as school director **Laurent Casteret** and Allied Metal's **Kurniadi Setiono** outline



A cross-border and cross-company venture, The Food School Bangkok is a mix of education and entrepreneurialism, offering an ecosystem that allows students to first learn and then try out their own concepts on the public.

Laurent Casteret, director of The Food School Bangkok, was in charge of overseeing the multi-layered collaboration. "We are working with three different schools: one in Italy, one in Japan and one in Thailand," he explains.

The partnership with Alma, the school of Italian culinary arts; Japan's Tsuji Culinary Institute; and Dusit Thani College, one of Thailand's premier hospitality management institutions, is a different proposition in the world of culinary education. "It is quite an exciting project and it's a really beautiful school," he says.

Added to the complexities of a multi-partner project was the fact that the building that houses the school was not constructed with commercial kitchens in mind.

"The biggest issue at the time was that you had to combine three different global players in education in one limited space that wasn't designed for kitchens. It is a compound close to the university, designed for regular offices and we took it and designed it to be a school," says Kurniadi Setiono, principal designer with Allied Metals who took charge of the commercial kitchen design. "We had to consider how to control the flow of students, the flow of employees, and the flow of raw materials."

They managed and the school opened last autumn, first to short courses and then to the first cohort of students undertaking the three levels of the curriculum, each of 200 hours.

The school has partnered with a range of equipment manufacturers, including Ali Group's Ambach, Carpigiani, Eloma, Olis and Williams.

"It was an honor to assist the design team at Allied Metals, a long-time partner of Eloma, and their consultant for this project at an early stage," says Volkmar Rau, senior sales manager of Eloma GmbH. "We identified our Multimax combi steamer as the ideal choice for The Food School. With the Multimax, Eloma offers a high-performance combi steamer designed to meet the needs of professional chefs. Combined with the

options of our Multi-Eco condensation hood and an inverted cabinet, we were proud to offer the best solution for their kitchens."

Three floors, three cuisines

The school is made up of three floors, each measuring 1,000 square meters and each with its own culinary identity.

The ground floor works as an incubator space, featuring eight fully equipped kitchens along with a bakery space. "This is a space used for the development of food concepts; there is a dining area where the public can come and try the food. We will also be holding training for young chefs and entrepreneurs, so this area is not only for students. We are open to anyone who wants to rent the kitchens," says Casteret.

"In this training and preparation space Olis provides its most iconic equipment: gas burners. They allow chefs to use their creativity while Olis deal with guaranteeing reliability and a consistent performance," says Luca Calgaro, area sales manager, Olis.

The second floor is occupied by kitchens where Asian cuisines – Japanese and Thai food – are taught while the third floor is dedicated to Italian cuisines, mainly pastry and culinary arts. The third floor is where students will find ice cream making equipment from Carpigiani. The ReadyChef from Carpigiani has been selected for its versatility, which allows The Food School's pastry professor Enrico Nativi to make not only gelato but other varieties of pastries.

"It is a fabulous machine that will enable you to prepare not only gelato but many other recipes such as pastry cream, sauces and toppings and yogurt. With reference to the gelato programs, you have also the opportunity to choose the heating and freezing, or the heating and ageing and freezing program," says Antonello Ugliono, business development manager, Carpigiani.

When the students finish learning in the kitchens, they can launch their concept on the ground floor. "It is simply a unique project," says Casteret. "The great thing is that the students are in direct contact with the professional chefs on the ground floor."

Supporting partners

Setiono says the team deliberately took a different approach to how they would normally design a ▶

“ It is simply a unique project. The great thing is that the students are in direct contact with the professional chefs on the ground floor ”

Laurent Casteret
The Food School Bangkok



Top: Antonello Ugliono, business development manager, Carpigiani. Below: Volkmar Rau, senior sales manager, Eloma



“ We developed it here in a way that teaches the students how to collaborate. We designed one big cooking block so students can learn together, and they learn as a team ”

Kurniadi Setiono
Allied Metals



With eight incubators at The Food School Bangkok, it's a unique formula that only some prestigious colleges possess. This provides a functional kitchen for short periods at a modest price to ensure those who want to simulate a new business can test it before investing in a restaurant. Bottom left: Hunter Reynolds, regional director APAC and Australia, Ambach

kitchen. “Normally one student has their own cooking block, no matter where you look in the world,” he explains. “We developed it here in a way that teaches the students how to collaborate. We designed one big cooking block so students can learn together, and they learn as a team instead of individual development. When they finish school, they can't always expect to get their own equipment. They have to collaborate with others, so that is just the way we teach them.”

As an educational building every detail has been considered. In addition to the expansive learning zones, there are common areas for group work and study, demonstration kitchens equipped for Asian and western cuisine, capability for video live streaming, recording sessions and upload for students to view and a vertical hydroponic farm.

Setiono says a great deal of thought went into selecting the adequate equipment from manufacturers, with energy savings being a priority. “Considering a financial long-term situation, we calculate that energy is the biggest cost in a kitchen set-up. In ten years 64% of costs will go on energy alone. If you go for cheaper equipment, yes of course investment is lower, but your energy costs are much bigger,” he says.

“We looked for a partner that could support us in energy savings. Williams supports us very well in terms of energy savings. We also collaborate with Ambach and they are very supportive. The Olis team worked with us very well on the Asian cooking blocks. Carpigiani supported us with ice cream classes in the pastry section. It has been very collaborative. They all support us very well.”

Allied Metals Thailand were looking for a seamless cooking block with operations from both sides. As Ambach and Allied have been working together for over 20 years they knew that Ambach has double-service cooking blocks in its large range of equipment,” says Hunter Reynolds, regional director APAC and Australia, Ambach.

“Alma had specific requirements that had to be met with pass-through equipment, such as ovens and undercounter refrigeration, all possible to access from both sides. This was made possible due to the Ambach Double Modular Design – or DMD for short. With this advanced system our customers are able to have the equipment choices they want in the positions in the kitchen that they want.”

With more batches of students joining and the early cohorts moving up to the next level, it is safe



to say that The Food School Bangkok is a success. “The fact we are a multi-branded international school makes it quite popular. Look around Europe and you mostly have a lot of French cuisine schools. In Bangkok we are the only place in Asia where you can have an Italian curriculum and a Japanese curriculum. “Unless you go to Osaka in Japan, we are the only school in the region providing these cuisines,” says Casteret. “Italian and Japanese are also the most popular cuisines in Thailand at the moment. “Lots of people are interested in learning how to cook these cuisines,” adds Casteret, who says he hopes to add to those in due course. We act as a platform. At the moment we are working with three schools but if we had the opportunity we would also work with other schools, like Spanish cuisine.”

The challenging project has yielded successful results, celebrated by Setiono. “Collaboration is very successful here. People from three different parts of the world – from Italy, Japan and Thailand working together,” he says. “We are also lucky to have support from suppliers who are interested in this project.”

The manufacturing partners were delighted too with the collaboration on a special project. “It was our great pleasure to work closely with Alma, Allied Metals and The Food School to give the students at Alma a well-planned and versatile kitchen,” concludes Ambach's Reynolds. ■

BRAND WATCH

ambach
ambach.com

CARPIGIANI
carpigiani.com

eloma
eloma.com

OLIS
weinnovate cooking
olis.it

williams
williams-refrigeration.co.uk

03 Success stories



When Indonesian fried chicken chain Richeese Factory decided it was time to test the water outside of its national borders, they called on kitchen equipment provider Welbilt to provide support. Richeese Factory's chief operation officer **Kenny Chong** explains to Elly Earls how working closely with Welbilt has eased the brand's expansion into Malaysia and how the two companies plan to intensify their partnership in the years to come



Frying high

Since the launch of the first Richeese Factory fried chicken restaurant in a mall in West Java in 2011, the fast-food chain has scaled rapidly in Indonesia. By 2015, it had grown to 49 stores and by 2019, there were

162 outlets across the sprawling archipelago, everywhere from the tourist hub of Bali to the city of Banda Aceh, which is also known as the "doorway to Mecca" due to its location at the westernmost tip of Indonesia's westernmost island, Sumatra.

Richeese Factory is far from the only fried chicken QSR chain in Indonesia, but it sets itself apart from its competitors with its five different potencies of BBQ sauce, from mild to extremely spicy, as well as its cheese dips, something offered by few QSR chains in the region, and, most recently, its newest novelty dish: ice cream fries.

The chain's target is to reach 259 stores by the end of 2023, not just in its home country, but across Malaysia, where it has already opened three outlets and has plans to launch seven more in the coming months. "Our stores have always been

busy, and we have experienced huge demand," says Kenny Chong, chief operation officer, Richeese Factory. "This has now garnered interest across the region and we have received many enquiries from operators in other countries who want to franchise our brand." In the next three years, Richeese Factory plans to expand to China, the Philippines and Singapore at a rate of 100 new restaurants every year.

A complete solution

For the past six years, Welbilt®, which has a strong presence in the Asia Pacific region, with offices and Customer Experience Centers in China, India, and Singapore, has been at Richeese Factory's side as it has expanded across Indonesia.

"We started working with them to supply Frymaster® fryers," recalls William Fletcher, VP of sales for the South East Asia and Australasia region at Welbilt.

"They had realized that if they wanted to scale their business, they needed a fryer that could cook consistently each time and deliver the same results. After numerous tests, Frymaster surpassed the competition and they decided to go live with us. Not only did we have the



Kenny Chong, chief operation officer, Richeese Factory, is overseeing the chain's ambition to reach 259 stores in Indonesia and Malaysia by the end of 2023



“ We pride ourselves on having the ability to communicate across the various cultures in Southeast Asia ”

William Fletcher



William Fletcher, VP of sales for the South East Asia and Australasia region at Welbilt, believes it is essential to gain the trust of a customer, because "they will come back to you when they are looking to move into other regions"

product, we had the network in the region to take them through the expansion process. It was no surprise that they ended up growing rapidly in their home country.”

Now that Richeese Factory is testing the water outside its national borders, starting in Malaysia, the partnership has amped up. Through Welbilt’s contract brand Fabristeel®, Richeese Factory has added Carpigiani soft-serve machines, Mareno fry tops and Fabristeel holding cabinets to their kitchens, streamlining the layout and increasing the efficiency of their back-of-house operations.

“When you’re scaling outside your home country, you must be familiar with supply chains in the new location,” says Fletcher. “Against a backdrop of supply chain disruptions and long lead times caused by Covid, we sealed the deal partly because Richeese Factory only had to ask one person in Malaysia, who delivered the whole kitchen solution within the timeline we promised.”

Local support

Quality, reliability, and after-sales service were also important distinguishing factors, according to Chong. “Welbilt’s brands provided us with the assurance of safety, the equipment was efficient, easy to use and produced consistent end results. Welbilt also has an extensive service network in the regions that we wish to expand to, leading to a huge benefit for us,” he says.

Welbilt certainly provided more than the equipment alone. The team’s knowledge of – and presence in – various markets across the region meant Richeese Factory could trust them to take part in discussions where their team may not have otherwise felt at ease.

Says Fletcher: “We pride ourselves on having the ability to communicate across the various cultures in Southeast Asia. To really gain traction in this part of the world, this is an absolute must. Once you gain the trust of a customer, they will come back to you when they are looking to move into other regions. We also have physical resources in these markets – in terms of staff and production facilities – so our clients see a face rather than, say, dealing with a factory in the US or Europe. We are able to support them locally.”

Welbilt also has in-house chefs in Indonesia, Singapore, Malaysia and China who work with QSR brands to ensure they are able to deliver their menus to the highest standards in new markets. “Taste profiles sometimes need to be tweaked according to the different regions in Asia,” Fletcher notes.

With at least 100 stores to be added to a growing portfolio next year, Richeese Factory is keen to keep Welbilt on side. “Our aggressive plans to grow the business in the next three years mean we’re looking forward to intensifying our relationship,” Chong concludes. Southeast Asia, watch out. ■

03 Success stories



Horto is located in The Medelan building in Milan, Italy, which was awarded LEED Platinum sustainability certification



The urban oasis

Luxurious and ethical, Horto restaurant is Milan's secret garden of sustainable cuisine as its co-founder **Diego Panizza** and Grandimpianti's **Alessandro D'Andrade** tell Tina Nielsen

Launched with the aim of providing Milan residents and visitors with a breathing space in the city, Horto opened in September 2022 on the impressive rooftop of The Medelan, an exclusive venue in the center of Milan comprised of office and retail space. Situated on top of the building, Horto offers 360-degree views of the city and a singular approach to sustainable dining. The Medelan building has been awarded the U.S. Green Building Council's LEED Platinum sustainability certification, which is in tune with the ethical and responsible philosophy of Horto. Overseeing the culinary program is chef Norbert Niederkofler from South Tyrol who holds three Michelin stars and the Michelin Green Star for sustainability. At Horto he is the head of culinary strategy while the resident chef, running the kitchen, is Alberto Toé.

"We conceived Horto as a cultural project inviting us to re-evaluate our relationship with time. I believe that nowadays, especially in a city like Milan, we need to redefine our approach to time to develop a better quality of life," says co-founder Diego Panizza. "We wanted to do something that could positively influence the future. For us being respectful means spending our time being ethical. That is how the ethical hour came to be."

The restaurant day is built around the cycle of the sun, starting with breakfast service at dawn, followed ▶



by lunch and ending the day with a fine dining service. The idea is to invite diners to feel like they are momentarily escaping their daily life.

"Milan is a fast, growing and working city, but the center lacks a space where one can fully and truly stop. A reconnection with nature can offer that sense of escapism in which to rekindle oneself with peace and that is what our terrace offers," explains Panizza.

A matching sustainable menu

From the outset, the brief was to create a green oasis in the city center matched by a menu based in sustainable practices. The kitchen works exclusively with producers that are located within one hour of the restaurants. This is an experience of proximity based on the synergy between the kitchen and terroir, using products of the season. This means, for example, that there is no sea fish on the menu, only lake fish.

Grandimpianti was brought on board to design and coordinate the kitchen to work with the singular concept, proposed by Chef Niederkofler.

"We proposed equipment based on flexibility and modularity from Ali Group brands. We have also created a kitchen layout that allows the chef to create his menu based on sustainability," explains Grandimpianti managing director Alessandro D'Andrade. "We always strive to supply environmentally friendly products and energy-saving solutions, so we completely embrace Horto's philosophy focused on sustainability."

The sustainability philosophy is present throughout the Horto project, from the furnishing of the space – old vinegar barrels were used for the floors – to the uniforms, made with repurposed fabrics. The restaurant is closed on Sundays to give employees their rest. "We really try to think of the all-round picture and this ethical philosophy will guide our future choices," adds Panizza.

A 360-degree service

Managing every step of the process, from initial consultation and design to logistics, installation and after-sales service, Grandimpianti offers a 360-degree service, and boasts 50 years of experience working in market segments from hotels, restaurants and corporate dining to hospitals, quick-service restaurants and bakeries. "We can say to our clients, 'we create your kitchen, from idea to reality,'" says D'Andrade.

Panizza describes the relationship with Grandimpianti as one "of mutual trust and respect. They are always present and aiding us in advancing our philosophy," he says.

Being located on top of a central building did come with its challenges, as D'Andrade explains. "Being in the historic center of Milan on the rooftop of The Medelan required perfect organization," he explains. "The delivery of the equipment was carried out at sunrise, with the help of a mobile crane to bring the machines to the floor."

Delivering the Ambach kitchen made of extremely heavy monoblocks, to be taken to the worktop and positioned inside the kitchen, proved most challenging, but as he says, the team never gave up. "The team worked tirelessly to achieve the ultimate goal of satisfying the customer and creating a functional, aesthetically beautiful, and elegant kitchen. We are proud to have contributed to the success of the Horto project and to overcome all the challenges that have arisen along the way," he says.

The Grandimpianti team carefully listened to the needs of the kitchen staff and created the ideal kitchen. "We put together a team of professionals, capable of understanding requests and interpreting them in the best possible way to achieve his satisfaction," he says. "The constant collaboration has been fundamental for a very useful exchange of knowledge, know-how, and professionalism."

Though the project is open, the development is ongoing, says Panizza. "This is a long journey that requires us to be steady and true to our core values every day," he concludes. "I believe that this consistency and commitment has enabled Horto to become an example of sustainability in fine dining as well as one of the most important culinary destinations in the city." ■

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ENGINEERING & CONTRACTING

200+
Grandimpianti has worked on 200+ hotel projects

1965
The company was founded more than 50 years ago

5
Grandimpianti services five main client categories

grandimpiantiali.it



Ali Group brands in Horto restaurant

Coordinating the whole kitchen project, Grandimpianti supplied:

- **Ambach** front-of-house kitchen equipment
- **Hiber** refrigeration
- **Comenda** washing equipment
- **Carpigiani** ice cream machines

Worktops are custom-made according to the layout of the kitchen, while the kitchen has been equipped with an extractor ceiling including lighting, while the preparation areas were equipped with Ali Group's dynamic preparation equipment. The kitchen is also equipped with machines dedicated to accelerated cooking, vacuum, and low-temperature cooking processes. All the machines are very innovative with advanced technology to help the chefs work at their best.



The Grandimpianti team worked tirelessly "to achieve the ultimate goal of satisfying the customer," says Alessandro D'Andrade

Top: Grandimpianti's Alessandro D'Andrade; Middle: Norbert Niederkofler; Bottom: Diego Panizza

03 Success stories

When Chef Yaron Shalev (pictured, above right) first joined Italian restaurant Toto 19 years ago in Tel

Aviv, its reputation preceded it – but not for the right reasons. He immediately elevated the food offer, stripping it down to five entrées and five mains, but business initially remained slow due to the restaurant's cold and unwelcoming design.

Fast forward several more years, design iterations, menu evolutions and kitchen upgrades and Toto eventually found its place amongst the most highly acclaimed restaurants in the country. Located right in Tel Aviv's economic heart, lawmakers and corporate execs were drawn back time and again by Shalev's Italian favorites: the deliciously light meat tartare and the seabass gnocchi. However, the chef still wasn't satisfied with either the kitchen or the design.

Like every other restaurant across the world, when Covid-19 hit in Spring 2020, Toto had to shut its doors. Unlike most others, however, when it finally re-launched in March 2022, it was with an entirely new look — front and back-of-house. Shalev had taken this opportunity to do what he had been dreaming about for almost two decades. He completely demolished the Toto that Israel knew and loved and, with the help of a cash injection from the owners of the Museum Tower, in which his restaurant is located, he built a new version from the ground up.

The restaurant itself doubled in size, and its dark, heavy design was replaced with a bright and airy modern, minimalist concept. Meanwhile the kitchen, which can now be seen from almost anywhere in the restaurant, is entirely unrecognizable from what it was, thanks to a bespoke solution provided by brands including Ambach, Williams UK and Metos, via local kitchen equipment distributor Nyga Kitchen. "The old kitchen was a collection of equipment that I had gathered over the years, which was not always the best," Shalev says. "In the new kitchen everything has its place, and every dish has a known path from raw to the chef's table."



“A dream come true”

Covid-19 provided Chef **Yaron Shalev** with the chance to do what he had been dreaming about for almost 20 years — rip out his restaurant Toto's old kitchen and start again from scratch. He explains why a bespoke Ambach cooking block was the only choice to anchor the project and how a professionally designed kitchen has transformed the way the restaurant in Tel Aviv, Israel operates



Ambach: the anchor of the project

Gilad Moscowitz, director of sales and marketing at Nyga Kitchen, acted as the middleman throughout the renovation process. From the outset, there was no question in his mind that Ambach was the company to create the cooking block that would form the anchor of the project. "This wasn't going to be a catalog order, where you just choose a few pieces of equipment," he says. "We really needed a partner who would listen to the customer, understand all of their needs and try to find the right solutions to make it work."

In the end, he recalls, there were almost infinite numbers of meetings. Every square centimeter of the cooking block was discussed, and Ambach came up with more than 10 slightly different versions. "We were not easy," Shalev admits. "We wanted to change this function and that, and move this piece of equipment or that by a few inches. Ambach was very cooperative and responded quickly and professionally to our requests. They also were not afraid to offer alternatives when they didn't agree with what we suggested. They have experience of running kitchens all over the world, so we listened to them."

Defying expectations

The heart of the kitchen, around which everything else was designed, ended up being a 5.5m by 2m solid one-piece cooking block integrating gas and electrical appliances. The cooking block was pre-cabled and pre-piped in the Ambach factory so it could be connected quickly once it was installed.

"It is not usual to have central gas and water connections in Israel. Usually, each appliance is connected individually," Shalev notes. "When people heard what we were doing they said it would never work here. But on the first day when we connected everything, it played like an orchestra."

Bespoke details on the cooking block included

“ This gives the cooks a better platform from which to work so they can do more with less ”

Yaron Shalev

wells with drains for the gas burners, enabling easy cleaning, as well as heated cabinets that could be accessed from three sides. There was also specially treated stainless steel for the control panels, which makes them more resistant to heat and scratches. On the design front, Ambach recommended a solution that combined power and robustness with aesthetics, topped off with a stylish engraving of the two companies' logos.

"The design was so intuitive and the drawings and 3D renderings we saw throughout the process were so easy to understand, that when the block arrived, there were no surprises," Shalev says.

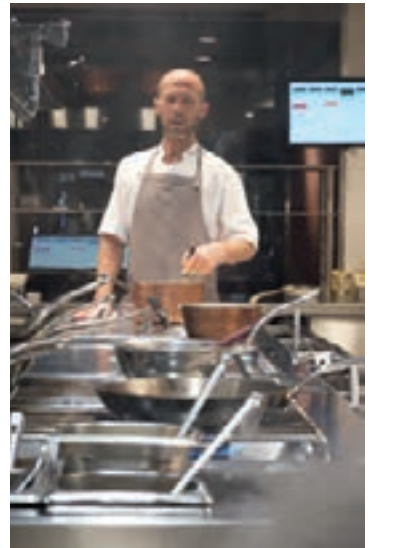
The top you can find in the world

Georg Dissertori, the sales manager in charge of the project at Ambach, remembers what it took to make the process so seamless, particularly on a non-negotiable timeline. "It was a fast-track project," he says. "We got the first layout of the cooking block in November 2020 and even with all the changes requested, it was ordered by February 2021 and delivered in May."

The reason the timeline was so tight was that the cooking block had to be installed before the walls of the restaurant were constructed, as it was being deposited in one piece. "That was a long day," Moscowitz remembers. "We had a truck and crane outside that had to lower the cooking block, which weighed around one and a half tons into the kitchen, which was one floor under the road. It was quite a technical challenge, but at the end of the day everything was exactly in place."

Now Toto boasts a kitchen the likes of which does not exist anywhere else in Israel. Moscowitz doubts there are many quite like it in Europe or the Middle East either. "It's a unique kitchen in a unique environment – everything is the top you can find in the world, from the floor to the ceiling," Shalev says. "This gives the cooks a better platform from which to work so they can do more with less, work efficiently and have less breakdowns of the equipment. In the previous kitchen the stress level was always high to get the required results."

While the new kitchen could last for the next 20 years, as it has been designed in anticipation of the restaurant's future expansion, Shalev envisages working with Ambach again sooner than that. "Maybe the next restaurant in a few years," he muses. "I want to do it all again now. It was a dream come true." ■



BRAND WATCH

ambach®
You, your kitchen

1953

Founded in the Alto Adige region of Italy in 1953, Ambach has grown to become a leader in the supply of professional kitchens around the world

70+

A specialist in manufacturing horizontal cooking equipment, Ambach exports to more than 70 countries

1989

Ambach has been a member of Ali Group for 34 years

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Left: The cooking block had to be installed before the restaurant walls were constructed

03 Success stories



Metos delivers sustainability for cutting-edge Amsterdam office building

After a construction process lasting almost three years, Project EDGE Amsterdam West was completed at the end of 2021, creating a new sustainable office building in the Dutch capital thanks to many Ali Group brands including Metos

Project EDGE Amsterdam West is an eye-catching office development amidst the rich architectural landscape of the Dutch capital. Designed as a healthy, sustainable, biophilic office building due to the integration of the latest technologies, including IoT devices and artificial intelligence (AI) to allow tenants to customize their workspace and optimize energy efficiency, EDGE represents the very latest iteration in the concept of the smart building.

The 60,000m² building, which was designed before the pandemic and took three years to complete, was delivered to its owner, Hana Alternative Asset Management, in October 2021. On completion, it became the embodiment of the intense focus on wellbeing, sustainability and carbon neutrality that have become such dominant trends in recent years.

The architecture is impressive and there are many features, including the 3,000m² glass dome of the atrium, which invites in both natural light and fresh air, that are designed to impress as well as embody the sense of connectivity, creativity, and wellbeing that are so important to EDGE. Stunning architecture, however, must be backed up with a commitment to the sustainable principles that the developer and the building's tenants prize so highly.

Such concepts are of great importance to the building's prestigious tenants, among them APG, ABP, Alliander, Intertrust, Signify, and Boehringer

Ingelheim, and are core to the ethos of EDGE as a development company. Those concepts run deep into all aspects of the building, including the restaurant, the coffee bar, and all other hospitality areas.

"The building development company hired professional FCSI member HTC Advies to create a modern catering concept," says Jos Sauer, business development director at kitchen equipment supplier Metos NL. "There are many companies in the multi-tenant building, so the catering has to be very appealing, and must fit with the core principles of the building design. After all, people have other choices and don't have to use the building's catering facilities."

Health, sustainability, and innovation

EDGE is well-known for creating office concepts that prioritize health, sustainability, and innovation. These values are essential elements in a new way of working that has evolved at an accelerated pace since the pandemic. Workers are increasingly connected, but also work in more flexible ways that help to deliver synergies and generate innovative ideas.

Sustainability is a core part of this concept, so the design of the building placed great emphasis on BREEAM (Building Research Establishment Environmental Assessment Method) certification, data-driven operation using IoT devices, and the use of sustainable materials throughout, including in the kitchens and bar areas.



“ The catering has to be very appealing, and must fit with the core principles of the building design. After all, people have other choices ”

Jos Sauer



EDGE Amsterdam West's sustainability concepts run deep into all aspects of the building, including the restaurant, coffee bar, and all other hospitality areas

Indeed, the move from energy label G to becoming one of the most sustainable office buildings in Europe was a key driver of the project, and the concept of circularity – including the reuse of removed facade elements and part of the existing concrete structure – lay beneath every design idea, helping the building to achieve the BREEAM Outstanding sustainability certificate.

For example, the building has more than 6,000m² of solar panels on its surface, as well as thermal energy storage capability underground. As a result, EDGE Amsterdam West produces more energy than it consumes. With energy efficiency and sustainability so fundamental to the overall design of the building, kitchen and hospitality areas had to incorporate similar considerations into equipment and processes.

Designed to accommodate 1,100 lunch users per day and catering for around 700 at the current level of occupancy, the restaurant and café areas must work efficiently, while producing the high quality of food required to make them desired dining options for the people working in the building.

“The menu is very plant-based and very healthy, with a lot of vegetarian options,” says Ali Fatih, general manager of EDGE’s catering company Sodexo. “Metos was chosen to supply the equipment for the kitchen because the renovated building is designed to have a reduced environmental impact, including the kitchen areas, and we have always been focused on sustainable and modern builds.”

The Ali Group influence

Metos manufactures and markets professional kitchen equipment and is the market leader in Scandinavia, the Baltic countries and the Benelux. It has a strong reputation for flagship projects in Holland, and recently completed work at the local

headquarters of both Facebook and Google.

“We have also just successfully completed a very nice project for the Booking.com HQ, which is a huge building with 5,000 people,” says Sauer. “For EDGE, we supplied the full range of production equipment including combi steamers, bratt pans, cooking kettles, induction cooking ranges, a dishwasher system and more. The cooking had to be electric, as there is no gas used in the building.”

The equipment specified by Metos came from many Ali Group companies, among them washing and waste management specialists Wexiödisk and Rendisk, induction experts Inducis, modular cooking range supplier Ambach, and refrigeration specialists Polaris and Friulinox. “The execution of the kitchen took almost a year. HTC did the design, then we got the building team to design the connections, so we were involved early on technical specifications. We ensured HTC’s design could work in a practical sense,” says Sauer.

“We had to design a special cooling system for the kitchen because this is a BREEAM building,” he adds. “We used CO₂ as the refrigerant, which is becoming a more common feature in foodservice. It is a very attractive refrigerant with zero ozone depletion potential and a low global warming potential.”

The kitchen is equipped with IoT connectivity, allowing data-driven management of kitchen appliances. Data from kitchen equipment is collected in Ali Cloud where it can be remotely accessed. Operators can automatically check temperatures, equipment use and many more parameters to schedule cleaning and maintenance, or to identify ways in which the kitchen can run more efficiently. Thanks to Metos, the kitchens are modern, sustainable, and cutting-edge – in keeping with the ambitious design intentions of EDGE. ■

“ We had to design a special cooling system for the kitchen because this is a BREEAM building. We used CO₂ as the refrigerant, which is becoming a more common feature in foodservice. It is a very attractive refrigerant with zero ozone depletion potential and a low global warming potential ”

Jos Sauer



The kitchen at EDGE Amsterdam West is equipped with IoT connectivity, allowing data-driven management of kitchen appliances. Data from kitchen equipment is collected in Ali Cloud where it can be remotely accessed



Designed to accommodate 1,100 lunch users per day, and catering for around 700 at the current level of occupancy, the restaurant and café areas must work efficiently

BRAND WATCH

metos

101 years

Metos, which celebrated its 100-year anniversary in 2022, manufactures and markets cutting-edge professional kitchen equipment

25,000+

Dedicated to delivering the best results and improving clients' workflow and profitability, Metos manufactures more than 25,000 products each year

10

A market leader in Scandinavia, the Baltic countries, and Benelux, Metos has a presence in 10 European countries

metos.com





Bringing Balgownie Estate back to its best

When a premium venue in a stunning natural setting was severely damaged by fire, it required a team of specialists to ensure the rebuild surpassed expectations. At Balgownie Estate, Moffat and Green Design Group proved they were up to the task



Located less than one-hour's drive from Melbourne, Australia, Balgownie Estate sits in the heart of the Yarra Valley, which is widely recognized as one of the world's leading wine-producing regions. The estate itself is a winery, but it is just as famous for its restaurant, spa, and luxury accommodations.

An all-in-one destination, it is a getaway for the mind and soul with 70 modern guest rooms and suites. The high-end Restaurant 1309, a stunning cocktail bar, covered outdoor deck, the cellar door – which provides “splash tastings” – function spaces and a spa on site, all set across sprawling lawns and panoramic views of the picturesque valley.

The Restaurant 1309, named after its address on the Melba Highway, is not only a premier dining destination, but also a multimillion-dollar phoenix from the flames.

In the midst of the pandemic, a devastating fire tore through the restaurant, which came back to life in 2021 with a fresh name, a fresh face and a bright, modern interior.

“We entered 2020 with a thought of upgrading our dining areas and a light refurb to the kitchen, but it all came tumbling down on the back of a devastating fire in June 2020 that not only ripped through the structure of the place, but also had a big effect on the mindset of a team already reeling from the impact of Covid-19 on the hospitality industry,” says Grant Flack, head of operations, Balgownie Estate.

Refurbishment plans were scrapped and suddenly the estate was faced with a complete rebuild of the cellar door, kitchen, bar, restaurant and back of house areas. “Completing all of this during Covid was a major challenge,” says Flack.

“While we were busy trying to design and scope the new setup of the facility as a whole dealing with builders, designers, project managers, insurers and assessors, we were also trying to continue the operation of running a 70-room hotel and providing a food and beverage offering in a temporary makeshift tent to our in-house guests in the middle of the pandemic, with lock-down after lock-down also keeping us off-site.”



Balgownie Estate is renowned for its restaurant, spa, and luxury accommodations. Above: Grant Flack, head of operations at Balgownie Estate



Rising to the challenge

To surmount the many challenges arising from the build and the pandemic, Flack and his team had to find the right technical and design expertise. Commercial kitchen and bar designers Green Design Group were among the first to reach out after the fire to offer support, and kitchen equipment supplier Moffat was quick to recommend the design team. Meanwhile, kitchen contractor Inzitari Commercial Kitchens, Moffat's distribution partner, helped to complete the project.

"As the original footprint of the building and the concrete slab were to be retained, some special creativity was required to enhance the site and take Balgownie Estate into its second life," remarks Brigette Green, principal at Green Design Group. "The kitchens and bars required flexibility to service both the fine-dining restaurant and also comfortably support the 200-seat function and events space."

"We were creating something new rather than rebuilding as before, so we had to create a room that would evolve, with hidden spaces revealed as you enter the building," she adds. "It has to be a flexible space, so it can be reconfigured to create privacy for certain spaces when desired."

The project team comprised specialists in their fields, all working with a collaborative approach and listening to all stakeholders' desired objectives to ensure that the final build met everyone's expectations. A key part of this team – given the importance of high-quality dining – was kitchen equipment supplier Moffat.

A kitchen fit for the future

Green Design Group specified a Moffat fit out due to the company's extensive and diverse range of products suitable for both the front-of-house show kitchen and the back-of-house kitchen. The Waldorf Bold range of commercial kitchen equipment in a striking black finish suits the show kitchen perfectly. "It provides a stunning aesthetic with high efficiencies for the show kitchen, while Waldorf and Convotherm® provided the capacity and volume required for function and event service," says Green.

"We recommended Green Design Group to bring the project together and specify the equipment that would provide the most complete solution to futureproof the business and allow it to grow to its full potential," says Perry Peters, Moffat's state manager for Victoria.

"Brigette knew the importance of performance and reliability, but also the need for an aesthetic that highlighted the showcase open kitchen. Waldorf Bold was a natural choice."

Waldorf has an enviable reputation as the go-to premium cooking line in Australia, thanks to its performance, reliability, and longevity. It can create an attractive and seamless cooking line, and the option to add color in the Bold range makes for the perfect combination.

Finished and fully operational, the estate has completely recovered from the trials of the Covid-19 pandemic and the fire and is once again staking its claim as one of the region's most prestigious destinations. "I had high expectations, but I have to say that the site is gorgeous," says Green. "The valley is beautiful, so we had a high standard to meet, and we are really pleased with the outcome. It has a great atmosphere, and the kitchen workflow is exactly what we needed."

Ultimately, it is the client who has the final say on whether the project has been successful, and the answer is a resounding yes. "Right from the initial prep sessions that we had in the kitchen, nothing needed to be changed and the team had all that it needed to get on with the business of delivering some incredible events," says Flack. "It has been great to see the team develop and grow with the spaces. Overall, it was an incredibly tough time, but the professionalism and commitment to the cause of Brigette, ICK, Perry, and the Moffat team, as well as the understanding of what we needed as a bespoke operation was so very important."

In its second life, Balgownie Estate is better than ever before. ■



As the original footprint of the building was to be retained, some special creativity was required. Above: Brigette Green, principal, Green Design Group

BRAND WATCH



90+

The Moffat group of companies operates in the majority of industry sectors with the experience and knowledge gained from more than 90 years of business

1981

In 1981 at the Hotel Olympia in the UK, Moffat Appliances introduced the first portable convection oven with a 13amp power supply and a cook and hold, grilling element

4

Moffat Australia/New Zealand operates in four key market sectors: foodservice, bakery, healthcare/meal distribution and ice cream: soft/gelato

moffat.com

03 Success stories



Coffee companions

Jonathan Morris, maker of the *A History of Coffee* podcast and **Simona Sordelli** of its sponsors for season two, Rancilio, talk about the success of their partnership and the interesting anecdotes and insights they provide about the world of coffee

Jonathan Morris (left) and James Harper, hosts of the *A History of Coffee* podcast

From Arabian origins and the slave trade to modern coffee houses and emerging non-traditional markets, the podcast *A History of Coffee* is doing a good job of packing everything in about how the psychoactive seed has changed the world and shapes our lives today. "Podcasting is very popular. There has never been a better time for a B2B company such as Rancilio to get into podcasting to help increase brand awareness and create a new market," says Simona Sordelli, group marketing manager, Rancilio.

The podcast was set up by documentary maker, author, and podcaster James Harper after he read professional historian Jonathan Morris' book *Coffee: A Global History*, which charts how the world acquired a taste for coffee and yet why it tastes so different around the world.

"James was going to go on trips, doing the podcast in the fields, but then Covid struck, so instead after reading my book he decided to use that as the starting point and chat to me about the history of coffee," explains Morris.

Season one saw them chart the chronological history, taking in colonialism, slavery, inequalities in the price chain, and modern ways of consuming and distributing the popular beverage. It proved to be a hit with those in the know and industry, as well as the wider public.

Reaching the community

One company that showed a particular interest was Italian espresso coffee machine maker, Rancilio, part of the Ali Group. So, when James and Jonathan pitched the idea of the brand coming on board as sponsors for a second series exploring key coffee themes and trends throughout history, they jumped at the chance. "I actually already know James and Jonathan because I have always enjoyed their podcasts and when the opportunity arose to support the second season of *A History of Coffee* I was sure there could not be a better editorial project to expand our marketing strategy and reach a new audience," explains Sordelli.

Rancilio's nearly 100-year history, along with the company's reputation, knowledge and expertise



proved to be extremely valuable for the podcast. Not only are Rancilio's coffee machines and patented technologies mentioned by Harper and Morris throughout the series, but the authors also get to explore in episode three, live at the Rancilio museum, how and why the company's history is so important to the coffee story and culture.

"Rancilio has been great. For the episode on coffee culture in Italy, we were based at their impressive museum and got the chance to collect insights on the technical side of coffee machines, but also the industry's development and how coffee is consumed," says Morris. "We covered how espresso drinking began with the elite at the espresso bars and hotels, and how the technology and culture changed, using Rancilio as the example, to get us to where we are today."

"The podcast content is the most important thing. Building a community means talking about the topics our audience want to hear about. We don't have to talk about the coffee machines we sell. We're focused on topics related to the interest we share with the community," says Sordelli.

"Thanks to the podcast we can promote quality content related to our brand that is always available and free for everyone. We can potentially reach millions of people at any time, anywhere in the world. It's a great way to speak to the community and build new connections with a targeted audience. We decided to support this podcast to reach a niche, well-targeted audience who may not be aware of our brand and what it stands for. The podcast helps us to reach new audiences, tell our brand's story, build authority, and encourage word-of-mouth marketing."

The company's extensive network of industry contacts also proved useful for Harper and Morris, who got to speak to some of them on the podcast, including Nicole Battefeld, 2018 German Barista Champion and founder of the Female Barista Society, who was interviewed at BER Rancilio Station, a new flagship store in Berlin.

"We couldn't make the series without Rancilio's support," enthuses Morris. He's points out that he and Harper have developed the podcast content without the company imposing any kind of editorial control. Indeed, Rancilio was even fine and supportive of a particularly dark podcast episode about the slave revolution in Haiti. "James and I talked about how Haiti in the 18th century (then known as St. Domingue) was a French colony and the biggest coffee producing region in the world, but using slave labor. So, there was a revolution, which overthrew the French, but independence came at a cost, with Haitian coffee farmers taxed to pay reparations to the French for their loss of slave labor, and the country suddenly became a minor player in the coffee market."

In the fourth and final episode of season two the pair explore America's love affair with coffee, using the popular TV series *Friends* as an analogy. They even touch on the potential myth surrounding whether the first settlers brought coffee to the country, or if it was a similar black drink made with a native plant that the indigenous people had probably shown them.

“The podcast is helping us to reach new audiences, tell our brand’s story, build authority, and encourage word-of-mouth marketing”

Simona Sordelli



Sustainability and coffee

A theme explored in the podcast is sustainability and climate change. It's an area Rancilio takes very seriously. "Rancilio Group is dedicated to developing cutting-edge products and patented technologies with an eye on sustainability. We encourage businesses to operate using the best practices to help reduce their daily consumption," says Sordelli. These include an insulation system, a micro-boiler and heating element allowing baristas to regulate temperatures, water economizers, and Rancilio's Steady Brew and Advanced Steady Brew technology.

"We are calculating the carbon footprint of all our products and are going to produce an environment report," says Sordelli, whose team is busy promoting the podcast. They have pushed a significant digital campaign, including on social media platforms such as Instagram, and mass mailing to customers. Plus, they did in-person promotion at the London Coffee Festival where Harper and Morris chatted in a similar style to the podcast, which went down well with the audience.

Keep your eyes and ears peeled for a season three, which is potentially brewing. ■

BRAND WATCH

115

Rancilio Group manufactures and sells professional coffee machines in over 115 countries

RANCILIOGROUP

7

Rancilio Group has seven branch offices, two R&D centers, an Extraction Lab and a global sales and service network

4

With four brands, Rancilio has a wide range of products for every customer need

ranciliogroup.com

Below: Podcast guest Nicole Battefeld is the most decorated specialty coffee professional in Germany



Future of the coffee market

Jonathan Morris, research professor at the University of Hertfordshire

"We are seeing huge growth in coffee consumption in the non-traditional markets. I was in Indonesia recently and was amazed by the number of coffee shops there. They have been producing coffee for years, but now they are consuming it too in the style of the "third wave" trendy, specialty coffee shops, which is also driving growth in production.

"This is reflected across the rest of Asia too, and from very low beginnings, we are also seeing growth going into Africa too. This will be a whole new story. Plus, we are seeing different varieties and uses of coffee responding to climate change. There will be more crossbreeding to create ones that are more resistant to higher temperatures because it's a tropical plant, but maintain a good flavor. It's going to be really interesting."

03 Success stories

Silko and La Piadineria: custom-made collaboration

Selling good quality products at an attractive price has made La Piadineria one of Italy's most popular fast-casual offerings. The company considers Silko an important collaborator in its success



“We appreciate Silko’s ability to develop the perfect kitchen together with us, by dedicating effort and applying their long experience in the professional kitchen field”



“For us, Silko is not only a business partner. We consider them an important collaborator, that supports us in the development process and solves unforeseen events, even in difficult situations,” adds Pietroboni. “We consider Silko’s cooking range to be complete and reliable – an important plus in the creation of a customized product.”

Customized performance

As for ongoing projects, La Piadineria opened over 200 shops all over Italy with full Silko kitchens. “The agreed objectives were to create a scalable kitchen that respected a proven production process, facilitate the work of the operators and make it safe,” says Simoni. “The challenge on this project was to create a customized kitchen block, totally tailored to the customer’s needs to give the maximum of design for the best performance.”

Silko studied every detail with the objective of optimizing the work of the operators. It focused on facilitating the sequence for preparing and using all the ingredients in a sequential manner, to create the perfect operation in a faster way.

“The staff at La Piadineria reacted enthusiastically to the introduction of the new cooking block,” says Pietroboni. “As well as facilitating the cooking process it also improved working conditions.” ■



Innovation all the way
Innovation was at the forefront throughout the development of Silko’s new custom hot plate.

“Accuracy of temperature, cooking uniformity, temperature maintenance and reduction of downtime were the requirements,” says Elisa Simoni, key account manager (Italy) at Silko.

“This kind of performance, together with the use of innovative tech components, were the main ingredients that made the difference in the final result.”

For the culinary team at La Piadineria the major benefits of Silko’s new custom hot plate are its functionality and ease of use.

“Just some of the major advantages we got from Silko’s new custom hot plate are ease of use for the operator, quick assistance in the case of breakdown, cooking uniformity, and ergonomics of the work commands, are added value of the plate,” says Alessandro Pietroboni, facilities management specialist at La Piadineria.

Piadina or piada is a thin Italian flatbread made with flour, olive oil or lard, salt, and water. Since opening in 1994 La Piadineria has served this staple, offering a variety of savory and sweet piada filled with top-quality ingredients including Italian legends Gorgonzola, Grana Padano, prosciutto, balsamic vinegar and Nutella in traditional combinations and new tasty mixes.

Industrial and artisanal

The 350+ La Piadineria restaurants bring the best of fast food, speed of service and affordability, with genuine ingredients, freshly prepared and served in a welcoming, informal ambience. “The USP of our business is to combine the operational efficiency typical of industrial processes with an original artisanal production,” says Alessandro Pietroboni, facilities management specialist at La Piadineria.

La Piadineria has built a great working

relationship with Silko over the years. When it came to setting up a training kitchen at its Academy, La Piadineria knew where to turn. “We appreciate Silko’s ability to develop the perfect kitchen together with us, by dedicating effort and applying their long experience in the professional kitchen field,” says Pietroboni. “From the beginning, we had a unique point of reference for all the project phases, from the studies of the layout to the final realization of the kitchen.”

Successful partnership

Silko has been working with La Piadineria since 2009. “The partnership is successful thanks to an ongoing exchange, a constant search for improvement, and knowing how to meet every customer need,” says Elisa Simoni, Silko’s key account manager (Italy). “These are all the ingredients that have allowed us to achieve great goals together with La Piadineria.”



The custom-built plate is the result of close collaboration with La Piadineria and knowledge of its processes



BRAND WATCH

SILKO 1980 100%
Silko was founded 40+ years ago
Silko machines are produced in Italy
silko.it

03 Success stories



Dutch hospital takes dishwasher sustainability to the next level

At BovenIJ hospital in the Netherlands, sustainability is a high priority, and having signed the Green Deal as part of its long-term policy, it is aiming to improve efficiency and reduce energy consumption everywhere it can. To do so, it has installed a revolutionary new dishwasher from Wexiödisk. Jim Banks speaks to BovenIJ's **Arch Prins** to find out why this makes such a big difference to its environmental footprint



The BovenIJ hospital, located in Amsterdam-Noord, serves a large population – around 100,000 residents, and is remarkable for combining the welcoming character of a regional hospital with the modern facilities expected in a major European capital city. With 200 beds, it serves on average 130 patients with a staff of up to 300, which means a lot of meals are prepared each day.

Catering for that many people requires reliable and high-tech equipment in the kitchen and, crucially, in the dishwashing space, particularly as the hospital places great emphasis on sustainability.

“Today’s hospital environment places increasing emphasis on cost-effective methods and efficiency to eliminate food waste and raise labor output along with careful conservation of energy,” says Arch Prins, business manager of facility services at BovenIJ. “The hospital uses a hybrid kitchen system, which means a combination of prepared food and homemade ingredients, which makes the cooking process more efficient and reduces on-site labor costs.”

The hospital has signed the Green Deal version 3.0 in line with the Paris Climate Agreement and aims to be as climate neutral as possible by 2050.



“Today’s hospital environment places increasing emphasis on cost-effective methods and efficiency”

Arch Prins, business manager of facility services at BovenIJ

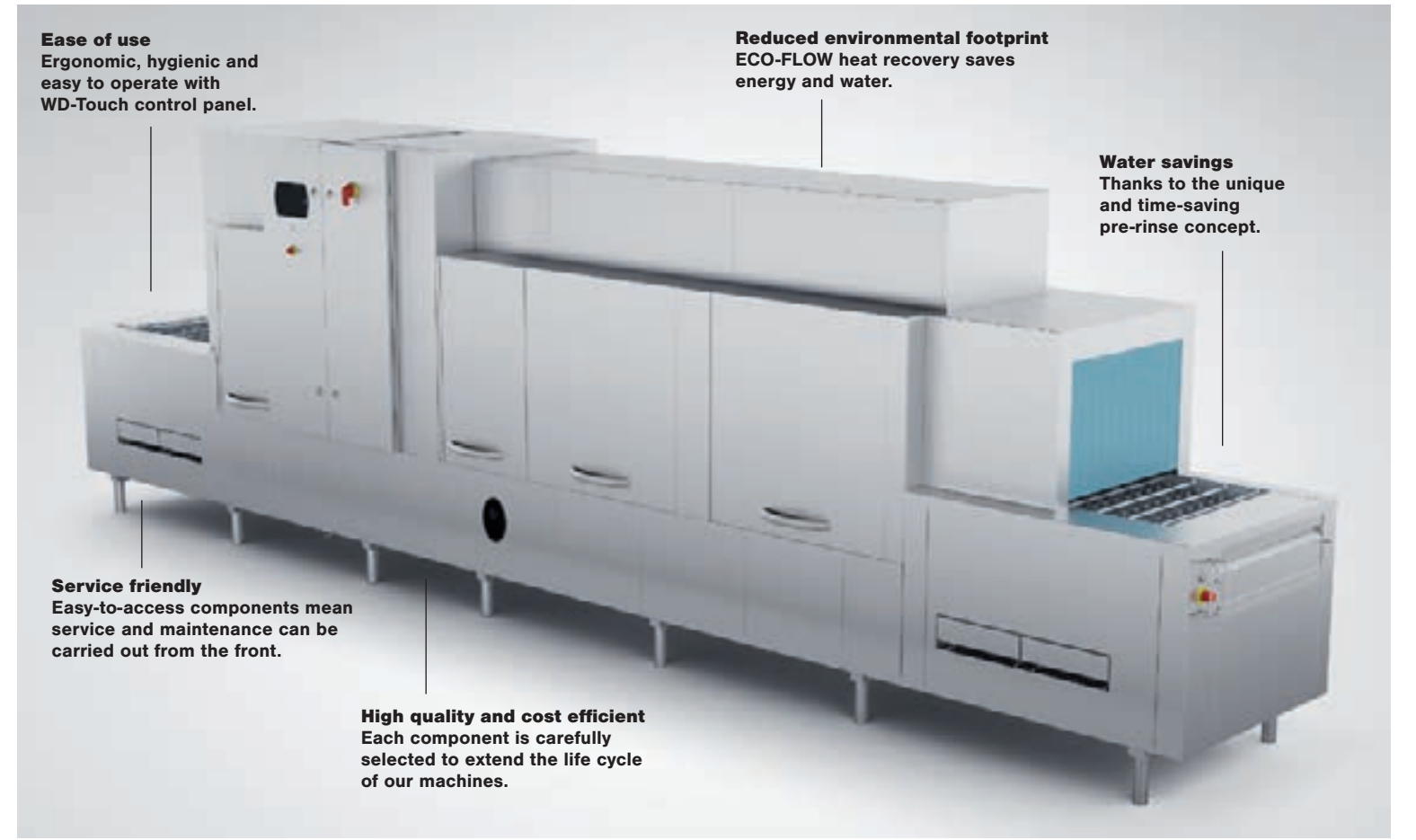
As the population ages, more people are receiving care, and healthcare is using more and more state-of-the-art technology and medicines, which can lead to more pollution, more energy consumption, and an increase of waste.

“As a result, sustainability weighs more and more heavily on our business operations,” continues Prins. “In recent years, major steps have been taken to achieve various climate objectives, including more sustainable energy management and the reduction of CO₂ emissions. These objectives naturally also played an important role in every investment, including the choice for a completely new flight-type dishwasher.”

A Scandinavian solution

Supplied by RHIMA and Wexiödisk, the new flight-type dishwasher arrived at the beginning of 2020. The old machine was provided by the same supplier and had been used extensively for 19 years.

“The fact that the old machine lasted so long says something about its quality,” Prins remarks. “It could last even longer, but the hospital wants to move away from central steam generation, which they used to heat the washing water in the dishwasher. They wanted a new dishwasher that does not require steam heating, which recovers heat in a better way. They were also looking for a ▶



machine that can wash and dry hard plastic materials with little use of chemicals as it is moving towards a zero-waste policy.”

“We were aware of the far-reaching wishes of BovenIJ hospital to make their processes more sustainable and were happy we could fulfill those wishes,” adds Gert Jansen, general manager of washing systems supplier RHIMA, a dealer for Wexiödisk in the Netherlands. “BovenIJ has been a reliable partner of ours for years. It was immediately clear to us that this was the ideal location for the first WD-BS in the Netherlands.”

The WD-BS is the culmination of a design process that began in the early 1970s, when Wexiödisk made the first flight-type machine for catering facilities and hospitals. Drawing on the Scandinavian zeal for durability and reliability, as well as simplicity of use, these machines were able to handle heavy operation, while being easy to load and unload.

Since then, reliability, ergonomic design and efficiency have been the guiding design principles, and the machines have become an integral part of the move towards a circular economy.

“We still have machines operating in hospitals that were installed in the late 1970s,” says Magnus Ericsson, research and development manager at Swedish dishwasher company Wexiödisk. “When



“We were aware of the far-reaching wishes of BovenIJ hospital to make their processes more sustainable”

Gert Jansen, general manager, RHIMA

it comes to environmental impact, heat recovery is standard on every flight-type machine in the western world, and our company was the first to launch that technology back in the 1970s. Also, a fully insulated machine creates a better environment for end users, and the energy is recovered rather than being wasted.”

Better by design

The hospital reports a huge environmental impact from the WD-BS, though it is hard to put a precise figure on it, but energy efficiency is improving, water consumption is 30% lower and considerably less dishwasher detergent is used. Furthermore, staff report that the climate in the dishwashing room has greatly improved. Not only is this machine quieter, but it emits much less heat. The room is less hot and less humid, and the machine is easier to operate.

“We were confident with the reliability and ease of use of the machine, but the key point with this model was to get the energy to stay inside the machine without the pre-wash zone getting too hot,” explains Ericsson. “It is extremely easy to make something complicated, but it can be complicated to make something that is easy to use. Our Scandinavian thinking means we don’t want any over-engineering as it



“Scandinavian thinking means we don't want any over-engineering as it makes things costly and complicated to operate”

Magnus Ericsson, research and development manager, Wexiödisk

makes things costly and complicated to operate and to service.”

“The key element here was to reduce the consumption of water, energy and chemicals – the three key things that the machine uses,” he adds. “A lot of energy goes into raising water temperature, so it is key to keep the energy inside the machine, so you don’t need to add much energy during operation. At the same time, we don’t want to get the pre-wash zone too hot because when you don’t want to start with hot wash water that will burn the starch or protein and make it stick to the plate or pot.”

This is where the patented double heat recovery system comes into play. It not only takes care of energy that leaves the machine through the ventilation of hot air, but also recovers energy from the water that goes into the drain, while keeping the first wash zone at a low temp with a heat exchanger, and maintaining a high temperature in the wash and rinse zone.

With a touch of Scandinavian simplicity and a keen eye on sustainability, dishwashers can deliver on energy efficiency without any compromise on cleaning standards. ■



BRAND WATCH

Wexiödisk

30%
Lower water consumption

1972
The company was founded in Växjö, Sweden

ISO
9001 and 14001 certificates held by the company

wexiodisk.com

03 Success stories



**Invested
for the
long-term**

Burlodge believes in a highly personable and practical approach to client relationships. “There’s an openness that we maintain with our clients,” says Burlodge North America President Paul Gauntley



In an era when business relationships are increasingly defined solely by the bottom line, some organizations are more invested in the loyalty and long-term benefits of active collaboration. Take Burlodge Canada’s relationship with Trillium Health Partners, which spans more than 25 years. Trillium oversees three hospital sites in Mississauga and

West Toronto, Ontario, and provides a full range of acute care services for a highly diverse community.

The success of this ongoing connection is thanks to the active partnership that has evolved between Burlodge Canada and long-time food and nutrition services managers Gina Carvalho of Mississauga Hospital and Carol Steffler of Credit Valley Hospital, who have worked with Burlodge Canada for over 25 years.

Every day these food professionals confront a tide of challenges. Most are modest, some are major, but whatever the scale of the interactions, they typically adhere to those ideals codified in the Burlodge tagline: Together, We Work.

The work beyond the words

Promises, intentions, assurances – every equipment provider is quick to furnish them upon making a sale. But words only have so much traction. Tangible action is what matters and it’s a defining quality of Burlodge relationships.

Producing state-of-the-art equipment for today’s high pressure industrial kitchen environments is one part of the puzzle. Standing behind that equipment and supporting clients at every juncture is the difference, according to Burlodge North America President, Paul Gauntley.

“I’m never afraid to lift a rock to find out what’s beneath it,” he says.

When it comes to client service, challenges go with the territory. The response is what matters and that take action approach is deeply embedded in Burlodge’s culture.

“There’s an openness that we maintain with our clients,” says Gauntley. “They know that we’re there with them.”

Hands-on know-how

Carol Steffler oversees a decentralized retherm system that uses unit kitchens where the food is heated. Her operation has been equipped with multiple generations of Burlodge equipment, including the Alphagen and Novaflex before recently adopting the RTS system.

For each implementation the Burlodge team has been at her side to develop the plan and work



“I’m never afraid to lift a rock to find out what’s beneath it. There’s an openness that we maintain with our clients. They know that we’re there with them”

Paul Gauntley

alongside her team for as long as it takes to get everyone trained and the system up and running.

“There was really no one else that did what the Burlodge carts would do,” she explains. “They helped us through the inevitable challenges that come with any change.”

Most company training is limited compared to Burlodge’s on-site activities, especially those equipment providers who rely on third party dealers to handle sales. Their after-sales support is rarely sufficient. Burlodge prides itself not only in the close collaboration, but it tends to hire from within the food industry. That hands-on experience is indispensable.

“They know the industry and they’ve operated in the industry,” says Gina Carvalho. “That’s invaluable because they can speak to staff with a level of, ‘Yes, I’ve done that.’ A lot of other companies have not worked in here.” For problem solving, that experience immediately places Burlodge one step ahead.

Empower the client

One of the common systems adopted by the Trillium locations has been the B-Lean tray assembly, a flexible, pod-based work cell system that can be quickly configured and customized into a variety of formats.

During installation, Burlodge worked with Carvalho’s staff to create a space that could accommodate the assembly of 700 trays per meal period. Physically equipping the space was one factor, but the way in which Burlodge inspired employees to contribute made a difference.

“My staff learned from Paul’s team,” Carvalho ▶

Burlodge solutions help with hygiene issues. For example, the cutlery wrapper enables just one person to complete the task with minimum contact

Left, top picture: Carol Steffler, second left, alongside members of her management team. Bottom picture: Gina Carvalho, second left, together with members of her management team



points out. “They explain, they teach. For me it empowered the staff. It takes a huge amount of pressure off me as a manager to have that kind of expertise transferred to the staff. And the staff respect that.”

For Steffler, it was the capacity to do more without adding more costs or extending meal times that resonated. “B-Lean tray assembly solved a big problem because healthcare budgets are limited. Now we’re serving 200 more patients than we did a few years ago, from 340 to 540, in just a nominal amount more time. The efficiencies from the B-Lean system meant that we didn’t have to add extra assembly staff and could continue to feed patients at their usual meal times.”

Optimizing staff resources

Employee resources gained even greater urgency throughout the pandemic. Operations everywhere continued to struggle with maintaining staff levels, which meant food service managers welcomed any opportunity to do more with less. That’s been the advantage of the BCloud HACCP remote monitoring and reporting system. This technology revolutionizes fleet control as managers can now program everything from a single location rather than visit each cart. It tracks mission-critical events for each

“If you’re wondering about a solution then it’s good to call them. They have eyes and ears with connections in institutions across the country, and they’ll talk about the issues”

Carol Steffler

cart and archives information, so managers have enhanced HACCP reporting and compliance at their fingertips.

“BCloud is huge for team leaders – they love it,” says Carvalho, whose operations use both centralized and decentralized retherm models. “They used to be walking all the time, now they’re watching. The technology has helped us get better.”

The pandemic revealed Burlodge’s capacity for reliability and rapid response. Trillium had to open a 200-bed Pandemic Response Unit to prepare for the anticipated wave of patients. Carvalho recalls how anxious everyone was feeling but Burlodge quickly mustered a fleet of additional B-Pods.

“We did everything we had to do to make it safe. The pandemic took those relationships into uncharted territory.”

Another example of Burlodge’s philosophy of responding to client need is the cutlery wrapper, which has been sourced from a German manufacturer. For Steffler, this machinery has sped up the cutlery wrapping while easing the pressure on staff to perform this task. The cutlery wrapper also addresses another key pandemic issue: hygiene. By trusting just one person – rather than a group – to feed utensils into the machine while never touching the napkin, this provides a more reassuring and sanitary solution.

A commitment to connection

These situations all speak to the bigger ideals that Burlodge brings to the table.

“If you’re wondering about a solution then it’s



With operators everywhere struggling with staffing shortages Burlodge equipment enables Trillium Health Partners to do more with less

good to call them,” says Steffler. “They have eyes and ears with connections in institutions across the country, and they’ll talk about the issues.”

Gauntley reiterates the importance of being able to draw on the company’s experience and knowledge. He points to his ‘Five C’s’ philosophy to guide healthy relationships.

- Topping that list is client service. “Clients know when they contact us that they’ll access a group of people working very hard to make sure their needs are met.”
- Communication. “You can never over-communicate.”
- Commitment. “For me, that’s the promise that we will fulfill our obligations. That’s integrity.”
- Creativity, which speaks to how innovative we can be and ensures that we’re never complacent.
- “Finally, courage. The courage to be a leader and try something new and to do so with conviction. If there’s a risk to that, clients understand courage is essential to move forward.”

Combined, those ideals encompass that ‘Together, We Work’ sensibility. It’s not just a tagline – it’s an aspiration and a guiding principle that finds expression in a multitude of ways, every day. ■

BRAND WATCH



1990
Burlodge was founded 33 years ago in the UK

6
Burlodge has operations in six countries in Europe and North America

2023
Burlodge aims to put in place a net zero roadmap by year-end

burlodge.com



A new seafood experience

Located on the iconic Jones Bay Wharf in Sydney, Sala is an exciting new dining concept that capitalizes on its exclusive waterfront location. Jim Banks talks to executive chef **Danny Russo** and commercial kitchen equipment specialist **Craig Connor** of Scots Ice Australia Foodservice Equipment about the concept of the restaurant and how Baron Professional equipment is helping to bring that vision to life

Situated in a prestigious location at the end of Jones Bay Wharf on the Pyrmont Point peninsula in Sydney Harbour, Sala is an exciting new dining experience that embraces the coastal style of the venue by bringing a unique combination of fresh Australian seafood and authentic Italian cuisine.

Boasting two bespoke private dining rooms, one of which has direct waterfront access and a terrace, and with a kitchen set up to cater for boat hospitality on Sydney Harbour, Sala is the brainchild of multi-award-winning executive chef Danny Russo of the Russolini Group.

“We wanted to make Sala special, as it has a position on the waterfront at the end of a heritage-listed wharf in a world-class city, so we decided on modern Italian cuisine that is focused on seafood, which we combine with old-school hospitality,” Russo explains. “We are giving a modern feel to a historic site.”

“We provide uncompromising and unapologetic hospitality, going over and above what we are supposed to do,” he adds. “The main focus is that the customer comes first, and that is what we instill in all our chefs and other staff.”

Partnering for perfection

Sala has two kitchens, the main one upstairs including a raw bar for the preparation of oysters and other seafood items on the menu, while a ▶



Danny Russo, executive chef, Russolini Group



Aesthetics played a significant role in the choice of equipment for Sala, but nothing was deemed more important than performance

“ I use Baron because I have a good relationship with them, but also because of the quality of the workmanship ”

Danny Russo
Executive chef,
Russolini Group

nine-person team runs the downstairs kitchen, and a further five people operate a specific area for pastry items. Together, they cater for a private dining room for 30 people, handling around 150 covers each day.

The main kitchen area is very open and very pleasing to the eye, with Russo putting great value on the connection between the chefs and customers. He wants people to see how food is handled and cooked, which means the kitchen equipment is always on show and must be kept sparkling and clean.

Aesthetics, therefore, played a significant role in the choice of equipment, but nothing is more important than performance. To source the equipment, Russo worked with Ali Group partner Scots Ice Australia, which is a bespoke distributor of highly engineered commercial food equipment and systems, focusing on premium brands and products, state-of-the-art technology, and ergonomic designs that are one step ahead of the latest market trends.

Scots Ice does more than just provide premium equipment, however, as its focus on quality extends to an in-depth consulting service to ensure that the high-quality products it supplies are the right ones for the specific job at hand.

“They want to get involved with the kitchen design and they give us alternatives without trying to push a particular piece of equipment,” says Russo.

“In Australia we represent Italian and German factories but distribute through our dealer network,” explains Craig Connor, commercial kitchen equipment specialist at Scots Ice. “We have a long-standing relationship with Danny, who is an ambassador for Baron Professional and Scots Ice. He came to us to ask what is new in the industry and the equipment from Baron that we discussed was leading the market in design and product development, and it fits what chefs need with on-trend restaurants.”

Building a platform for success

Baron has been designing and manufacturing equipment for professional kitchens since 1995, and is known for quality, efficiency and meticulous design. It emphasizes both beauty and technological innovation.

“In Australia, Baron Professional is the biggest-selling European brand in horizontal cooking,” says Connor. “Danny would align himself with

a leading high-caliber brand like that, and the restaurant has already done really well in a short space of time.”

Sala uses Baron’s big fryers, which offer very precise temperature control and can be used to prepare delicate dishes.

“I want to create great quality food consistently, and the fryers and the pasta boilers help with that,” says Russo, who was linked with Baron by John Gelao, managing director of Scots Ice Australia Foodservice Equipment.

Because Sala is located on the wharf, gas is not the easiest fuel for cooking, so the fryers are all electric, as are all the kettles, whether big or small. Russo knows that every piece of equipment will be durable, reliable and flexible. With Baron, even the way burners are structured means heating and searing can happen more quickly.

“Everything ties into equipment we use, and our relationship with Baron,” says Russo. “I use Baron because I have a good relationship with them, but also because of the quality of the workmanship. Many years ago, I used their chrome-top grill and I found that it blew me away with the quality. The chrome was thicker, I could control temperature more precisely, the consistency was excellent. Now, that chrome-top grill is always the second thing I place in the kitchen after the pasta boilers.

“The grills never let us down, and I can do 150 covers day in, day out and they still look brand new,” he adds. “It is all about the details, it’s all about durability. The grills are solid, and you can feel it when you lift the handles.

“Also, our partners always ask what they can do to make our lives better, and they are always looking to be innovative – setting trends without compromising on quality. They care about the future.”

Sala’s success so far is built on the innovative approach of Russo to the menu, and the creative thinking of his partners in the specification of equipment for the kitchen. The resulting synergy means that all of the moving parts in the restaurant fit together like precision-made cogs in a well-oiled machine.

“The quality of product is the big difference with Baron and Scots Ice, and then the relationship comes from that,” says Russo. “These are professional relationships that have lasted a long time because the products are amazing, as is the value-add that they provide.” ■

BRAND WATCH



1995

Baron began designing and manufacturing professional kitchens in 1995

70+

Countries in the world where Baron is exported

1,400+

Different products in the Baron catalog produced in its Belluno plant

baronprofessional.com

03 Success stories

Nurturing growth

When a top culinary academy, Gambero Rosso Academy, was looking for partners to build its training kitchen they reached out to Hiber for both its technological offering and educational expertise. The result is inspiring future generations of foodservice workers



In the world of food and wine Gambero Rosso Academy is a reference point. Its multidisciplinary training offer includes courses for amateurs, professionals and management of the hospitality sector. With 20 years of experience in the world of culinary education it prides itself on selecting the best teachers and the best, most innovative technologies for its training modules. It has established a fruitful cultural and educational relationship with Hiber, thanks to Christian Sebastiani, Hiber's brand manager, who has been able to identify the Academy's needs and propose the best approach to the range of solutions offered.

"Hiber is an official partner of Gambero Rosso Academy, not only for its cool technologies (blast chillers and refrigerated cabinets) but also to provide, within our teaching modules, all the training related to this specific topic," says Serena Maggiulli, general manager at Gambero Rosso Academy in Napoli. "Its highly trained teaching staff have the necessary communication and engagement skills to transfer complex concepts to our students."

The partnership is effective due to Hiber's awareness of the different training needs that emerge from time to time at the Academy. In addition to providing the most advanced technological solutions, Hiber is a reference point in this specific sector of technologies, service and know-how.

Added value

"We like to work with Hiber because it adds value to our training in the classroom, in modules where our teaching staff is involved and because this partnership allows us to use cutting-edge technologies for our professional courses and training activities," says Maggiulli, before endorsing the technology, reliability and assistance provided by Hiber that makes it such a good fit for the operation.

"Our sector is growing interest in new products, services and know-how that increasingly anticipate market needs. Customers choose machines that feature values, including efficiency and sustainability, and an excellent quality of food management," says Sebastiani.

"Gambero Rosso reached out to us because of the solid business reputation Hiber has grown over the last few years across the market. A



The Gambero Rosso Academy values the input from Hiber's training team

partnership with the leading platform in the international wine, travel and food business looked like an amazing opportunity from the very beginning, so we wanted to learn more about it."

Sebastiani ascertained the client's biggest concerns and needs. The Academy was concerned about the geographical spread of operational locations in Italy and abroad and desired short deadlines for the delivery of equipment. "Geographical availability and on-time delivery have been capabilities that played in favor of Hiber from the outset," says Sebastiani.

Kitchen inspiration

"Innovation and sustainability are key components of the inspiring vision for this kitchen, which aligns with core values promoted by both our companies when it comes to providing the best experience to the end user – whether this is going to be a trainee or a professional in the food sector," he adds. "Constant growth to improve innovation and technology make our partnership a cutting-edge collaboration and a best practice that we will continue moving forward."

The equipment installed by Hiber will elevate the Academy's culinary offering. "Our multifunctional blast chiller, The One Pro, for example has a wide choice of cycles designed and tested to respect the organoleptic qualities of each food family," Sebastiani explains.

Future business

From kick-off to completion, the project took 12 months. It is considered a successful collaboration by both parties, thanks to open discussion and timely, effective communication. Feedback from Gambero Rosso Academy has confirmed outstanding levels of satisfaction.

After such successful collaboration and completion at the Gambero Rosso Academy, Hiber is looking to the future with the creation of more learning opportunities for students.

"Nurturing professional growth for young people is an amazing way to create social value while we take care of the future of our business," concludes Sebastiani. ■



“The One Pro, our multifunctional blast chiller, has a wide choice of cycles designed and tested to respect the organoleptic qualities of each food family”

Christian Sebastiani
Brand manager



The One Pro optimizes kitchen planning

BRAND WATCH

hiber
COOL EXPERIENCE

24
Hiber operates in 24 countries

200
More than 200 distributors worldwide

Focus
Hiber focuses on the gelato and pastry sectors

hiber.it

03 Success stories



A partnership of equals

Ali Group company Icteam 1927 has joined forces with Gambero Rosso, bringing together two leading names in the world of Italian food and hospitality. **Serena Maggiulli** and **Giovanni Galli** discuss the synergy of their partnership and how it is helping to promote positive trends in the industry

The most successful partnerships are those that represent a meeting of minds, born from a shared sense of purpose rather than simply an opportunity to raise each other's profiles. The coming together of

Gambero Rosso and Icteam 1927 has that feel about it: two brands representing the best in Italian foodservice, with long and well-established histories as well as an eye to the future and current food trends. It only seems natural that they should have teamed up to support innovation in the industry and promote Italian culinary excellence.

Gambero Rosso, a publisher and broadcaster of Italian food and wine multimedia content, recently published its seventh annual Gelaterie d'Italia guide to the country's best gelato producers. When the 2023 guide was presented at this year's Sigep in Rimini in January, Icteam 1927 – which sponsored the guide – awarded the prize for Innovation in Gelato.

"The partnership with Icteam 1927 is an example of how important the promotion of quality is, even indirectly through organizations specialized in the production of equipment that pay particular attention to the respect for raw materials and traditional craftsmanship," says Serena Maggiulli, Commercial Manager for Campania, Gambero Rosso. "This partnership demonstrates Gambero Rosso's commitment not only in recognizing the excellence of traditional Italian cuisine, but in supporting technological innovation and new developments in the sector."

Focus on sustainability

When selecting a winner for the innovation award, there was a particular emphasis on environmental sustainability, Maggiulli explains. "This award recognizes the innovative and sustainable practices in the gelato sector, and annually rewards the gelato shop that demonstrates outstanding creativity and commitment to sustainability," she says. As such, the partnership with Icteam 1927 "is an important example of how collaboration and innovation can drive positive change."

"Sustainability is becoming an increasingly important topic, and acknowledging the merit of gelato makers who travel in this direction helps to promote sustainable practices throughout

the sector," adds Maggiulli. These sustainable practices might include using sustainable ingredients, packaging, and equipment to reduce environmental impact.

As businesses across all sectors are realizing, what is good for the environment is often good for the future of the company as well. Gambero Rosso's promotion of sustainable practices reflects the belief that these "are essential to the long-term health of the environment and an industry that has a significant impact on natural resources, including water.

"Sustainable practices can help companies reduce costs, increase efficiency and attract customers who are increasingly aware of the environmental impact of their food choices," says Maggiulli. "Icteam 1927 is a great partner in this sense, being a company that in recent years has concentrated many of its efforts on developing machines that consume less water and energy."

Trust, respect, and shared values

For Giovanni Galli, Business Director at Icteam 1927, the partnership with Gambero Rosso is "a great collaboration based on trust and respect."

As the 'team' in the name suggests, Icteam 1927 incorporates four brands, including Cattabriga, the pioneering Italian gelato maker dating back to 1927. "Icteam 1927 Cattabriga is a brand respected all over the world, synonymous with quality, innovation and reliability, and we are certain that these are all characteristics that Gambero Rosso, as an authoritative publishing company in the world of food, is happy to share," says Galli. It is unusual, he says, "to find a communication partner who shares so strongly the values that a company wants to convey."

The partnership enables them to communicate these shared values through various projects, for example the sponsorship of Gambero Rosso's gelateria, pastry and restaurant guides, and teaming up to host events.

These events have been aimed at both industry professionals – offering a chance to meet industry experts, learn new techniques, and explore new products – and aspiring chefs, thanks to the involvement of the Gambero Rosso Academy, a professional training platform operating across Italy and through joint ventures with universities and academies in Italy and abroad.

"The events organized by Gambero Rosso and Gambero Rosso Academy offer us the opportunity to get to know the market from a different



“Having the opportunity to use our technology in a context of such advanced training can only make us extremely proud”

Giovanni Galli

perspective than the one from which we usually observe it," says Galli. "Being chosen as a technical partner and having the opportunity to use our technology in a context of such advanced training can only make us extremely proud."

Engaging with the market

Galli adds that Icteam 1927's vision is inspired by chefs. "This means listening to our market as much as we can and improving our equipment following the suggestions we receive from customers," he says.

"Our mission is to have the widest range of gelato machines to be able to satisfy every need our customers might have. Thanks to the opportunity offered by the partnership we can reach our goal to be consultants of current and future clients. In fact, thanks to the relationship with Gambero Rosso, we have access to events where we can meet the most influential users in the market, find solutions for new trends and collect feedback on unmet needs." ■

BRAND WATCH



1927

Nearly 100 years ago talented Italian engineer, **Otello Cattabriga** patented a mechanical system to make Italian-style gelato. The Cattabriga brand was born

2010

In 2010, Ali Group incorporated Icteam 1927 as a single company, comprised of four historical brands: Cattabriga, Coldelite, Promag and Ott Freezer

2023

Gambero Rosso's seventh annual Gelaterie d'Italia guide to the country's best gelato producers awarded the prize for Innovation in Gelato to Icteam 1927 at Sigep 2023

icteam1927.it

Gambero Rosso and Icteam 1927 are both "committed to promoting excellence, sustainability and innovation in gelaterias, restaurants, and patisseries," says Serena Maggiulli

03 Success stories



Sweet perfection

Developing premium chocolate and cocoa products is delicate work that requires dedicated cooling equipment for both processing and storage, says **Axelle Jeangirard**, global brand manager, Chocolate Academy at Barry Callebaut



It's a measure of the Barry Callebaut Group's dominance of the global chocolate and cocoa market that every fifth cocoa bean in the world is sourced by the Swiss chocolatier.

Formed in 1996 through the merger of Callebaut® and Cacao Barry®, today it is the world's leading manufacturer of high-quality chocolate and cocoa products, employing more than 13,000 people across the world in 65 production facilities and 27 Chocolate Academy® teaching and training centers.

As well as the two eponymous brands, the Group encompasses global brands Carma®, the Swiss maker of couverture chocolate, and Mona Lisa®, a specialist in chocolate decorations.



With its wide range of products, Barry Callebaut serves customers across the food industry, from industrial food manufacturers to artisanal and professional users of chocolate, such as chocolatiers, pastry chefs, bakers, hotels, restaurants, and caterers.

For manufacturers of high-quality chocolate, attention to detail is important, says Axelle Jeangirard (pictured above), global brand manager, Chocolate Academy, at Barry Callebaut. "Chocolate is a very sensitive ingredient to work with, so it's important that we can count on equipment that is as high quality and reliable as our chocolate."

Sector specific

When the company needed a refrigeration equipment partner for its Chocolate Academy centers, it turned to Polaris, a commercial refrigeration specialist for over 30 years.

Jeangirard explains: "Several years ago we started our partnership between Polaris and the Chocolate Academy in the UK and Greece, and recently we are delighted to say that our new R&D application lab in the UK has also been equipped with the latest Polaris equipment."

In multiple locations across the world, from Sao Paulo to Tokyo, these application centers welcome customers for co-creation days and training, and work in collaboration with universities and research institutes. They are also where Barry Callebaut's R&D teams conduct application research and test new products before launch.

"That's why they need the best counters, blast freezers, proofers and cabinets that can guarantee ▶



Always innovating

Responding to customers' needs and the demands of a changing market are what drives Polaris' constant innovation, explains Renna. Just recently, Polaris has developed two new ranges of blast chillers, two new gastronomy roll-in cabinets, and even a new range of marine gastronomy cabinets, opening up an interesting new product line.

"We have customers around the world demanding new and innovative products," Renna says. "That's why we have developed the new blast chiller range Eco Logic using the natural refrigerant gas R290."

Another new product range using R290 is the multifunctional blast chiller range Genius Logical. "This machine is brand new and innovative thanks to its high-tech hardware and software solution," Renna says. "This allows you to combine the various phases of heat and cold to optimize the work cycle process."



In supplying equipment to Barry Callebaut, Polaris gains "constant feedback"



“Flexibility is a must nowadays”

Davide Renna

the best end result during all of the production process," says Davide Renna (pictured right), brand manager at Polaris.

Understanding that different segments of the foodservice industry have different storage and temperature needs, Polaris has a product range aimed specifically at the confectionery sector, including blast chillers, refrigerated cabinets and tables, and storage units.

"This is the reason why we were able to join a worldwide partnership with the biggest chocolate supplier in the world," says Renna.

This extensive and versatile product portfolio enabled the partners to find the best solution for Barry Callebaut's new application lab at its UK plant in Banbury, England.

"Flexibility is a must nowadays," says Renna. "That's why, in our R&D department, we bring out a lot of new products, and many of them can be adjusted to fulfill customer and market needs."

"The team at Polaris has always been very attentive to our needs and able to advise us on the best solutions for our facilities," agrees Jeangirard.

Mutually beneficial

The latest project is what Renna describes as a "win-win situation" because, in supplying equipment to Barry Callebaut, Polaris gains "constant feedback and on-field testing from one of the most important suppliers in the world."

So, what kind of feedback might they have received from Barry Callebaut's teams so far?

"Our teams are highly appreciative of the equipment for its reliability and durability," says Jeangirard. "We also had the chance to benefit from dedicated training, which helps to ensure that we use all functionalities to their maximum potential and make it really tailored to our specificities of working with chocolate."

Jeangirard, likewise, sees the project as a win-win for Barry Callebaut and Polaris, thanks to a mutual appreciation of each other's expertise. "Like in every project, dialog is key, as well as understanding each

other's needs," she says. "The team at Polaris was able to guide us well as to which equipment was the best suited to our Chocolate Academy centers and application labs. In return, we recommend Polaris products to customers we receive in our Chocolate Academy centers and application lab."

"Our chefs play a key influential role in the market, so our customers are keen to get advice beyond just the chocolate and cocoa ingredients," she explains.

For Renna, the partnership with Barry Callebaut is particularly important in terms of the visibility it gives Polaris around all the world. An Ali Group company since 2004, Polaris became a flagship Ali Group brand in the cooling sector in 2018, and subsequently began a rebrand and revamp of its product range.

"We're very proud of this partnership because Barry Callebaut is recognized in the world as a high-quality supplier in its business, exactly as Polaris is in its," says Renna.

"This gives Polaris a higher visibility and a new positioning of the brand, which started with the rebranding five years ago." ■



BRAND WATCH



30+

For more than 30 years, Polaris cold technology has been helping professionals in their daily challenges in the kitchen

1989

Polaris was founded in Sedico in the Veneto region, located approximately 80 kilometers north of Venice, Italy

2004

Offering a complete range of equipment for various sectors, Polaris became part of the Ali Group 19 years ago

polarisprofessional.com

03 Success stories



Rooted in tradition,

focused on the future



Chef **Gennaro Esposito** and his two-Michelin-starred restaurant Torre del Saracino is always searching for perfection, including when it comes to its dishwasher. Thankfully, with Comenda's Infinity model the search is over, reports Andrea Tolu



dishware washed to perfection," he says.

The solution was a hood-type model from the new Infinity range, which inherits the traditional reliability and sustainability of Comenda's products, adding a significant technology upgrade. All Infinity models can be connected to the cloud via Wi-Fi. Through Comenda's Cloud Washing App, customers can download washing data, such as number of cycles, washing temperatures and times, check for failures, change settings, and even start up the machine remotely.

With these features come several benefits, explains Antonio Di Giorgio, Comenda's product development manager: "Detailed washing data allows operators to keep costs under control, while the diagnostic feature can be used by resellers and technicians through a web portal to evaluate the wear of components based on the number of cycles, and fix failures remotely whenever possible."

A deeper connection

What makes Infinity the perfect match for Torre del Saracino is not just the array of new features, though. There is a deeper connection between the two. The hallmark of Esposito's cuisine is exploration. *The Michelin Guide* praises him for "creating dishes and anticipating culinary trends as only a few chefs can, trends which are then picked up and copied by other restaurants." His innovation, however, is deeply rooted in tradition: "In my craft, forgetting one's origins is a mortal sin, an act of pride that also precludes the possibility of future discoveries." ▶

Michelin-starred restaurants earn their status not only for their food but also for the guest experience, which is built on the basics and perfected by a myriad of details.

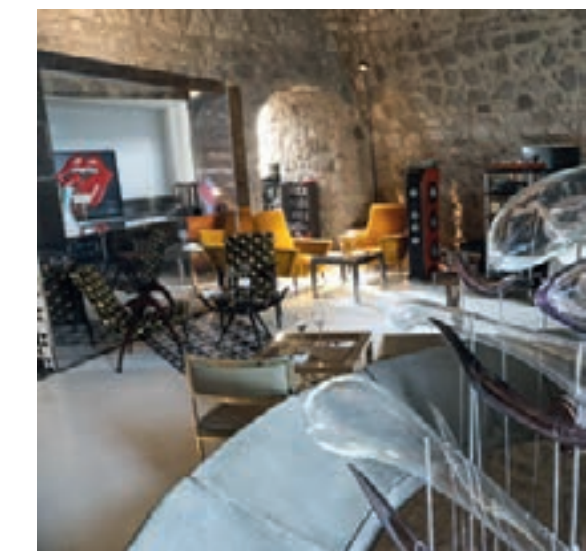
Among those details, a quite important one is how food is presented. When two-Michelin-starred restaurant Torre del Saracino turned to Comenda for a new dishwasher, they had exactly that aspect in mind.

The restaurant is located in the town of Vico Equense, on the Amalfi Coast, in a 1,300-year-old watchtower. It is owned and managed by locally born chef Gennaro Esposito, who opened it in 1991 at the age of 21, earning its first Michelin star in 2001.

"Gennaro Esposito and his staff had a very clear idea of what they expected from a new dishwasher," says Osvaldo Lain, Comenda's sales director Italy for distribution units.

"They are aware that when you offer food of such a high standard, you must serve it in

For chef Gennaro Esposito and Torre del Saracino, when the food is of such a high standard, it must be served in dishware washed to perfection



“In the past, a technologically advanced product like Infinity would be targeted at fine-dining restaurants or high-end hotels, but it became essential for a wider segment of operators”

Osvaldo Lain
Comenda



“When I opened Torre del Saracino, I had a very clear objective: to create a cuisine that respects local traditions but is also the result of my professional experience around the world. When you enjoy one of my dishes, you will eat my history but also my personal search for something new.”

With Infinity, Comenda embraced a very similar attitude: “Comenda’s roots are in the reliability and robustness of its machines. After sixty years in business, these are still part of every single model,” says Comenda’s brand identity manager Maddalena Ferrari.

“At the same time, our innovations are the result of our experience in the global market. We operate in and export to 110 countries, working not only with restaurants, but also in the manufacturing, pharmaceutical, and chemical sectors. Infinity is where our traditional values and this decade-long experience come together.”

Market demands

The development of Infinity was led by Di Giorgio’s team, with the active involvement of the rest of the company: “We listened to the suggestions coming from other areas, starting from our service department, who were very helpful in providing

Top: Osvaldo Lain;
Middle: Antonio di Giorgio;
Bottom: Maddalena Ferrari;
Top right: Chef Gennaro Esposito with the Infinity from Comenda



an external view about what improvements were needed,” says Di Giorgio. “We also worked closely with the marketing department, because one of our main objectives was to make the new models user-friendly. We knew that a more sophisticated product could potentially be more complex to use, so we made sure we kept the interface intuitive.”

The demand for a high-tech range of dishwashing systems came from the market. “It’s been a bit like going from cell phones to smartphones,” says Lain. “In the past, a technologically advanced product like Infinity would be targeted only at fine-dining restaurants or high-end hotels, but over time it became essential for a wider segment of operators. For example, many bars and small restaurants serve fine wines and cocktails, so they need glasses and dishware to always be in perfect condition.”

The generational change is partly responsible for this shift, continues Lain. “Younger operators are particularly interested in high-tech machines, and the Covid-19 pandemic did nothing but accelerate this trend.”

But it’s not just technology for technology’s sake, says Ferrari. “We believe this could simply become the norm in a kitchen environment where sustainability and remote monitoring, efficiency, cost, and operation control will play a more and more crucial role. Back-of-house management technology continues to evolve, helping operators achieving kitchen efficiencies and growth in sales and revenue. With Infinity, we’ve successfully adapted to the evolution of the industry.” ■

BRAND WATCH



60
Comenda has been synonymous with excellence of performance, reliability, and safety in professional warewashing all over the world for 60 years

100+
With a reliable, efficient distribution network in more than 100 countries worldwide, Comenda delivers prompt aftersales support

ISO 9001
Comenda machines are designed and manufactured in Italy at a factory certified to the ISO 9001 quality management system and ISO 14001 environmental management system standards
comenda.eu

Rising to the occasion



When acclaimed pastry chef **Claire Clark** MBE decided to launch a teaching academy, she wanted to demonstrate to her students what is possible in patisserie when you work with the best tools available. She explains why she chose Convotherm ovens to inspire the next generation of pastry chefs



Teaching high-level patisserie is a delicate art. Students must learn how steam makes bread crusty and humidity is required for perfect choux goods and to give croissants the right rise and texture. The oven must bake dry for meringues and evenly with moisture control for sponge cakes. Low temperatures are needed for egg custard dishes, while even air distribution is a must to create perfectly fluffy macaroons.

For a brand new patisserie academy, the ideal scenario is to have one piece of equipment capable of achieving all of these things, ensuring that when graduating students are let loose into real-world pastry kitchens, they are armed not only with knowledge of all the techniques they are likely to need, but also with an understanding of what they can accomplish when they work with the very best equipment available.

When pastry chef Claire Clark MBE, who has worked at some of the most prestigious restaurants, hotels, and event caterers in England, decided to create an academy to tackle the shortage of pastry chefs in the industry, this was the scenario she was aiming for.

"I have learnt that the best results start with the best ingredients, the right environment and the best equipment," she says. "You simply must have the right tools for the job, especially in a highly-specialized discipline like patisserie."

Passionate about education and passing on her skills, Clark had also seen first-hand the importance



of training and the difference it can make to the industry as a whole. So, when she realized that her local college in Milton Keynes had an empty patisserie kitchen, which had fallen into disrepair over the years, it seemed a natural evolution to create a modern, inspiring training facility to encourage students back into the classroom.

Today, the Claire Clark Academy, which is sponsored by the industry for the industry, is a place where state-of-the-art equipment, quality brands and industry mentors, including Clark herself, come together to inspire the next generation of pastry chefs.

The Academy's VTCT course is based around the advanced Patisserie Course taught at City and Guilds, the UK's leading provider of vocational qualifications, where Clark was one of the youngest-ever examiners. It covers everything from bread to biscuits, cakes to tarts, petits fours, chocolate, and sugar work — and more. If students excel they are also awarded the coveted Claire Clark Diploma.

The best of everything

When conceptualizing her dream patisserie kitchen, Clark was clear about the fact that she wanted the students who studied at her Academy to be able to recognize and appreciate the quality of everything they had to work with — from the ingredients to the ovens. "It makes a huge

Claire Clark MBE
in the state-of-the-
art Claire Clark
Academy in Milton
Keynes, UK



“ Knowledge is everything and having the Convotherm ovens exposes them to what is achievable if you have the tools to excel ”

Claire Clark

difference to the end product. Being able to see that daily in their work is inspiring and encouraging for them,” she says. Clark chose Convotherm for this reason. “They offer outstanding quality, they have modern operating touch screens, they are easy to use and keep clean and they are durable and multi-functional, currently withstanding the daily use of 14 students,” she notes.

The main product she opted for – the Convotherm maxx pro BAKE – is also able to meet the somewhat unusual needs of the teaching kitchen. Senior course leader Andrea Ruff, who received the Craft Guild of Chefs Lecturer of the Year Award in 2022, is particularly happy with the “disappearing door.” It is “perfect for the Academy as the ovens are located behind the demonstration table which means space is limited. This is great if you are doing a demonstration but not so easy for the class to load and unload if it was a standard oven,” Clark explains. The disappearing door makes loading and unloading effective and efficient, especially when combined with Ruff’s military-style system, which all students must follow.

“It’s like an army procedure, smooth and flawless,” Clark notes. “The tray timer comes into action here, another Convotherm feature that is much used. It means every tray gets baked exactly the same no matter when it was loaded.”

Ruff also couldn’t manage without the adjustable fan speed control. “The little things can actually be insurmountable issues in Patisserie,” Clark explains. “Being able to control the fan speed means a controlled precise quality bake.”

Claire Clark and senior course leader Andrea Ruff feel inspired for the next generation of pastry chefs



Inspiring the next generation of pastry chefs

One of the most rewarding parts of running the Academy for Clark is seeing the students get genuinely excited about what can be achieved by using the right equipment. “They are like sponges soaking up the technical data and operating procedures,” she laughs.

And while some have left to work in Michelin star restaurants or five-star hotels, that is not the ultimate goal. The most important thing, Clark says, is that the majority go away with a set of skills they can be proud of, whether they decide to go into contract catering, events, bakeries or cake decorating. “Knowledge is everything and having the Convotherm ovens exposes them to what is achievable if you have the tools to excel,” she says.

Academy graduates continue to prove her theory, receiving recognition in patisserie disciplines ranging from chocolate to vol-au-vents to live bread shaping. Clark hopes this is just the beginning. “I was fortunate enough to train in some of the best establishments in the world where I learnt that success comes from a team effort and a combination of people, equipment, produce and environment,” she concludes. “I hope The Claire Clark Academy and Convotherm can continue to inspire tomorrow’s generation of pastry chefs that perfection is achievable with the right tools, hard work and dedication.” ■

BRAND WATCH



1976

Convotherm has been designing cutting-edge combi oven technology since it was founded in 1976 and is a Welbilt Brand

69

Convotherm has an outstanding number of combi oven product models. With 69 product models and many more variants the customer gets exactly what they need

2020

Three years ago saw the launch of ConvoSense, the world’s first combi oven with AI powered fully-automated cooking

convotherm.com

04 Innovation

Flake ice, but not as you know it



Scotsman Ice has unveiled the next generation of its flake ice machines, promising better performance, higher efficiency, new technical features and the best materials on the market



Left: The new MXF from Scotsman Ice (available only for EMEA and APAC markets). Above, Simone Buratti, Scotsman Ice's social and digital manager

In the foodservice industry, ice isn't just a nice-to-have, it's essential – not just for making the perfect cocktail or soft drink, but also for keeping perishable foods fresh, particularly fish.

If there's any company that understands the importance of the right ice it's Scotsman, the world's largest manufacturer of commercial ice machines. Established nearly 60 years ago, the company has an extensive product range that includes machines for gourmet ice (for high-end bars and restaurants), dice ice (for cinema soft drinks), scale ice (for food counters) and nugget ice (Scotsman pioneered The Original Chewable Ice® in 1981).

But it's in the range of machines for flake ice that Scotsman is introducing its latest innovation. Flake ice is used for ice displays in retail settings; therapeutic use in hospitals and care facilities; and in blended beverages. It is, according to Scotsman, "a soft, slow-melting and versatile ice form."

The range is already extensive, including modular and undercounter models, but is being added to by a new series that's billed as "the future" of ice machines: MXF. Ahead of its arrival on the European market, the MXF was previewed at the Euroshop exhibition in Germany earlier this year and will officially launch at HostMilano in October (13–17 October 2023).

MXF is the result of years of research and development, and Scotsman's French distributor, Scodif, first heard about it in 2019. "Most relevant to us was the quality of the ice offered," says Mathieu Bareille, Scodif's general manager, adding that Scodif values its partnership with Scotsman for the innovation of its product range, and the commercial assistance that comes with it.

Happy customers

Initial installations of the MXF among a sample of clients have seen only positive feedback, with customers remarking on the machines' reliability.

"We have worked hard with some selected close customers, listening to their wishes and the feedback from market," says Simone

"WE HAVE WORKED HARD WITH SELECTED CLOSE CUSTOMERS, LISTENING TO THEIR WISHES AND THE FEEDBACK FROM MARKET. ONE OF THE MAIN RESULTS IS THE POSITIVE FEEDBACK ABOUT ICE QUALITY"

Simone Buratti

Buratti, social and digital manager at Scotsman Ice. "For sure, one of the main results is the positive user feedback about ice quality compared to the previous modular flaker range. They also like the new design and the technical features."

These features include the use of non-hydrofluorocarbon (HFC) refrigerants, in common with other models in Scotsman's EcoX range. As well as meeting new EU/UK regulations regarding the use of refrigerants with GWP (global warming potential), this will have a variety of beneficial impacts on clients' operations, Buratti explains.

"All new technical features lead to a more efficient ice maker in terms of energy consumption, in terms of environmental impact, thanks to the use of R290 natural refrigerant gas with very low GWP," he says.

The freezer also uses fewer parts, he adds, which improves serviceability, and makes the machine easier to access and re-assemble, should maintenance be required.

As Buratti explains, it's all about enabling the customer to do more, building on the existing MF high-production flake ice series. "MXF brings all the heritage of our well-known modular flaker ice maker named MF, taking the state-of-the-art technology into a new, complete range."

The MF series comes in a range of ice production capacities from 140kg to 2,500kg

MORE EFFICIENT AND SUSTAINABLE

Many of Scotsman Ice's developments are made with efficiency and sustainability in mind, thanks to what it calls 'purposeful innovation.' The Prodigy models, for example, minimize energy and water use. Unique, market-leading technologies include Progressive Water Discharge, a smart, pressurized wastewater system, which is available with the EC Supercube series. Those in the EcoX range, meanwhile, operate using R290 propane refrigerants, which have a global warming potential (GWP) of just 3, making them fully compliant with the latest F gas regulations. Scotsman machines also comply with the restriction of hazardous substances (RoHS) directive and waste electrical and electronic equipment (WEEE) regulations. Customers can request specific carbon footprint data for each Scotsman machine, if required for their Environmental and Sustainability Policy.



— Built to last

— Serviceability

— Technology 2.0

— Boosted ice-making system

— Committed to a better world

The MXF introduces a number of new technical features designed to increase efficiency

per day. The modular design allows the head unit to be installed on a range of storage bin options, allowing for a mix of production and storage capacity combinations. If required, for example in a large production facility, the MF flaker can be installed to dispense ice directly into a storage cold room, maximizing productivity and reducing unnecessary handling of the ice.

Constant evolution

But the MXF is a game changer, says Buratti, because it brings "new brains and new heart" to the ice maker market. "We introduced in this new range a new evaporator freezer technology, new gear motor, new monitoring and control system ready for IoT [the internet of things] and for mobile app, with the best materials available in the market, and, last but not least, a brand new water tank concept."

Like most new Scotsman ice machines, the MXF is fitted with the XSafe sanitation system. Introduced in 2020, this uses chemical-free UV technology to protect the machines against viruses, bacteria, mold, and yeast.

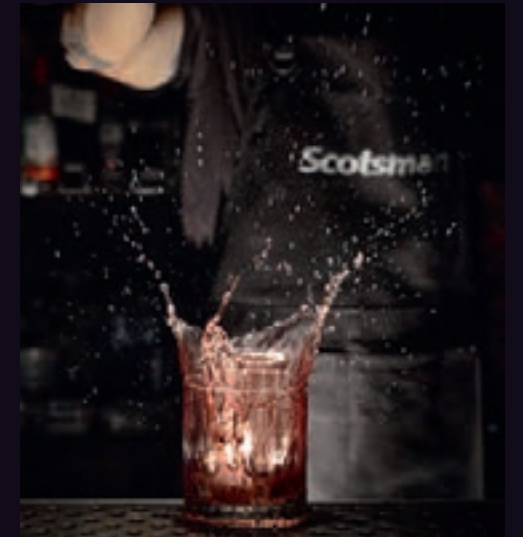
Other innovations are expected soon for the MXF range. "There is, in the pipeline, an evolution for the control system with Wi-Fi port availability for building management systems (BMS) and remote servicing," says Buratti. "To complete the product portfolio, there will also be released split-version

"MXF BRINGS ALL THE HERITAGE OF OUR WELL-KNOWN MODULAR FLAKER ICE MAKER NAMED MF, TAKING THE STATE-OF-THE-ART TECHNOLOGY INTO A NEW, COMPLETE RANGE"

Simone Buratti

models for application with CO₂, targeted to food markets, the fish industry, etc." These split units are supplied with evaporator only, and need to be connected to a remote condensing unit or central cooling system, which helps to maintain a comfortable temperature within the working environment.

For Scodif, this constant evolution is among the qualities that make Scotsman an attractive long-term partner. Also, like Scotsman, Scodif is proud of its specialist focus: "Scodif is a company specializing in the sale of a single product line: ice and ice machines," says Bareille. "Our wish is to provide only one product, and to do it well." ■



Discover more about Scotsman Ice



BRAND WATCH

Scotsman®

50%

Scotsman's XSafe sanitation system is said to cut cleaning and maintenance costs in half

55+ years

Scotsman has been one of the world's leading manufacturers of ice machines for more than half a century

scotsman-ice.it



04 Innovation

Custom-made around the globe

Already a renowned manufacturer of warewashers in Europe, DIHR is also spreading its reach to extreme areas of the world, from a nuclear site in Australia to a logistics center in Antarctica, the company's **Carlo Brunati** and **Rafaëlle Allot** tell Chris Evans



Below: DIHR's GS 50 model, used at the Ultima Antarctic Logistics center in Antarctica (Bottom)



Left: The LX 751 in the Esja Gæðafæði meat processing center in Reykjavik, Iceland

Below: The HT 12 ELECTRON PLUS HR H+ model as used by IKEA in Bogotá, Colombia



Above: The TWIN STAR as used by ANSTO in Sydney, Australia

BRAND WATCH



1985
With nearly 40 years experience in warewashing, DIHR was founded in 1985

14
DIHR has achieved 14 European patents and 11 international certifications, including ISO 9001

93°C
DIHR's Twin Star machine has a unique thermo-disinfection cycle that reaches 93°C in the rinsing phase, ensuring items are completely sanitized

dihr.com

The list of projects where DIHR's glass, dish and warewashing products can be found is certainly an impressive one. To name a few, there's Stade Roland Garros, host of

The French Open tennis tournament in Paris, France; Venice Marco Polo Airport in Italy; London Zoo in the UK; IKEA stores in Spain and Germany; facilities for the Israeli Army in Israel; and the Corinthia Palace Hotel in Malta.

But the company, founded in 1985 in Castelfranco Veneto, Italy, and part of the Ali Group, is also pushing the boundaries further by taking its custom-made machines to distant locations in other areas of the world.

Four standouts where DIHR's machines are currently being put to good use are Australia's Nuclear Science and Technology Organisation (ANSTO); the Esja Gæðafæði meat processing center in Reykjavik, Iceland; a big project in Colombia with its partner Alpha Simet (based in Mexico, Colombia and Peru); and the Ultima Antarctic Logistics center in Antarctica.

"We sell more than 20,000 units a year to not just traditional places like London, Rome and Paris, but also exotic, remote places where the customers' needs are just as important and often quite diverse," says Carlo Brunati, commercial director at DIHR. The company's reach has extended as far as the continents of South America and Antarctica.

ANSTO, near Sydney, is one of Australia's most significant sites for research. Thousands of scientists from industry and academia utilize the state-of-the-art equipment there every year. Handling cleaning in a nuclear testing environment like this is unsurprisingly an important and challenging task that requires specialized equipment.

This is where DIHR and its Australian partner Rhima step in with the custom-built Twin Star machine to wash and decontaminate items used in the production of nuclear medicine, such as suits, helmets, glasses, goggles, boots, and bins that hold nuclear waste.

"Thanks to a unique thermo-disinfection

cycle that reaches 93°C in the rinsing phase, the items are completely sanitized," explains Brunati.

Shining star

The Twin Star is certainly a unique machine with its thermo-resistant twin glass door design that makes it look more like a cupboard than a dishwasher. It has a ventless vertical pass-through concept, which means you can load things from the restaurant side and unload them on the kitchen side.

"There are nine cycles to choose from, a high capacity (up to 300 plates) and a wide range of baskets, which means it can wash everything from crystal glasses to any kinds of crockery," says Rafaëlle Allot, marketing manager for DIHR. "And it fits with the company's green agenda because it consumes much less water and chemicals, and the electrical consumption is minimal thanks to the delayed start (so you can run it far from peak times), with no need of a hood or ventilation."

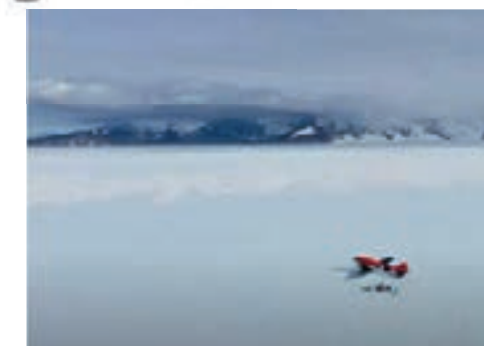
While over in remote Antarctica, the earth's

southernmost and least populated continent, DIHR's best-selling undercounter dishwasher, GS 50, has been operating efficiently at the Ultima Antarctic Logistics site, which handles flights, cargo, supplies and fuel into the icy landscape of Antarctica.

"We originally distributed it to the site through a European company about 20 years ago. The logistics center is still very happy with it, but we were contacted directly by an Italian representative asking about potentially upgrading the machine and if there was a local dealer. So, we put them in touch with our trusted partner in South Africa who will be supplying their next machine," says Brunati.

Support and expertise

This is what DIHR is about: not just providing products worldwide but offering support and partners with knowledge and expertise in the region, and tailoring the machines to suit the needs of the client wherever they're based and whatever their requirements. In Iceland, for example, DIHR customized a tunnel crate



washer and installed it at the Esja Gæðafæði meat processing center in Reykjavik via its local, official dealer. "It has a special inclined belt designed to drain the plastic butcher crates used to transport meat," explains Allot.

As with all DIHR equipment, the machine is designed to the strictest hygiene and performance standards, ensuring top sanitation levels, while minimizing energy, water and chemical consumption to reduce environmental impact and operational costs.

In Colombia DIHR machines have been installed in two IKEA stores, one in Bogotá and

one in Cali. The models installed include one of its latest generation hood-type dishwashers, HT 12 ELECTRON PLUS HR H+, its biggest warewasher LP4 S8 HR PLUS, and the RX 296 Rack conveyor dishwasher. All these models include a heat recovery steam condensing unit HR. The HR uses the steam produced by the machine in operation to preheat the cold water that will be used for rinsing. This reduces the steam in the dish room, ensuring a more pleasant working environment.

After-sale care is also key. "As a fully customer-centric organisation, DIHR focuses not only on the production, but also on the entire life cycle of the equipment. DIHR genuine parts and accessories, as well as IoT solutions, ensure that the equipment performs optimally throughout time," says Brunati.

This is why DIHR's influence and network is constantly spreading worldwide to places such as the Four Seasons Hotel in Cairo, Egypt; Florida International University in the U.S.; Raffles Hotel Singapore; and King Fahad Hospital in Riyadh, Saudi Arabia. ■

04 Innovation

Clever, compact, and cost-effective

KROMO's new small but perfectly formed GR 200 DOUBLE PLUS is getting the market in a spin. KROMO's Marco Brugnolaro tells Chris Evans why

KROMO's line of granules washers has been rightly lauded in the food industry for more than 15 years thanks to its energy efficiency, thorough cleaning (removing even the toughest burnt food stains) and reasonable price.

Now the company is launching its latest model, the GR 200 DOUBLE PLUS, at the foodservice and hospitality event HostMilano 2023 in Milan (13–17 October) with much fanfare. The compact, powerful machine is a two-in-one dishwasher and warewasher that can be slotted into any kitchen space.

"We had the idea for this machine a few years ago," says Marco Brugnolaro, area sales and product manager. "We missed an entry-level model, compact in size and reliable, for heavy-duty workloads at a competitive price. This is what the 200 DOUBLE PLUS offers."

Brugnolaro certainly did his homework. He collected the personal experiences and requirements of clients and customers from Latin America to the Asia Pacific region, establishing the need for a technologically advanced machine that washes dishes, glasses, and cutlery, as well as the pots and pans. But which

can slot in anywhere because space is limited. The result, he says, is "a revolutionary, simple-to-use, compact, ergonomically polyvalent machine," that is similar in size to a hood-type machine. "It has a range of cycles for cleaning all types of crockery and utensils," he adds.

Powerful and solid

The 200 DOUBLE PLUS is also impressively designed, made with a mix of 304 and 316 stainless steel, so it's powerful and solid, ideal for heavy workloads, tackling even tough, aggressive stains at bakeries and pastry shops.

Plus, it offers KROMO's ground-breaking HR heat-recovery technology, which was previously showcased in their GR 300 HR Plus and GR 800 HR Plus models. This draws in the moist warm water vapor produced when the machine is in operation and uses it to pre-heat the cold-water supply in the boiler to carry out the rinse phase. This not only reduces the energy required to reach the final rinse temperature but also reduces the exhaust air

temperature by more than half.

"Imagine you could charge a battery without needing a charger. The HR concept works much the same. The internal copper serpentine with a cold-water flow meets the hot steam, accumulating all around the exchange system. The cold water is pre-warmed and the hot steam is condensed to reach the right temperature. The result is a more efficient system that's saving you money and protecting the environment," says Brugnolaro.

Sustainability, environmental responsibility, and energy efficiency are key attributes and driving forces for all KROMO's products, and the granules machines are the standard bearers. "They reduce the water, chemical and energy consumptions. The technology grants a precise workflow and limits wasted time and resources, and our customers save money. This is our milestone," says Brugnolaro. ■

BRAND WATCH

KROMO

1998

Since 1998, KROMO has been manufacturing, selling and servicing a comprehensive range of commercial dishwashers, with an increasing attention to customer operating costs, sustainability and technology

120

KROMO exports its wide range of high-quality professional dishwashers and warewashers to 120 countries worldwide

135

KROMO's complete range consists of 135 models, from undercounter up to tailor-made rack machines and flight-type machines

kromo-ali.com



Innovation

Taking dishwashers to the maxx

Welbilt lives up to its name with its sleek new WMAXX brand of dishwashers. Adrià Navarro, director of Welbilt Iberia and Italy, discusses the stylish, efficient, and easy-to-use machines with Chris Evans

Welbilt had an outstanding reputation for providing leading foodservice industry equipment and solutions long before Ali Group acquired the brand in 2022. But it has since gone from strength to strength and has now added another string to its bow with WMAXX, a new brand of dishwashers that is taking the market by storm.

The high-tech, double-skin insulated Optimaxx 500 and Maxx Hood dishwashers can easily fit in any commercial kitchen and will do a thorough clean quietly and reliably every time.

"When we combined the brands, we decided there was clearly a need for a line of dishwashers that had to be well constructed and compact, always working, no matter what the water pressure, and clean and sanitize the cooking ware efficiently. That is what we've done," enthuses Adrià Navarro, director of Welbilt Iberia and Italy.

"The double-skin layer means better insulation and less noise in the kitchen. And they are constructed as one piece, so no welding or screws, which means you have smooth lines, and they are easier to clean."

Programmable wash cycles

The list of features that both machines offer is impressive. For the Optimaxx 500 this includes not only a double-skin insulated door, but also a sloped deep-formed tank, wash arms in stainless steel with unblockable nozzles, four programmable wash cycles, a soft start wash pump, anti-drop roof panel, thermal insulated boiler, self-cleaning cycle, and built-in automatic water softener.

The Maxx Hood also offers many of these features, as well as double-tank filters, with dirt collection systems and pump filter, easily removable basket support, remote control compliance with the HACCP norms and an LED electronic control panel.

"It's all about making things easy and efficient," says Navarro. "You just choose the cycle, press start, and the machines quietly go about cleaning and sanitizing the kitchenware, something which a surprising number of machines on the market fail to do. Our machines are also low cost to operate and easy to maintain."

Welbilt has additionally launched a Plus potwasher model for constant temperature and pressure rinsing called Utensils Maxx. This has a



double-skin layer, including a door that can be used as a counter-top, a double-tank filter with dirt collection system, and built in detergent and rinse-aid dispensers and drain pump.

It also has a Thermostop function that means if for any reason the user doesn't have the right temperature for the rinse, the machine knows this and will automatically extend the time of cleaning and adjust the cycle.

"Our machines control the water supply and always take from the bottom of the tank where it is dirtier. In this way it changes the entire water in the tank in seven washes," says Navarro. "As a result, we lower our consumption of water and chemicals required."

This ease and efficiency extends to maintaining, promoting and selling the machines too. They are in the mid-range bracket, but better quality in terms of construction, lower consumption, and more affordable than most. As a result, they have already been purchased and used by leading food chains, including a brand in Spain, and a high-level glassware company.

"This is our first collaboration with the Ali Group and it is going really well. Our machines are proving very popular and we are constantly selling to new food service providers," concludes Navarro. ■



WMAXX dishwashers lower the consumption of water and chemicals required

welbilt.com

04 Innovation



Wavy control gives WashCo the edge

In the world of commercial laundry, there is no one-size-fits-all solution, but equipment suppliers are increasingly drawn towards control systems that combine simplicity, efficiency, and remote operation. Jim Banks asks **James Holmes**, sales director at WashCo, why this preference has led to a close relationship with Grandimpianti ILE

Wavy's built-in Wi-Fi unleashes the full potential of Industry 4.0 for clients like WashCo

Formed five years ago from four different companies, WashCo has a unique perspective on the commercial laundry market. The company specializes in the specification, installation, and lifecycle maintenance of industrial laundry equipment throughout the UK, but unlike many of its competitors it is able to be completely objective in its choice of equipment.

"Because we are independent, we can specify the right machine for the customer without being led by the manufacturer," says James Holmes, sales director at WashCo, the largest privately owned independent commercial laundry distributor in the UK. "We can go in and look at any equipment on the market and take a dispassionate approach to the choice of equipment, which we recommend on the basis of usage, geography, budget or whatever parameters are important to the client."

That independence has led WashCo to take the lead in adopting new industry trends, with connectivity being a prime example.

"Connectivity and IoT capability are much more of a feature in this industry today, but when WashCo was formed it was not so much of a priority," says Holmes. "Six years ago, I was doing some research and saw this laundry equipment company that had mounted what looked like an iPad on the front of its machines. We knew then connectivity was a key factor, so we flew out to meet Grandimpianti and our relationship has grown ever since."

Wavy control is the the future
What Holmes saw on Grandimpianti's machines was



"CONNECTIVITY IS A 'MUST HAVE' AND SUSTAINABILITY IS A MASSIVE DRIVER FOR IT"

James Holmes

the display for its Wavy control system. More than a simple 7" vertical display, Wavy is an advanced control system that uses a simple and intuitive icon-based interface to give users access to complete machine management.

Furthermore, the built-in Wi-Fi unleashes the potential of Industry 4.0 by receiving programmes, cycles and settings remotely and also sending out information on machine operation and status. The constant dialogue between the Wavy control system and TheMind.cloud platform results in more efficient laundry processes.

"Now, connectivity is a 'must-have' and sustainability is a massive driver for it," says Holmes. "People want to know about sustainability more than spin speed or any other factor now. Wavy control also improves the first-time fix rate if there is a problem."

"We were attracted by design initially then the connectivity that would differentiate us as no one else was doing it back then,

so there was an opportunity to set us apart with Grandimpianti," he adds. "Now our goal is to ensure that 75% of what we install is connected, and Grandimpianti and its portal still lead the market. Most competitors just have a viewing platform so you can see data, but with Grandimpianti you can push data, turn on and affect the machine, change chemical levels and much more."

GD Wavy dryers are designed to provide a longer life cycle and lower environmental impact, and unparalleled results in terms of speed, energy savings and drying performance. The GD1000 – a 1,000-litre tumble dryer that WashCo has recently specified in a large college project – is no exception. It comes with the advanced, synergistic, thinking Wavy system built in to simplify and enhance all laundry processes, reduce operating costs and improve efficiency.

"For energy efficiency, it is market leading," says Holmes. ■

BRAND WATCH



1972

Grandimpianti ILE has been operating in the laundry industry for more than 50 years

2020

The company received the coveted ISO 45001 certification for its occupational health and safety management systems in 2020

4.0

Delivering Industry 4.0 into the laundry sector, Grandimpianti ILE's Themind.cloud is a remote control and management platform

grandimpianti.com

04 Innovation

Vanilla flavor

Friulinox's Alberto Marzocchi explains to Chris Evans how the company has reached great heights of connectivity and product control with its impressive Vanilla cabinets

Friulinox's new line of Vanilla cabinets for pastries and ice cream encompass everything that the leading Italian company stands for – quality, style, efficiency, connectivity, and environmental sustainability.

A lot of time and effort was put in to make sure these qualities were achieved and that the customers' needs were met. So much so that the Friulinox team reached out to those in the world of pastry and ice cream to gauge their requests and requirements.

"We understood the need to bring a new pastry solution to the market, so we collected the various requests from those who work every day in our reference sectors and the feedback was a need for a product that is aesthetically beautiful and reliable and able to provide unique solutions to preserve and avoid waste," says Alberto Marzocchi, vice president, global sales marketing.

With that in mind, the Friulinox team of engineers and developers started prototyping and discussing with the technical department and specialists how the Vanilla cabinets were going to look and function, incorporating new technology.



The Vanilla cabinet from Friulinox

The end product is impressive, incorporating everything from a touch screen glass control panel, which makes it easy to clean, to different temperature-controlled cabinets suitable for each stored product to guarantee conservation.

"We have a version of the cabinet that can be set from -2°C to +18°C, perfect for pastry at a lower temperature through to chocolate and praline at a much higher temperature," says Marzocchi. "While for ice cream, Vanilla offers cabinets that can work between the range of -25°C to -12°C."

Managing moisture

Friulinox has also adapted a latest-generation hygrometric probe to measure the humidity of the air within the cabinets at

set time intervals, so the user can understand and manage exactly how much moisture there is in the cabinet. "If it is set to 45% humidity, for example, when the inside of the cabinet exceeds that it will turn on the cold part to keep the humidity at the level required," says Marzocchi.

The fan at the back of the cabinet dissipates the required airflow, guaranteeing the right humidity circulation to every level of the cabinet and product, further helping with food preservation.

But perhaps the biggest unique selling point of the Vanilla cabinets and a perfect illustration of its connectivity and control is the exclusive, intelligent virtual assistant app, Sushi Smart Freshness Control, which alerts users when

products are going off.

It can be downloaded easily from any app store and connected directly to the Vanilla cabinet and other devices in the same kitchen or lab. Users simply upload packaged products before they enter the cabinet by scanning the barcode or, in the case of artisan products, enter them manually.

"The app then tracks the expiry dates of everything in the cabinet and when products are about to expire or are already expired, Sushi sends a notification (symbolized by a green, orange or red chef hat) directly to the smart phone," explains Marzocchi. "This helps avoid waste and eliminates the risk of serving products that are no longer suitable for consumption."

Chefs working in the lab or a busy quick-service restaurant, where they have lots of cabinets, can keep track of all their products. "Normally they would have to write down when the product is due to expire or cover it in clingfilm without a real expiry date, so they struggle to keep on top of everything. The app allows you to keep track of all products coming in and out of the fridge units and stock at the warehouses. It also alerts if a door is left open too long or there's been a records malfunction."

The app allows for Hazardous Analysis and Critical Control Point (HACCP) management and accurate HACCP registry notifications, as well as monitoring of all operating parameters with warnings of any anomalies. "A technician can enter any machine and change the parameter remotely or update software through the app and our portal cloud," says Marzocchi.

Vanilla's impressive features and smart design certainly made a strong impression with customers and professionals when it was launched at the SIGEP food fair in January.



“THE APP TRACKS THE EXPIRY DATES OF EVERYTHING IN THE CABINET AND WHEN PRODUCTS ARE ABOUT TO EXPIRE OR ARE ALREADY EXPIRED”

Above: Alberto Marzocchi, vice president, global sales marketing, Friulinox

BRAND WATCH

Friulinox
REFRIGERATION EXCELLENCE

-25° to -12°
For ice cream, Vanilla offers cabinets that can work between the range of -25°C to -12°C

80%
80% of the packaging of Vanilla is recyclable and/or comes from recyclable materials

5
Vanilla has been awarded best-in-class efficiency with climate class refrigeration 5

friulinox.com

"The end customer was very enthusiastic about the design of the machine, the Sushi solution and the airflow in the cabinets, allowing for good conservation of their products," says Marzocchi. "They work a lot with chocolate, which needs to be brilliant and shiny, so having the right amount of humidity that doesn't allow it to dry up or get too wet is key. The dealers looked at the cabinets enthusiastically because Friulinox is well-known and this new upgrade is efficient, energy saving and provides quality conservation. This translated into good sales at the event."

Green agenda

Vanilla's tech-infused cabinets also reflect and match the company's green agenda, not just with waste management, but also energy efficiency, with the use of the new R290 ecological heat pump and efficient air flow within the cabinets.

As a result, it's been awarded best-in-class efficiency with climate class refrigeration 5. "This allows us to guarantee performance and perfect consumption up to 43°C and 45% humidity, which is vital in a hot kitchen (something standard in Mediterranean countries)," says Marzocchi.

He adds that about 80% of the packaging of Vanilla is recyclable and/or comes from recyclable material. "In recent years, Friulinox and its partners, have expressed an important sensitivity on the theme of the environment, not just in consumption, but focusing on sustainability of our production and disposal of our products."

Friulinox is looking to maintain these high standards, while pushing forward with new and patented solutions and striking designs for its Vanilla – and other – ranges of blast chilling, storage and refrigeration systems. ■

The view from the customer

Giuseppe Fagiotto, owner and pastry chef of the Peratoner pastry and chocolate shop in Pordenone and the Caffè degli Specchi in Piazza Unità d'Italia in Trieste, Italy, discusses a winning partnership with Friulinox.

What benefits does Vanilla offer?

What we have found to be especially positive is that in our production of pralines we get excellent crystallization, powerful humidity control, and a constant temperature of +16°C, all in short time, which gives an excellent shine.

The fantastic freezer does not create any type of condensation, either inside or outside (operating in a room with constant 20°C), so we do not notice any organoleptic changes, and products do not dry out.

What feedback have the staff given?

All the advantages above, plus the beautiful design that gives a sense of cleanliness and efficiency.

Why do you think Friulinox is an excellent partner to work with?

Its excellent products, its competent and attentive technicians, and its excellent quality, which is seen in all the finishing details.



04 Innovation

An Oracle to rely on

Lainox's new, compact Oracle Oven is both technologically advanced and easy to use and can cook meals in just seconds. Chris Evans speaks to the company's executive director, Marco Ferroni, about all the impressive features



Marco Ferroni (top) says the Oracle from Lainox (above) can reach temperatures of up to 300°C

Combining quick service speed with quality food is the primary objective of all foodservice operators, particularly in the rapidly growing dark kitchen sector. This is why Lainox's super-fast Oracle ovens are proving so popular because they help achieve both.

"Who likes to wait to receive goods that you have ordered? We often decide not to go back to a restaurant again because we waited too long to eat or because the food served was cold," says Marco Ferroni, executive director at Lainox. "Oracle is the first high-speed oven in the market to be able to reach a temperature of 300°C (30-40 degrees higher compared with the average), which gives us a huge advantage in terms of cooking time, and in the browning quality and crispiness of products."

The Oracle is also very adaptive to the customers' needs. During the preparation stage it can be used in Combi Wave mode to cook croissants or bread, or by using all microwave power. At the start of service, it can quickly turn into a high-speed oven to offer customers dishes that are ready in a matter of seconds.

"Oracle is the only one in its high-speed oven category equipped with dual function HSO and Combi Wave," says Ferroni. "The HSO function allows you to use microwave, convection and impingement together so that you can obtain maximum speed during service. In order to make Oracle even more flexible and

to allow our customers to use it even during mise en place, we added the Combi Wave function. This gives you the possibility to use the oven as a simple microwave, or as a convection oven or even combining these two technologies together, which greatly shortens cooking times."

This is ideal for restaurants with extended opening hours and a varied menu. "For example, a Spanish bar that serves brioches and croissants in the morning for breakfast [can use the Combi Wave], then prep for lunch, bake bread for sandwiches, cook vegetables on the grill or steam spinach [using the HSO mode]," says Ferroni.

This eliminates the need for restaurants to have a convection oven, microwave oven and a high-speed oven, as all three are combined in the Oracle.

Innovative approach

Lainox has always tried to push the boundaries with its products, and Oracle is no different. Not satisfied with just copying other solutions already on the market, the company has developed and used new technologies and systems, in partnership with the engineering faculty of the University of Modena, Italy.

Ferroni cites the example of Oracle's microwave diffusion system, which does not use a motorized antenna to propel the microwaves, but instead has perfect uniformity by using two lateral magnetrons that avoid having to use moving parts, which in turn increases the reliability of the product.

This innovative approach extends to cleaning the product too. Initially, Lainox had thought about having an automatic



Oracle is the only high-speed oven in its category equipped with dual function HSO and Combi Wave



The view from the customer

Reeb's is an Italian restaurant chain that specializes in cooked meat. Indeed, working with meat is a family tradition that has been passed down for three generations since 1929. **Enrico Murador** founder and owner of Reeb's explains why it chose Lainox as its partner.



As well as speedy cooking times the Oracle gives great browning quality and crispiness to dishes

Why is Oracle a good fit for your needs?

With Oracle we have been able to meet our need for service speed while still being able to guarantee a product that meets the quality standards of our customers. Our products are warm and soft on the inside, and crunchy and appetizing on the outside. But above all else it's the ease of use and the interconnection that allows us to always have each store online and up to date.

What has been the feedback from the back-of-house team that uses Oracle?

After the Lainox training, our operators increasingly put their suggestions into practice. Now, they also appreciate the benefits of a more streamlined service without stress. By seeing four burgers and four club sandwiches come out in just over two minutes, it was immediately clear just how much of difference it could make.

Why is Lainox such a great brand to partner with?

Since our first trial, Lainox has shown a willingness and flexibility to listen to our needs. For each point of sale, we have received training for our staff and the after-sales service always responds promptly with the utmost willingness to help us meet our needs.



Impressive features include easy cleaning innovations and the automatic archiving of HACCP data



Customers have access to hundreds of recipes, developed and tested by Lainox, direct from the device



There is also an area for customers to create their own recipes and share them with the connected appliance



The Oracle combines a convection oven, microwave oven and high-speed oven in one unit

washing system, but this would have meant connecting the Oracle to a water source and drain. Instead, they decided to equip it with a removable chamber, called an Oracle Washable Box, which could be cleaned in a dishwasher. "This is a patented solution by Lainox and is appreciated by many customers," enthuses Ferroni.

Oracle also benefits from Lainox's 10 years of, often pioneering, experience with digital and connectivity, offering Wi-Fi connection and access to the Lainox Nabook Plus Cloud – a complete and totally free virtual assistant to help customers organize and manage their kitchen.

Functions of the Nabook Plus Cloud include access to hundreds of recipes developed and tested by Lainox directly from the cooking device, as well as giving customers a personal area where they can create their own recipes and share them with the connected appliance. "This feature is particularly appreciated by chains," says Ferroni.

Easy connection

Other impressive functions including the ability to up-process 'big data' and automatically archive Hazard Analysis and Critical Control Point (HACCP) data; allow a service department to access the device remotely to reduce intervention times and costs, and analyze data based on the device use and correct errors that operators make; and monitor consumption.

"One of our main customers says that thanks to these functions they have managed to achieve savings of over one

million euros a year," says Ferroni.

Oracle also benefits from all the technology developed for Lainox's hugely popular combi oven Naboo. This includes the same user interface, although "for the Oracle the algorithms present in Naboo have been optimized to make the cooking quality perfect," says Ferroni.

The Oracle also boasts a plug and play system, which means you can install it anywhere in a matter of seconds, and it doesn't require expensive water loading and unloading suction systems, so there's no need to bring in a specialized technician.

This ease of connection combined with its compact size make it a winner with resorts and hotels. They can simply move it from the beach bistro to the pool bar or set up a front cooking station in the garden.

"You simply connect the plug and start cooking and earning. This is our motto," concludes Ferroni. ■

BRAND WATCH

LAINOX

100+

The Lainox brand has earned a strong reputation with foodservice operators in more than 100 countries worldwide

1981

Lainox launched the first fan-assisted hot air oven in 1981. The company celebrated its 40th anniversary in 2021

300°

Oracle is the first high-speed oven in the market to be able to reach a temperature of 300°C

lainox.it

05

Aliworld



Eloma OLD FRIENDS JOIN FORCES TO UPDATE COUNTRY CLUB KITCHEN

When the back of house at New Hampshire's historic Bald Peak Colony Club was being updated with new equipment, Chef Mark Brown knew who to contact.

Martin Huddleston, then Eloma USA's vice president of sales and now general manager at Convotherm US, worked together with Brown in kitchens in the late 1990s. The pair teamed up to compete at cooking events, and founded an artisanal bakery together in the early 2000s.

Since then, Huddleston had transitioned from chef to commercial foodservice equipment sales. "He reaches out to me for advice about specific equipment categories of cooking equipment, and I rely on him for

insight on how chefs are using our equipment and what they want to see in future offerings," said Huddleston. When it came to selecting equipment for updating Bald Peak's "old-school" restaurant, Brown knew from previous experience that an Eloma Genius^{MT} combi oven would be the right fit. "I had familiarity with the combis, and already had a relationship with Martin, so I knew what I wanted for Bald Peak," he said.

The Genius^{MT} 6-11's versatility has accommodated Bald Peak's extensive menu while keeping up with its high-volume requirements. The club's restaurant accommodates up to 220 people, and serves three meals a day, seven days a week, to guests and employees during the season, which runs from late May to mid October.



Chef Mark Brown knew exactly what he wanted for Bald Peak Colony Club's old-school kitchen



The single kitchen also regularly caters for events on the clubhouse's main floor, which holds 150, and the Racquet Club, which can seat up to 135. "This cooking platform worked well due to its flexibility with catering and à la carte menu items," said Matthew Auck, Eloma USA's vice president of sales and marketing. "Our units are flexible and can do just about anything — steaming, baking, poaching, grilling."

The Genius^{MT} 6-11 combi is also "user friendly" and intuitive — something that was important to Brown, given that many of the kitchen staff are from overseas, and there may be a language barrier. "We can train them to use this oven in five minutes or less," he said.



Electro Freeze Family business partnership grows soft- serve Italian ice concept

An Italian ice product re-engineered to run through soft-serve machines, Polish Water Ice was the brainchild of Pennsylvania man Tom Curyto. Between 1996 and 2018 he grew his mom-and-pop organization to 20 locations in the U.S. Northeast, with the help of vendor partner Bob Romarino, owner of Sentry Equipment, a distributor of Electro Freeze soft-serve machines.

Since then, the two men's sons have teamed up to take the concept in a new direction that has seen it franchised in nine locations so far, with dozens more in the pipeline. Corey Curyto developed a new brand, Carousel's, operating from eye-catching food trucks with big top-style roofs, and serving the fat-free Italian ice alternative in a limited range of flavors. He and Sentry's Rob Romarino, developed a food truck that would fit three Electro Freeze machines, capable of serving an influx of people with minimal wait times.

"Each truck is outfitted with three high-volume, pressurized Electro Freeze GES-5099 units," Curyto said. "We have five spouts for our ice and one spout for our soft-serve vanilla ice cream."

Since Carousel's began franchising in 2021, the pair have continued to develop the concept as the brand grows, constantly perfecting the design of the truck and exploring new opportunities, such as putting machines in movie theaters, convenience stores, and hotels.

One thing stays the same, though: the relationship between the businesses. "As we scale up, it brings opportunity to Sentry and Electro Freeze," said Curyto. "It's a great partnership, and we are thankful they're a part of what we're doing."





Montague MORE EFFICIENT KITCHEN FREES UP CHEF'S TIME FOR NONPROFIT

Blackbarn – John Doherty's farm-to-table American restaurant in Manhattan's fashionable NoMad neighborhood – was going from strength to strength when Covid hit. Reopening after lockdown meant making a number of changes, from slimming down the menu to updating employment contracts, in an effort to build margins back up. It was also time for a new kitchen.

"Coming out of Covid, we re-signed our lease for another ten years, and there was no way that the equipment we had was going to make it ten years," said chef-owner Doherty, who previously spent 23 years as Executive Chef at New York City's legendary Waldorf Astoria. "We'd been spending a lot of money on repairs."

In a swift and seamless installation – during which the restaurant was able to remain open – Blackbarn disconnected its old suite and had it replaced with a Montague suite. The update has revolutionized the way Blackbarn operates.

The new suite has added more ovens, burners, a fryer, and a charbroiler into the line, making for a more efficient workspace and more versatility in the menu.

Another benefit has been added –

refrigeration. Doherty's team had grown accustomed to having to run downstairs to bring up food from the production kitchen. In the new streamlined process, no one has to leave the line. The operation is leaner and more efficient. Doherty estimates the Montague suite has saved him \$40,000 a year in payroll.

And business is not letting up. Serving upwards of 450 guests at capacity, the restaurant also has five event spaces, which are continually booked for events ranging from chef's table kitchen dinners to whiskey tastings and wine cellar tours.

All this has enabled Doherty to put more time into Heavenly Harvest, the nonprofit organization he runs with his wife, Jennifer, and daughter, Jenna Elliott. Since 2015, Heavenly Harvest has cooked 280,000 nutritious meals, packaged them in sterilized pouches and distributed them to food pantries around the country. Every meal is conceived and developed by Doherty, and ends up in the hands of a family or individuals in need – at no cost. "The foundation is my true purpose," said Doherty. "The restaurant is a vehicle to get me there and support my family while I make it happen."



For chef John Doherty (above) updating the kitchen at his restaurant Blackbarn saved money on repairs and payroll enabling him to dedicate time and resources to his nonprofit Heavenly Harvest



Ali Group Ali Group products reconfigured for new correctional facility

Designing a prison kitchen brings with it a unique set of challenges, as evidenced during the development of the Utah State Correctional Facility, opened in mid-2022.

First, there's the volume. Equipped with one major prep kitchen and three receiving kitchens, the Utah State Correctional Facility can house up to 3,200 male and 600 female inmates, all of whom need feeding three times a day, while additional meals for staff must also be factored in.

There are federal and state laws around religious meals, and a variety of medical diets that must be accommodated.

There's also the role the kitchens play in prisoner rehabilitation efforts. The Utah facility, for example, has culinary arts programs that teach inmates kitchen prep and management skills.

Above all, the prison kitchen needs security and flexibility. When assigned to the Utah State Correctional Facility project, Hans Faassen of Faassen & Associates consulted with Rob Geile, CFSP, LEED AP, vice president of Consultant Services at Ali Group North America. They were able to liaise with manufacturers to adapt the kitchen equipment to the specific needs of correctional foodservice.



"Let's take Victory," said Geile. "The conversation started with the general term 'refrigerator-freezer' but transitioned into 'How does this product fit a correctional scenario?'" After consultation, the handles on some of the Victory refrigerators were reconfigured so that they could not be removed and used as weapons. In addition, security locks were installed on the Scotsman ice machines.

Other Ali Group brand products used in the Utah

State Correctional Facility kitchens include Amana® Commercial microwave ovens from ACP Inc., Bi-Line power wash sinks from Champion, and Edlund can openers.

Geile said it was Ali Group's flexibility as a manufacturer that allowed the project consultant to talk directly not just with sales representatives but also with the engineering departments. "You wouldn't see that at most manufacturers," he said.



The kitchens at Utah State Correctional Facility feed up to 3,800 inmates, three times a day, plus staff members





Welbilt

TOMORROW'S HOSPITALITY LEADERS LEARNING ON EQUIPMENT FROM WELBILT BRANDS

Hospitality students in one of the United States' most popular visitor destinations are learning on equipment almost exclusively supplied by Welbilt.

The Hospitality Hall kitchen in the William F. Harrah School of Hospitality at the University of Nevada, Las Vegas (UNLV) – widely considered one of the top hospitality schools in the U.S. – is fitted with Merrychef® high-speed ovens, Convotherm® combi ovens, Delfield® reach-in refrigerators, Garland® convection ovens and broilers and Frymaster® fryers.

Overlooking the famous Las Vegas Strip from a fourth-floor vantage point, the kitchen lab is something of a showstopper. "Our dean made a very conscious effort to make this the showpiece of the entire facility," said executive chef Mark Sandoval. Using equipment from Welbilt brands to teach came easily to Sandoval. "That's really the equipment that I learned to cook on," he said. But, when the kitchen was being designed, it was a school board member who suggested he get in touch with Welbilt. "From there, it was just a great relationship."

Sandoval likes to use the cutting-edge technology available in the kitchen to show students how they can produce optimum results using different methods. For example, he might demonstrate how to prepare a dry-rubbed double-cut boneless pork chop in a Convotherm mini combi oven (of which there is



one at each station). Next, he'll prepare a pork chop "in a normal convection oven." His point is to prove to students that even though they don't have the same depth of experience that he has, they can still produce a delicious result by using modern technology.

Sandoval is particularly fond of the Garland XHP Broiler™ with its special Synergy technology, because it helps him emphasize his message of sustainability.

"One of the ideals that I try to teach all our students is sustainability and the responsibility of everyone to embrace that," he said, adding that Synergy technology uses less gas than conventional alternatives.

UNLV also uses biodegradable items where possible; recycles cardboard, glass and plastic; and composts food waste on campus for the community garden.

Welbilt is proud of the part it plays in teaching at UNLV, said Patrick Simon, director of sales, Merrychef USA West. "Teaching the next generation of hospitality leaders on the most innovative kitchen equipment is what they do in UNLV's Hospitality Hall," he said.

Executive chef Mark Sandoval (top left) imparts a message of sustainability to students at the William F. Harrah School of Hospitality at the University of Nevada, Las Vegas

Merrychef Taco kitchen redesign boosts staff and customer satisfaction



Taco John's, one of the largest Mexican quick-service restaurant chains in the U.S., has started rolling out a new kitchen design developed with the Welbilt FitKitchen® team.

In 2018, the 50-year-old chain decided to explore whether its legacy kitchen could be updated to increase throughput, improving the experience for team members and guests.

Taco John's had already been using Frymaster® fryers, so the Welbilt FitKitchen team put together some ideas for the franchise, which has 390 units nationwide. The team visited company locations in Wyoming and Nebraska, and did test runs of new kitchen designs, producing Taco John's menu items at Welbilt® headquarters in Florida.

The ideas that Welbilt came up with – based around rethinking equipment usage – helped increase both speed of service and food quality, as well as reducing the number of steps crew members would have to take to complete a product.

Named Kitchen Olé after Taco John's famous Potato Olés®, the new

kitchen design was first installed in one of Taco John's Cheyenne, Wyoming locations in July 2021. Now, 25 Taco John's units have the Kitchen Olé configuration, with more planned.

Along with the Frymaster fryers, it features a number of products from Welbilt brands: a Delfield® production table helps streamline production and eliminate several stand-alone production tables. MercoMax™ and MercoEco™ holding cabinets and a Merco CrispyMax™ serving station keep product at perfect serving temperatures. Convotherm® combi ovens cook proteins and heat other products, while the culinary staff use a Merrychef® high-speed oven to produce quesadillas and burritos.

All the Welbilt brands were proud to be part of the Kitchen Olé project, said Garamy Whitmore, general manager of Merrychef USA. "Merrychef, the entire Welbilt and FitKitchen team are very excited to have provided this unique solution to enhance our partnership with Taco John's," he said.



Icematic Aromatized ice: what's your flavor?

Italian ice machine maker Icematic has patented a unique innovation: aromatized ice, which will be available in a variety of colors and flavors.

Using the company's new My Ice app, users will be able to program the machine to produce not just the required quantity but the desired aroma or flavor of ice.

The machines will also produce standard ice as required.

"This innovation delivers a supplementary added value to our ice-makers that will provide the end customers with the possibility to aromatize their ice for unique and charming creations," said Massimo Povelato, brand manager at Icematic.

"Users will have the possibility to create a numberless variety of tailor-made cocktails, providing their clientele with a huge range of new solutions" and "unleashing all the creativity they can express."

As well as cocktail bars, Povelato expects the ice to be popular in coffee shops, where it could be used in coffees, milkshakes, and granitas. "Another interesting application could be thematic events, where specific drinks are proposed," he said.

Antony Bandiera, owner of the Osteria Maniscalco in Castelfranco Veneto, northern Italy, is a client of Icematic. He said the innovation offered a solution where in the past they had to improvise.

"Often, we would find home-made decorated ice cubes with flowers and fruit, to embellish cocktails. [But] in this case, we can have a quick and constant production of decorative ice."



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Ali Group is the largest, most diversified global leader in the foodservice equipment industry. A corporation founded 60 years ago, the engineering heritage and traditions of several of its companies stretch back more than 100 years and include some of the most respected names in the industry.

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