

ALI WORLD

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**STAN'S DONUTS:
BRINGING A WHOLE LOT OF
EXCITEMENT TO CHICAGO**

CRAFT ON DRAFT
JOYRIDE PARTNERS WITH
BEVERAGE-AIR

ali
GROUP



Let me extend my heartiest welcome to this, the seventh edition of *Aliworld* North America magazine.

Looking through the stories in this issue reminds me of the fact that even though we all have our own individual problems and concerns, many of you face the same issues regardless of location. Everyone faces labor-related challenges, including finding and retaining qualified team members. Ever-increasing food costs affect your bottom line. New ordering and delivery systems change the way you produce and serve food. And kitchen sizes continue to shrink to accommodate a growing front-of-house area.

As always, we at Ali Group have a continual focus on designing and producing products that help you meet those challenges. At the same time, we keep an eye on the trends looming on the horizon. One of those trends that affects operators globally is the advancement of technology. Consumers today want convenience more than ever. We'll show you some of the new technologies and systems that help operators facilitate consumer orders from almost any location and allow diners to take delivery of their food within minutes.

Also in this issue, you'll see how a coffee company's unique delivery system helped them carve out a niche in the crowded coffee segment and moved them into other beverages as well.



You will also learn how a successful Chicago-based chain serves creative, delicious (and highly profitable) donuts. And, by combining a perfectly prepared and delivered product with a culture based on “doing good” in the communities it serves, we will show you how a pizza chain differentiates itself from the competition. This issue contains these stories and many others that showcase just some of the ways that we at Ali Group listen to our customers and go beyond simply providing them with products that meet their needs.

I'm very pleased that this issue will introduce you to the first seven winners of The Berti Foundation scholarships. These talented students are the children of Ali Group employees, and we are delighted to help them reach their educational goals.

On a personal note, I look forward to seeing many of you at The NAFEM Show 2019 in Orlando in February. We are already in the planning stages for this year's National Restaurant Association show in Chicago as well as HOST 2019. I look forward to seeing many of you at these shows, as well as at the many other trade shows and buying group conferences in which we participate.

From all of us at Ali Group, let me extend my sincerest wishes for a happy and prosperous 2019. Enjoy *Aliworld*.

Filippo Berti
Chief Executive Officer, Ali Group

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STAN'S DONUTS: BRINGING DONUT EXCITEMENT TO CHICAGO

*Creative, innovative donut varieties
drive a Chicago-based chain's success,
with some help from Belshaw.*



The term “artisanal” has been applied to just about anything that’s edible or drinkable over the past few years. Whether it’s a craft beer, a heritage pork breed or a handmade loaf of bread, the word has come to represent a food item that’s carefully produced and full of flavor.

And artisanal appropriately applies when describing the variety of delectable donuts Stan’s Donuts serves. Since opening its first unit in Chicago in 2014, Stan’s has become the go-to place for whimsical, delicious donuts for residents of the Windy City. The name Stan’s Donuts is already familiar to residents of Los Angeles, however, as Stan Berman opened the original Stan’s Donuts in 1963 in the city’s Westwood Village neighborhood.

Flash forward nearly 50 years later, when Rich Labriola happened to see Berman on a TV travel show. Labriola already knew his way around the dough table, as he had been in the artisan bread business in Chicago for more than 20 years by that time.

“I started Labriola Baking in 1993 and sold it in 2013,” he says. “We did high-end artisan breads for white-tablecloth restaurants and sold a lot to Trader Joe’s and Costco. I started that business out of my car, and then when I sold it, we were doing about \$35 million in sales annually.”

Ready for a new challenge, Labriola entered into a partnership with Berman to bring Stan’s Donuts to Chicago. Since “his story and my story work well together,” Labriola says, the decision was made to go with the existing name rather than establishing a new brand from scratch. “We went with his history, and his varieties were unique,” Labriola says. “It’s just a good story. I think that’s why we’re so successful.”

Naturally, those donut varieties include traditional favorites such as glazed, plain cake and vanilla-sprinkled cake, which retail for \$1.95 each. But Stan’s specialty donut menu lists nearly 35 different donuts selling for \$2.75, including such taste-tempting treats as a lemon pistachio old fashioned, a Dreamsicle bar and a toffee cake donut. Another list, called the Dough Boy’s Best (coincidentally, “Dough Boy” is Labriola’s job title), features the top-of-the-line donuts at \$3.75 each. This menu includes



Lemon
Pistachio
Old
Fashioned



Stan’s has become the go-to place for whimsical, delicious donuts for residents of the Windy City.

pockets, one of the specialty items for which the original Stan’s location is famous, Labriola says. “It’s made like a pastry. We put Nutella or Biscoff or peanut butter in it, but we put it in before frying and we give it a diamond fold-over so the filling solidifies a little bit. So it’s not like a Bismarck.” Labriola notes that his croissant-donut hybrid, dubbed the LeStan, is one of the more popular items offered. Along with the donut selection, Stan’s offers a full selection of coffee, tea, espresso and ice cream.

The combination of ice cream and donuts led to a limited-time offer last summer, which garnered significant publicity for the chain: the donut ice cream sandwich. A staff member splits a donut (“the cake varieties work better,” Labriola says) and fills it with ice cream or gelato. One Chicago publication listed the Stan’s Donut ice cream sandwich as one of its must-have, “life-changing” ice cream sandwiches for summer eating.



Apart from the wide range of flavors offered, one of the things that differentiates Stan’s from other donut shops is the way the chain makes its donuts. Labriola explains, “We make our donuts vastly different than most people. Our yeast-raised donuts are made kind of like artisan bread in the way we mix the dough and the way we ferment the dough. It’s not straight



Belshaw Century 300 System produces 3,000 donuts per hour.

mix to machine to fryer. There's an 18-hour fermentation time for our yeast-raised donuts, and we have a very rich, old-fashioned cake donut. Everything about it is artisanal."

To make its artisanal donuts, Stan's relies on Belshaw equipment. "In my history of being in the baking business, buying equipment and having good equipment is one thing," Labriola says. "But what the Europeans call 'after-sales' and the service is just as important. Irene [Kimmerly, vice president of sales for Belshaw Adamatic Bakery Group,] and the guys over at Belshaw have been just incredible for after-sales. I can't say enough about it."

The Belshaw Century 300 System serves as the centerpiece of Stan's production line. This fast, efficient system takes up only 10 feet of space and produces up to 3,000 donuts per hour. The unit makes either cake or yeast-raised donuts in just 110 seconds of frying time. Stan's also uses Belshaw's open kettle fryers and was one of the test locations for Belshaw's new automated heated bottom icing machine.

Kimmerly says that Stan's Donuts "is one of the more refined, elegant donut shops" she has seen. Kimmerly adds that Stan's makes

"a designer donut. It's more of a hand-forged donut, and when you get that beautiful donut, it's worth the price because it's a very delicious product."

Quite literally, donut fans in Chicago continue to eat up Stan's high-quality selections. From its start in 2014, Stan's has now expanded to nine units in Chicago, and Labriola says the chain plans to add three more units over the next year or so. He estimates that the chain produces between 20,000 and 30,000 donuts daily across its nine existing units. And already, Stan's is moving out of its brick-and-mortar units into new sales venues. For example, some Chicago-area Whole Foods Market stores now sell Stan's Donuts in their bakery sections, and Labriola says plans call for more new retail partnerships in the future.

That means a continuing partnership with Belshaw to produce even more of Stan's delicious donuts. "If there was a choice to be made between Belshaw and anybody else, just the after-sales alone tips the scales greatly," Labriola explains. "Belshaw is obviously a leader in this business."

www.belshaw-adamatic.com



Belshaw's EPI8-24 proofer helps Stan's produce donuts efficiently.



The unit makes either cake or yeast-raised donuts in just 110 seconds.



Belshaw's mixer in action making the dough.



Dependable ACP microwave ovens are also found in the kitchen at Stan's.

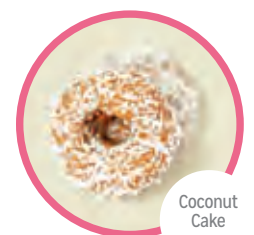


An Electro Freeze soft-serve freezer produces delicious cold treats at Stan's Donuts.



A Beverage-Air dispenser serves up nitro cold brew coffee.

The chain produces between 20,000 and 30,000 donuts daily across its nine existing units.



Coconut Cake

TECHNOLOGY AND CONVENIENCE

A quick glance at some of the biggest strategic moves being made by the world's leading foodservice companies leaves no doubt as to where the industry is headed. Almost regardless of concept or segment — from quick-service and fast-casual restaurants to corporate and college dining to coffeehouses and c-stores — two key factors continue to drive the future: technology and convenience. These inextricably linked forces continue to fundamentally and rapidly change both the guest experience and how business gets done.



Multi-unit operators such as Domino's, Starbucks and Panera Bread have paved the way, introducing a new generation of tech-savvy guests to conveniences such as online and mobile-app order and pay, voice-activated ordering, curbside and in-store express pickup, self-serve kiosks, and enhanced delivery (even testing self-driving cars and drones). Consumers have rewarded these operators for their efforts, both in increased engagement and solid sales growth during what has been an essentially flat foodservice market for the past several years.

Panera Bread, for example, which rolled out its technology-rich Panera 2.0 initiative in 2014, had passed the \$1 billion mark, or 26 percent of sales, via digital channels at the time of its acquisition in July 2017 by JAB Holdings. In its last reportable quarter as a publicly traded company (Q1 2017), Panera showed same-store sales growth of 5.3 percent in corporate stores, outperforming the Black Box all-industry composite by 690 basis points. The company predicted at the time that digital sales could double by 2019 and has since completed rollout of delivery nationwide.

Legions of other brands large and small continue to follow suit, launching digital and operational initiatives to cash in on growing consumer demands for anywhere-, anytime-, any-way-they-want-it restaurant-quality foodservice.

Imagine, for example, that just three years ago, almost all orders at McDonald's U.S. restaurants were placed by guests in one of two ways: interacting with a cashier behind a counter or speaking into a drive-thru intercom. Today, the fast-food giant and original standard bearer for convenience helps redefine what that means.

The company continues to roll out its new "Experience of the Future" program, converting or building new restaurants to the tune of 1,000 units per quarter in which technologies and services such as self-service kiosks; mobile app ordering with in-store, drive-thru or curbside pickup; geolocation; and delivery via third-party partners feature prominently. McDonald's smartphone app, introduced in 2017, has more than 20 million registered users, a download rate fueled in part by a hugely popular loyalty program. By the summer of this year, more than 10,000



U.S. McDonald's restaurants will offer delivery.

Subway, too, is raising the stakes on technology and convenience. As part of a 2017 prototype redesign dubbed Fresh Forward, the global sandwich chain introduced self-service kiosks and pickup stations for to-go and delivery orders placed via smartphone app or chatbot. Subway's app, which went live in 2015 and has nearly 30,000 downloads, lets customers easily find the nearest Subway unit; order ahead for express pickup or delivery, where available; customize, name and save favorite orders; access promotional discounts; and pay via smartphone using a pre-loaded Subway card or credit card.

"Consumer expectations are changing. They want convenience and more options for convenience, but they also want high quality. We need to be proactive about meeting those expectations," notes Frank Chetcuti, operations project manager at Subway.

When it comes to delivery, which all franchisees have the option of offering, managing the last mile to ensure individual Subway customers and catering clients receive the same quality sandwiches that they do when visiting the stores is mission critical. To that end, Subway recently partnered with Ali Group company Metro, a global manufacturer and distributor of cabinets, carts and shelving, to develop a custom Mightylite™ transport cabinet. The lightweight cabinet, manufactured from expanded polypropylene, maintains product temperatures for extended periods and comes with three slide-in basket trays, each of which can hold up to 6 foot-long or 12 6-inch subs securely during delivery.

"The beauty of the unit is that it allows us to deliver hot and cold subs in the same carrier,"

To help ensure quality as well as convenience, Subway called on Metro to develop custom-branded transport cabinets that maintain both hot and cold sandwich temperatures during delivery or for in-store pickup orders.



Chetcuti notes. “And most importantly for us is that we can do so while maintaining high quality, whether we’re delivering hot meatball sandwiches or fresh, cold veggie sandwiches. It’s a boon for our franchisees’ delivery programs, especially now with more orders coming in through our app, because we’re able to maintain temperatures and ensure that delivery product quality is the same as in-store. We’re also able to use the units for staging mobile pickup orders.”

Introduced to franchisees in August 2018 as the corporate standard for delivery, the cabinets were also designed to promote Subway branding. While Mightylite carriers are typically black with red doors, the version developed for Subway sports green doors and the chain’s logo, which Chetcuti says is important for extending brand messaging outside of the restaurants.

Tapping next-gen convenience trends and new operational solutions to help ensure success isn’t limited to traditional restaurants, either. Global c-store brand 7-Eleven, for instance, began offering third-party delivery in some markets roughly three years ago. And the company, which operates 62,000 stores in 18 countries, is now testing a mobile app in Dallas and New York markets. Named 7NOW™, the app offers customers on-demand ordering for delivery or in-store pickup and is part of what the retailer calls its digital transformation.

“Today’s digitally savvy consumer expects a wide range of options right at their fingertips, and 7-Eleven is delivering on that promise,” says 7-Eleven Chief Digital Officer Gurmeet Singh in the company’s announcement. “We continuously ask our consumers how we can make their lives better, and 7NOW is a proprietary solution to their on-demand needs. The app will enable our customers to get the products they want, when and where they want them, quickly and conveniently. This is redefining convenience.”

Using the app, consumers can purchase a wide selection of snacks, hot food items and beverages (including beer and wine), as well as home goods, greeting cards, cosmetics and other nonfood items in 7-Eleven’s inventory. The chain plans to expand the service to more markets.

“Technology has enabled an unprecedented level of convenience for foodservice consumers,” notes Bob O’Brien, global senior vice president at market research firm The NPD Group, in a recent blog. “With a few scrolls, taps and clicks, they can get what they want, when and where they want it, with great speed. Digitating the market — mobile ordering, delivery, apps, order kiosks, the internet — is growing rapidly in foodservice markets across all countries

[in NPD’s CREST® study]. It has been the one thing that has grown consistently in this decade of good and bad news around the world.”

O’Brien adds that while foodservice markets in Great Britain and the U.S. have been largely flat, traffic driven by mobile ordering was up 32 percent in Great Britain and 50 percent in the U.S. in the third quarter of 2017 over the prior year. Studies show on average, restaurant orders placed via mobile app or self-service kiosk often come with a larger check average — often more than 20 percent higher than orders placed through an employee.

Noting increasing consumer comfort with technology and, indeed, their growing expectations for the customization, personalization, speed and convenience it enables, O’Brien notes, “It’s no longer a choice for foodservice operators to offer digital ordering. Doing it well is table stakes.”

Design and Equip for Success

Juan Martinez, president of Profitality, a Miami-based industrial engineering and foodservice consulting firm, agrees. Companies not already well down the path toward implementing convenience-driven technology and digital initiatives are behind the eight ball, he says, and at risk of being left behind.

Martinez cautions, however, that adopting a holistic approach is critical. Putting self-serve and mobile technologies into customers’ hands without first putting strategic thought into design and operations to accommodate those orders can be an even bigger risk.

“Consumers having order entry available in the palms of their hands means, theoretically, that an infinite number of people can order at the same time.

While that’s an exaggeration, it illustrates a key challenge that operators need to think about,” Martinez says. “The design of the kitchen needs to account for these virtual consumers in the production cycle. This can mean segregated production areas for mobile takeout and delivery orders, just as some QSR concepts went to years ago to better handle drive-thru orders. Or, in full-service restaurants, it might mean designing better integration and systems into existing kitchens as virtual orders start flowing in. If you aren’t ready to produce and deliver those sales to guests in fast, seamless and consistent ways, virtual sales can negatively impact the rest of your business.”

Warren Solocheck, former president of NPD Group’s foodservice practice, sees two key

U.K. retailer Marks & Spencer has begun installing HALO automated gourmet coffee kiosks in many of its locations, offering shoppers a quick and easy gourmet cup of coffee under its own M&S Coffee To Go branding.

VEND TREND: QUALITY COFFEE ON THE GO

Thanks to the meteoric rise of the specialty coffee industry, consumers today are coffee-savvy and quality-driven. But they’re often also rushed. Much as they’d love that large latte with an extra shot of decaf, they can’t always queue up at a coffeehouse and wait for the barista to whip one up.

Enter the next big opportunity in high-tech convenience — gourmet, coffeehouse-style coffee available anywhere, anytime via self-serve, automated kiosks. It’s a segment that’s beginning to percolate with the recent introduction of concepts such as Café X, a robotic coffee bar concept in San Francisco, and HALO, a next-gen kiosk developed by Matthew Algie, a Glasgow-based roaster that supplies premium beans, equipment and training resources to operators across the U.K. and Ireland.

“As in the U.S., we’ve seen a big trend in the U.K. around convenience for coffee but also this idea of quality,” says Andrew Jack, marketing director at Matthew Algie. “As the availability of coffee improves, people are becoming more discerning. We’d been thinking about vending for a number of years and set out to try to deliver the best cup of vending coffee out there. While existing offerings were quite nice from a technology and user experience standpoint, vending coffee quality was invariably disappointing.”

With coffeehouse-level quality a primary focus, Matthew Algie partnered with Rancilio Group to put the fully automatic EGRO coffee machine at the heart of the HALO vending kiosk.

“We began collaborating on this about five years ago, bringing together Matthew Algie’s coffee expertise and Rancilio’s equipment expertise to create a high-quality solution for the vending market,” says Andrea Lucchini, sales manager, Europe, at Rancilio. “The idea was to put a professional, fully automatic machine inside a kiosk with an iconic, premium and engaging aesthetic.”

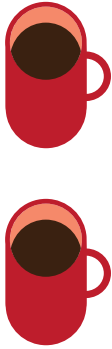
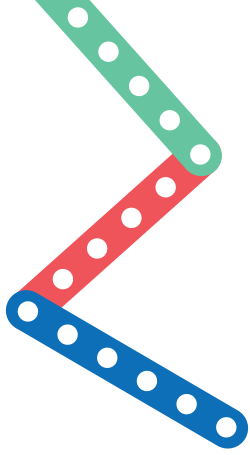
“We were lucky to have a good partner to develop this with,” adds Ewan Reid, Matthew Algie’s managing director. “We work with a lot of different coffee machines, but across just about every measure, we know that the cup quality from the

EGRO is really strong. We essentially built the kiosk and the customer experience around that machine because we knew it could deliver. It was also an obvious choice because it’s so reliable, even under consistently heavy demand. Our highest-volume machine does several hundred cups a day. We need that kind of reliability.”

Technology advancements ensure that convenience extends to the operator as well as to the consumer. The EGRO’s internal telemetry system enables kiosk owners to monitor and control the machines remotely. “For a single machine or for machines across multiple locations, they’re able to remotely adjust drink settings, check bean and milk inventory levels, analyze sales statistics, and receive messages relating to technical assistance and maintenance,” Lucchini says.

Designed to service on-the-go customers in markets from service stations and hospitals to department stores and gyms, the HALO kiosk features a large, high-definition touch-screen interface. The compact units can be finished with any operator’s branding and set up to accept contactless payment and/or payment at cashier.

Beverages available include coffee- and espresso-based drinks, tea and hot chocolate. The kiosks hold two types of fresh milk and two varieties of coffee beans. Customers simply use the touch screen to select their drink choice, which in the case of coffee includes latte, flat white, cappuccino, espresso and double espresso, macchiato and mocha. They then choose bean and milk preferences before being prompted to put their cup in place. In less than a minute, their beverage is ready and they’re on their way.



back-of-house implications as front-of-house technologies improve and become more pervasive. One is strategic reconfiguration of production areas and practices to ensure that staff handle delivery, takeout and mobile app orders quickly and efficiently. Another is having the right equipment in place to be able to deliver on both speed and quality while meeting demands for convenience.

“Operators need seamless systems for receiving orders and sequencing the way that food gets prepared for delivery versus for guests dining in. It’s a very different process and requires very different timing,” Solocheck says. “For a restaurant doing dine-in, takeout and delivery, pains must be taken to ensure that one channel doesn’t negatively impact another. You don’t want employees tripping over each other in the back of the house trying to produce orders coming in from different channels.”

In testing its new app-based, mobile order takeout and delivery service, 7-Eleven turned to Metro to help ensure a seamless experience for staff and customers alike. Metro provides specialized, dedicated workstations where culinary staff prep food and assemble orders for takeout and/or delivery. The compact, efficient workstations include an arm that can hold a tablet that can receive and display orders coming from remote devices. Additionally, a separate “ambient order cart,” which can feature the operator’s graphics, serves as a staging area that holds orders awaiting pickup by customers or delivery personnel.

While technology’s march into the front of the house and beyond changes the customer experience at both foodservice and retail, Solocheck adds that equipment technologies help enable the convenience revolution and create efficiencies for operators. High-speed cooking technologies, in particular, increase throughput and decrease customer wait times.

“In the old days, if you went out for pizza, you’d expect to be there a while. The ovens were slower, the whole experience was slower,” Solocheck observes. “Except perhaps for a special occasion

“For a restaurant doing dine-in, takeout and delivery, pains must be taken to ensure that one channel doesn’t negatively impact another.”

or fine-dining experience, consumers today have little desire to sit in a restaurant and wait for an extended period for their food. We don’t have as much time as we used to.”

In addition to high-speed cooking technologies, “smart” equipment that connects to the Internet can help tech-forward operators improve quality and consistency as well as be more flexible with their menu offerings.

Mike Groen, director of engineering at ACP Solutions, Inc., a manufacturer and distributor of accelerated cooking solutions, says interest in Internet of Things and Wi-Fi-enabled cooking equipment is high, but many companies aren’t yet clear on how to apply it to their businesses.

ACP works with chain operators’ internal IT teams to find the right products and solutions for their needs. In the case of a fast-growing regional c-store chain, ACP provided fully connected True-Touch HD Touchscreens on ARX/MRX and AXP/MXP combination microwave ovens. “This chain runs a lot of limited-time offers and promotions. Having the connectivity to a single server makes loading recipes and cook-time changes across their entire system fast and easy,” Groen says. “All updates come from a central place, and they have complete control to ensure consistency. It gives them a lot of flexibility to keep menus fresh and offer new items to keep those convenience-oriented customers interested and coming back.”



Predictive analytics has been defined by experts as, in a nutshell, an area of statistics that analyzes data to predict trends and behavior patterns. In the foodservice industry, the concept of predictive analytics has become a hot one among restaurant operators as they try to better understand customers to more efficiently deploy labor, order and prepare food, and more.

Predictive analytics also falls under the umbrella of smart technology and smart kitchens. In an age when the Internet of Things and smartphones remain all the rage, equipment manufacturers realize the need to shore up their equipment innovations to match the way operators rely on and interact with technology on a daily basis.

Champion® Industries is doing just that with its line of warewashers. The new

Warewashers’ Predictive Analytics Boost Operators and Service Agents

The HMI interfaces on Champion’s 44 PRO Series Warewashers are easier to read and offer practical information that help operators and service agents assess the performance of this equipment.



44 PRO Series high-temperature rack conveyor dish machine features a top-mounted Human Machine Interface (HMI) offering proactive maintenance software, programmable deliming functionality and accurate digital user information. Just like a smartphone uses an intuitive, user-friendly interface backed by a powerful, machine-learning processor, the HMI user interface features touch-screen technology to make warewashers, pulpers, disposers and other warewasher support equipment easy to operate and troubleshoot. No need for the operator — or even the service agent — to understand complicated codes.

“The technology works by recording data in terms of how often machine components are cycled throughout the day and then creates parameters of the possibility of something happening,” explains Daniel Short, product marketing manager at Champion. Operators and service agents can collect this data and use it to make educated assumptions as to when a component of the machine might have an issue and effectively schedule preventative maintenance checkups to prevent a failure.

Champion continues to develop ways to help operators collect this data wirelessly or via an Ethernet port to maintain their own records and planning needs, Short adds.

The HMI interface can attach to warewashers of all types, though primarily large-scale institutional warewashers are using it at the moment. It’s also on some disposers and pulpers as well as on support equipment like belts and scrappers for dishwashers.

In every case, the system offers multiple benefits, not just for the operator but also for service agents, health inspectors and others coming in contact with the equipment for various reasons.

Here, Gary Cook of Carolina Kitchen Repair, a Kernersville, N.C.-based service agent, shares five benefits he sees with using this technology.

1

Maintains consistency and saves on training.

The user interface may look “fancy,” but it requires only the press of a few buttons before either the operator and/or the service agent can troubleshoot problems or check maintenance needs. “You only need to hit a picture of a wrench to bring up the maintenance manual and continue with buttons to select each component of the machine,” Cook says.

High-volume, institutional operators, like colleges and universities and some large-scale chains, have shown interest in the technology, given their fast turnover and large staff numbers.

“Think back to the philosophy of Ray Kroc of McDonald’s,” Cook says. “Everything was all about repetition, repetition, repetition. If a chain can purchase a dishwasher that’s common across all locations, then any manager or dishwasher is familiar with the equipment, even if people shift around to a different store. This cuts down on the need to constantly have to retrain the staff.”

2

Enhances food safety protocol.

Just as a foodservice manager or service agent can easily access the equipment’s interface for information, so can other professionals who come in contact with the machine, like health department officials.

“With the push of a button, an inspector can collect data on temperatures to make sure that the final rinse got up to 180 degrees F,” Cook says.

Operators, too, can get ahead of inspections and monitor temperatures themselves. The data can be as detailed as checking the temperature of the 93rd cycle of the week, which took place at 4:15 p.m. on August 17. (It was 180 degrees F, by the way.) Operators or service agents can store that information in the cloud or someone can download it to a flash drive or other device in a .CSV file instead of having to manually record the data with an old-school pen and clipboard.

3

Stops problems before they get bigger.

Because of its ability to warn of potentially bigger problems, the alert function represents one of the most helpful aspects of the HMI. Just like an office printer, a warewasher or even a pulper or disposer affixed with the technology will shut down automatically and send an alert about a jam before a stray fork or other foreign object gets further caught in the entrails of the machine.

“The touch screen is the first line of defense before a bigger problem happens,” Cook says. “Without it, the machine might continue to run with a jam or pressure problem and cause further damage.”

This information also speeds up a service call. The operator could potentially try to fix the problem first before alerting the agent about the problem. From a maintenance perspective, this feature will indicate what parts might need fixing or replacing in advance of a service call. This helps service agents know what tools to bring with them on a call to ensure a quick fix and minimize downtime, saving countless dollars on extensive service repairs.

4

Encourages regular maintenance.

The same alert system can also help operators better care for the equipment and follow planned maintenance protocol. Warewashers with the HMI technology will temporarily shut down the machine and send alerts to change the water or warn ahead of time when the water might eventually need to be changed.

“Throughout the day and weeks after the initial training, the chefs and foodservice directors can rely on this technology to perform their own preventative maintenance without having to pay me to continuously come out on a call,” Cook says. “It’s a catch-22 for me because that’s partially how we make a living as service agents, but ultimately, the happier they are, the more they will be able to work with service agents on other needs like new installations and replacements.”

5

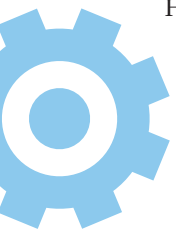
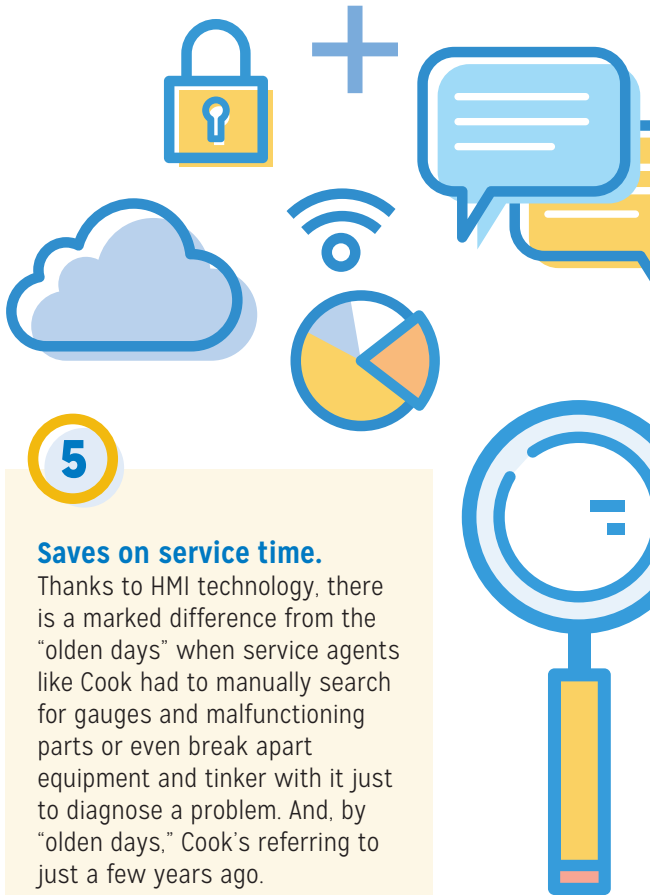
Saves on service time.

Thanks to HMI technology, there is a marked difference from the “olden days” when service agents like Cook had to manually search for gauges and malfunctioning parts or even break apart equipment and tinker with it just to diagnose a problem. And, by “olden days,” Cook’s referring to just a few years ago.

Now, with the interface, a service agent can go right to the touch screen, press a few buttons, and see what’s working and what’s not. Cook is not exaggerating when he says this has saved him up to two hours or more on diagnosis alone while on a site visit. “I can figure out the problem within minutes using the technology,” Cook says.

This is just the start of a new technology that can not only save the operator on training and service costs but could also potentially revolutionize the role of the service agent and how the industry thinks about preventative maintenance. Perhaps we’re closer to a “smarter” kitchen than we think.

Using predictive analytics with Champion Dishmachines allows operators to maximize up-time and minimize downtime.





THE BERTI FOUNDATION

Berti Scholarships

*The Berti Foundation Announces the
First Recipients of its Scholarship Program*



Ali Group North America, in partnership with The Berti Foundation, proudly announces the first winners of its new collegiate scholarship program. **The Berti Foundation Scholarship Program** aims to support dependents of Ali Group North America U.S.-based employees. The foundation, named for Ali Group founder Mr. Luciano Berti and his wife, Giancarla, focuses on supporting education and the arts. Nearly 100 applicants applied in 2018, the program's first year.

"The program has been created to inspire and educate the workforce of the future, enabling students to achieve their educational goals," says Filippo Berti, vice president of The Berti Foundation. "As a company, Ali Group North America strongly believes in supporting our employees and helping their children fulfill their dreams of going to college."

The program offers renewable scholarships of up to \$10,000 annually to cover qualifying tuition and fees. If the recipient maintains the minimum requirements, the scholarship automatically renews for up to four years or until the individual earns a bachelor's degree, whichever comes first.

To be eligible for the scholarships, applicants must be high school seniors/graduates or college undergraduates who are dependent children of full-time Ali Group North America U.S. employees and are planning to enroll in full-time undergraduate studies at an accredited two-year or four-year college or university for the entire academic year.

Each winner demonstrated outstanding academic achievements and a passion for their respective fields of study. The scholarships were awarded to the following students, representing six Ali Group companies:

Cheyenne Barger, Parker, Pa.;
Amber Gaberseck (Beverage-Air)

Kalin Collins, Colchester, Vt.;
David Shangraw (Edlund)

Britini Dycus, Auburn, Wash.;
Chad Dycus (Belshaw Adamatic)

Ke'Ondrae Gilbert, Denmark, S.C.;
Harold Gilbert (Scotsman)

Aylin Gomez, Lakewood, Colo.;
Conrado Gomez (Ice-O-Matic)

Destine Johnson, Allendale, S.C.;
Katrina Johnson (Scotsman)

Nicholas Pham, Midway City, Calif.;
Giao Pham (CMA Dishmachines)

"Education is the cornerstone of a bright future for the next generation and for this country, but the cost of a quality education continues to rise. We at Ali Group are happy to help make getting a good education a little more affordable for these seven children of our colleagues," says Filippo Berti.



Cheyenne Barger
Parker, Pa.
Parent: Amber Gaberseck,
Beverage-Air

Course of study/college:
Biology/Gannon University,
Erie, Pa.

Why did you choose that course of study?

I've always been interested in science, especially life science, so biology was a natural choice for me. While in school, I decided that I wanted to share my love of health education with others and decided to focus on community health education.

What would you like to do after college?

I am interested in working for a government health department or nonprofit organization, running health education programs.

What do you like to do in your spare time?

I enjoy singing, both solo and in choirs, and writing short stories.

Tell us something about yourself that is interesting or different.

I know every word to "Bohemian Rhapsody" by Queen and regularly sing it at karaoke events.



Kalin Collins
Colchester, Vt.
Parent: David Shangraw,
Edlund

Course of study/college:
Accounting/Champlain
College, Burlington, Vt.

Why did you choose that course of study?

I chose to study accounting because I have always admired an accountant's ability to make sense of lengthy and sometimes complex financial statements and situations. Growing up, I watched my father successfully run multiple businesses, and he always stressed the trust and admiration he has for his accounting team.

What would you like to do after college?

After I graduate, I plan on taking the CPA exam to become a certified public accountant.

What do you like to do in your spare time?

I am often spending time catching up with loved ones and old friends, traveling with my dad, knitting or reading books for pleasure. I also like to ski and snowboard, explore the beautiful state I call home, and learn to cook new recipes.

Tell us something interesting about yourself.

Having transferred schools twice it is apparent that I never stop going after my dreams until I am confident that I am on the right path.



Britini Dycus
Auburn, Wash.
Parent: Chad Dycus,
Belshaw Adamatic

Course of study/college:
Nursing/Grand Canyon
University, Phoenix, Ariz.

Why did you choose that course of study?

I've wanted to help people who were sick or badly injured. Being a nurse, you get more hands-on experience rather than being a doctor, which is what I need.

What would you like to do after college?

Once I'm out of college, I would like to come back to Seattle and become an Emergency Department nurse, where I can get the fast-paced environment that I need.

What do you like to do in your spare time?

In my spare time, I play soccer with the local recreational team. I also enjoy watching *Grey's Anatomy* on Netflix.

Tell us something interesting about yourself.

I love to binge watch Netflix. At least twice a week, I sit and watch Netflix for hours.



Ke'Ondrae Gilbert
Denmark, S.C.
Parent: Harold Gilbert,
Scotsman

Course of study/college:
Biology/Coastal Carolina
University, Conway, S.C.

Why did you choose that course of study?

I chose this major because I'm constantly fascinated by the musculoskeletal system and how it works in our bodies.

What would you like to do after college?

Once I graduate, I would like to go to medical school, obtain my doctorate degree and become an orthopedic surgeon, assisting the population with their aches and pains.

What do you like to do in your spare time?

I like to run on the track, organize things, play video games, read (atmospheric, medical and astrological books), sing, and enjoy quality time with friends and family.

Tell us something about yourself that is interesting or different.

My blood type is B-positive. That probably explains why I'm always smiling and so optimistic all the time.



Aylin Gomez
Lakewood, Colo.
Parent: Conrado Gomez,
Ice-O-Matic

Course of study/college:
Nursing/Regis University,
Denver, Colo.

Why did you choose that course of study?

I had decided to start volunteering at a hospital my freshman year of high school because I knew I wanted to go into healthcare. So I was able to get a feel of the environment. By junior year, I knew I wanted to major in nursing.

What would you like to do after college?

Once I'm out of college, I will most likely begin to work. And perhaps, if all goes well, I will eventually go back to school after a few years of work experience to get my certification for physician's assistant.

What do you like to do in your spare time?

Going to concerts, hiking and watching scary movies are all things I like to do often.

Tell us something interesting about yourself.

While not a first-generation student — my dad went to community college — I am still the first one on both my mom and dad's sides of the family to move out of the house at my age and go to a university.



Destine Johnson
Allendale, S.C.
Parent: Katrina Johnson,
Scotsman

Course of study/college:
Animal and Veterinary
Science/Clemson
University, Clemson, S.C.

Why did you choose that course of study?

Ever since I was a little girl, I've always been in love with animals. It warms my heart every time I care for animals.

What would you like to do after college?

I would love to work at the zoo as a veterinary technician. This has always been my dream job.

What do you like to do in your spare time?

I like to listen to music and hang out with my friends.

Tell us something interesting about yourself.

I really enjoy cooking for my family and friends. My backup major would most likely be culinary arts.



Nicholas Pham
Midway City, Calif.
Parent: Giao Pham,
CMA Dishmachines

Course of study/college:
Business Administration
with a concentration in
Accounting/California State
University, Fullerton, Calif.

Why did you choose that course of study?

I have a passion for business. I have a concentration in accounting because I love to see the numbers and figure out what goes where.

What would you like to do after college?

I plan to have my CPA license so that I can file taxes for people. I love to make people smile, and I think filing their taxes would make them happy. I want to travel to certain places around the world; I hope that I can save enough money to do that. The first thing I am going to do out of college is buy my parents a car.

What do you like to do in your spare time?

I am a huge soccer fan. I grew up playing soccer and even played in high school.

Tell us something interesting about yourself.

In January 2017, I flew to Barcelona, Spain, to see my favorite soccer team, FC Barcelona. My favorite soccer player is on that team, so it was a treat to watch him.

Each winner demonstrated outstanding academic achievements and a passion for their respective fields of study.



LUCK + OPPORTUNITY = SUCCESS

Tim Garbett,
president of
ACP, Inc.,
discusses
the trends
that affect
consumers and
manufacturers.

“Luck is when preparation meets opportunity.”

Tim Garbett, president of ACP, Inc., was told that quote many years ago by his supervisor, and it has stayed with him ever since. But he expands on that line of thought by saying, “Opportunities may come and go, but the quality of our preparation to take advantage of them decides whether we are successful.” These cornerstones have served Garbett well as he has successfully led ACP — which markets foodservice equipment under the Amana and MenuMaster brands — for more than a decade.

Unlike some other foodservice professionals who started their careers on a serving line or in the back of the house, Garbett came to the foodservice equipment side of the business via an unorthodox route: home appliances. He started in the home appliance industry in the late 1970s, working for various manufacturers until coming to the home appliance division of Amana in 1987. Garbett held a number of sales and marketing positions at Amana until being named vice president in 1990. His big career switch came in 1998, when he transferred to Amana Commercial as a vice president of sales; five years later, he was named general manager of the business unit. In 2006, Garbett was named president of the company and kept that position when the Ali Group purchased

ACP the following year. This experience puts Garbett in a unique position to spot the trends that affect both the industry and consumers.

What Consumers Want

The increasing rise in takeout and delivery services is one of the most important trends Garbett sees on the consumer side. He points to the ever-growing number of casual and fast-casual foodservice operators who provide dedicated food pickup points at their restaurants. “Consumers can skip the wait for table service and pick up their meals or have them delivered,” says Garbett. “Some operators have their own delivery services, and the rise of independent, third-party car services for food pickup and delivery to customers is growing substantially.”

Garbett feels ACP is uniquely positioned to support operators that offer delivery. “Commercial microwave ovens have always been a way for operators to heat food quickly for fast delivery,” he says. “Now we can toast and brown foods fast using new combinations of microwave, convection, infrared and impingement technologies.”

Diners’ desire for fresher, less-processed food represents another key consumer trend in Garbett’s eyes. “We have generations coming

along that want more fresh, unprocessed and healthy food ingredients and menu items,” he says.

But that brings a new set of food safety issues for operators, especially for chains. “The logistics, training and execution complexity a national chain faces to provide food safety from their kitchen is daunting,” Garbett says. “The challenges of safely delivering those healthy products to foodservice kitchens seem to be better served today on a more local scale.”

Shrinking kitchen areas to accommodate more front-of-house seating represents another current trend that affects both consumers and operators. But it’s one to which ACP’s products are well suited, Garbett says, noting that the company’s products have traditionally had small footprints. “ACP’s

challenge continues to be minimizing the linear kitchen counter space occupied by our ovens while increasing oven capacity and throughput,” he says, using the Menumaster MRX series of ovens as an example of a product with a compact footprint that can sit on a 28-inch-deep counter and still bake a 12-inch pizza.

State of the Industry

Garbett sees four major challenges today for foodservice equipment manufacturers, some of which directly affect foodservice operators as well. First, continuing political and economic uncertainty negatively affect check averages. “Having political, financial and business leaders working together to foster economic growth and stability would be a blessing,” he says. “Instead,

we have too much destabilizing political partisanship that perpetuates the economic cycle of boom and bust.”

Another challenge is how to optimize current manufacturing technology, Garbett says. As material costs rise, manufacturers have the opportunity to make machines more efficient while offsetting costs with improvements in product design, fabrication and assembly.

Manufacturers must also ensure that operators receive proper training for the equipment they use. “The hallmarks of high-speed heating equipment are simplicity of operation, speed of throughput, quality of output and energy efficiency,” says Garbett. For optimal performance, these ovens require food to be consistent in weight, shape and temperature before cooking.



It’s the responsibility of the manufacturer, he says, to show operators the correct way to prepare the food.

Finally, attracting and retaining qualified workers is as important to manufacturers as it is to operators, Garbett says, and his point parallels the way he got into the foodservice equipment business. “The industry is full of families, their friends, and people who got lucky and found a place in it,” he says. But, he adds, “Programs devoted to training engineers in commercial kitchen equipment design are virtually nonexistent. There are talented people in the equipment business, but generally they are born into it or stumble into it.”

Despite the challenges ahead, both domestically and internationally, Garbett remains optimistic about the state of the foodservice industry. “It’s a particularly exciting time for the industry,” he says. “Consumers will always dine out for the sake of speed, convenience, pleasure and celebration. Where they spend their money in foodservice may shift with age, personal values and income, but they’re going to keep spending.”

www.acpsolutions.com



ACP continues to look for ways to minimize the linear kitchen counter space its ovens occupy while increasing oven capacity and throughput.



THE GLOBAL VIEW

Tim Garbett assesses the foodservice scene outside North America:

Europe has excellent utility infrastructure. Multi-unit operators are steadily increasing their foodservice market share, yet there are still many successful single-unit operators. In the Middle East and Africa, where there is dependable infrastructure, multi-unit operators are growing along with diverse independent operators. ACP manages finished goods and spare parts inventory in Belgium to supply dealers across the region.

Some countries in the Asia-Pacific region have well-developed utility infrastructure, while others are in varying stages of development. The better the infrastructure, the greater the opportunity for our products. As disposable income rises, dining out increases. We are starting to introduce our European business model to the Asia-Pacific region. We have a logistics center in Hong Kong to supply the region, while more are planned.



Top: To optimize current manufacturing technology, manufacturers like ACP must invest in employee training, Garbett says.

Right: Attracting employees is a major challenge in this industry, but Tim Garbett believes there are already many talented people working in it.





PARALLEL SUCCESS

ALADDIN TEMP-RITE AND HCA HEALTHCARE: Working and Growing Together for 50 Years



Aladdin Temp-Rite® customer TriStar Centennial Medical Center in Nashville, Tenn., has a long and storied history, with roots that go back to the very beginnings of HCA Healthcare.

In 1961, Park View Hospital opened next to Centennial Park in Nashville. HCA Healthcare was founded seven years later in an unassuming blue-and-white house near the hospital. Dr. Thomas Frist Sr., a Park View physician, got the concept for the company from his son, Dr. Thomas Frist Jr., whose college roommate was the son of the founder of the Holiday Inn hotel chain. Seeing some similarities between the hospitality and healthcare industries, the Frists joined with local businessman Jack Massey to form HCA. Its mission was, and still is, to improve lives by improving patient care, with a patient-focused vision.

In 1968, the physician-owners of Park View traded their interest in the hospital for HCA stock, making it the first HCA Healthcare hospital. That same year, Aladdin began its 50-year partnership with HCA Healthcare when Park View became the first hospital in Nashville to purchase Aladdin products. It's a partnership that continues to this day.

By the late 1970s, HCA operated more than 120 facilities in 25 states and four foreign countries. Aladdin was there, too, offering meal-delivery solutions to enable HCA hospitals to keep hot food hot and cold food cold, from the kitchen to the patient bedside. In 1981, HCA purchased Hospital Affiliates International, growing the company to nearly 350 hospitals. More than 100 of those hospitals, however, would be spun off in 1987 to form HealthTrust. Further strategic downsizings took HCA to its current size of 179

hospitals, making it the largest hospital operator in the United States today.

Park View Hospital merged with West Side and Parthenon Pavilion hospitals in 1990. The combined hospital was renamed Centennial Medical Center and in 2012, it was rebranded with its current name.

Today, the 733-bed TriStar Centennial Medical Center is considered the flagship of HCA Healthcare's operations. Spanning 47 acres, it has more than 3,200 employees and a staff of 1,200 physicians. It offers a wide range of services, including an extensive cardiac services program, pediatric services and women's services. TriStar Centennial has won numerous awards, including The Joint Commission's prestigious Gold Seal of Approval, and the American College of Surgeons Commission on Cancer Outstanding Achievement Award.

Since the beginning of their relationship in 1968, Aladdin has supported HCA and the entire healthcare industry by continuing to create new products based on customer input and feedback, such as the industry's first induction heating activators — Heat On Demand®, introduced in 1995. This enables HCA Healthcare to improve its food quality by delivering temperature-appropriate meals to patients.

"Throughout the past 50 years, we've been a proud partner of HCA — witnessing first-hand their growth and development," said Nathan Jackson, President of Aladdin Temp-Rite. "Their unwavering commitment to continuous improvement of the patient's healthcare experience has served as a guiding example for Aladdin in our focus on the pursuit of patient care and comfort. We're proud of our jointly held 50 years of healthcare heritage based here in Nashville."

HCA AND ALADDIN: SUCCESSFUL PARTNERS

HCA hospitals have been enthusiastic users of many Aladdin products over the years. Here are just some of the Aladdin products HCA foodservice operations use to serve patients and staff:

- Heat On Demand®
- Heat On Demand Advantage®
- Insulated mugs and bowls
- Clear tumblers and bowls
- Presentation® china
- MD Premium meal delivery carts
- Convected-air dish heaters
- Air curtain refrigerators
- Hot food counters



The Heart of TriStar Centennial: Its Employees



Walt McClure

A hospital's facilities, services and equipment are all critically important to its operation but the staff and employees really make it special. That's particularly true in the case of TriStar Centennial Medical Center in Nashville, Tenn. As the successor to HCA Healthcare's first hospital, Park View, TriStar Centennial has a long history of service to the Nashville community, and its employees have been an essential part of its success.

Park View was also the first hospital in Nashville to use Aladdin products. Here, three of TriStar Centennial's Nutrition Services staff members share their thoughts on HCA and Aladdin. Clifferdean Watson, operations manager, has been with HCA for 37 years; Melissa Brooks, clinical nutrition manager, just celebrated her 30th anniversary with the hospital; and Walt McClure, director of food and nutrition, is a relative "newbie" in the group, with two years of service at Centennial.



Clifferdean Watson

What makes HCA different from other healthcare companies?

Walt McClure: I've worked in a lot of different hospitals in my prior jobs. The thing I hear most from patients when I do meal rounds is that, hands down, people are friendlier here and the culture is different. I think it's the attitudes and interactions in the staff of HCA. Everyone goes out of the way to make sure every need is attended to. I think that's something that's drilled down through HCA's values.

Clifferdean Watson: Papa Frist [Dr. Thomas Frist Sr., HCA co-founder] was the foundation of this company. His motto, "Good people draw more good people to them," was so solid. It started from him on down and created a really good family atmosphere.



Melissa Brooks

Melissa Brooks: Papa Frist valued every department. I was told many times that when he would come through the hospital, Papa would always go through Nutrition Services and tell our employees how he valued them and how they were so needed in taking care of the patients. We've tried to instill in our patients that we're here for them and help them as much as we possibly can. It's a mindset we try to instill because Papa sure did.

Why do you think HCA has found the success it has over the last 50 years in such a competitive business?

WMC: HCA's approach and how they handle procurement. They were one of the first ones to really start looking at buying things in mass quantities from a hospital standpoint. Also, how

they look at staffing and labor is ahead of other hospitals and it allows them to be more competitive. When other people may fold or sell, they have the ability to stay one step ahead of the market.

Can you tell us a little about your experience using Aladdin products?

CW: The Aladdin system we have now [Heat On Demand®] is holding the temperature so much better for the patients. The quality of food is better because the base is hot, and the plate is already preheated in the heater. We're so happy to have it. We just feel that patients are getting better quality product because of the Heat On Demand system.

MB: People will eat more when the food comes up hot, just like it would be at home. It's much more appetizing, which helps us out as dietitians. Patients get more nutrients when they feel like they're eating a meal like they're eating at home. In a hospital setting, if you can get a patient to eat, that is part of the healing process.

What sets Aladdin apart from other companies?

CW: Aladdin's the only company we've used since I've worked here. They've always been a great help as far as helping us get the trays and equipment we've needed. We have had great success with the products.

Employees: The Key to Aladdin's Success

Just like at HCA, people have made Aladdin the success that it is today. Here, a few long-term Aladdin employees give their views on Aladdin and its 50-year relationship with HCA.



Eric Roebuck,
Director of Sales
27 years with Aladdin

How have you been connected with HCA?

ER: I used to be Aladdin's Director of National Accounts, so it was one of my accounts. When I initially started with Aladdin, I was a sales rep with 20 HCA hospitals in my territory. I only know healthcare with HCA in it. Last year, we had a project with them in Florida that involved 13 hospitals. We met extensively with them, citing other HCA hospitals we partner with, to help them understand the differences Aladdin offers from a product and customer service perspective. They moved their relationship from a competitor over to Aladdin.

What are the biggest innovations you've seen from Aladdin in your time there?

ER: Our introduction of Heat On Demand technology into healthcare foodservice absolutely grabbed the attention of operators. It came at a time when people used to heat up a base for 90 minutes at 300 degrees F. We've also developed new, better versions of cook-chill systems. We always put ourselves in a position to look at what an operator's challenges are.

Sum up Aladdin in a few words.

ER: An innovator.



Tim Altizer,
Vice President, Operations
31 years with Aladdin

What's your connection with HCA?

TA: I've always been on the operational side of the business. Since my very first day here, we've been shipping products to HCA hospitals. HCA uses our equipment and supply products in a high percentage of their hospitals. We also have a special tie-in with HCA because they're a Nashville-based company, and we've been their partner since 1968.

What do you think sets Aladdin apart from other companies?

TA: Our attention to quality is huge, and something we pride ourselves on. Aladdin wants its customers to buy our products and never, ever experience a problem with them. What this means to customers such as HCA is that the cost of ownership of Aladdin products is remarkably low.



Kim Sprout, Product Manager/
Consultant Services Manager
25 years with Aladdin

What's the biggest innovation you've seen come from Aladdin in your time there?

KS: Definitely, our Heat On Demand induction system. HCA was one of the first adopters of this new technology. It was a new way to manage meal-delivery and heat-retention systems for patient meal trays. We know HCA appreciates the fact that our hold times enable them to transport food from distant kitchens to the patient bedside and still deliver hot, nutritious meals.

What do you think makes Aladdin different from other companies in your field?

KS: We sell our products direct to our customers. Because we have our own direct sales team who are Aladdin employees, not manufacturer reps, they know our products in detail. They also personally interact with customers, such as our HCA partners. Feedback from customers is critical to helping us improve existing products and design new ones.

Donuts on Wheels

Belshaw's new Donut Robot lets operators produce delicious donuts almost anywhere.



Few foods appeal to the senses in the same way donuts do. With their unmistakable aroma and eye-appealing color, donuts are a virtually irresistible treat. Now, with the Donut Robot® from Belshaw Adamatic, also called the Insider Ventless Donut System, operators can make mouth-watering donuts just about anywhere, anytime.

The Donut Robot is both mobile and ventless, allowing operators to easily move the system into high-traffic areas. And it's fast: The Donut Robot produces donuts in just two minutes after filling the hopper.

"This is a ventless, self-contained donut-frying unit that has everything you need," says Irene Kimmerly, vice president of sales for Belshaw Adamatic. "It eliminates the need for a standard exhaust hood. It has built-in fire suppression, and can be designed any way you want. It can be used both inside and outside."

Since the Donut Robot is easily movable and ventless, it can be repositioned during the day to increase sales potential. That takes donuts beyond the breakfast menu and into the evolving

"snack dayparts," which are becoming more important in the overall profit mix for many foodservice operations.

Donuts Made Easy

The easy-to-use Donut Robot features a continuously rotating tray that collects the warm donuts automatically after frying. It's EZMelt filtration system keeps the shortening clean and allows the operator to add warm shortening continuously without interrupting the frying process.

The Donut Robot can use any type of donut mix, Kimmerly says. "It is a very handy and reliable system, and you don't need any special training to use it. You just fill the hopper and turn it on. People love its capacity, its versatility and its simplicity."

To maximize branding impact, operators can elect to wrap the system in custom banners. And customers can see the donut-making process in action through its large glass window, adding visual appeal. "We wanted it to be about the 'theater' of the donut-making process," Kimmerly says. "You always see kids' faces pressed up against the side, watching the donuts being made."

Belshaw has sold the Donut Robot to the Whole Foods Market and Wegmans grocery chains in the U.S., and to Costco Wholesale and Sam's Club internationally. "We sell it to customers who use it all over the world and find many ways to customize the design," Kimmerly says. "It really is a step beyond what any of our competitors have on the market."

BELSHAW IN NUMBERS:

- Belshaw was founded in **1923**
- Adamatic was founded in **1962**
- Belshaw Adamatic was formed by a merger in **2007**
- Production capacity for the Insider Ventless Donut System - Mark II: **400** standard size donuts per hour and **109** dozen mini-donuts per hour
- Production capacity for the Insider Ventless Donut System - Mark V: **600** standard size per hour and **163** dozen mini-donuts per hour
- After-sales support: **one** year, all parts warranty



CRAFT ON DRAFT

Three brothers set out to change the food truck scene in Manhattan and instead changed office coffee service in markets across the country.

Back in 2009, David, Adam and Noah Belanich saw the popularity of high-end treat shops like Pinkberry and decided to roll out their own food truck — Joyride — selling quality frozen yogurt. Customers liked the product, but the Belaniches were frustrated that the truck sat idle in the morning and through the winter. They decided that coffee would complement the frozen yogurt, so they got trained as baristas to offer the best coffee they could find: Stumptown out of Portland, Ore.

People came down from their offices when the truck was nearby, and customers told the brothers that they wished Joyride was available all day, every day. To scale the

business would require a fleet of food trucks, so the Belanich brothers took a different approach. Joyride turned its attention to providing coffee service, investing in a distribution and brewing facility, and utilizing the best beans and equipment they could source.

As customers grew more sophisticated, they started to ask for more options, such as cold brew. Joyride's solution was a growler, but when office refrigerators started to fill up with them, they looked for another answer. After a lot of trial and error, youngest brother Noah developed a way to put cold brew coffee in a keg, nitrogenize it and dispense it from a tap. And the company's Craft on Draft® concept was born.

Enter the Kegerator

“When most people think about a keg, they think about beer. And we’re trying to change that,” says Paul Toscano, chief of strategic partnerships for Joyride. Toscano points out that four or five years ago, the kegerator hadn’t been applied to non-alcoholic beverages. “The best way to get a craft beer is on draft; the best way to get a craft cold brew coffee is on draft.”

To ensure the product would be dispensed consistently, and to provide customers with a turn-key solution, Joyride partnered with Beverage-Air to sell the equipment manufacturer's goods. The kegerators offered are the BM23, which measures 24 inches wide, 29.5 inches deep and holds 4 five-gallon kegs; the DD50, which measures 50.5 inches wide, 28.2 inches deep and holds 10 five-gallon kegs; and the DD58, which measures 59 inches wide, 28.2 inches deep and holds up to 12 five-gallon kegs. On the BM23 unit, a nitrogen tank is mounted on the exterior, while the larger models house the tank inside. Each model can support multiple taps and features a cold-air channel that provides a continuous flow through the tower so the beverages are ice cold every time. The equipment has a heavy-duty stainless-steel top with a drip tray, and it is available with a stainless steel or black vinyl exterior.

Joyride stocks the equipment and installs it themselves. The partnership is flexible, Toscano says. “Sometimes a customer is working on a larger project, and they will want Beverage-Air to outfit them with the right equipment,” he adds. “Then we come in afterwards with the product.”

Platform for Innovation

Toscano says the equipment represents the platform on which Joyride can create new



Joyride partners with Beverage-Air to provide customers with turnkey solutions that allow them to serve nitro coffee across a variety of venues.

beverages. At the same time the company has been working to educate consumers about the difference between iced coffee and cold brew coffee, it's been exploring new non-alcoholic drinks to offer its customers.

A recent new offering is Nitro Matcha Cold Brew Tea. Other options include kombucha; black, green and scarlet (Joyride's take on cold brew hibiscus) teas; seltzer; and switchel. What's switchel? "It's an American heritage beverage, originally from Vermont," Toscano explains. "It was enjoyed by colonial New England farmers on hot summer days, and has really hit a chord with people today. I think of it as a sweet, refreshing ginger beer."

The switchel on tap at Joyride is from a local brand called Up Mountain Switchel. Joyride aims to distribute an assortment of high-quality brands, including Stumptown, Starbucks, Dark Horse, Intelligentsia and other coffees, as well as Health-Ade and Whalebird kombuchas, and Steven Smith Teamaker.

Out of Office

As the company continues to grow, Joyride keeps expanding both its customer base and its geographic coverage. It has brewing facilities in

New York and California and is entrenched in those metropolitan areas along with Boston and Southern California. While some of its business comes from office coffee service, the company also works with restaurants from colleges to national chains to mom-and-pop independents.

This January, Starbucks began offering Joyride coffee programs in its foodservice accounts in hospitals, bookstores, colleges and more. "Starbucks is a great partner," Toscano says. "As they started to expand into cold brew, they reached out to us. Imagine. We're only seven years old and already we're partnered with Starbucks."

Toscano is coy about some of the other large accounts Joyride is working with. But he names Noah's New York Bagels and Las Vegas casinos Aria and Caesars Palace as operators who are expanding and enhancing their beverage offerings by partnering with Joyride.

"More and more, we're seeing chains and others who want to attract Millennials, and beverage lovers in general, who want to offer something you can't get anywhere else," Toscano says. He estimates that many restaurants that offer beer or wine on tap have one or two taps that are lagging the others in sales. Offering a



"More and more, we're seeing chains and others who want to attract Millennials, and beverage lovers in general, who want to offer something you can't get anywhere else."



To demonstrate its commitment to sustainability, Joyride uses Direct Trade beans. Sourcing directly from the grower reduces the carbon output from delivery.

few high-quality non-alcoholic beverages can add a high-revenue, high-margin product that might even prompt customers to make a special trip.

A Sustainable Business

Joyride's ability to innovate and desire to be beverage taste-makers will sustain the company's relevance, Toscano says. But Joyride strives to sustain more than growth. The company's mission is "to create a healthier and more sustainable world with revolutionary beverage."

One way Joyride strives to provide healthier beverages is through its packaging and distribution process. Because Joyride uses local suppliers and the brewed product is always cold, it doesn't need preservatives. Often, preservatives in bottled or canned drinks create an off taste, requiring a sweetener to cover it up.

Joyride demonstrates its commitment to sustainability in several ways. It uses Direct Trade beans — beans procured directly from growers — to make its coffees. Sourcing and brewing locally reduces carbon output from delivery. And then there are the kegs. The reusable containers reduce waste from cans and bottles, as well as from coffee pods and filters. Joyride claims the company saves between 80 and 160 cans or bottles per keg, depending on whether it's a ready-to-drink or concentrated product. "Our goal in 2018 was to save 10 million bottles and cans from circulation," Toscano says. As of press time, he adds, the company is pacing to achieve that ahead of schedule.

Back on the Road

To pitch its story, Joyride has gone on the road with Beverage-Air, demonstrating the kegerators and sharing tastes of nitrogenized cold brew coffee with attendees of restaurant and convenience store trade shows. "We both want to change the perspective about kegs," Toscano adds.

No longer on the road — but still on Joyride's branding material — is that original food truck. However, branded Joyride trucks now carry the refrigerated product to customers, usually about twice a week. "People in offices are fans; they know where the coffee is from," Toscano laughs. "Not many coffee distributors have fans."

www.beverage-air.com

This start-up maker of alcohol-infused frozen treats sees massive growth using the manufacturer's smart frozen dessert machines.

Buzz Pop Cocktails Stimulates Growth with Carpigiani



Buzz Pop makes roughly 50 flavors of its adult sweet treats.

What happens in Vegas stays in Vegas. Sometimes, at least. Other times, what happens in Vegas ends up being the start of a successful alcohol-infused frozen dessert company.

The company in question is Buzz Pop Cocktails®, a Las Vegas-based company founded in 2017. The business specializes in manufacturing Italian sorbet-style push pops infused with premium spirits.

While there are other alcohol-infused frozen desserts on the market, Buzz Pop stands out for two main reasons, says CEO/Manager Joseph Isaacs. One is the quality of its base ingredients. While it would be easiest for Buzz Pop to make its push pops with canned fruits and concentrated fruit juices, the company focuses on quality. It uses fresh fruits and fresh cold-pressed juices for all its desserts. Buzz Pops have no artificial colors or sweeteners and no corn syrup; they are gluten-free, fat-free, certified kosher and all less than 100 calories, brags Isaacs.

Second is Buzz Pop's alcohol content. Most competing products have around 5 percent alcohol by volume, according to Isaacs. Buzz Pop's offerings check in at 15 percent, with the spirits truly infused throughout. While freezing alcohol is notoriously difficult, says Isaacs, "we figured out how to turn a cocktail into an Italian sorbet and freeze high volumes of premium spirits throughout without changing the texture, the viscosity or anything else. There's actually a full drink in each one."

Matching the company's high-quality product is a business model that focuses on the high end as well.

Going retail, with Buzz Pops sitting in convenience stores next to six packs of beer and potato chip displays, would have devalued the

product, Isaacs says. Instead, Buzz Pop sells directly to the hospitality industry, with a focus on the higher end and specialty operators. Customers include five-star hotels like the Four Seasons, the Ritz-Carlton and Waldorf Astoria; hotel pool bars, including most pool bars in Vegas; and cruise lines and convention centers.

While this approach makes business sense, it presented a challenge from an equipment standpoint. "I realized that if we were going to produce the most premium product, we would need to spec out the most exclusive, best sorbet machine," Isaacs says.

For Buzz Pop, Carpigiani was the answer from the very first taste. While testing the product using Carpigiani's Mister Art machine, "we found that it tasted even better. It was a marriage made in heaven," Isaacs says.

Not only did the Carpigiani equipment provide the highest quality product, but it also offered the flexibility Buzz Pop needs.

Since the company commits to using fresh fruits, its flavors depend on what's in season and reasonably priced. Though it manufactures only 6 to 10 flavors at a given time, in just a year and a half, Buzz Pop has developed around 50 flavors, each using different combinations of fruits, juices and spirits.

These different recipes require a machine that offers the flexibility and programmability to produce the finest product for each individual flavor. "That's an ideal task for a Carpigiani," says Penny Klingler, the manufacturer's executive vice president of sales and marketing.



Joseph Isaacs, CEO/Manager of Buzz Pop Cocktails



"The depth of programming that enables our customers to produce unique products is one of the most important things about Carpigiani," she says. "This machine can produce the standard soft serve, but it has the programming to be able to produce a crystalline product as well as a sorbet product as well as an extremely high-quality gelato and custard. It has various attachments and programming to do mono portions or production. We're taking a standard machine and infusing that with the smartness of how to produce artisanal products."

While foodservice operators primarily use Mister Art in professional kitchens, the unit's capabilities make it well suited for manufacturing, too. Buzz Pop, for example, uses the hose and wand attachment, which allows employees to easily and quickly fill push pop containers at a very high volume.

The reliability of the Carpigiani machine also makes it ideal for the company's manufacturing and distribution strategy. Since it began operations in the summer of 2017, Buzz Pop has ramped up to producing tens of thousands



While most foodservice operators use Carpigiani's Mister Art machines in their kitchens, the flexibility these machines provide make them a good fit for Buzz Pop's manufacturing efforts.

of push pops each month.

Other than replacing parts due to wear and tear expected at these volumes, Buzz Pop hasn't encountered any maintenance problems with its Carpigiani units, says Isaacs. Carpigiani has proven such a great partner, he adds, that as Buzz Pop grows, the manufacturer will be right at its side.

Growth is definitely on the horizon for the company. In calendar year 2017, Buzz Pop did six figures in sales in about six months. Over the first eight months of 2018, sales increased by 2,000 percent, Isaacs says.

With such tremendous results, Buzz Pop now plans to build a second manufacturing and distribution center, this time in Tampa, Fla. This location will give Buzz Pop a stronger presence on the East Coast, including easier access to cruise ships departing from Florida. Though the company will need larger machines in this facility, Buzz Pop will still utilize Carpigiani, says Isaacs.

In addition, Buzz Pop continues to look for new and creative ways to

"I realized that if we were going to produce the most premium product, we would need to spec out the most exclusive, best sorbet machine."

distribute its product. The company has a deal to sell its push pops through an adult ice cream truck vendor.

The company is also exploring opening small pop-up shops around the country and then starting a retail franchise model. Each location would have a Carpigiani Mister Art machine making alcohol-infused push pops, ice cream sandwiches and sundaes.

It turns out, then, what happens in Vegas can grow into a mini empire in just a matter of months — with the right product and the right support.

"I really enjoy the Carpigiani machines, their durability and the quality of the products they're able to produce," says Isaacs. "As we grow, I can see always having a Carpigiani in my facilities."

www.carpigiani.com



A HEALTHY DOSE OF EFFICIENCY





The sterilizer cabinet's design helps maintain optimal knife performance by storing the cutlery on a wall instead of a drawer.



The district uses 300 cans of product each day for cook-chill products that staff prepare in 300-gallon batches.



As Duval County Public Schools innovates new ways to provide healthy meals to its students, it has found ways to speed kitchen production and sanitation. Like school districts across the country, Duval County Public Schools in Florida aims to provide nutritious meals that students will want to eat. Jane A. Zentko, MS, RDN, contract compliance director of food service for the district, calls it a “delicate balance.”

To make better-for-you food more appealing, the district offers many choices and opportunities for its 129,191 students in more than 162 schools to try new items. For example, children create their own salads and choose their own healthy side dishes. A sodium-free spice blend, created by foodservice provider Chartwells K-12 and branded Bold City Spice Blend, lets children add flavor to taste. Lemon Pepper and Cajun Fire varieties were added for the 2018-19 school year, says Darryl Smith, district manager for Chartwells K-12.

For the 2017-18 school year, the district served 1 million fresh entrée salads, and it has begun including grains such as quinoa in salads to allow



Staff at the Nutrition Services Center produce items for approximately 110,000 meals served every day at the schools, including on these food trucks.

students to try a healthy and tasty ingredient in a dish they already like. Executive chefs train cooking staff to keep taste, preparation and presentation standards high.

Beyond the Classroom

Nutrition education programs in the café and classrooms include Get to Know the Grower, enabling students to meet and taste the harvest of the farmers that supply the schools. Local Florida growers supply most of the district’s fruits and vegetables, much of it organic. Another program, The Discovery Kitchen, brings chefs into the schools for demonstrations and tastings. Students can even make a trip to the Nutrition Services Center, the central production kitchen that produces items for the approximately 110,000 meals served every day at the schools.

To keep production on pace at the Nutrition Services Center while expanding the healthy menu items served at all the schools, the district looks for ways to save time and labor. One tool that’s had a “remarkable impact on our production efficiencies,” according to Alonza Anderson, project manager for the Duval County Public Schools nutrition program, is the Semi-Automatic Can-Opening Solution from Edlund Co. The setup includes a Heavy Duty Crown Punch can opener as well as a hydraulic can crusher.

Speed and Savings

An employee puts the can at one end of the system and simply removes the empty can at the end. This automated system removes the top of the can, inverts it and then pours the food into a waiting pan, and then rinses the can. If the recipe calls for it, the machine can also strain and rinse the product. The staffer can then pop the can into the crusher, which saves space in the dumpster — and time from taking trips out to it.

The Duval County Public Schools foodservice team appreciates the high-speed can-opening solution for a number of reasons. First is its ability to open a lot of cans very quickly. For example, the cold production department opens 1,750 No. 10 cans for each item containing a canned ingredient on the Breakfast in the Classroom menu. Some weeks, this means opening up to 5,248 cans. That’s not to mention the 300 cans of product the district uses each day for cook-chill products that staff prepare in 300-gallon batches and the 100 cans of fruit the bakery uses.

“The speed at which we are able to open and process canned foods has increased productivity and better use of staff resources,” Smith says, adding that the district has a goal of fully automating the kitchen. “These efficiencies

One tool that’s had a “remarkable impact on our production efficiencies,” is the Semi-Automatic Can-Opening Solution from Edlund Co.

have allowed us to expand the healthy menu options across all of our foodservice programs.”

Using the can opener has also reduced the number of employee repetitive motion injuries. And because the machine removes lids without cutting metal, potential contamination by metal shavings has been drastically reduced.

“We have a standard can opening solution and offer a handful of custom alterations,” says Marie Boyd, director of sales-east at Edlund, who worked with Duval County Public Schools to design and install the solution last spring. “In fact, we made a change after it was installed. When I developed the specs with Darryl Smith, we thought it would primarily be used for the commissary’s production of sauces and dressings. After a couple weeks of use, we realized that the solution was being used for a host of other products. We needed to make a field modification for their various canned fruits.”

Edlund adjusted the solution to enable it to either send the rinse water into the cart with the food product or bypass it altogether and send it down the sink drain so it didn’t dilute the product or its appeal to the students.

Avoiding Illness

Microbial contamination represents another concern, and “healthy” food wouldn’t be healthy if it had foodborne pathogens.

Another Edlund solution helps ensure food safety in Duval County Public school kitchens as well as the Nutrition Services Center: the Helios™ UV Knife Sterilizer Cabinet. The patented cabinet safely stores knives in a central location and also sanitizes the knives to prevent the spread of unhealthy microbes.

According to Edlund, the high-powered UV Light System provides superior sterilization compared to other methods or products that require expensive chemicals. The KSUV-18 will safely sterilize knives in as little as 3 minutes with 99 percent efficacy (according to independent laboratory testing) and their exclusive NSF Component Certified Knife holder ensures complete sterilization of the knives.

“The sterilizer cabinet helps maintain optimal knife performance by storing on the wall instead of a drawer, reducing contact with other metal cooking utensils and exposure to the elements that may cause rust,” Smith says. “We are confident that our staff has a clean assortment of knives on hand to prepare the fresh fruits and vegetables that are available daily on our menus.”

And those fresh foods contribute to helping improve students’ health at school and, ideally, throughout their lives.



The maker of diesel and alternative fuel engines operates a kitchen that relies on local, seasonal produce and allows for daily menu creation and experimentation.



CUMMINS KITCHEN GETS CREATIVE

You could probably guess what's on the menu of the nearest corporate cafeteria: burgers, sandwiches and wraps; a salad bar; and maybe a home-cooking station offering baked chicken, rice or potatoes, and steamed vegetables.

There's certainly nothing wrong with that menu, but there is nothing too exciting about it, either.

At the Indianapolis-based Global Distribution Headquarters for global power leader Cummins, the offerings aren't so easy to guess. In fact, the chef doesn't even know what he's cooking until he arrives in his kitchen each morning. "We don't have a menu here," says Vlad Victor Bora, Cummins' executive chef. "What we make is driven by seasonality and availability of food. In our industry today, the menu is created and then the ingredients are sourced. We are flipping that. We are sourcing the ingredients first and then we write the menu."

This approach, says Chef Bora, allows him to experiment on a daily basis. While he has offered salads and sandwiches and baked chicken since the kitchen opened in January 2017, he's also made dishes that you wouldn't expect to find at a corporate cafeteria — offerings like fresh-baked herbed focaccia bread, basmati aromatic rice, barbecued pork ribs and slow-braised beef bourguignon.

As a chef, he appreciates having the flexibility to create in this way. It's actually a good fit for the company's Global Distribution Headquarters as well. Cummins

describes the facility as "a warm, welcoming and inviting space that inspires people emotionally, intellectually and physically." Running a kitchen that allows him to improvise lets Chef Bora both participate in and contribute to this environment. With flexibility and creativity at the forefront of the kitchen's mission, a combi-steamer from Eloma's GENIUS^{MT} line is one of the kitchen's key pieces of hot side equipment.

A 15-plus year veteran of professional kitchens, Chef Bora had worked on cruise ships, as a personal chef, as a caterer and in fine dining before joining Cummins in January 2017. But he had never before worked with an Eloma combi oven. Chef Bora maintains high standards for

his kitchen. The quality of a piece of equipment is just as important to a dish as the quality of the ingredients, he says. Even with these high standards, he quickly warmed up to the Eloma.

Due to the frequent experimentation in Chef Bora's kitchen, the simple, intuitive control panel is one of the best features of the Eloma GENIUS^{MT}. Being able to quickly and easily program recipes into the Eloma combi supports the creation of new dishes.

"I like that it has multiple points of information on the display when you start it up. You don't have to go into the submenu so much. That was always something I wasn't a big fan of, having to dig deeper into the menu structure to accomplish a setting," Chef Bora says. "The display is bright and visible across the kitchen and large enough — but not too large."

The interface also gives Chef Bora the level of precision he likes as a chef. He can set the cooking chamber's temperature to the degree, humidity levels to the single percentage point, cook time to the second and even the speed of the convection fan. Such precision helps Chef Bora offer guests food that not only tastes good but is also nutritious, ideally feeding their creativity and helping them perform at a high level when they're back at work.

This precision, Chef Bora notes, matches his own personal goals and style as a chef. "In order to have a personal touch in your own interpretation of a dish, I think that's where the exclusiveness of a chef comes into play — where your vision and your touch can mold the recipes into your own and also underline your style."

Of course, a piece of equipment's flexibility is secondary to the actual quality of the food it



Vlad Victor Bora, Cummins executive chef



produces. On this front, the Eloma helps Chef Bora serve his guests high-quality food that is consistent across batches and within individual cycles.

This food isn't limited to just a dish or two a day. Despite the presence of other convection units, the Eloma is now the primary oven in Chef Bora's kitchen. He and his team use it for standard baking and roasting, steaming and combi cooking. Cummins' pastry chef even uses it as her primary oven for making breads, pastries and other baked goods. It's a key to regular lunch service as well as meals for special evening and weekend events at the Cummins facility.

Filling so many roles in a kitchen is not uncommon for Eloma units, says John Durbin, principal with Allied Technologies Food Equipment, a manufacturers' rep firm that represents Eloma. "Versatility for a chef is usually the key," he explains. "A combi has got to be able to go into and out of different functions and handle different volumes, from one or two pans to five loads. The Eloma can handle those demands throughout the day."

Chef Bora, of course, is comfortable relying on the Eloma so much because the unit and the company have proven reliable. After nearly two

years of high-volume work, a burnt-out light-bulb represents the only problem he's encountered with the GENIUS^{MT}, Chef Bora says.

Not only is Chef Bora happy with the GENIUS^{MT} itself, he's also satisfied with the support he's getting from Eloma. This started with initial training provided by Durbin as well as Eloma Regional Sales Manager and Executive Chef Ron Lapniewski. This initial training went quickly: Chef Bora's familiarity with combi cooking combined with the Eloma's easy interface allowed him to get up to speed on the unit in about 15 minutes, says Lapniewski. On an ongoing basis, Lapniewski has stayed in regular contact with Chef Bora, making sure he's aware of updates to

the GENIUS^{MT} software and helping him get the most out of the machine.

Chef Bora has also found Eloma's 24-7 customer helpline useful. "If you're in a service for 200 people and something as simple as a button was mistakenly pressed, they can guide you through that in a matter of seconds. That saves the day," he says.

Chef Bora has been so satisfied with the Eloma GENIUS^{MT}, in fact, that he recommended an Eloma for the kitchen at the Cummins headquarters in Columbus, Indiana.

An even bigger endorsement is a recent change he made to his own kitchen: At the beginning of 2018, Chef Bora turned his single Eloma into a double stack, going from a capacity of six sheet pans to 16. Not only did he need the extra capacity, but he also knew that the Eloma would help him continue to produce the high-quality food he's dedicated to serving his guests.

"We're trying to be a notch above," Chef Bora says. "In order to achieve that, you have to have the best ingredients and the best equipment as well. When the kitchen was designed, it was designed with that in mind."

Cummins' recipe for success is using the best equipment to cook the best ingredients and the Eloma combi oven plays a key role in that scenario.

Being able to quickly and easily program recipes into the Eloma combi supports the creation of new dishes.

MOD Pizza Does Well by Doing Good

MOD Pizza is one of the restaurant industry's great success stories of the past few years. In 2014, this fast-casual chain had fewer than 20 restaurants, located mostly in and around its home state of Washington. Today, MOD boasts more than 390 locations across the United States and the United Kingdom.

What's the source of this growth? The safe guess would be to say MOD combines a great product with pinpoint execution. While that's true, ask anyone within the company and they'll tell you that culture is the real key to MOD's success.

"The culture and the drive around MOD is really using pizza as the platform to put people to work," says Director of Facilities John Watson. "We count success as not necessarily how many stores we've opened but how many people we've put to work. That's really the driving force."

This mission-driven approach and dedication to employees extends to how and who MOD hires. The chain, which consists of about 80 percent company-owned restaurants, goes out of its way to employ people others may not consider. These include homeless teenagers, ex-convicts trying to build a better life, and people with neurological or developmental issues, such as autism spectrum disorder and Down syndrome.

Not surprisingly, MOD's commitment to doing the right thing includes the food it serves. This past summer, the chain introduced its first Impact Pizza, dubbed the Isaac, offered to raise awareness of teenage suicide — and accompanied by a generous charitable donation from the company.

Even with all this good, the food MOD serves stands on its own thanks to its high-quality and healthful ingredients. According to Watson, when founders Scott and Ally Svenson started MOD, they wanted to offer food they felt good giving to their own children. "If you look at a can of our tomatoes, it will say tomatoes and water," Watson says. "There aren't ingredients you can't pronounce. We have a great culinary team that strives to make everything with clean ingredients." Quality ingredients earn MOD plenty of loyal customers and of course help fuel its impressive growth.



“We’ve got this great ice, this great experience, yet we don’t have extreme overhead and cost to accommodate that.”

While the company takes pride in its pizza, other MOD offerings bring people through the doors as well, from its No Name Cake (a chocolate cake with a buttercream center and a chocolate glaze) to its local craft beers to its marionberry lemonade.

Another key differentiating factor, says Watson, is MOD’s chewable ice, produced by an Ice-O-Matic GEM Series Pearl Ice® Machine. “Our customers have come to expect it, and we get customer feedback on it. God forbid we ever changed. We would hear about it, definitely. It’s a key part of the MOD experience at this point.”

Offering MOD’s guests chewable Pearl Ice took more than just installing a machine above a soda dispenser, however. A great addition to any fountain drink, tea or lemonade, Pearl Ice is soft, longer-lasting and chewable. Pearl Ice dispenses smoothly and displaces liquid better than any other ice.

According to Stephanie Wall, West Coast regional manager for Ice-O-Matic, dispensing chewable ice is notoriously difficult. The ice tends to clump together and not dispense well. This turned into a problem at the first few stores where MOD installed Ice-O-Matic machines. After all, says Watson, on a hot summer day, “you’re not going to sell many pizzas if you don’t have cold soda.”

After encountering these troubles, other companies might have simply moved back to standard ice. Watson and the team at MOD decided to stick it out, however. In the stores where MOD had introduced chewable ice, he says, customers were very happy with the offering. Taking the easy route and switching back to standard ice just wasn’t the MOD way. “I don’t want to use the word ‘suffer,’ but there are some things worth suffering for, and we were committed to finding a solution,” he says.

Figuring out how to make the machines work with the soda dispenser took some effort and the cooperation of MOD, Ice-O-Matic, and its dealer, Smith and Greene.

In the end, says Wall, the companies hit upon a solution. Ice-O-Matic learned how to

calibrate its machines to make for easy dispensing. Those instructions now come with every Ice-O-Matic unit MOD receives, making it simple for the installer. Ice-O-Matic also developed a kit for modifying the ice dispenser that accompanies each machine that goes to a MOD location. Since that time, the Ice-O-Matic units have worked smoothly with MOD’s ice and beverage dispensers.

This level of effort is what MOD expects from its vendors, according to Watson. The company runs lean with its facilities team, he adds. As a result, MOD needs its vendors to be true partners and step up when the time comes. “They’re the experts. If we’re having issues with the ice machine or the soda dispenser, we’re looking to them for support. You won’t be with us for long if you aren’t willing to jump in and help us solve the problem.”

While the main challenge of dispensing chewable ice has been solved, MOD continues to expect —and receive — high-level service from Ice-O-Matic. Whenever there’s an issue with a MOD ice machine, Ice-O-Matic is quick to respond with instructions for service technicians, parts sent overnight, or anything else that’s needed, says Watson. “Everyone on my team has their email and leverages them for their expertise. I’ve never had them come back to me and say anything negative.”

This sort of responsiveness is important for many reasons, says Watson. Number one are the members of “the Squad,” MOD’s frontline employees. They’re the ones, Watson stresses, who have to deal with dissatisfied customers when something goes wrong. It’s important to Watson that he makes their lives as easy as possible. “I and my team have a lot of empathy for the Squad, the people actually working in the stores,” he says. “If it’s a hot day and you don’t have ice, it’s the Squad that has to field those questions.”

From a more traditional business perspective, though, the trust Ice-O-Matic has earned from MOD allows Watson’s team to focus on big-picture challenges and goals.

MOD, says Watson, is a design-driven company. No two stores look alike. The chain builds restaurants to suit the neighborhoods it serves. Finishes, fixtures and furnishings all change from location to location.

With so much variation, there’s naturally some trial and error with MOD’s facilities — from chairs that aren’t as sturdy as the company hoped to infrastructure issues.

Instead of dealing with troublesome ice machines, the facilities team, then, wants to focus



Chewable Pearl Ice from Ice-O-Matic has become a favorite of MOD Pizza customers. The ice maker is installed over the soda dispenser.

on solving these design problems and nailing down its design standards and equipment package. Addressing big-picture concerns will allow the company to continue its impressive growth to 500 locations and beyond, Watson says.

“If we had great nugget ice but it was costing us an arm and a leg, I think that would quickly come to a head,” says Watson. “We’re a for-profit company. Even though we do great things with our money and support the community, we wouldn’t be able to do that if we weren’t

profitable. Part of that is keeping our repair costs down. It’s a good balance. We’ve got this great ice, this great experience, yet we don’t have extreme overhead and cost to accommodate that.”

While 500 units represents a major milestone for every chain, for MOD it means something even more. Reaching these heights will only allow the company to do more good, one store at a time.

www.iceomatic.com



Burger Chain Increases Production in Smaller Space

Burger 21, based in Tampa, Fla., is not your run-of-the-mill burger chain. For example, while beef occupies the center of its menu, the company offers a unique interpretation of the ubiquitous burger.

“We look at a burger as any protein that can be chopped, ground and made into a patty,” says Mike Remes, corporate executive chef for Burger 21. “We don’t limit burgers to our high-quality certified Angus beef that comes in fresh and is hand-pattied in house; we will use sushi-grade ahi tuna, shrimp, turkey, chicken and a range of vegetarian options as well.”

Burger 21 was established under the umbrella of Tampa-based Front Burner Brands, owner of The Melting Pot restaurant chain. Front Burner was owned by three brothers: Mark, Mike and Bob Johnston. Mark and his wife, Arlene, opened Burger 21’s first location in Tampa in November 2010. However, five years ago, Burger 21 branched off as part of a new restaurant group, Scratch Concepts, with Mark and Arlene still at the helm. This company also owns and runs Grillsmith, which has five locations and a sixth planned for 2019.

Burger 21 has 25 locations, including five corporate restaurants and two licensed locations in Tampa International Airport. The company’s network of 18 franchised sites includes new locations in Alpharetta, Ga., and Albuquerque, N.M.

Although the majority of its restaurants feature a fast-casual format, Burger 21 continues to test a QSR model in its St. Petersburg, Fla., and Albuquerque, N.M., locations.

Maximizing Space

As one might expect, a griddle and a fryer serve as key parts of Burger 21’s equipment package. Two other pieces of equipment — a convection oven and a six-burner range — were also very important right from the beginning.

“Burger 21 is about investing in burgers, and the majority of our menu items are made from scratch,” says Remes. “This includes sauces, dressings and bakery items.”

As the concept evolved, though, so did its equipment needs. “Over time, we were able to streamline recipes, procedures and production and create an even smaller kitchen footprint,” says Remes. “This meant we didn’t need a big range, and we sought out a high-quality convection oven with storage and cooking capabilities.”

Burger 21 reached out to equipment dealer Johnson-Lancaster and Associates in Clearwater, Fla., to research potential options. The Johnson-Lancaster team touted the benefits of Moffat’s Turbofan® Series 30 E32D5 Convection Oven.

“We are known for having a versatile convection oven with the smallest footprint, and that’s why Burger 21 went with us,” says Jimmy Droter, Moffat’s regional sales manager and executive chef. “Users can do all aspects of baking in a small space with this oven. Plus, the auto-reversing fan and moisture injection guarantees a perfect bake every time.”

Moffat’s Turbofan 30 Series of convection ovens are designed to be versatile performance ovens. These ovens offer digital controls and one-touch models and are ideal for baking, roasting, cooking, holding and rethermalizing. The thermostatic range is between 150 and 550 degrees F. Despite the small footprint of Moffat’s E32D5 Turbofan Convection Oven, the unit accommodates five full-size baking sheets. This allows Burger 21 to maximize production in a minimal amount of space.

Once the culinary staff started using the Moffat convection oven, the chain began to appreciate how product quality and consistency was phenomenal from shift to shift. Burger 21 began the process of converting its existing locations to the Moffat ovens and includes them in all its new locations. “When it comes to our menu, along with the grill and fryer, the Moffat oven is the backbone,” says Remes. “We cook bacon day in and day out since it’s utilized across our menu. We also use the oven for many other items, such as baked chicken to dice in our salads, baked goods including cookies, parmesan cheese crackers, and garnishes for our shakes. It is used from open to close.”

Consistency of Temperatures

Burger 21 is reaping a number of benefits from Moffat’s E32D5 Turbofan Convection Oven. “The number one thing is the consistency of how this oven cooks our items,” says Remes. “Not only were we getting consistent cook times, but the units hold temperatures very well.”

The Moffat Turbofan convection oven’s fan is auto reversing, which means every 90 seconds, the fan stops and spins in the opposite direction. “Traditionally, when using convection ovens, pans need manual and constant rotating for even baking,” says Droter. “With Moffat’s auto reversing fan, product is baked consistently on all sides. This saves time and labor as well as energy from opening and closing the oven door.”

E32D5 Turbofan Convection Ovens also have a moisture injection feature. “This adds pressurized water in the back, enabling it to be used like a combi oven,” says Droter. “The oven cooks bread with crisp crusts and higher rises. It also provides higher yields and better flavor with proteins.”

With Moffat’s ENERGY STAR®-certified E32D5 Turbofan Convection Oven’s smaller footprint, there is no extra oven space that needs heating. Remes says the oven’s digital timers add to the ease of use.

In addition, the programmability option for these units requires pressing a single button for a recipe’s specific cooking program. This ensures consistent results, no matter the user or Burger 21 location.

The chain has also benefitted from Moffat’s focus on customer service. “Moffat’s service is impeccable,” says Mike Pistorino, Burger 21’s vice president of operations. “They answer the phone, are timely and efficient, and their customer care is unparalleled.”

As Burger 21 evolves to remain relevant in the fast-casual segment, the company’s plans call for expanding into new markets outside larger cities, which means the unit prototype and equipment package will need to be even more flexible.

“Moffat is a breath of fresh air in terms of being our vendor partner,” says Remes. “The company has the knowledge and expertise and provides tips, pointers and additional features of the oven so we can maximize its abilities. They are a partner that betters our business.”

Burger 21 uses Moffat’s Turbofan oven to cook bacon throughout the course of the day. And the restaurant uses that bacon across a variety of menu items, underscoring the importance of this piece of equipment.



CREAM OF THE CROP

A California-based ice cream chain finds the key to success is customization and freshness.

“scream, you scream...” So goes the old playground chant. But these days, “rave” might be a better term for the way people feel about ice cream treats from the CREAM (Cookies Rule Everything Around Me) chain. CREAM has become famous for its “Perfect Ice Cream Sandwiches,” made to order with warm, fresh-from-the-oven cookies and indulgent ice cream in such flavors as Cin-Ful Churro and Chocoholic.

The CREAM story starts in Berkeley, Calif. Gus Shamieh, one of the chain’s founders, explains that when the Shamieh kids were growing up, “my mother would always be baking. We became known throughout the neighborhood for my mom’s famous ice cream sandwiches.” With the mantra of “serving happiness one ice cream sandwich at a time,” the Shamieh family — Gus, his parents and sister — made the decision in 2010 to open their first CREAM store in Berkeley. The success of the first location prompted them to franchise the concept two years later. By 2017, the chain had expanded into Colorado, Florida and Nevada. Now, CREAM

has 30 stores systemwide, including (in what seems like a “bringing coals to Newcastle” idea) two in the Ted Stevens Anchorage International Airport in Anchorage, Alaska. The chain plans to open five more units by the end of 2019, with a total of 50 scheduled for 2021.

While the number of stores has expanded, the CREAM menu has stayed fairly true to its original concept. Customers can now choose from about 20 high-quality ice cream varieties. Along with the ice cream cookie sandwiches, the chain offers brownies, waffles and a donut-croissant hybrid called a “Do’sant” — all of which can be made into an ice cream sandwich. Cones, sundaes, shakes and an ice cream taco round out the menu. Shamieh calls the taco “infamous,” featuring three ice cream flavors and two toppings wrapped in a freshly baked waffle cone. For something a little warmer, CREAM offers a variety of coffee drinks, including the “CREAM-agato”: a scoop of ice cream topped with a shot of hot espresso.

The concept of customization plays a key role in CREAM’s success. It’s a natural extension of the trend whereby today’s customers expect everything to be served “their way.” But an equally critical factor in CREAM’s success is the company’s core principles: a dedication to quality, affordability, exceptional service and congenial atmosphere. The chain commits to providing each customer with a unique, fun experience every time they visit a CREAM location. “It all starts with the recruitment and hiring process,” Shamieh says. “We look for employees who share the vision of the CREAM brand. Once hired, we train to the core principles and celebrate the employees who reflect these principles on a daily basis.” CREAM wants employees to have fun while working,

CREAM uses the Moffat Turbofan oven to bake cookies that the chain serves warm as part of its signature ice cream sandwiches.



“We’re more than just an oven provider; we’re a culinary and solutions partner.”

when you walk in, the ovens are on display. You’ve got the cookies baking. You’ve got this amazing aroma. And they make the ice cream sandwich right in front of you.”

CREAM’s choice, the Moffat Turbofan® 30 Series E31D4 half-size convection oven, remains up to its leading role. The oven’s clean, sleek cabinet houses a powerful, dependable performer that holds four half-size pans and can roast, bake or broil. An electronic thermostat control ensures consistent temperatures, and the program mode allows for preprogramming frequently used settings. And it does all this in a compact 24” x 32” footprint.

Moffat’s involvement with CREAM went beyond just supplying the ovens, says Kristian Kuh, general manager, Moffat U.S. “They needed an equipment solution and we involved our executive chef. He worked with CREAM to optimize their recipes. This is how we’re successful with a lot of customers. We’re more than just an oven provider; we’re a culinary and solutions partner,” Kuh says.

The formula of providing customized choices with friendly, personalized service remains a winner for CREAM.

even encouraging them to sing or dance while serving customers.

Given the smaller size of the average CREAM store, with seating for anywhere from six to 12 guests, much of the food prep occurs in plain view of the customer. So it was critical that the ovens at CREAM not only look attractive and perform dependably, they had to have a small footprint as well. “We did comparisons of multiple ovens and tested them in different situations,” says Shamieh. “We found that Moffat provided value, reliability and consistency of temperature controls. These were very important to us.”

“CREAM needed a compact solution, which Moffat is known for,” explains Danielle Brach, regional sales manager for Moffat. “Our unique footprint is one of our biggest differentiators. And, Moffat was able to provide the best [baking] consistency for their cookies.”

The placement of the ovens provides an additional sensory experience for the customer, Brach says. “Right

Jugo Juice started in 1998 with the goal of emulating the Starbucks service model by focusing on customer service and quality but with nutritious smoothies instead of coffee.

Two decades later, Jugo Juice's mission continues to shape its success — and then some. The company has expanded from a single smoothie shop in Calgary to become one of Canada's largest QSR franchises with nearly 140 owner-operated sites as well as two locations in Dubai. In fact, between 2006 and 2011, Jugo Juice's sales increased almost 140 percent.

Since its inception, the chain rightfully earned a reputation as a convenient option for consumers on the go who seek healthier meals and snacks for breakfast, lunch and dinner. Today, Jugo Juice's menu includes three varieties of grilled wraps, paninis, an assortment of avocado toasts, and grab-and-go offerings with healthful ingredients. Jugo Juice initially focused on providing value for customers with affordable healthy foods and broadened its offerings and its appeal.

"Our focus on being a healthier alternative to guests is on trend and innovative," says Rob Sullivan, Jugo Juice's



CANADIAN JUICE CHAIN CLEANS UP

national store development project manager, who adds that smoothies make up about 90 percent of the chain's sales.

Jugo Juice has long had an emphasis on clean eating — its smoothies feature whole fruits and vegetables and unsweetened juice. And the commitment to clean doesn't start and stop with the food. Store designs allow customers to view the production process in full.

Jugo Juice also puts great emphasis on cleaning and sanitation. Due to the stores' small footprints, three-compartment sinks are not an option. Instead, the chain employs dishwashers to properly sanitize blender jugs and thoroughly clean smallwares.

Because dish rooms typically have a higher-than-average staff turnover, procuring easy-to-operate warewashing equipment is important for concepts like Jugo Juice. Add in the fact that Canada has some of the most stringent sanitation requirements in the world, and it makes securing the proper unit even more critical.

Jugo Juice decided it was time to update the chain's warewashing. While researching potential solutions, the chain reached out to Champion Moyer Diebel, an Ontario, Canada-based manufacturer of commercial warewashing equipment.

While Moyer Diebel entered the industry making rotary glass washers, it also offers commercial dishwashers that are dependable, durable and easy to use.

Not only did the chain seek a dish machine that could meet its volume demands, but it also needed to accommodate the stores' small footprints. "Jugo Juice was buying a competitive warewasher brand, and we were unhappy with its performance," says Sullivan.

Jugo Juice chose Moyer Diebel's 383HT model, an undercounter, high-temperature overflow type dishwashing machine with built-in booster heater. The second generation of Moyer Diebel's 351HT unit, this system includes a new smart display that provides digital temperature readouts and cycle progress indicators to simplify daily operation.

In the past, Jugo Juice contended with warewashing units that would struggle to keep up with the required cycles and take too much time to heat up. The Moyer Diebel warewasher maintains required temperatures and easily handles the stores' high-volume cleaning needs. The unit features a 120-second cycle time and can

"We run stores with only two or three employees, so we need to be as productive as possible with our staff. This equipment provides a labor benefit as we don't require a dedicated person at the washing station."

handle up to 30 racks per hour, addressing Jugo Juice's high-capacity needs. Flexible fill and drain lines with a water strainer and pressure-regulating valve ensure trouble-free operation.

"We use the dish machine how it's intended, multiple times throughout the day, in our stores," says Sullivan. "It is very user friendly. We're also fortunate to heavily rely on single-use items, which means there's not a lot of dishware in the stores. But when it comes time for cleaning after rush or pre-close at the end of the day, our Moyer Diebel 383HT is used extensively."

Jugo Juice uses Moyer Diebel's 383HT to clean and sanitize a number of Jugo Juice's stores' smallwares and equipment components. This includes tongs, spoons, spatulas and other smallwares as well as plates used for food displays in deli cases, juicer components and wheatgrass machine parts.

"We run stores with only two or three employees, so we need to be as productive as possible with our staff. This equipment provides a labor benefit as we don't require a dedicated person at the washing station; staff members can multitask rather than standing by the unit through a complete wash cycle," says Sullivan. "The 383HT definitely allows us to be much more productive than a two- or three-compartment sink. We're faster, cleanliness is elevated, and we don't have to be concerned with sanitation. Food safety and sanitation are massive for us and one of the reasons we make sure this unit is in all of our locations."

Not only does the warewasher keep Jugo Juice's employees productive and wash items faster, but it helps staff in every location follow proper washing procedures. "Although we haven't changed the use of Moyer Diebel's warewashing machine, we have changed the frequency," says Sullivan. "Our brand has expanded to incorporate more fresh-pressed juice, so we need juicers cleaned throughout the day."

The Jugo Juice team also appreciates Moyer Diebel's close attention to customer service.

"It's very easy to reach out to the company and connect with the appropriate person to find a solution or get an answer to a question," says Sullivan. "It's always something simple, like hooking up a drain hose, and we've even had Moyer Diebel personnel make a special trip to our location to assist us. It's the best relationship we've had with a vendor. We don't

Jugo Juice uses Moyer Diebel's 383HT (right) to clean and sanitize a variety of smallwares and equipment components, such as tongs, spoons, plates used for food displays in deli cases, juicer components and wheatgrass machine parts.



Jugo Juice uses the Prodigy Plus® (below) from Scotsman for making ice.

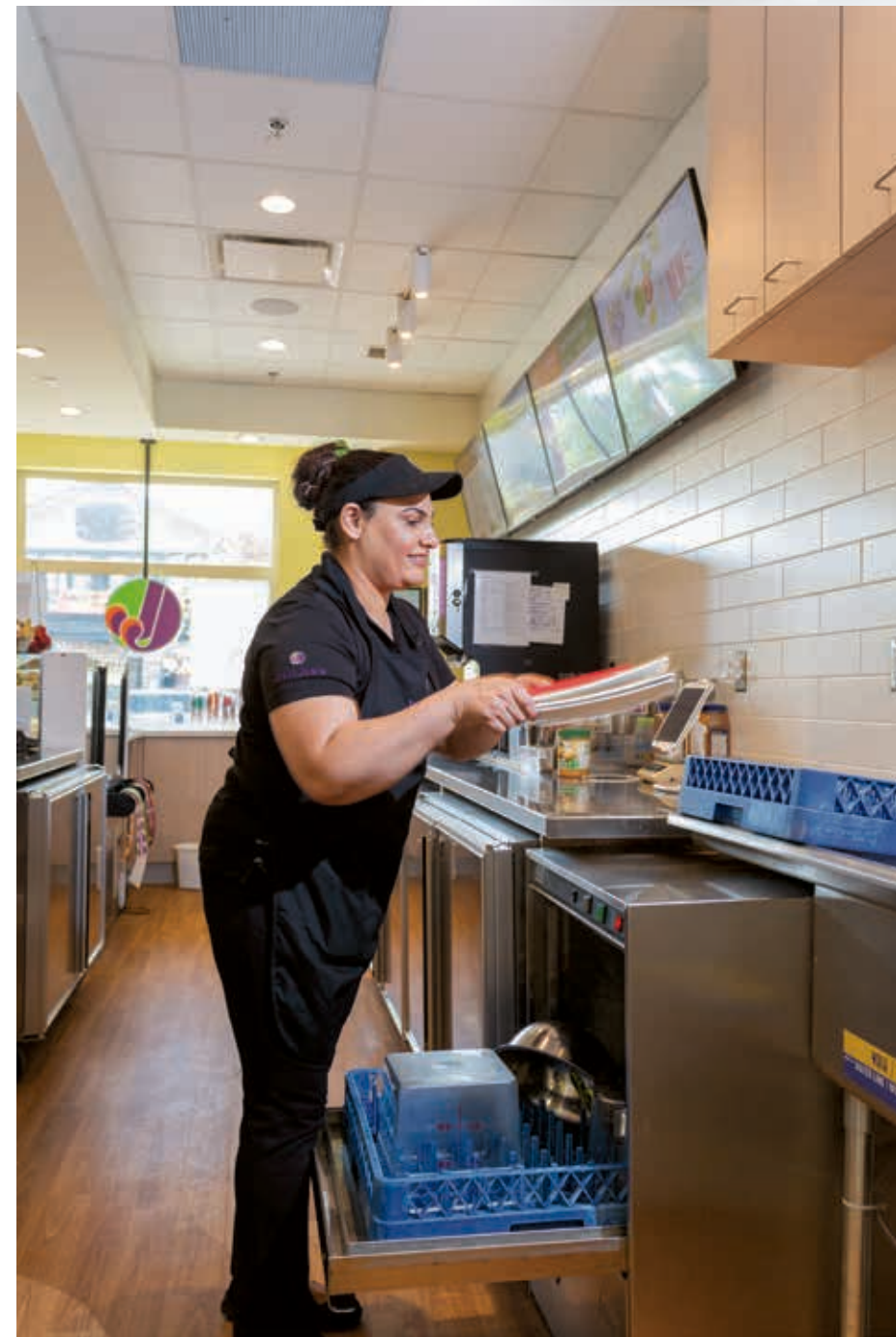


need to call on them often, but when we do, they're here for us."

As the Jugo Juice franchise continues to grow and units expand, the chain expects to utilize Moyer Diebel warewashers even more in the coming years.

"It is very possible our menu will evolve where we will depend on these units even more than we do now," says Sullivan. "Moyer Diebel's 383HT will remain a key component in our stores as our business continues to evolve."

www.moyerdiebel.com





WALK-ON'S: A CLASS ACT

In sports, the term “walk-on” refers to a college athlete who makes a team despite not having a scholarship. But now, for both sports fans and non-fans alike, that term refers to a fast-growing casual restaurant chain that’s serving delicious Louisiana-style food in a fun environment.

Beginnings

In the late 1990s, Brandon Landry and Jack Warner were walk-ons on the Louisiana State University basketball team. The two became friends, and although they rarely got a lot of playing time on the court, they did get to travel widely with the team and experience different cities and cuisines. Flying home from a road game at the University of Tennessee, the two friends came up with a restaurant concept, sketching out their ideas on the back of a cocktail napkin from the airplane. In 2003, their vision came to life as the first Walk-On’s Bistreaux & Bar opened near LSU’s Tiger Stadium.

Over the next nine years, more Walk-On’s units were opened throughout the southern Louisiana area. The concept drew the attention of all-star New Orleans Saints quarterback Drew Brees, who became a co-owner in 2015.

That same year, Walk-On’s started expanding through franchising. There are now 24 Walk-On’s restaurants with plans for another 25 units by the end of 2019. The typical Walk-On’s has around 250 seats, but especially in older properties that are being converted, that number can vary significantly.

The Three Cornerstones

Walk-On’s Director of Construction Eric Kindon credits the chain’s success to three things which differentiate them from other sports bars. “When you think about our slogan, ‘Game Day with a Taste of Louisiana,’ it reflects three components: the food, the atmosphere and the culture,” he says. “We really push to hit on these 100 percent of the time. It’s nonnegotiable.”

Unlike most sports bars, which focus primarily on their drinks and rowdy atmosphere, the menu takes center stage at Walk-On’s. The food selections are based upon authentic Louisiana cuisine, and are all prepared from scratch. “We always give the utmost attention to ingredients, preparation and presentation,” Kindon says. Such specialties as Voodoo Shrimp (Gulf shrimp stuffed with cream cheese and jalapeños), Duck and Andouille Gumbo, Seafood Po’ Boys, and Crawfish Étouffée harken back to the chain’s origins, while





Walk-On's plans to expand from its traditional Louisiana base into Texas, Alabama, Florida and the East Coast.

a large selection of half-pound burgers, wraps and sandwiches appeal to those who prefer more typical sports-bar fare. The dessert menu is highlighted by a bread pudding made with Krispy Kreme Doughnuts, and there's an extensive selection of wine, beer, specialty drinks and soft drinks to round out the menu.

The atmosphere at Walk-On's offers a sharp contrast to the typical male-dominated sports bar. As Kindon explains, "We don't hang jerseys from the walls. It's about creating a 'game day' atmosphere but doing it in a classy and inviting way." As a result, the male-to-female ratio of customers is split just about evenly. "It's a place where guys bring their buddies, girls bring their girlfriends, people go on dates or even just [come with] family," he says.

Finally, the culture of Walk-On's reflects true Louisiana warmth and hospitality. "Louisiana is renowned for its friendly culture. It's not artificial," Kindon says. "It's genuine." That friendly culture starts with the top management, he says, and it works its way throughout the organization and into the restaurants.

The chain's expansion plans are taking the company further away from its Louisiana base

into Texas, Alabama, Florida and the East Coast states. And sites are under development in 12 other states. That leads to what Kindon calls his biggest challenge — conveying the Walk-On's culture to the new units. "How do you scale the food, atmosphere and culture into a marketable package to present to franchisees? How do you mirror that?" While Walk-On's can create systems and processes to duplicate the food and the atmosphere, the chain's success is due to "a continual infusion of culture from our corporate team and finding the right partners," he says. In fact, during the franchisee selection process, if the potential franchisee isn't a good fit with the Walk-On's culture, he or she won't be selected to get a franchise.

Giving Back

There's one further way that Walk-On's distinguishes itself from other sports bars: through its history of community involvement. "It's huge with us," says Kindon. "We believe in giving back and creating that bond with the communities that allow us to be part of their world." As part of that, the chain has signed up as title sponsor of Independence Bowl.

Walk-On's also has a community-based support operation that gives back to each of its local communities. During the NCAA March Madness tournament, guests are offered the option to round up their checks by an additional amount, usually somewhere between \$1 and \$10. The funds collected are then used to refurbish run-down basketball courts in public parks. The first court refurbished was in Walk-On's home city of Baton Rouge, and further collections will be used to redo courts in communities where Walk-On's has a restaurant. "We definitely try to infuse ourselves in the local culture, to show how grateful we are to be part of the community," says Kindon.

All About Relationships

That same commitment to building relationships with the community carries over to the way Walk-On's builds relationships with its suppliers. As an example, Cayard's, Inc., of Baton Rouge supplies Walk-On's with Scotsman ice machines. "When they got into the business," says Cayard's Vice President and Owner Rudy Ourso, "they had a dream and didn't really know where to turn. They came to me for assistance in doing their first

Scotsman ice machines have been part of Walk-On's equipment package since the chain first started. For Walk-On's, the innovative technology is as important as the chain's relationship with the distributor and manufacturer.



"They're about providing their customers a great experience and great product. That matches very much with what we do — providing them a great experience and a great product."



location. We've been with them ever since." Ourso suggested Scotsman ice machines from the very beginning, and they've been solid customers since that day. "It's a long-standing relationship we've had from their starting point," says Chris Molitor, regional sales manager, Scotsman Ice Systems. "They're great people to work with." Kevin Clark, CFSP, President of Scotsman Ice Systems, agrees. "They're about providing their customers a great experience and great product. That matches very much with what we do — providing them a great experience and a great product."

Kindon says Walk-On's is pleased with the Scotsman relationship and products, too. "When most of the talks with an equipment company revolve around innovations and pieces of equipment as opposed to repairs and dissatisfaction, as it has with Scotsman, then you know you have a winner," he says. "We really work hard to find true partners that we can build and maintain a good relationship with going forward. We definitely consider Scotsman one of those partners."

www.scotsman-ice.com

The conference center kitchen staff reports process efficiencies have greatly improved since the space underwent a kitchen storage makeover.

Kitchen Storage Makeover

Metro's storage solutions boost productivity and workflow for Fort William Henry Hotel and Conference Center.

Behind any kitchen upgrade lies the drive for greater efficiency. Many chefs dream of a complete renovation. Not every operation, though, can fund an extravagant redesign in the back of the house.

Such was the case at Fort William Henry Hotel and Conference Center, a historic 163-year-old property in Lake George, N.Y., near the foothills of the Adirondack Mountains. With a constant list of items in need of repair, the board of entrepreneurs that owns the property must pick and choose where to allocate funds. Areas most visible to guests tend to receive funding first, with back-of-the-house spaces often taking a backseat.

"It's hard to fund it all," says Dan Palmer, executive chef and food manager at Fort William Henry. Two years into his tenure at the property, he was looking to jump-start things a bit more when along came the chance with the Metro-sponsored Kitchen Storage Makeover Contest. Metro provided more than \$50,000 of storage and productivity solutions to the challenged operation.

Before the contest, the hotel's storage areas were primitive, looking almost like they dated back to the original construction. In fact, Palmer noted some areas were still in original condition with plumbing and electrical showing. Other areas clearly did not meet code. The problems were many — as were the opportunities to take an outdated, underperforming space and turn it into a well-planned-out kitchen. And that's exactly what the Metro team accomplished.

Assessment Day

First, the Metro assessment team, including an ESP Pro™ specialist, someone trained on maximizing storage capabilities,

toured the facility to understand the process and workflow of the kitchen and its staff.

"I start by looking for anything that's been jury-rigged," says Metro's Ben Lee, CFSP, of the assessment process. "Then I ask if that's ideal or if we can make it more efficient. The goal is to find ways to improve upon what they are already doing — to make things more functional."

Understanding the needs of the kitchen staff also meant understanding how the conference center kitchen supports the entire property. The kitchen space totals roughly 4,800 square feet and divides into two complete kitchens within that square footage. The conference center kitchen supports every food concept at some level, extending as far as three-quarters of a mile away to a building that serves as a rustic wedding and event venue. Since that event venue has no kitchen or sprinkler system, staff cannot cook on-site. Instead, they trek all food from the kitchen in the conference center, pushing hot boxes and rolling racks across the complex, rain or shine. Including banquets and catering events, nine different foodservice profit centers exist on the property, and the conference center kitchen supports the majority of them.

Lookout Café serves as the property's busiest profit center in the summer. A 200-seat à la carte eatery, Lookout Café is a patio concept that operates via a walk-up service model. Popular menu items here include burgers, wraps and sandwiches. Staff make a lot of items from scratch, relying on the conference center kitchen for all prep. The primary cooking equipment at the Lookout includes a 4-foot and 2-foot griddle, a six-burner stovetop oven with an overshef,

Chef Dan Palmer is ready to put the newly reorganized, more efficient kitchen to work.



More Metro Makeover Success Online

See more before and after photos and watch the makeover happen with Metro's Kitchen Storage Makeover videos at metro.com/ksm. Learn how you can be part of the 2019 Kitchen Storage Makeover contest!

three double-basket fryers and a steam table. Restocking requires staff to make frequent trips back and forth between the Lookout and the kitchen. The location does roughly \$750,000 in sales in summer alone. Foodservice also extends to a group of store-fronts that line the boardwalk-style path along the lake. The lineup includes a coffee/bakery, sandwich shop, ice cream store and fudge/candy shop. All interconnect in the back but, again, lack the space to handle prep. Back at the main hotel, the White Lion Dining Room offers a house breakfast service. Because customers frequently reserve the White Lion Dining Room for weddings, the hotel does not offer any additional on-site dining. A small on-site kitchen here supports the White Lion. This represents the one food venue area under Palmer's umbrella that does not heavily rely on conference center kitchen services. Another area he does not have to worry about — at least for now — is in-room dining as the hotel does not offer room service.

Install Day

After the assessment, Metro narrowed down the specific areas where a more organized workflow could create a much better kitchen environment. "We found several ways to optimize the space," says AJ Zambetti, brand manager, Metro. The Metro team spent three days reorganizing and installing all the new storage solutions, starting with the beverage station. Staff had to walk 40 feet to get airpots from another area of the kitchen before they could start coffee service since there was nowhere closer to store them. Installing a grid system on the wall elevated everything off the counter, and the staff now have room for two trays to set coffee service.

An additional wall storage solution system was added over the prep sink, which sits next to the beverage station and now stores essentials such as gloves and towels. It also includes a spot to hang airpots to dry, making the area more efficient.

Two new stainless-steel tables create a center island with ample space for prep work. A lot of baking, salad and dessert prep happens here.

On the wall next to the two tables, a cantilever workstation with a stainless-steel work surface and shelves above provide additional work space and storage for spices and utensils.

New multitask stations can nestle under the stainless tables or under the cantilever workstation. During prep time, when there is not as much traffic flow in the kitchen as during dinner service, staff can pull out these stainless-steel tables, which then serve as additional prep stations. Palmer

foresees his team using these stations to service the first course for banquets. "We'll probably set up for one course and pump out some appetizers on these," he says. "It will also be nice to roll out and add a person when we need extra prep."

"These changes alone added 50 percent more prep space," Palmer adds. "Staff no longer need to walk across the kitchen, making multiple trips to collect what they need for prep."

Pot and pan storage was moved from wire shelving in a back room to polymer shelving within arm's reach of cook staff. "Before, any time we were making sauces, we had to walk to another room 60 feet away," Palmer notes. Relocating pots and pans streamlines the workflow and eliminates the need for staff to cross paths with each other.

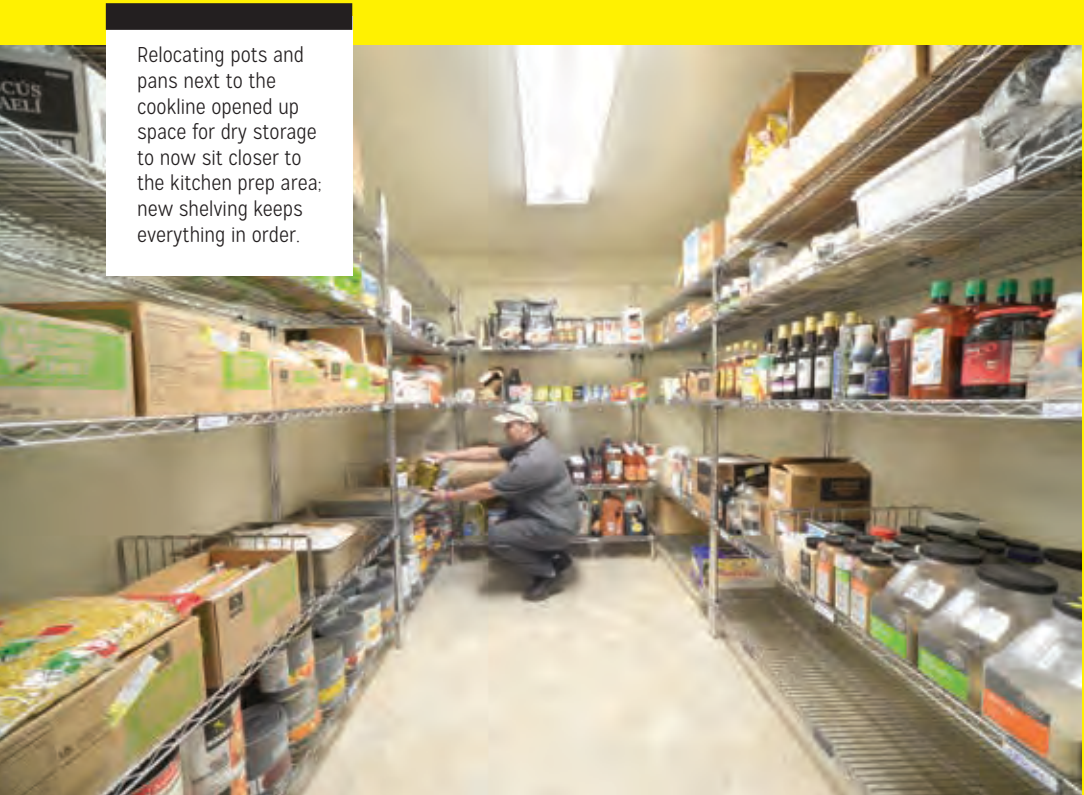
New chrome shelving sits along the wall next to the dry goods storage and keeps dishes much closer for staff.

All storage now exists in the main cooking area. The previous pot and pan storage area now serves as dry storage, with adjustable shelving dividers making it easy for staff to separate various items. "Product now comes out of the boxes and the items are organized neatly, and everyone can see the inventory better," says Palmer.



BEFORE

The images above show what the facility looked like before the makeover, including a full kitchen view, and the pot and pan storage area.



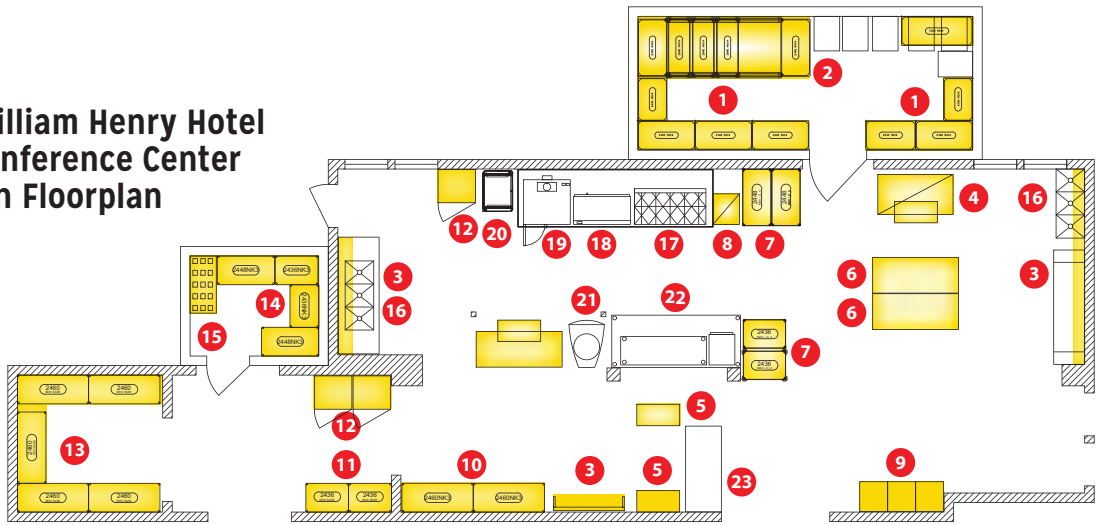
Additional shelving and polymer dunnage racks in the freezer enable everything to remain off the floor. And in the walk-in cooler, upgraded shelving replaces mismatched items. The new shelving maximizes corner space by using S-hooks to eliminate corner posts, making it easy for staff to get the most out of the available space. A high-density shelving system in the walk-in cooler also enables staff to use an active aisle system with the goal of maximizing space.

Also new: mobile polymer storage racks for pans, polymer dish dollies for banquet dishware and an additional grid wall system to hold utensils. More storage was also created above a secondary prep sink area, specifically set up to hold lids. This area was repurposed from its former use as a dishwashing station.

A new humidified holding cabinet enables staff to keep food items at food-safe temperatures, and two additional transport holding cabinets make it easier for staff to wheel food across the parking lot. Add to the list six smaller, insulated pan carriers.

Opportunities for increased efficiency were found everywhere, right down to moving coats out of the kitchen. "That's just the way it was forever," Palmer says of the employee coat racks being too close to the main kitchen prep space. Now employees have a dedicated spot in a back corner for coats, along with a shelving unit that houses backpacks and other miscellaneous staff items.

Fort William Henry Hotel
and Conference Center
Kitchen Floorplan



New transport
cabinets reduce the
risk of food tipping over
when staff push them
across the property.



Post Makeover

“The kitchen actually had a lot of space; it just wasn’t being used properly. We can be more efficient now with the equipment we have,” Palmer says. “The functionality of the kitchen greatly improved. It’s all in a smaller foot-print. It’s tighter and just makes sense now.”

Additionally, he notes that “getting this kitchen space organized frees up my brainpower to focus elsewhere. I’m thrilled with the improvements, and we’re in awe of the effect Metro has had on our business.”



Dividers on the new shelving units help keep tabletop items in defined zones.

1. 36 linear feet of Metro Super Erecta® Shelving (garage, dry storage, dish storage)
2. 20 linear feet of Metro Super Erecta Pro® Shelving (main kitchen platters/dish storage, supply dunnage)
3. 15 linear feet of Super Erecta MetroSeal 3™ Shelving (freezer)
4. Metro Polymer Dunnage Rack
5. 24 linear feet of MetroMax® 4 All Polymer Shelving (walk-in cooler)
6. 12-foot Top-Track® Configuration of MetroMax 4 (walk-in cooler)
7. Two 24-inch by 48-inch MetroMax i Mobile Drying Racks (dish area transport)
8. Six 24-inch by 48-inch MetroMax i Stationary All-Polymer Shelving Units (pots/pans storage)
9. Metro Super Erecta Shelving Condiment Cart (cookline)
10. 28 linear feet of Metro SmartWall® with Accessories (Prep Sink, Beverage Station, Utensil Storage)
11. Metro Super Erecta Employee Time Clock, Coat and Gowning Configuration (back room)
12. Three Stainless Steel Worktables (prep area)
13. Metro Super Erecta Stainless Steel Roll-out Cart
14. Metro SmartLever™ Multifunctional Workstation
15. Three PrepMate™ MultiStations (prep area)
16. Poker Chip Dish Dolly w/Cover (dish area)
17. Four Glass Rack Dollies (glass staging area)
18. Metro Super Erecta Condiment Cart (cookline)
19. C5® 9 Series Heated Holding and Humidified Cabinet (cookline)
20. C5 4 Series Heated Cabinet with Insulation Armour® Plus (prep area)
21. C5 4 Series Non-Powered Cabinet with Insulation Armour Plus (prep area)
22. Eight Metro Mightylite™ Insulated Food Carriers; Top-load and Front-load with Dollies (catering)
23. Metro myFold™ Utility Cart



Ice-O-Matic’s newest innovation is now available in China. At a festive new product launch held at the Four Points By Sheraton Shanghai Pudong hotel, the Elevation Series of ice machines was introduced to more than 70 invited guests, who came from all over China to the event. Over more than 20 years in China, Ice-O-Matic has built up many long-term relationships with its business partners. “We are so proud and grateful that we can share this exciting moment with our friends,” says Kitty Cheng, general manager of Ice-O-Matic China.

The innovative Elevation Series is easy to operate, clean and service. This environmentally responsible, user-friendly line of machines produces ice dependably and efficiently. One-touch cleaning makes sanitizing and deliming the machines simple.

Elevation Series Launches in China



Consultants, Dealers and Operators Attend Ali Group University

Once again, the Ali Group North America Training Center in Vernon Hills, Ill., was the site of Ali Group University. The facility played host to some of the leading foodservice consultants, dealers and operators in the U.S. During this two-and-a-half-day educational seminar, attendees learned about the latest product developments from Ali Group companies.

The program began with a three-hour, hands-on cooking module presented by Eloma and Victory Refrigeration. Over the next two days, attendees were treated to learning sessions from ACP, Aladdin Temp-Rite, Belshaw Adamatic, Beverage-Air, Carpigiani, Champion, Edlund, Egro, Eloma, Ice-O-Matic, Metro,

Rancilio, Scotsman and Victory. The individual sessions allowed participants to view the latest equipment from each company and, in many cases, get hands-on experience with the products. Lunches over the two days were provided by ACP and Eloma. In the final activity, presented by Carpigiani, the group broke up into smaller teams and made fruit sorbetto with awards given for creative flavor combinations.

"Keeping important foodservice stakeholders updated on the latest trends, both in the industry and in our products, is one more way that Ali Group companies provide their customers with service that goes far beyond just selling a product," says Filippo Berti, chief executive officer of the Ali Group.



Unique Camp Provides Opportunities for People with Disabilities



Beverage-Air donated a refrigerator and freezer for the kitchen at Camp Grom.

JT's Camp Grom is a camp unlike any other. It's a beach-style adventure camp in Virginia Beach, Va., designed for wounded veterans, their families, and adults and children with disabilities. The camp also honors Gold Star Families, which are direct family members of a service member who died in combat, an international terrorist attack or while serving abroad as part of a peacekeeping mission. Across its 70 acres, guests can enjoy a variety of entertainment and self-development activities, such as a lake for fishing, wheelchair-accessible adventure trails and a cable wakeboarding system.

The Virginia Gentlemen Foundation spearheaded the development of JT's Camp Grom. The nonprofit was founded by a group of men from the area. JT stands for Josh Thompson, a brother of a founding member. A design and build team that spanned a variety of industries was instrumental in donating time and resources to turn the project from a dream into a reality. Crest Foodservice Equipment Company, a Virginia Beach, Va.-based foodservice equipment dealer, was one of the major contributors to the effort.

John Spicer, Crest's founder, says that when his company was approached to help with the project, they were eager to be part of it. Working

in cooperation with "our vendors and other dealers really demonstrated the true partnership of our industry," he says. "From our own team, my daughter, Emily, as well as Karen Ricketts, James Marshall and Tim Baines, helped out tremendously on the project. We also had support from Robin Nelson, Bobby Brockett and Fred Perry at Foodservice Solutions Design Consultants with the kitchen design and layout." FSDC is also part of Crest.

Peter Kelly of Beverage-Air was also involved in the Camp Grom effort, and Beverage-Air helped out by donating a refrigerator and freezer. "We welcomed the opportunity to work with Crest Foodservice

"Working in cooperation with our vendors and other dealers really demonstrated the true partnership of our industry."

Equipment on Camp Grom," says Erica Motes, Beverage-Air's vice president of sales. "It's fabulous to be able to support your partners in their endeavors to give back to the community. We are very proud to be associated with Crest Foodservice and hope the Camp is enjoying their new Beverage-Air equipment."

www.beverage-air.com



"We are thankful to have suppliers like the Ali Group who strive to improve and enhance our training program at all levels."

Twenty-eight foodservice equipment dealers from across the U.S. came to the Ali Group headquarters in Vernon Hills, Ill., to attend the PRIDE Centric Resources PEAK (Pride, Excellence, Achievement, Knowledge) Training Event.

Following a welcome dinner, the attendees had a full day of training sessions on equipment from Ali Group brands ACP/Amana MenuMaster, Beverage-Air, Champion, CMA, Ice-O-Matic, Metro, Scotsman and Victory. To conclude the event, the dealers and their Ali Group trainers enjoyed a Chicago Cubs game from one of the unique rooftop locations across the street from Wrigley Field.

"The Ali Group's Headquarters and Training Facility in

Vernon Hills is designed to support the very goals that encompass PRIDE's PEAK Training program," says Cathy Ellickson, CFSP, senior vice president - dealer relations for PRIDE Centric Resources. "With large classrooms, multiple meeting spaces, and a dedicated support team, the Ali Group visit was the highlight of our Summer PEAK training session. We are thankful to have suppliers like the Ali Group who strive to improve and enhance our training program at all levels. PRIDE's goal is to have a highly motivated and engaged workforce led by a talented management team in a work environment that is stimulating and rewarding to both current and prospective team members. We have embraced the concept that selling

and product training should encompass the troubles that end users experience, thereby enabling those team members to help customers deal with and solve the everyday problems they encounter."

"We at the Ali Group were pleased to once again host the PRIDE PEAK Training Event," said Filippo Berti, chief executive officer, Ali Group. "This is just part of our commitment to the important community of dealers. Our Training Center in Vernon Hills provides the perfect location for them to see the latest in innovative equipment. Partnering with dealers and consultants to help them grow their businesses is one more way that we demonstrate our position as leader in the foodservice equipment industry."

Ali Group Headquarters: Site of PRIDE PEAK Training Event

AROUND THE WORLD



Pacific Coffee Brings Western-Style Coffee Cafés to China

If any single beverage can truly be called a global beverage, that would have to be coffee. And now, Pacific Coffee Company has brought the Western concept of retail coffee cafés to China. Even though tea is still the most popular drink in China, coffee is making strong inroads in the country. Data from industry website Coffee Business Intelligence cites a 20 percent annual growth rate for coffee consumption in China as compared with just 2 percent globally.

Tom Neir, who had come to Hong Kong from America's coffee capital — Seattle — founded Pacific Coffee Company in 1992. His goal was to establish a unique fusion of Chinese and Western cultures in the coffee café environment. Obviously, Neir hit on a successful idea: As of 2018, the chain had more than 400

stores throughout China. In 2010, the China Resources Group purchased an 80 percent stake in the chain and completed its full acquisition three years later.

Pacific Coffee makes a simple promise to its customers: "Good Coffee, Good Service, Good Environment." The chain strives to provide a relaxing environment where people can enjoy a respite from the busy Chinese everyday life. By serving handcrafted coffees, teas, lattes, espresso drinks and freshly made food in a comfortable setting, the Pacific Coffee stores have become a veritable urban oasis.

Along with its coffee, the chain's food selections have become a major factor in its growth. Customers can enjoy not just typical café specialties such as cakes, pies and breads but also entrées like



pasta, chicken wings and pizza. To prepare food quickly and efficiently, Pacific Coffee uses the MenuMaster® Commercial Jetwave™ oven. This high-speed combination oven bakes four times faster than a conventional oven, ensuring that all dishes will be served fast.

The flexibility that the MenuMaster Jetwave offers means that Pacific Coffee Company can now offer seasonal specialties as well as its regular menu, making it the all-day, year-round location for quality food and coffee in China.

www.acpsolutions.com

Making Bread for Good

Pain et Partage is a social enterprise founded in Marseille, France, in 2013. Its mission is to develop a network of socially responsible, organic bakeries that will create local jobs while providing bread for public-sector establishments.

This nonprofit enterprise is staffed by people who have had difficulty finding jobs in the traditional job market. "We wanted to set up an enterprise which focused on organic food, and which was based on solidarity and the support of local communities," says Benjamin Borel, one of Pain et Partage's founding partners.

Neither Borel nor his co-founding partner Samuel Mougin had any bakery experience, so they set up a partnership with Pavailier to provide them with bakery equipment. Besides providing ovens, mechanical kneaders, a fermentation chamber and Fermentolevain dough-producing machines, Pavailier has given invaluable technical advice and support as Pain et Partage expands. "It's very interesting working with Pain et Partage, particularly as they are not from a bakery background," says Pavailier sales manager Tristan Ragain. "We have supported their project from

the beginning and are pleased to have been able to offer them a lot of advice."

Borel agrees, adding that "we really do work in partnership with Pavailier. They have helped us enormously."

Pain et Partage has been extremely successful so far, expanding beyond its initial Marseille operation to Montpellier, Lyon and Calais. Projects are also planned for Paris, Toulouse and Bordeaux.

www.pavailier.com



Benjamin Borel
of Pain et Partage.



Silko's New Line Combines Space Savings and Efficiency

Even the smallest kitchens can work more efficiently with Silko's Essence Dynamic range of drawer systems. It offers both large and small integrated drawers, which operators can equip with specific accessories. Having prep ingredients close at hand saves steps for the kitchen crew and helps them perform their jobs more efficiently and comfortably. The drawers replace shelves under equipment and pull out completely for easy access. Internal partitions are also available.

www.silko.it



AROUND THE WORLD



Hospital Food, Freshly Prepared

While local sourcing may be all the rage in high-end restaurants these days, it's less common among healthcare foodservice operators. But that's exactly what the AZ Zeno Hospital in Knokke, Belgium, is doing. "We want to create a healthy environment, not just for the patients but also for the doctors, nurses and colleagues working here," says hospital Kitchen Manager Pieter de Smet.

The hospital sources its food locally and prepares it fresh daily. AZ Zeno has more than seven acres of land where it grows its own vegetables and herbs; fish served at the hospital comes from the coast less than a mile away.

The menu features four or five choices of meat, fish or vegetarian items; the vegetarian option changes daily. Staff make everything from scratch. "We make everything here," de Smet says. "The stocks, the sauces, everything."

And culinary staff prepare patient meals to order. "I have an excellent staff of dietitians who visit every patient every day to discuss their meals," de Smet says. "We try to be as flexible as we can with patients' wishes. I don't like to have a set menu card."

A number of Ali Group companies help the AZ Zeno Hospital produce this high-quality food: Metos cooking and chilling equipment; Burlodge carts and trolleys; Friulinox blast chillers and refrigeration equipment; Wexiödisk dishwashing machines and a Rendisk waste management system. www.metos.com



A Full House of Delicious Food

The Paradise City Casino in Incheon, South Korea, sets a new standard for South Korean hospitality. This property contains not just a casino but also a 711-room luxury hotel, spa, convention center, shopping mall and more than 20 restaurants and foodservice outlets, ranging from high-end Italian to an international buffet.

Daeryung Co. Ltd. equipped the resort's 20 back-of-the-house kitchens, eight open kitchens and 10 bars. "This project was an historic and remarkable project in the Korean kitchen field due to its huge scale, which required a design that could perfectly drive everything in a smooth way from the kitchen to the table," says Daeryung Project Manager Hwang JungHoon.

JungHoon chose islands from Ambach's System 700 and System 850 lines as part of the equipment package. The System 850 islands were installed in the hotel's main show kitchen and pizza kitchens, while the more compact System 700 lines were used in the back-of-the-house kitchens. "Ambach islands are both heavy-duty pieces of equipment and pieces of art, and [they] also meet our strict standards when it comes to hygiene, reliability and high performance," JungHoon says.

Paradise City Casino sous chef Lim HeeDo has been impressed not only with the design of the Ambach but with its performance as well. "Customers should taste the food with their eyes, nose and mouth, and the layout of this kitchen means I can fulfill that. My team's first impression was 'wow,' due to the Ambach island's black finish. They are also super-satisfied with its performance, user-friendliness and safety."

www.ambach.com



Rancilio: Stylishly Making Specialty Coffee

Rancilio continues its heritage of innovative coffee machines with the launch of the Rancilio Specialty. It combines the Rancilio experience in making stylish, efficient coffee machines with the most up-to-date technology available.

There has been a seismic shift in the way people drink coffee, says Andrea Mascetti, commercial director for Rancilio Group. "Consumers come in the coffee shop and aren't just drinking a coffee anymore," says Mascetti. "They want an experience that offers new blends, single origin coffee and new tastes." And since the barista has become such an integral part of this new coffee experience, the Rancilio Specialty machine's design allows it to rest on the counter yet still allow the barista to have direct contact with the customer.

Input from baristas was critical in the Specialty design process, says Stefano Raimondi, Rancilio research and development manager. "It was very helpful to have some real baristas working with us. We transferred [their] information to the designer to create a clear and clean workflow and a defined working area with a user-friendly control panel," Raimondi says. By using the control panel, the barista can now get greater control over water temperature, regulate steam power and even review the performance over the last 30 cups of coffee brewed in the Specialty.

What's more, the appearance of the Specialty is unique: Rancilio worked with a renowned Italian design firm to give the machine a sleek look, inspired by a classic Rancilio machine of the 1950s. www.ranciliogroup.com



Metro Helps Subway Deliver

Delivery and corporate catering sales remain on the rise among every type of foodservice establishment. Subway needed a way to effectively transport its sandwiches, both hot and cold.

Working with Subway restaurant operations, Metro developed custom elements for its MightyLite™ thermal transport line. MightyLite food carriers provide an ultralight, super-strong delivery solution. www.metro.com



Metro outfitted the MightyLite carriers with special sandwich racks to safely hold and transport either 18 of Subway's foot-long sandwiches or 36 of its six-inch subs. A custom-designed green door reinforces Subway's brand image.

Now, the Metro MightyLite carriers help Subway keep its sandwiches fresh and delicious until they reach the consumer. www.metro.com



Stylish Refrigeration from Williams

Now the back of the house can be just as stylish as the front of the house. The Chameleon line from Williams allows operators to personalize their refrigeration equipment with food-safe vinyl wrapping. Williams offers a virtually limitless range of colors and patterns, and can even texturize the material. Operators can add the Chameleon coverings to almost every product in the Williams line.

"Chameleon is a show-stopper. It means the fridge can finally fit in with any design and décor," says Malcolm Harling, sales and marketing director of Williams Refrigeration. "It's the perfect way to personalize equipment and make an impact." www.williams-refrigeration.co.uk

AROUND THE WORLD

Australian Sports Stadium Serves Hungry Fans

Australians love their sports like citizens of few other countries do. Whether it's football, cricket, golf or swimming, they're truly rabid sports fans. And the new Optus Stadium, located in the Burswood suburb of Perth, is the ultimate palace of sport in Australia. It opened in January 2018 after nearly three years of construction, and is the third-largest sports stadium in the country. It has a seating capacity of 60,000 for football matches and 65,000 for soccer or rugby. For music concerts, the seating can be reconfigured to hold up to 70,000 attendees.

Serving thousands of hungry sports or music fans at one time represents a major undertaking, but the foodservice operation at Optus Stadium is up to the task. The facility features more than 50 foodservice options throughout the stadium, offering food and drink for every taste and budget. In the Locker Room, patrons can watch the teams warming up; the Riverview Room provides spectacular views across the Swan River. The à la carte and buffet restaurants are located on the western side of the stadium, and fast-food vendors are situated around the seating areas.

Despite the stadium's size, patrons never have to walk more than 150 feet to find a food vendor. The food served in every outlet at the stadium, whether fast food or fine dining, is largely sourced from locally owned and operated businesses.

Moffat supplied equipment for all of the food vendors at the stadium. Michael Lillico is general manager for sales and marketing at Moffat, which has supplied other major global projects like the

London and Sydney Olympic Games. Lillico calls the Optus Stadium "an outstanding project, a skyline item in Perth that looks sensational. It will certainly lure more sporting events to the city."

But the project presented some unique challenges for foodservice, Lillico says. "There's a lot of grab-and-go foodservice, so there needed to be facilities to prepare, regenerate and hot-hold products in the outlets so that they are prepared when the rush comes," he says. And even in a facility this large, equipment size is an important factor to consider. "The reality is that in a stadium, seating must take precedence," Lillico says. "So space is always at a premium. The key factors we had to combine were performance and footprint."

Working in conjunction with consulting firm Mike Driscoll & Associates (MDA), Moffat supplied much of the essential equipment for the stadium kitchens, including Moffat Turbofan™ convection ovens and Waldorf® cooking suites; Metos kettles; Friginox blast chillers; Wexiödisk dishwashers and

Washtech warewashers. MDA has also done a number of high-profile foodservice consulting jobs and considers the Moffat team a valued partner in their business. "Lots of things make Moffat a great partner," says MDA President Mike Driscoll. "They are always trying to innovate, always supply first-grade equipment and an exceptional backup service. Clients know that the products are innovative."

www.moffat.com



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ALIWORLD WON
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A GLOBAL LEADER

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

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

