

The Fagor Report

Catering Equipment News Autumn 04

Fagor Installations

People in the industry

Restaurant reviews

Equipment in focus

R.A.C.V. City Club Use a Fagor Combi Oven

Mark Normoyle (Executive Sous Chef) happily recommends Fagor Combi Ovens. I caught up with him recently to talk about how the unit is used by his team. This unit is central to production in the main kitchen and Mark made the following comments...



"We needed a replacement for our old combi oven which became unsafe after problems with the control panel. One of the things we wanted was an oven with switches rather than a digital panel since they can get damaged too easily".

"This oven has been here almost two years now and it hasn't missed a beat, no problems whatsoever. It's really simple to use which is important in a kitchen of this size because we need every chef to be able to walk up and operate the unit rather having to explain all the time".

"All the functions are used regularly, such as Dry Heat, Steam & High Temperature steam (which is really good for chickens because it keeps the moisture in the meat

and gives a great result) The core temperature probe is also very important

to us because we roast a lot of meats for our buffet and for sandwiches etc".

"This is a really busy kitchen and the unit is working more times than not because it's our main production oven".

He then added.. "We have also learned the importance of using the right oven cleaner inside the unit; some of them are just too powerful and can tarnish the finish very quickly".

"Although this was my first Fagor unit to use, if I was going to open my own place and spend my money, I would have no hesitation in buying another Fagor Combi, it has been terrific!



Available in LPG!

Pictured above is the Fagor HVG-10/11 gas combi which includes 5 functions and a core temperature probe

\$17,500+gst

Why not compare our retail price?



Gas & Electric Combi Ovens, Ranges, Steam Kettles, Pasta Cookers, Deep Fryers, Griddles, Char Grills, Bain Maries, Bratt Pans, Fridges & Freezers & A complete range of Commercial Dishwashers

RACV at
Queens St
Melbourne

Call Mark
Directly on
9607 2335
But avoid
the lunch
period!

Restaurant Interlude in review

A biblical proverb tells us to “notice a man that excels in his craft for he will stand before kings” you are about to be introduced one such a man.

Robin Wickens has been living and working in Melbourne for almost 4 years. Born in Southampton England, his culinary career began at Manoir aux Quatre Saisons in Oxford England where Raymond Blanc was his mentor.

Recently opening “Interlude” His first Melbourne restaurant where we thoroughly enjoyed a 3 course delight of spectacular standards beginning with (for me) a Red Mullet entrée, char grilled and served warm, skin side up to show off the natural colour. A cute 3-tier Provencale gateau of fresh tomatoes, olive tepanade, white egg mayonnaise, in a dariole shape sprinkled with a potent chive dressing.

My colleague had the amazing Pig’s trotter medallions. These had been carefully boned to make use of the tasty skin and filled with pieces of caramelised sweetbreads bound in a delicate chicken mousse, poached in a strong chicken stock, sliced and sautéed to a brilliant finish. Three of these were arranged on a bed of Lyonnaise onions and sweet French onion soup, reduced for flavour but still light & clear. The hub was a genuine foie gras “parfait” (a beautiful pate with a slight pink tinge) absolute class and perfection.

Even the bread was special, fresh & home made by Bronwyn Benson served warm with imported French butter (Beurre D’Isigny Demi Sel Extra Fin) and reminded me of Irish Kerrigold butter we used to spread liberally on everything, creamy, full of flavour, and SALTY (absolutely necessary) this was worth a mention because it’s the attention to detail that will overwhelm the punter at Interlude. Even extending to the imported French lavender hand soap in the gents!

For mains I had a Roasted Breast of Poussin evenly coloured and still moist but so easily over-cooked by others less diligent. One mirroring the other



bound together by a truffle mousse, highlighted by a single polished wing bone. Balanced on a striking platform of highly seasoned spinach with strong nutmeg and cracked pepper aromas topped with a wafer of fried potato. Mini zucchini parisienne & diced crayfish were scattered through the Madeira sauce, the poached legs are semi boned & formed into tiny roulades with one flavoured by truffles and another by mushrooms but both equally stunning and delicate.

A fillet of Black Angus tenderloin beef, for my colleague Darryl, was so tender He was almost emotional? This was topped with a soft bone marrow spread. A tall, creamy potato feature wrapped in almost transparent carrot gave the dish added definition and height and even had a braised ox tail centre!

Balanced by a mound of cute glazed baby leeks & neat white turnips, these provided additional colour, all served with a potent Barolo red wine sauce, artistically splashed across the plate.

A palate cleanser further surprised us in between mains & dessert, when we were presented with slivers of fennel, tossed in sugar, lemon juice and fresh vanilla, snap frozen and served in a shot glass, very interesting I thought.



I had the electric Gingerbread ice cream, with a butterfly of crispy delicate gingerbread for height, bright green pistachio nuts, and dark fresh cherries, kirsch soaked and offset by crisp gingerbread croutons.

Robin has a dream to present a standard of cuisine that “is more than classical French, it has a modern feel” as He commented after lunch. I felt so entertained that a return visit is inevitable with a view to impress others. Hard core food loving Melbournians will do well to further their experience by an

The desserts were both fragile and imaginative like a feathery Vanilla Parfait with a secret chamber of fresh raspberry coulis, this spilling out suddenly providing unequalled theatrical qualities along with a velvet spherical Strawberry sorbet and fresh berries.

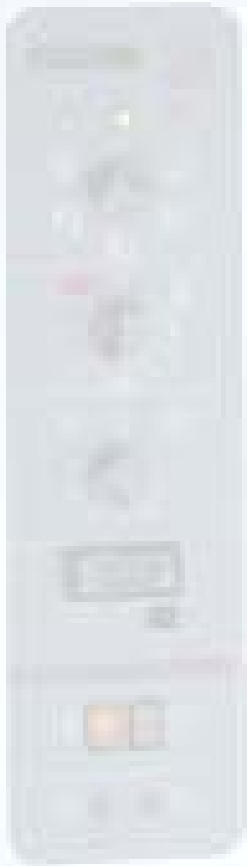
Robin’s food is highly flavoured at every level his tireless preparation leaves nothing to chance, the obsessive attention to detail will impress even the insane!

www.interlude.com.au



Gas & Electric Combi Ovens, Ranges, Steam Kettles, Pasta Cookers, Deep Fryers, Griddles, Char Grills, Bain Maries, Bratt Pans, Fridges & Freezers & A complete range of Commercial Dishwashers

interlude with Robin.



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■ Staff Problems?

Staff turnover is a real problem in the catering industry and very few have a plan in place to overcome it, here's a typical scenario...

YOU (the Owner, Chef, Manager, Retailer etc) have spent weeks even months training up your team to a point where you are now free to carry out your own tasks without interruption and have reached a place of relative contentment only to find that someone is planning to leave and your every waking thought is "what do I do now?"

Thomas Davies (former Executive Chef at the RACV) has formed a company called **Chefing Solutions** and even extends his services into other problem areas such as menu planning, market research, cost analysis, rostering, stocktaking, forecasting, problem solving etc.

Thomas says "the original idea was only for Executive Chef relief at major institutions, allowing the operator time to source the ideal Chef without pressure and be able also to cover holidays and sick days etc.

"After leaving the RACV I was looking to work overseas as an executive Chef at a leading Shanghai Hotel, but decided against it for family reasons. While I was working as a casual chef for some time, I realised there is a massive gap in the casual market for "reliable Chefs" and I also noticed that many staff agencies would send any available chef across just to fill a gap who were not properly suited for the job, they were just a pair of hands. Some recruitment agencies will simply post over a resume and the client would base their decision on written experience rather than real skills and personality".

"The basic concept of the business was to supply Chefs at reduced casual rates, which would be better suited for that particular working environment. To achieve this, I often have to visit or work there first, sounding out the kitchen and the menu and then profile the place to match my Chef pool. The choice would be based on a similar personality, temperament and level of skills. I then offer the client a choice of 3 Chefs and let them pick one out".

Personality is 80% of suitability when hiring Chefs



I also try to find chefs with a similar skill set as my own, who better to do that than another fully qualified Chef? The end result is that the replacement Chef is more comfortable in that position and stays there for an extended period of time. He then more readily becomes a part of the existing kitchen team. I've found that at least 80% of the Chefs placed, stay where they are as a result of detailed profiling prior to placement. My people are reliable and most of my business is repeated. I'm in this for the long term and I feel like the investment will provide a better future for the overall industry".

"So instead of ringing up your agency for any casual Chef you can call me to locate a Chef that will best suit your particular needs".

"Amazingly though, there are still so many kitchens out there unsuitable and unsafe for workers so it really pays to go out first to look at the place, the rule is simple, If I wouldn't work there, I won't send my staff there either. It's important to take the time to match the establishment to my team".

"I have even had to supply Chefs on a once off basis when people have been busy trying to get a new menu started but many organised operators will forecast busy periods and book casuals to suit. If they do need to cancel a booking made with me, I won't hold them over a barrel. Although I do prefer clients to book well in advance.



"By reducing my overheads I can offer the Chef higher rates and the client lower rates, that way everybody wins!!

"Most of my Chefs are going back to further their education or take control of their lifestyle again. Working casual provides variety and means that Chefs are more content in their position and can often take up training for a new career or some other interest. I know where they are coming from because I understand how important it is to be happy in my job too".

Call Thomas at Chefing Solutions on: 0419 340 459



Combi Ovens

How did we ever do without them?

There have been relatively few major advances made in the catering industry over the last 25 years by comparison to the automotive, medical and construction industries, especially when you consider the size of the world wide catering workforce and the amount of income generated by food sales.

Some Chefs will argue that the introduction of the combi oven has been the greatest and most beneficial to the industry, I tend to agree.

Fagor make **38 different models** to suit all industry applications from simple electromechanical switches to fully programmable units with a 5 step cooking process per programme. A full range of sizes from 6 tray to 40 tray units with roll in trolleys for ease of loading.



Fagor FAST Fact!

90% of Fagor Combi Ovens are fitted with a core temperature probe and have a 5 function control panel. All of these units have a self contained boiler and include the hand shower free of charge.

For the vast array of features and benefits available, price & reliability will **still** play a huge part in making a decision for most of us. While there are some very complex units available (at a cost) I still find that Chefs at hotels & restaurants will often choose a simple to operate unit over a fully featured version so why pay more than you need to?

Equally important is the need to reduce your running costs. The reality is that there are many who have been shocked to find that the cost of the most commonly replaced parts is ludicrous for many ovens. Ongoing maintenance costs can be a serious drain on the operator financially.

Fagor Combi Oven Spare Parts are often up to **80% cheaper** than other brands because they are sold at factory cost to ensure the continued operation of our ovens.

Because of our commitment to minimise cost in the service of combi ovens, we have included a slide out control panel to allow the service technician easy access and reduce labour times. Wiring circuits are simplified and switching devices are used where possible instead of expensive printed circuit boards. These switches are more reliable and are less affected by exposure to steam and failure over time. Another great feature is the ability to unlock the tray cartridge from the trolley when loading; this takes up less space in your cool room and reduces the cost of additional trolleys.



Model
HVG-20/21
\$31,990+gst
Retail Price

This unit is a 20 x 2/1 GN tray model available as electric or in both LPG & Natural Gas which; is a real benefit when your electricity load has already reached its capacity.

Call me to discuss your interest in Combi Ovens of any kind. There are so many options available. Brand new 10 tray units (including stand) can be leased for as little as \$120.00 per week over 3 years.



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