

slice

Issue 28, November 2015



from the Baking Industry Association
for cafés, caterers and bakeries

BIANZ app on the way

**Found: the Great New Zealand
Christmas Mince Pie**

**Price survey – retail
and wholesale**

**Feilding family doing
it right**

Rangiora steps ahead

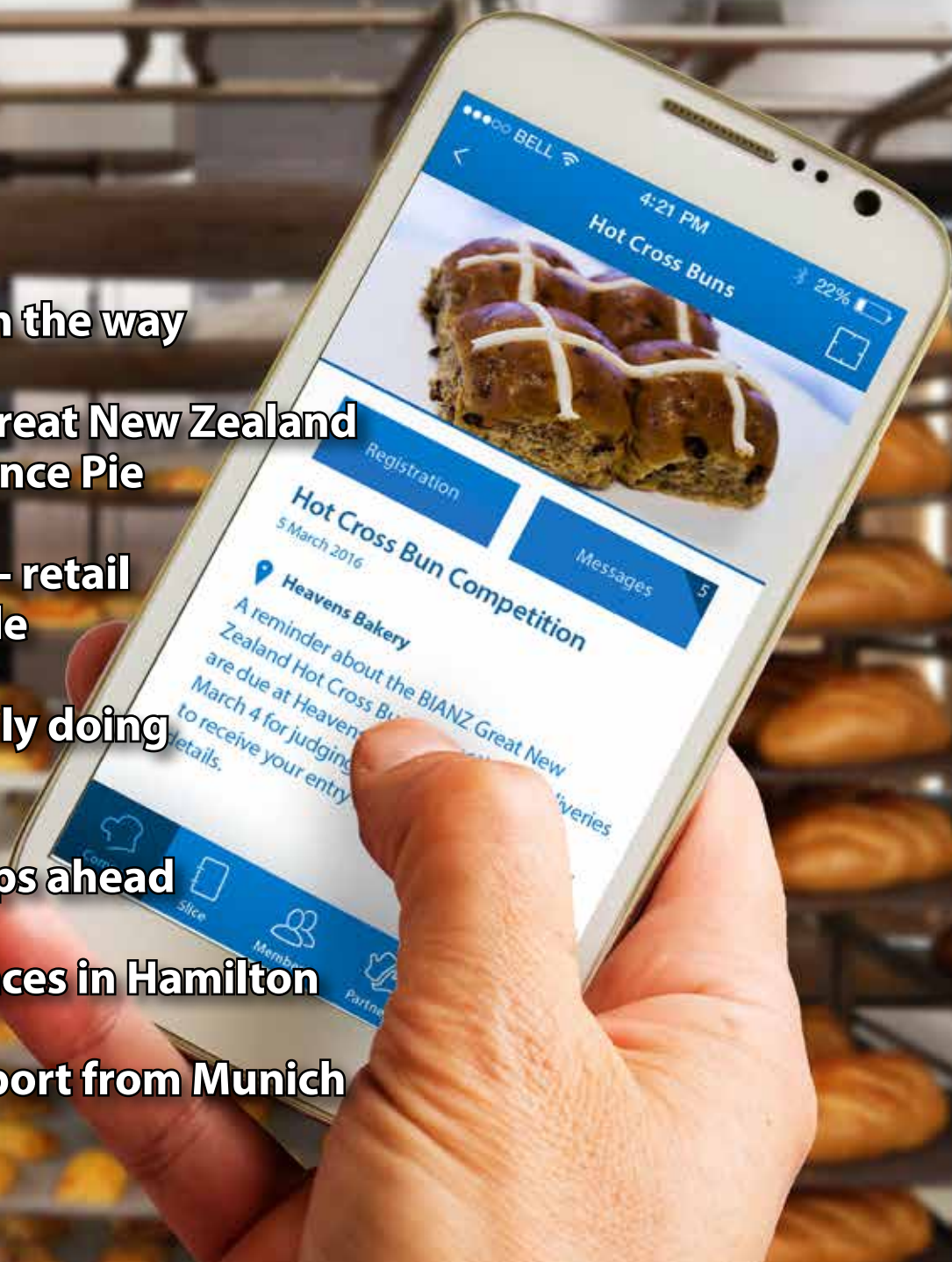
Volare advances in Hamilton

Travellers report from Munich

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Reasonable care is taken to ensure that Slice magazine articles are up-to-date and as accurate as possible at the time of publication, but no responsibility can be taken by BIANZ or Slice for any errors or omissions contained herein.

From the President

MICHAEL GRAY KEEPS IN TOUCH



Firstly I would like to acknowledge the recent passing of Paul Hansen. Paul was very well known in the baking industry for his dedication and passion.

Paul served on the executive of the Baking Society (as BIANZ was called) for a number of years and was also a judge and chief judge for many of our competitions. Paul was instrumental in establishing the Bakels Supreme Pie Competition and its success since can be attributed to the groundwork he put into it.

It is very sad to lose such a great friend of the industry. We all send Veneta and her family our deepest sympathy.

Paul will be missed by bakers throughout the country and forever remembered as a true gentleman. Please take the time to read the obituary for Paul on page 7.

Events calendar

What	When	Where
Europain & Intersuc 	5–9 February	Paris
The Great New Zealand Hot Cross Bun Competition 	10–13 February	National
Bakels Supreme Pie Awards competition 	1 May–26 July	National
Fine Food, BIANZ Bakery of the Year Competition 	26 June	ASB Showgrounds Auckland
Cupcake Day 	15 August	National

Competitions

I would like to congratulate Mike and Rose Kloeg from Clareville Bakery in the Wairarapa on their award-winning Christmas Mince Pie. It would seem that the team at Clareville know a thing or two about pies, having also been the 2014 Supreme Pie winner. I had the pleasure of tasting one of these pies at Clareville Bakery and can assure everyone that they are everything a Christmas mince pie ought to be.

This year's competition once again featured a good mix of North and South Island entries. Having the winner from the Wairarapa shows that location has little to do with the result. We do wish though that we received more entries, so we would like to know from you what would make you enter. And what will make you enter the Hot Cross Bun Competition next year? The promotional value awards in these competitions can be enormous.

This was the first competition judged using the new BIANZ app. James Wilson has taken the lead on this project. We have put a lot of time into developing and testing the app, working alongside Snapp Mobile. Please take the time to read the article on page 16 to see where we are going with it. We are keen to gather your thoughts about it and ideas on what else you would like to see incorporated into the app.

The executive committee is currently busy making plans for Fine Food next year. The event there encompasses the Bakery of the Year competition, the Awards Dinner and several live events.

Fine Food is the pinnacle food show in New Zealand and we are proud to be partnering again with the show to ensure bakery is well represented as a key food manufacturing sector and retail environment. Make sure you mark the dates in your diary. We have put these on your BIANZ Wall planner along with other key dates for your business and information.

I have also been working with vice president Thomas Thomas on the appointment of a new business development manager for BIANZ. We used a recruitment company to help us find the best person and have now made an offer. We look forward to introducing the appointee to you in the new year.

We have changed the role slightly, making it a full-time position with a focus on membership growth and services.

With the Food Act changing next year and the current health and safety reforms, BIANZ is well positioned to provide member bakeries with industry-specific programmes that will save them money, headaches and – most importantly – time. Our new management person will also be out visiting members and potential members more often than in the past, providing contact from the BIANZ office to support our industry further.

I wish you all a very successful Christmas period and a great beginning to the new year.

Happy baking,
Michael

From the Vice President by **THOMAS THOMAS**



Opening doors

I opened my doors to colleges in the Wellington region in August so students could have a look at a working bakery. This was a great success. Even though I don't have a vacancy for a trainee at present it was still worthwhile, making people aware of the fun they can have while gaining a qualification.

We started by showing the students how bread is made and gave them some dough to shape. Then we decorated a cake and let them make some fruit tartlets to take home. Lots of questions were asked and enthusiasm levels were high.

It's activities like this one, arranged by Competenz, that help boost awareness amongst school leavers of baking as a qualification. This campaign was a huge success across the whole country for all trades.

Government reviews skill shortage

We've been working hard to keep 'qualified baker' on Immigration New Zealand's Long-term Skill Shortage List.

There's a shortage of qualified bakers in the country in all aspects of baking from small craft bakeries through to super-markets and big plants.

Immigration officials review the Skill Shortage List every couple of years and we were up for review again this year along with farming and many other industries.

We made submissions in writing and then were invited to meet with officials in Wellington and talk through the submissions face to face. We joined in the process with Foodstuffs, who deal with the same issues. We got lots of input from members to add to our submission.

The industry is crying out for qualified bakers and if we come off the list it becomes much harder to get someone in from overseas to fill a vacancy. It could take four or five months before that person is employed in your business.

If the occupation is on that list, it's a tick in the box already, making the process much faster and simpler.

Immigration New Zealand announce their decision in December.

New qualification update

The new baking qualification has been approved by government and is now in the development stage of course material. It should be available in the new year for apprentices but, rather than wait for it, if you have an apprentice you can sign up do it now and then transfer them over to the new qualification.

Happy Baking and Training

Thomas Thomas



We welcome

The Kitchen Door	Whangaparaoa
MOI International Ltd	Queensland
Euro Patisserie	Torbay, Auckland
Stonebridge Bakehouse	Geraldine
Lesaffre New Zealand Ltd	Auckland
Antonio Marcelino	TBD



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news and views

Top baking apprentices attend Future Business Leaders Forum

Sixty-eight top apprentices from around the country gathered at the Ernst & Young offices in Auckland to participate in the inaugural Future Business Leaders Forum in August as part of Got a Trade Week.

The group of future business leaders included two of the baking industry's most talented young bakers, **Bree Scott** from Lyttleton Bakery and **Richard Mehana** from Goodman Fielder.

Bree who was the 2014 joint winner of the Young Bread Baker of the Year says the event was a fantastic day with lots of great ideas.



"I got to meet some amazing people. I feel very honoured to have been asked to attend the event," Bree says. "Motivational speaker Allison Mooney

was really inspirational. I'm currently managing a business with my dad and she gave me ideas on how to relate to different people by putting myself into the customer's shoes."

A team leader at Goodman Fielder's Quality Bakers Auckland site, Richard Mehana, says it was an awesome day to be a part of. "It was great to how the guest speakers made it in their careers, and learn about planning for our future," Richard says. "The 'amazing race' was a really good experience."

"The 68 young people we brought together have shown they've got the technical skills to get ahead in their trade," says Rachel Hopkins, Competenz General Manager Marketing and Communications and Chair of the national Got a Trade Week campaign.

"The Future Business Leaders Forum is about celebrating these skills, and helping these young people build the leadership skills that will see them advance in their chosen careers."

The Hon. Louise Upston, Associate Minister for Tertiary Education, Skills and Employment, employers, and the chairs of industry associations Competenz supports, joined the forum for networking drinks at the end of the day.

For more information on Got a Trade, please visit their website: www.gotatrade.co.nz

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Taste fundamentals challenged

First there were four: sweet, salty, sour and bitter, the elements of taste that in various degrees and intensities make all flavours. Then came umami (from the Japanese for "delicious" and "taste") identified in 1908 by a Japanese chemist. It is carried by MSG. Specific taste receptors for umami have since been found in the human mouth and gut.

Now comes kokumi. Similarly compounded from "rich" and "taste", kokumi has been the subject of scientific inquiry in Japan since the 1980s. It is as much a feeling as a taste, and is described variously as "mouthfulness", "thickness" and "heartiness". Garlic, onions and scallops are all said to possess it. However, although the source of kokumi is suspected to be a group of chemicals called gamma-glutamyl peptides, the search continues for special receptor-cells on the tongue, or anywhere else, tailored to detect these and so create the kokumi sensation.

Some people wonder how much research into kokumi is a branding exercise rather than a scientific one. But the history of umami, now universally recognised as a fifth fundamental taste, shows that the cynics are sometimes wrong.

Holidays

Just to pin them down, the official dates this holiday season are:

25 December 2015: Christmas Day (Friday)

26 December 2015: Boxing Day (Saturday)

28 December 2015: Boxing Day observed for staff who don't usually work on Saturdays

1 January 2016: New Year's Day (Friday)

2 January 2016: The day after New Year's Day (Saturday)

4 January 2016: 2 January holiday observed for staff who don't usually work on Saturdays

Entitlements this holiday season

If an employee works this Christmas Day or New Year's Day and they usually work Fridays, they're entitled to pay at time and a half *and* a day off in lieu.

If an employee who usually works Saturdays works this Boxing Day, they're entitled to pay at time and a half *and* a day off in lieu.



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INGREDIENTS

"Sip in" saves café and its chairs

The Pyrenees Café in Mt Albert, Auckland (featured in *Slice* earlier this year) hit the headlines in August after its popular street-side seating was removed to meet Auckland Council rules. The removal led to angry patrons bringing their own chairs along for a "sip-in".

The latte-fuelled protest was led by café regular, Mt Albert MP David Shearer, who drew attention to the plight of the café on his Facebook page.



Labour MP David Shearer outside Pyrenees Cafe in Mt Albert during the seat protest.

He told the NZ Herald that his interest was sparked by "an almost gleeful" attitude of the council compliance department when they found that the business did not have a resource consent to be a café. The seating was on land owned by the café's landlord - not council footpath.

He understood that the council wanted a \$2500 deposit to process a consent application.

"You would think that they could have handled this much better rather than take a heavy-handed approach and just get along-side the café people."

Council manager central resource consenting and compliance Mark White denied any "glee", telling the newspaper that the council had tried to resolve the matter.

A traffic engineer looked at pedestrian safety and a planner visited to explain the need for a consent. He was "fairly comfortable" that a consent application would be granted.

A complaint to the council that outdoor seating next to a pedestrian crossing was a safety hazard was not upheld. However, it turned out that though the premises had been a chemist shop, the District Plan zoning required a consent for a café, in order to make sure it did not cause ill effects, such as traffic safety issues.

"We did not force them to remove it," said Mr White. "We suggested they either take the seating away or they apply for a resource consent to get it regularised."

Mr White said the operator promised to apply for a consent the next week and because it seemed that requirements could be met a \$1500 fee would apply.

Pie Face breaks in



Aussie brand Pie Face, known for its handcrafted pies with funny little faces on them, is breaking into the New Zealand market.

Pie Face bakery cafes are already operating at the Auckland AUT City Campus Food Court, Auckland Regional Domestic Airport and in Balclutha, South Otago. Two new Pie Face cafes open this November in the new Bush Inn Centre in Christchurch and in Gore, in Southland.



Franchisor for New Zealand Julian Field says the 20-seater Christchurch Pie Face bakery café will feature a full café section. Coffee makes up 25 per cent of Pie Face sales.

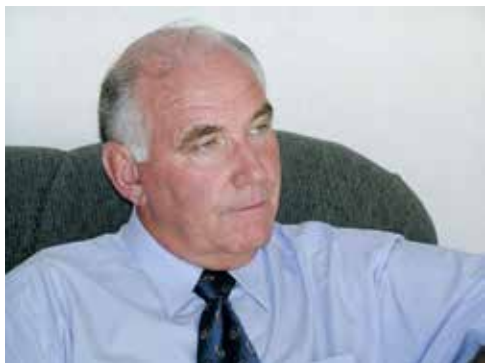
The chain has plans to open 40 Pie Face outlets around the country within the next 10 years. The global recipes are being turned out in seven countries now, but Field says the New Zealand chain offers its own distinctly Kiwi twist on the Aussie-originated recipes. Mince and cheese and butter chicken are firm favourites, with steak and mushroom and Mexican the newest flavours to come online.

The pies are all made in an Auckland kitchen, blast frozen raw and sent to the stores, where they're baked fresh daily. "Our French-style puff pastry tops are quite unique and we use shortcrust on the bottom," says Field.

Every pie features a face unique to its flavour. The mouth of the Tandoori veggie pie is shaped like a 'V'. Kids just love the smiley faces, he says. Mini-pies come in all manner of flavours and Pie Face cafés sell delicious mini-lemon and chocolate pies, as well as sweet cakes, pastries, crumbles and sausage rolls. A new larger 280gm maxi-pie is also in the pipeline.

Obituary

Paul Hansen. 11 July 1949 – 29 October 2015



Paul Hansen was widely respected in the baking world. His soft-spoken gentlemanly manner was supported by actual gentlemanly virtues: integrity, courtesy, and respect for others. He was someone who listened more than he spoke.

Like many bakers, he entered the industry almost by accident. He really wanted to be a soldier or policeman and

passed the entry exams but was too young and was told to come back in a year. He went into baking in the interim and liked it so much that he stayed.

His gentle manner did not mean Paul Hansen couldn't be assertive or even aggressive if the occasion called for it. "The body doesn't show it now," he told Slice, "but I loved sport and in particular team sport, especially if it had an element of one-on-one competition. Good front row stuff."

He read a lot of history books, particularly related to ancient Roman and Greek mythology.

He was an old-fashioned petrolhead too, having devoted himself for some years to the restoration of a Ford Zodiac, spangled in heavy chrome and lovingly polished within an inch of its life.

For exercise in recent years, before his final illness, he was into walking and rock 'n' roll.

Paul was always unstinting in his praise for his wife Veneta. They met at secondary school and married at 20 after a seven-year courtship.

Paul Hansen's career was studded with highlights and milestones. Having trained as a pastry cook he advanced into production and management roles. He later did some more advanced studies in baking-related areas with Crop & Food.

As well as work in the corporate sector, he owned his own bakery and restaurant for eight years.

With NZ Bakels he was a trade technical advisor for three years before becoming export and National Sales Manager for 12 years. Following that he worked in management roles for the Auckland branch of Yarrows and for Foodstuffs Auckland.

He served for 10 years as the chairperson and/or secretary of the industry's Allied Traders committee, and in 1998 was awarded a lifetime achievement award by the Baking Society (as BIANZ was then) for services to the industry.

He nurtured a number of competitions aimed at raising skill levels in the industry, establishing rules and criteria, and often acting as a judge for competitions locally and internationally. He also worked with the NZQA as a trade exam mediator. While with NZ Bakels he established the Pie of the Year awards.

Paul Hansen had a deep understanding of the baking industry and an immense amount of knowledge to offer. He will be sorely missed by many throughout the New Zealand baking world.

He is survived by his wife Veneta, his daughters Nanette and Pamela, and three grandchildren.



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The BIANZ Christmas Mince Pie Competition



A small but strong field of competitors entered the 2016 BIANZ Christmas Mince Pie Competition, judged in Dunedin on November 7.

Entries were judged on presentation, including visual appeal and uniformity of size, pastry, which includes points for the degree and uniformity of bake, flavour and texture, mouth feel, and thickness of pastry. Filling is judged on flavour, mouth feel and proportion of filling, while points are also assigned for innovation and flair which includes workmanship and decoration.

Award winners were:

Clareville Bakery	Gold
Copenhagen Bakery	Gold
Michaels @ Hillmorton Limited	Silver
Kidd's Cakes & Bakery	Silver
Hastings City New World	Silver
Ten O'Clock Cookie Bakery Café	Bronze
Kapiti Cakes and Bakery	Bronze



BIANZ president Michael Gray presents the Mince Pie Competition trophy to Michael Kloeg at Clareville Bakery.

Michael and Rose Kloeg's Clareville Bakery in the Wairarapa added to their growing trophy collection in November with their win in the BIANZ Christmas Mince Pie Competition.

The Clareville entry consisted of six gourmet Christmas mince pies made with 100 per cent butter pastry, filled with what Michael Kloeg describes as a "nice balanced fruit mince" including oranges, apples, lemons, sultanas, currants, spices, rum, sherry, and toasted pecans. The filling was matured for several months before use."



"We tried to work the pastry gently," said Michael Kloeg, "and mix it carefully so it didn't toughen up, and the butter gives it a nice texture, while a little careful decoration enhances the pies a little bit."

The award has gained Clareville prominent coverage in the Wairarapa Times-Age.

While there was no 'secret ingredient' and the recipe was not kept under lock and key, Michael Kloeg told the newspaper "It's the small things that count.

"You have to make sure everything is evenly baked and filled. It's just a matter of taking care and caring. The beauty of these competitions is that it gets you thinking 'how do I better my best?'

Simple as that."

BIANZ App passes test

The new BIANZ app's judging system got its first real-life test in the judging for the Xmas Mince Pie competition.

It passed with flying colours, making what can be a series of tedious and possibly error-prone calculations a breeze for the judges, auditor and organisers.



The most nutritious cookie

Wellington-based writer **Sadie Beckman** talks to bakery innovator Justine Muollo

Baking the most nutritious cookie in Australasia is a big call, but it's just one of the achievements Justine Muollo's company has under its belt.

Muollo started Justine's Limited in 2005 in Wellington. Already trading as The Protein Bakery and making protein cookies for the health and fitness industries, the business entrepreneur rebranded to reflect new variety in her product range.

As well as the protein cookie, the company specialises in nutritionally beneficial products that are low-carb, high protein, gluten-free, vegan and sugar-free, and which aren't made with chemical additives or artificial sweeteners. These include brownies, muffins, cupcakes, cookie crumbs, fudge and florentinas as well as the original cookie, which Justine describes as "the ultimate ultra-high protein, ultra-low carb indulgence."

"You can build lean muscle and manage your weight more efficiently at the same time," she says.

"They're designed for slimmers who can't give up their treats, and the high protein and fibre content aids satiety, helping to keep you fuller for longer.

"Balanced, whole food nutrients and ultra-low carb characteristics also stabilise your blood sugars levels, leaving you happy and satisfied without any energy slumps that can occur with high sugar treats."

Muollo is also known in the industry for her award-winning biscotti spoon, a three dimensional spoon made entirely from biscotti; the perfect addition to a cuppa if you are a fan of biscuit dunking.

The formula she developed means it even takes a decent amount of time to dissolve, prolonging the enjoyment.

"It's one of the world's truly unique, award winning grocery products," she says of her invention, which took away the title of 'best grocery product on the market worldwide' at the 2002 Sial D'Or Awards in Paris, and which is set to be relaunched as "the incredible, edible spoon."

Muollo's innovative thinking and thorough research, a lot of which is done in her home kitchen, trying out different combi-

nations of ingredients, perhaps goes a long way in explaining the company's success, and subsequent growth.

"We wanted to broaden and not just be protein-based," she explains.

"We've had a bit of an upgrade, and we were able to make the product lines a bit more personal, not being so restricted."

"You can build lean muscle and manage your weight more efficiently at the same time."

Muollo expanded the physical size of her production facility too, taking on several more units at the company's Ngauranga site.

She has also invested in a massive Revent 18-rack rotating oven, with another due to arrive any day, effectively doubling capacity. After extensive research, a depositing system has been imported, as well as specialised packing equipment from Spain.

Producing hundreds of thousands of items per month, the company exports products to Belgium, China, Kuwait, Australia, Korea, America and the UK, among others, as well as tapping into the local market here in New Zealand.

Her products appear in over 1500 Kiwi retailers, including health stores, gyms, fitness facilities and supermarkets as well as being sold through the company's online store, and Muollo also supplies other companies who do their own private labelling.

With all the expansion and resulting busy schedule, Muollo still has visible passion for what she does, talking animatedly about the direction her business is moving in.

"I love it," she says.

"I'm a perfectionist and I'm always challenging myself. Creating products that are healthy but that taste great is quite a big task, and the new formulas – reduced fat, reduced calories, natural sweeteners, that

type of thing – take a long time [to get right]. It's very scientific. What I do is very specific."

"When you're baking with proteins, it can be very tricky as things can become dry. Sweeteners can be challenging too. Stevia, for example, can give bitter notes."

Muollo imports her natural sweeteners, and is a fan of Erythritol, a polyol which is naturally found in various fruits,

"the company exports products to Belgium, China, Kuwait, Australia, Korea, America and the UK, among others."



Justine Muollo

such as grapes, melons and pears. With no smell and a sweet taste, Muollo finds it fits the bill for her products and, she says, it comes with many benefits.

“we will not launch anything unless it’s one hundred per cent yum!”

“Erythritol sweetener does not impact blood glucose levels, [which] makes it safe for diabetics.

“Regular sugars break down the enamel of the teeth and cause decay, while Erythritol does not. [It] also gets absorbed and assimilated easily in the small intestines, which reduces the chances of fermentation,” she explains.

“It has one of the lowest calories compared to other sweeteners and table sugar, does not raise the insulin level and is also great for people who are on a strict diet who do not wish to add calories. With only 6 per cent of the calories of sugar, it still has 70 per cent of the sweetness.”

Muollo has enjoyed the discoveries she has made in her scientific baking journey, resulting in a company that prides itself on the overall quality and nutritional benefits of its products.

However, she has one yardstick that is most important of all.

“It does take time and research,” she says.

“But we will not launch anything unless it’s one hundred per cent yum!”

Christmas is coming... Festive Rum or cookie ball treats!



You can whip these treats up in 5 minutes, and they make great a gift for the low-carber in your life. Vary the amount of flavour & carbs you want by adding a bit of rum or brandy essence, some raisins or other fruits for a not so ultra-low carb rum ball! Perhaps a bit of sugar-free flavored syrup???

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Volare

Hamilton artisan bakery Volare Breads is growing fast.

Anne-Marie Case-Miller looks at the business's past and future.



Ryan Simmons and Ed Hemmings.



Photos: Anne-Marie Case-Miller

Kahikatea Drive in Hamilton is one of the city's busiest roads, with an estimated 26,000 vehicles travelling the stretch of SH1 every day. Yet, nestled amongst the industrial buildings, garden centres and lunch bars is an artisan bakery that works 24/7, producing specialty breads for their wholesale and retail customers, and steadily building on their reputation for good quality, tasty artisan breads and pastries.

Volare Handcrafted Sourdough Breads (Volare) came from small beginnings. Nine years ago, Ryan Simmons, a fifth generation baker from the Burmester baking family in Morrinsville, would finish his day job as a chef at 5pm on a Friday night, then begin his night shift in a sub-let bakery, baking breads to sell at the Morrinsville Farmer's Market. A couple of years into this exhausting regime, a conversation over a beer or two with his old school friend Ed Hemmings resulted in Ed coming on board and Volare opened its doors just three months later.

“The staff work here for a reason, it's an artisan bakery and they like that.”

Their roles within the business are clearly defined, with Ed, formerly an engineer, taking care of the business, marketing and finance side and Ryan concentrating on baking and production. “We've just stuck to what works, it works for us,” said Ryan.

“In the beginning, we worked a 24-hour shift, so Ryan would bake through the night and then I'd get up in the morning, load up the van and distribute the bread to our wholesale customers, and then get back to our small shop, man that all day, do the finances, then come two in the afternoon, Ryan would come back to work and the cycle would begin again,” Ed explains.

“Probably the hardest thing was, I would be finishing and Ed would be starting and I'd be driving home and talking to him as he was driving to work. That was our staff meeting,” said Ryan.

“We made it work, we were learning the whole time,” adds Ed. “But we have very different roles in the business, and that's what we were really clear on when we started, and still are now.”

Volare Bread started with six types of sourdough bread; focaccia, grain, ciabatta, baguette, wholemeal and San Francisco loaf. The range has now expanded to include bagels, pastries, muffins and cakes, and the business has expanded to include retail shops. Their first employee, Cole, is now their production manager, having returned after time away, and Volare now employs 18 staff, including bakers, pastry chefs, retail and delivery staff, with a view to increasing to 25 staff next year.

“Our base staff are very solid, and most have been on-board for quite some time, which is really neat,” says Ryan. “We are quite lucky in that our staff turnover isn't very high.”

“There's a certain amount of buy-in to do the job the guys do and what they do in an artisan bakery is specialised. They know they are appreciated and they know that as the business grows, so will their knowledge and tools,” explains Ed.

“We're still hands-on in the business, with the day-to-day running, and we have our specific channels and if anything does go wrong it leads back to either Ed or myself, so everyone knows who is accountable,” adds Ryan.

Taste-testing the finished product can be seen as a definite perk of working in a bakery, however when the waistline starts to expand from all the treats, it isn't quite so appealing. To balance this, Volare offers staff free gym memberships. “There's a real fitness buzz happening at the moment and some of the team work out together or go to the gym when they finish work,” says Ryan.

“A gym membership is something we can do that keeps the guys healthier and happier in themselves, and that translates into work also,” says Ed.

The appeal of working in an artisan bakery, rather than a larger franchise or supermarket, is also a factor in attracting and retaining quality staff. “The staff work here for a reason, it's an artisan



bakery and they like that," explains Ed. "They could go down the road and get a job in a different type of bakery, but here there's the pressure to get the job just right, it's not an easy job."

"The difference is that our bakers have to bake using their senses, not a process manual. They need to 'see' if the bread is mixed correctly, 'touch' to confirm the bread has proved enough and 'feel' if the bread is ready to mould," Ed says.

Volare is predominantly wholesale, supplying restaurants and cafés in Hamilton and Waikato with scones, muffins, cakes, bread and pastries. "We keep expanding our range. What's our most popular product? Oh that's a tough one, it seems to change weekly," laughs Ed. "Yeah, it's definitely seasonal, but the Volare Grain and San Francisco Sourdough are always pretty solid."

With the large volume of traffic going past the bakery door, a retail area seemed a logical step, and the addition of a deck and coffee machine has made it more inviting, so there is now a constant stream of foot traffic.

The next retail space to open will be Volare in Garden Place in central Hamilton, and Ryan and Ed are rapt that they have secured the world-famous-in-Hamilton Misty the Barista to manage the new store.

It will also stock pastries baked on site, as well as the full Volare range. Late 2016 will see a third retail space open, in the fast-growing Hamilton North suburb of Rototuna.

There are a lot of laughs between the fifth generation baker and former engineer. The old adage of not mixing friendship with business doesn't seem to apply to Ryan and Ed at Volare Bread. They are focused, with defined roles and a clear vision of where they are going.

"We bake a quality, honest product with pure ingredients. We don't compromise our core values, if it's not good enough it doesn't get sold," says Ryan. "We bake with integrity; it's as simple as that."



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20 steps ahead

Sue Fea takes in the hi-tech world of Rangiora's Ron van Til



Renowned Kiwi baker Ron van Til began his career, aged three, opening the door to greet customers in his parents' Rangiora Bakery. Now in his early fifties, the vastly-expanded business is his and he's still 20 steps ahead of the competition.

One of New Zealand's most successful bakers, van Til's business is at the forefront of the industry when it comes to technological advancements.

A bakery since 1860, van Til's late father, John van Til, bought Rangiora Bakery in the 1960s.

"I would go to work with Mum when I was three and it was my job to open the front door for customers, dressed as a baker," he recalls. The business was always ahead of the game when it came to the latest machinery, and although van Til was always interested in the technological side of the business, he was "never going to be a baker". Instead he opted for a career in supermarket management.

"When my father wanted to retire and nobody else in the family was interested, I ended up buying the business," he says. "I couldn't sit back and watch someone else take over all that Mum and Dad had worked for and let it deteriorate, after what they'd done to build up the business."

He certainly didn't do that. Van Til now operates what has evolved into a hugely successful multi-million dollar bakery exporting business and busy 300-seat café all from Rangiora Bakery's 6000-square-metre base. He also owns the 20,000-square-metre surrounds.

Some of the world's leading fast-food operators are among his export clientele. It's his forward thinking and ability to turn technological advancements to his advantage that has catapulted van Til to success.

He was first in the country to introduce a specially-adapted RFID

(radio-frequency identification) table tracking system, modelled on similar ideas he saw when travelling overseas.

"I first saw it when we went to the United States for a trade show, then I found it again in Australia and asked the Australian agent to upgrade the interface for our use," says van Til. "We've been their test guinea pig in the New Zealand market and now everyone who comes to look at the system in operation is blown away," he says. "We've had a lot of larger franchises coming through to see the system and they always respond with the 'wow' factor."



Each customer is handed an RFID disc as they place and pay for their order at the counter. They take that disc and place it on their table. Underneath the table is a whole pad of sensors and as soon as the tracker is placed on the table, the sensors pick up a signal and transmit that to a computer with a 46-inch TV screen. It's then projected onto the screen, which features a blueprint of the table lay-out, showing staff exactly which table that order needs to go to.

"Staff walk up to number 22, see the disc, hand over the order, take away the tracker and scan it off the system ready for the next customers," says van Til. The system cost about \$10,000 to install three years ago and van Til, who employs 200 staff in total, says it's already saved him the money many times over in wasted staff time.

"We have a 300-seat café spread over two floors and our runners would forever be walking around the whole place looking for table numbers," he says. "They'd be wandering up and down stairs to find customers who had usually put the table number on the ground or somewhere that it wasn't visible," says van Til. "Meanwhile their coffee was growing colder and we're tying up staff resources unnecessarily."

These days customers are totally taken aback by the prompt service and often greet wait staff with a, "How did you know I was here?" The food and coffee arrives hot and there's instant gratification from customers, he says.

It's no wonder this IT innovator needs a full-time IT technician on staff. It doesn't stop there. After 10 years work, van Til and his team have also designed a unique food safety tracking system, which has also been a huge staff time and money saver for such a large operation. Every item, food ingredient or otherwise, is barcoded upon arrival on the premises, tracked and scanned. Once barcoded, each item goes on the shelf and the first staff member to grab it scans it. When they go to print out a recipe requiring that ingredient, the product is accounted for in the system. "It automatically brings up the latest batch codes, recipe and any food safety requirements for that product and when the auditors come in we don't need to spend the allocated two hours going back through all of our recipes," says van Til.

"This system is close to a miracle for a business like ours. Every single thing we make downstairs is generated by a computer recipe and that recipe follows every product and every ingredient in the system," he says.

If he does a batch of muffins, the recipe is printed, all the batch codes go with it, following it on a clipboard. "It also clocks in the time spent on all goods, so we know who made it and what product was used – we can trace how cost-effective we were at making that muffin."

All the details feed back into the computer giving van Til a running record on each product. It also allows him to cost the price of every recipe. "We can review our pricing, if it takes longer and if we've made a saving we can pass that on to our customers," he says. It's a Godsend for an operation like his that deals with quick-service restaurant chains needing total traceability should there be a recall for any reason.

The business is audited every six months and van Til's QA Team have two hours to trace the required kilos of product in each batch with only a five per cent margin of error allowed. That means that if he has to track 2000 kilograms of cocoa in a delivery, he has to account for 1900 kilograms and show the recipes in which it was used.

This software ensures van Til never fails an audit with total traceability of all product used logged into the system. Exporting large amounts of baking product to Australia – and hopefully Asia soon – van Til says he needs that level of accuracy.

The next process introduced is SPC, a computerised check weighing system. Every finished produced passes over a digital scale and the recorded weights are displayed graphically. "These are then stored against the batch record so we can show the customer exact measurements of everything we make for them by product batch code," says van Til.

Protecting his great ideas is not van Til's focus – it's to be first in the market. "We've identified what our customers need," he says. "This gives us a unique selling point for large customers, who can only deal with suppliers who display that level of food safety."

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BIANZ app on the way



The BIANZ app, to be released soon, has a number of features designed to help members in their work.

Executive member **James Wilson** reports.

How it began

The executive committee recognised that a big part of what BIANZ does is competitions and what we wanted to look at was ways we could improve the judging and get results out faster.

That made us to look at what was available in terms of computer apps or solutions.

We went out to the market but found there was nothing out there for us. We then decided to look at possibly building our own.

The initial scope of it was to build an app where we could judge competitions more effectively and efficiently.

Added to that, we saw we could at the same time give our members something useful to have in their pockets, but judging was the first job.

Punching eliminated

Judging to date has been via judges' clipboards and then compiling the results through a computer: sitting down and punching information in manually.

The procedure is slow and open to error. Sometimes a judge writes down scores in the wrong column. Then someone else inputs the information into a computer, another stage open to error, which then means there's a lot of time taken to make sure the computer records are accurate.

I estimate that judging, compiling and reviewing results for the BIANZ Bakery of the Year competition at Fine Food involves three days worth of work.

Having discovered nothing on the market that would do the job more efficiently, the executive got in touch with Snapp Mobile to assess the possibility of having them build our own judging app.

That led to adding a public side of the app, making all issues of *Slice* magazine available, and further features have followed.

Directory

The app will also have a full directory of all BIANZ members and where they are. With that, even non-bakery people will be able to download the app and find a BIANZ member nearby. The expectation is that with BIANZ membership recognised as a form of recommendation, the app will encourage people to bring their custom to BIANZ member bakeries.

In addition we will add information about our partners – they are very important to the association – so we will advertise all their details in there as well.

We have also added on a few little conversion tools so you can do basic conversions of weights and volumes and temperature. If you're looking at a recipe that says Fahrenheit you can look it up and this app will convert it to Celsius for you.

Keeping in touch

Another benefit for the association and members is that we can send out notifications to everyone who has downloaded the app: reminders about entering into competitions or completing online surveys, or even help a partner who wants to do a special perhaps.

Straight advertising – at a price – is a further possibility.

Anything we want

With the base app in place it can grow to anything we want it to be. Everyone understands that apps get updated pretty quickly and as we get feedback from our members we will be able to add other tools they might want.



A sweet tale of sourdough

The story of the Wild Wheat bakery really started three years before it opened – with a slowly fermented apple-based sourdough starter.

Article courtesy of Moffat



The story of the Wild Wheat bakery really started three years before it opened – as a slowly fermented apple-based sourdough starter.

In 1999 loaves of sourdough were the specialty of this small wholesale bread factory in East Tamaki. Based on their own particular starter, these breads had a delicious, unique flavour and texture and, most importantly, no additives or preservatives. As word spread amongst Auckland's restaurants and cafés, a loyal following grew.

Owner Andrew Fearnside always wanted to be a chef. While starting work in kitchens aged 16, an opportunity to work in the bakery of Le Pont de la Tour in London brought his true passion to life. Since then Andrew has strived to soak up everything he can about bread.

It is no surprise then that Andrew admits Wild Wheat's primary focus is not about making money. His purpose is to create an environment where he and his staff can make the best bread possible.

When he extended his range it was hot cross buns that proved pivotal. In 2004 he won "Best Hot Cross Bun" in the North Island and the following publicity led him to open his first retail store, in Mt Eden. Wild Wheat was an instant success – and an enduring one.

Wild Wheat has been voted Best Bread by *Metro* magazine every year since 2004. In 2011 that accolade was upsized to Best Bakery.

In 2012 Wild Wheat was a NZ Food Awards Winner for their Kumara Sourdough. Essential to the bakery's success is Andrew's uncompromising position on how his bread is made – "keep it simple, keep it natural and don't take shortcuts."

“keep it simple, keep it natural and don't take shortcuts.”

Over the years Moffat have supplied a range of equipment to Wild Wheat, the latest piece being the Tagliavini Tronik setter oven.

With a growing customer base, and the need to match this growth in production, Andrew wanted an oven that was as "big as I could go."

The advantages have been more than just the size however. Andrew says that feedback on the breads is that they look the same yet have a softer texture and crust. This, he says, equates to better keeping quality.

Also, this style of oven has the very handy feature that allows all decks to run independently. It's a significant benefit, particularly when used with pre-programmed recipes. "The alarms for venting are also a bonus," he says.



At all times during the installation Andrew was impressed with the ongoing support and communication. Crucially, it was the availability of after sales service from Moffat that was invaluable.

"We looked to get the oven tweaked to suit our unique style of baking. The small changes we wanted were done simply and efficiently and nothing was a bother."

Andrew advocates this investment in quality equipment, believing this approach delivers sustainable growth. "The spend may seem high but it pays for itself over time in efficiency, ability to grow and quality baking," he states.

So, where to from here for Wild Wheat? For Andrew, it's even further evolution of his range. With the new Tagliavini setter oven producing better results now is the time to explore what he says is "the never ending development of new and interesting products."



Photo: GHM

Held every two years in Munich, Germany, iba is the world's largest bakery trade show. **Michael Gray** of Nada Bakery in Wellington went there this year with a contingent of Kiwi bakers.

The last time I went to iba was back in 2006, so it was exciting to be able to go again and see not only developments in baking at iba itself, but also what's been happening in the surrounding European countries.

The show

The iba show itself always impresses with its sheer vastness. I believe it's about 185,000 square metres of baking.

There is machinery on show that could be used in any small bakery, then there are machines that you'd turn on for an hour a day and supply the entire New Zealand market – one for example that can turn out a fully decorated gâteau in 30 seconds.

Those are not the sorts of things you would look at buying but they are fascinating to see and as a baker you have to wonder about the quality such large machinery produces. In fact, from the demonstrations we saw, the quality is very high.

I noticed too that there's a big focus on equipment safety.

The European standard equipment is very good. You do pay a bit more for it but you get the feeling that it is going to be of high quality. They seem to put a lot of research and development into their machinery and trial it well before they release it to market.

Fitting out

There was a focus at iba this year on shop fit-out. Many shop fitters had amazing displays. I was impressed by the sheer expense – millions of dollars – some of these companies invested in their stands. Some of the design ideas coming through are amazing, both fancy patisserie and artisan-style places.

I noticed that square cabinetry is coming back in, as opposed to the curved cabinets.

There were a number of fit-outs with a farmers' market styling, but within a shop.



Photo: GHM



Photo: GHM



Photo: GHM

Trends

The cake decorating demonstrations told me that we follow American trends. That's probably the influence of Food TV and those sorts of shows.

I didn't see any ground-breaking products. I think with social media now, product trends come through faster than they used to. Nevertheless, the value of going to a show like this and seeing things directly and being able to talk to providers outweighs the fact that you've already seen some of the trends. It gives you more insight and knowledge.



Michael Gray



Michael Gray

Barriers gone

Almost everybody speaks English so there are no communication barriers, if that's something that puts anybody off from going to these shows. They're very English-friendly, so language shouldn't be a stumbling block for anyone thinking about going to iba in the future.

Getting to the show and around Munich is easy. The public transport system is fantastic. We managed to buy a train ticket that lasted the full week. That worked nicely. The locations that the iba people put together for hotels are great as well.

The summit

We also attended the iba Summit, which was a one-day conference with some excellent speakers. One in particular who stood out for me was Jonathan Doughty. He's got a really good idea of where retail's going and does consultancies for lots of companies about how to focus their shops into appropriate avenues.

He also advises large malls when they're designing food courts and food spaces about what shops should go where to attract custom and complement each other.

Gourmetisation

He talked about a food trend he calls gourmetisation. This means taking something that's ordinary and turning it into more of a gourmet product. I guess the 'cronut' was a classic example of that. Rather than doing something basic, just putting a bit of flair and spin on it seems to make a difference to people's spending habits.

People are prepared to pay more for a product that appears to be more gourmet and so rather than making a standard croissant you might make it layered with a chocolate pastry as well.

Another example of "gourmetisation" these days is how people are using offal cuts of meat at a premium. No-one would use beef cheek 10 years ago. Now look at it.

— Continued on page 20

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Kiwis communicate

Every night all the Kiwis at iba went back to the Bakels stand for a bit of a debrief. It's a really good networking opportunity.

The Bakels team always put on great hospitality. That included a night when they took the whole Kiwi contingent out for dinner. This encourages networking. It's great who you meet at the show and how open people are about what and where they have been and what they're doing. It's a friendly, inviting atmosphere.

Bakeries beyond

While in New Zealand we have a wide mix of ethnicities and products, German bakeries have to appeal only to Germans, so that sets the product range narrower than here. They are also a lot more specialised. There are many bakeries that just do bread, for example.

Germany hasn't got the fast food culture that we have in New Zealand – in that respect we're quite Americanised – so people tend to visit their local bakery for breakfast or lunch and perhaps snacks in between. A lot of European bakeries put an emphasis on snacks as a core part of their business.

I noticed that a lot of the bakeries are producing nicely presented single-serve portions. They don't offer just a slab of cake: it's cut down and personalised for each customer like a very special little treat. They use a very high-end sort of decoration, not necessarily difficult, just classy.

Obviously we didn't see a meat pie in Europe – not a surprise. German bakers fill that gap with lots of different types of pastries. These pastries are more like laminated yeast products – a savoury Danish pastry, for instance – and they offer lots of different flavours.

The supermarkets in Europe don't have the same wide range of goods that you get in New Zealand, so people rely on their butchers, bakers and greengrocers for their goods. There's a "markety" feel to shopping. In that respect, the New Zealand food sector has a lot more pressure on it than in the European nations, but you can still learn from it, and I did.

Others report

Sheryl MacGibbon – co-owner of Sydenham Bakery, Christchurch with husband Paul MacGibbon.

"We were mainly looking for equipment, as there is so much different equipment there you can't get in New Zealand – all the machinery updates all the time. We took our children, who thought it was amazing. It's huge, the whole thing was a highlight!"



Michael Gray

We looked at pastry shavers, bread slicers, that sort of thing. We came home with quite a lot of equipment, which is fantastic. The European brands last a lot longer. For the kids, the food was probably a highlight."

Scott McKean, Research and Development Manager, Baker Boys, Christchurch.

"This was my fourth visit to iba, travelling with Baker Boys Director Simon Phillip, and being passionate bakers we were both like kids in a huge candy store!"

"The things that grabbed us the most were, product-wise, the attention to detail, absolute quality finish – nothing less. Creatively, with key stand displays, we saw some that were set up like their own little town – just stunning detail."

"Automation technology really opens your eyes to potential product lines, efficiency and quality improvements. And the beer is always great..."

Tony Crump, Moffat New Zealand Bakery Product Manager.

"Moffat representation from New Zealand and Australia attended iba. The purpose of our visit was to meet with our international suppliers, look for innovative products for our markets and establish relationships with new partners."

"It provided us with an opportunity to meet with our customers and present them to our suppliers. In a few cases this transferred through to sales after the exhibition.

There were over 77,000 visitors to the show which was up on the last exhibition in 2012. Spread over 12 halls, a minimum of 3 days is required to see everything you need to see. We ended up taking 5 days including the day we travelled back because we had not seen everything and everyone we needed to."

Sean Armstrong, owner/director Loaf, Auckland.

"I was a second time caller, and went knowing what I was looking for."

"I was looking at special types of equipment. Obviously the best thing about the place is that it has virtually everything on offer. I was able to target specifics."

"[iba] caters for everyone from the hot bread shop through to big production set-ups. My number one tip about the whole thing would be to make appointments before you go, as everyone is very busy."

"I spent far too much money! And I haven't got half of what I'm going to get! It's definitely a worthwhile journey for anyone [in the industry], whatever stage their business is at."



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The new Health and Safety at Work Act comes into effect next year but the main thrust of it is happening now. That's the word from **Ian Shaw** of Food & Health Standards NZ (2006) Ltd.

It also reflects the not-altogether-pleasant experience of several BIANZ members.

David Tossman reports.

The government, through its sub-department Worksafe, has tooled up and employed a new pool of health and safety inspectors, and they're out there now inspecting food businesses of all sorts, not least bakeries and cafés.

Worksafe NZ's stated aim in relation to the law is to educate, engage, and lastly, enforce.

The phone will ring

Worksafe's assessors, says Ian Shaw, are not out to trap you: they ring before arriving. If anything is found wrong during a Worksafe inspection, the management will be issued recommendations on what to do about it and a notice to fix it. The improvement notice will include a timeframe in which to make things right.

There are no instant fines.

In bakeries, Worksafe inspectors are picking up particularly on electrical connections (see **Testing & tagging**, page 23), machinery guards, noise, and on flour dust.

Other points they look at, says Ian Shaw, are:

- Has the business got a Health and Safety programme?
- Is all machinery guarded?
- Emergency procedures, exit signs.
- Flour dust and possible health monitoring.
- Noise levels and possible health monitoring.
- First aid and qualified first aiders on site.
- Staff training in HSE, including safe operating procedures for machines.

Other hazards such as slippery surfaces, hot surfaces, lifting heavy weights and working at heights also attract inspectors' attention.

There has been a suggestion that respiratory monitoring will be required in bakeries but this is under discussion since experience shows that – allergies excepted – there is no problem with flour dust having any effect on the health of bakery workers. The BIANZ is dealing with this.

"So Worksafe is doing a brief risk assessment," says Ian Shaw. "They really want to help."

Noise levels are checked using a calibrated device that shows peak noise levels such as sudden bangs and clatter, and the background levels that, if too loud, can damage hearing over the long term. The maximum safe level is 85dBA.

Ian Shaw's team at Food & Health Standards NZ have their own noise monitoring equipment and can check levels before the Worksafe people arrive.

How the law applies

The new Health and Safety at Work Act places personal responsibility for safety not just on business owners and managers (PCBUs – see *Are you a PCBU* on next page) but on everyone who makes decisions. The business alone isn't responsible: the people, at every level, as well as the business owners and managers, are.

The upshot

Since you are responsible for the safety of those around you at every level, it's vital that you have a fully operating system in place to ensure safe practices.

For many business owners and managers, this is all an unwelcome distraction from the daily need to make and sell more and better goods. On the upside, many business people have found that a well-run health and safety programme is good for morale and productivity.

A Health & Safety programme can also have direct bottom-line benefits through ACC levy discounts (see **A good bit**, page 23).

When they call

If problems arise with Worksafe, a call to BIANZ should be high on your list. The BIANZ executive is authorised to liaise with Worksafe NZ on all bakery-related matters.

If you are issued with a Worksafe improvement notice you may contact **Food and Health Standards** for their advice on how you might best go about making those improvements.

ning now!

What to do NOW

For most smaller cafes and bakeries, their best move, before they get that phone call from Worksafe NZ, is to get hold of and implement the BIANZ Health and Safety Programme.

It's designed to be easy to implement and will ensure you fully comply with the law. What's more it will qualify you for discounts on your ACC levy (see **A Good Bit** to the right).

Setting it up need not be difficult. The BIANZ Health and Safety Programme meets all legal requirements. It's easy to implement and can save you endless possible problems.

The programme costs \$595 to BIANZ members. The price includes assistance from Food & Health Standards NZ (2006) Ltd.

The worst case!



Under the new law, in the very worst case of **reckless conduct in respect of health and safety**, a business could face a fine of \$3 million, an officer of a business (eg a director or owner) could be whacked with a \$600,000 fine and/or five years behind bars, and an individual could face a \$300,000 fine and/or five years in jail.

The protection of limited liability enjoyed by many company owners in the ordinary course of business does not apply in respect of the new health and safety Act.

Are you a PCBU?

The new legislation introduces the concept of a Person Conducting a Business or Undertaking, known as a PCBU.

A PCBU might be a person or a business. In any case, the PCBU carries the can in the end for workplace safety. A PCBU is in the best position to control risks to work health and safety as it is carrying out the business or undertaking. This is why the PCBU has the primary duty under the new law.

Despite its name, a PCBU will usually be a business such as a company rather than a person. A person might be a PCBU if they are a sole trader or a self-employed person.

Examples include retail and wholesale manufacturing businesses, import business, owner-drivers of their own courier businesses, self-employed people operating their own businesses, government departments, local councils, schools, partnerships, builders, including principal contractors and sub-contractors, and not-for-profit organisations that employ staff.

A good bit



Reducing ACC costs

No-one would argue that greater workplace safety is not worthwhile, nevertheless the new regime does impose additional work and responsibilities that busy people can find irksome.

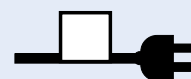
It is worth noting then that there is, at least, one clear bottom-line benefit to having a proper health and safety programme running in the workplace. Implementing the BIANZ Health and Safety Programme will qualify your bakery for reduced ACC levies.

There are three levels:

If the level you achieved is...	then your business demonstrates...	and your levy reduction is...
Primary	a minimum standard of workplace health and safety performance standards	10%
Secondary	a good standard of workplace health and safety practice	15%
Tertiary	best practice and a commitment to continuous improvement in workplace health and safety	20%

An ACC auditor will check your bakery at no charge, and the day of the audit is the day the levy is adjusted.

Testing & tagging



AS/NZS 3760 is a standard (AS/NZS 3760) that outlines a testing method and frequency for electrical appliances. It was created to minimise electrical hazards in the workplace. Appliances are inspected for damage, and various measurements are made to their earth continuity, insulation, polarity, and physical condition.

After testing has determined a pass, a tag is attached to the appliance lead indicating when it was tested, when the next test is due, and a tracking code. Retesting intervals of equipment can vary from three months to five years, depending of the environment where the equipment is located.

The tester does not have to be a registered electrician but does have to be approved for the job. Various companies offer test and tag services throughout the country. Prices vary but there is usually a fixed charge per location (about \$100 would be normal) plus a per-appliance charge of \$3-\$4.

An inspector calls

John and Donna Thomsen run the highly regarded Copenhagen Bakery in Christchurch. Their mid-city bakery-café was destroyed in the Christchurch earthquake and they have reopened in the suburb of Bishopdale.

They got a surprise phone call from Worksafe NZ a few months ago. Donna spoke to **David Tossman** about it.

"It was out of the blue, totally unexpected, because I didn't think the law was changing for bakers until next April, so it threw me a little bit. When they first rang I thought it was the Health Department doing their usual yearly health check, but no, they said they were attached to the old Labour Department and that it was the health and safety inspection ... I was totally unprepared for an inspection at this time. I was expecting it all to take effect next year."

The Thomsens were intending to purchase the BIANZ Health and Safety Programme before the new law came into effect, but Worksafe weren't waiting.

Following the warning phone call, Donna immediately rang Ian Shaw of Food & Health Standards Ltd, who prepared the BIANZ programme. "Ian was very prompt and very efficient," Donna said. "I emailed him and spoke to him on the phone regarding what I could expect from the inspection and I thought I was prepared, because I thought 'what are they going to check?'"

The worst that could happen

Donna decided there was little she could or should do immediately. "I thought the worst they can do would be to just say to me what things would they be checking and that would be something to do with noise, something to do with flour contamination, basic first aid and first aid kits, awareness of natural hazards, and making sure that all our plant was safe."

The inspector duly arrived, apparently expecting to find an industrial-scale operation, asking first whether she needed to put on her fluoro jacket to walk through the bakery.

Donna asked why they had rung her. "Nobody else that I'm aware of had been called for an inspection in a small bakery like ours. The inspector's answer was that they were preparing themselves for next year, and that our name just happened to be at the top of the list."

The inspector had another person with her, so Donna supposes she was being supervised.

A bit over the top?

Donna expected the encounter to take a half-hour or so but it took the best part of two hours. The inspector wanted to know how Copenhagen were managing the hazards that Donna had already identified: plant and machinery safety, flour dust, and

noise. The inspector also offered advice on sources of information on the Worksafe website to use in assessing hazards. (See <http://www.business.govt.nz/worksafe/information-guidance/all-guidance-items>)

After this lengthy discussion, Donna ushered the inspector into the bakery. "It's not very big, so I don't know what she was expecting, but the thing that she was going to be looking at was obviously that all our mixers had safety switches and guards."

"The inspector noticed that the Bear mixer didn't have a guard. We purchased it brand new 28 years ago and it came with a safety switch but no guard."

The next week the inspector posted a notification that Copenhagen must have a fully functioning guard placed on the Bear mixer within two weeks. The Thomsens were at that stage booked for a six-week holiday and, with no time for the required work to be done beforehand, reached an agreement with the inspector that in the meantime a sign would be put on top of the mixer saying 'use this mixer under supervision of a senior baker'.

On returning from their trip the Thomsens were still getting emails from the inspector asking if they had placed the guard on the Bear mixer yet. "So she's on the ball," says Donna.

The guard was expected to cost \$1700 and take four hours' labour to put it on. At the time of this interview, the guard had been ordered from overseas and the inspector was still ringing for the tradesmen to put a higher priority on the job to get it done.

Signs up

The inspector also looked at some little bench mixers – some more than 50 years old – with no guards and no way to fit any, and no emergency stops.

"The inspector was OK to sign them off with no notification to comply if we placed signs above them saying that they must only be used under supervision from senior bakers," says Donna.

The inspector next picked out an electrical extension cord hanging down from the ceiling to one of the scales. The head of the plug was secured with masking tape to prevent it falling out onto someone's head but the inspector was concerned that the tape might be concealing loose wires.

workplace safety

The inspector accepted that the plug was not unsafe but pointed out that none of the plugs or cords in the bakery had been tagged by an electrician to say that they were electrically compliant. This is known as a test and tag. This “test and tag” inspection of all plugged in appliances has to be done in all workplaces at regular intervals. (See “**Testing & Tagging**” box, page 23)



A positive move

"Then identify your hazards and personalise that section too. This is not hard to do and can involve some input with some of your appointed employees listed as safety officers on the floor," says Donna.



"Just be aware that Worksafe could be calling. Obviously the Government has employed a lot of people to do this job."

Bernie's Bakery

Bernie Sugrue is happy to discuss the issues raised by the inspection with any BIANZ member who wants to call.

FARMERS MILL

STATE OF THE ART FLOUR

THE TECHNOLOGY BEHIND THE TRADITION

Being owned by local wheat growers means that Farmers Mill stands to benefit not only in terms of the investment made in its state of the art flour mill but also in the technology investment made right back on the farms where the wheat is grown.

The emergence of Farmers Mill has highlighted to many NZ wheat growers the relevance of wheat varieties to New Zealand's bakers. It is widely known that most of the North Island flour is produced from imported Australian grain as bakers seek stronger wheat varieties for bread and pastries. The opportunity is not lost on local wheat growers seeking to mill their own flour.

Historically the conflict for growers has been the trade-off between yield on-farm versus the resulting flour characteristics sought by bakers....the upshot being that the harder Australian wheat varieties used in stronger flours have failed to gain traction in New Zealand as wheat growers struggled to achieve comparable yields at harvest.



Glutomatic at the Mill.



GPS in a combine.

Whilst the returns per hectare of wheat must remain relevant for growers, ownership of a flour mill has made the same growers more acutely aware of the wheat characteristics required to produce stronger flours.

Farmers Mill works very closely with its grower base leveraging off the technology that exists within the Mill and the technology and expertise that are present on-farm.

By utilising the shared knowledge and capability across both platforms, Farmers Mill is able to offer an increasing range of stronger flours comparable to those once available only from imported grain.

WWW.FARMERSMILL.CO.NZ
PH: 0800 688 717

Farmers™
Mill
NEW ZEALAND
FLOUR

workplace safety

An Aussie angle

Our new health and safety law is based on Australia's. They've seen a 16 per cent reduction in work-related deaths since 2012 and just reported the lowest number of work-related deaths in 11 years. Their workplace death and injury rates have long been much lower than New Zealand's.

Michael Roberts runs workplace safety seminars and introduces the Safety Circle system to Australian businesses. His experience from a few years ago parallels what is happening here. He spoke to David Tossman.

"Often what happens, and what happened in Australia, was the laws actually existed and people didn't know about them. The new laws came in and they clarified a lot of things. But the laws were already there.

"I imagine that New Zealand's experience is similar in that they already had the provision to enforce it and they're just running it up the flag much, much earlier."

Advice now?

Michael Roberts' advice is not to worry about the legal side as such. "Our approach with Safety Circle is that, rather than getting compliance-obsessed, you should manage risks.

"Manage risks well, because that is at the core of the law.

"The spirit of the law," says Michael Roberts, "is get people home safe and well.

"These laws are very clear that it is the senior people's job in an organisation to ensure that equipment, systems and people have adequate resources.

"At the Safety Circle we break it down to equipment, systems, people. Just as a simple chat. Are they fit for purpose? Are they managing risks well?

"If you're managing risks well, then you've got a better chance of getting people home safe and well – therefore you won't get prosecuted. Whereas if you just go for compliance, there is a thousand things to become worried about."

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SURVEY

We ran an online survey of BIANZ members in October/November, looking at prices and some other matters of constant and current concern.

The response

A total of 45 bakeries took part in the survey:

13 retail

5 wholesale

22 retail/wholesale

9 retail or retail/wholesale bakeries also ticked the café box.

Digital marketing

The questionnaire asked what media the respondents use regularly for digital marketing. Of the 32 that answered this question:

21 (65%) use Facebook.

2 use Instagram

1 uses Google +

6 use other means.

Management

The cloud

Respondents were asked what other internet or cloud-based services they use.

12 (36%) use Xero

16 (48%) use none

5 (15%) use others. MYOB, Smart Payroll, Bank Link, Milly and Office 365 each got one mention.

Those who used cloud-based systems were asked to rate them.

All users rated them 4 or 5 out of 5.

Costing systems

19 respondents use computer-based costing systems. MYOB was mentioned by several in this category, as was Resort Restaurant, Flexibake from Canada, Price Cracker, Infusion, Menucoster, Global Bake, Chef Tec, Exonet and Milly. Two bakeries use their own Excel spreadsheet systems.

BIANZ services

The question was "do you know about the members-only section of the BIANZ website?" There were 32 responses.

28 (88%) said Yes

4 (12.5%) said No.

22 (69%) said they have used the members-only section of the website

Respondents were asked what BIANZ services and resources they currently use. Of the 32 who responded to the question:

7 use the Health & Safety Programme

15 use the Food Safety Programme

23 use BIANZ employment documents.

8 use Benchmarking reports

12 use survey reports

7 use the BIANZ-supplied credit application form

7 use the BIANZ-supplied confidentiality agreement

8 use Food and Health Safety documents.

24 read the e-newsletters

14 follow the BIANZ Facebook page

30 read Slice

10 use BIANZ's employment law advice providers

17 use BIANZ's buying group discounts.

The Web

The question was whether the respondent have a website. Of the 33 who responded

21 have a website,

17 just static pages,

4 with sale and ordering options.

1 has work in progress.

Digital marketing advice

The survey question was "how would you advise a business like yours to use social media?" The responses:

- Just pick the best medium that you like and can keep up with, offering regular updates for your business. Too many will waste too much time.
- We have only used Facebook and probably have not used it to the extent that we should but have had great feedback. Definitely works and its free.
- Post photos of product weekly. Advertise promotions and seasonal products
- It's worth trying to update on Facebook on a regular basis and gather more local friends
- Use it as often as possible ... plenty of colour pictures
- Just do it, and in multiple places. Figure out what works. Constantly review what's being done.
- Keep in touch with your customers, give them incentives and thanks
- TripAdvisor and Facebook is a very useful in any business
- Post post post
- Just do it
- Just try it and be consistent in daily use
- Engage with customers. post photos weekly
- One or two posts per week, use pictures and not too many words.
- At least once a week.
- [Use digital media] openly, honestly, carefully, in an engaging manner and not just posting about work.

Product		Average	Number	Most Common	Highest	Lowest
Mince pie	Retail	\$4.36	29	\$4.00	\$5.50	\$3.20
	Wholesale	\$2.28	19	\$1.96	\$4.00	\$0.00
Chicken pie	Retail	\$4.70	25	\$4.50	\$6.10	\$3.20
	Wholesale	\$2.76	14		\$4.50	\$1.78
Steak & Cheese Pie	Retail	\$4.70	29	\$4.50	\$6.50	\$3.20
	Wholesale	\$2.53	18	\$1.96	\$4.50	\$0.00
Gourmet Pie	Retail	\$5.15	25	\$5.00	\$7.00	\$4.00
	Wholesale	\$3.16	12		\$5.50	\$2.05
Basic sausage roll	Retail	\$2.98	28	\$3.00	\$4.50	\$1.35
	Wholesale	\$1.73	29		\$4.50	\$0.00
Plain gluten free bread loaf	Retail	\$8.28	17	\$6.00	\$11.50	\$5.80
	Wholesale	\$5.75	11		\$7.50	\$3.60
Plain sourdough loaf	Retail	\$4.84	5	\$5.50	\$6.30	\$3.20
	Wholesale	\$3.71	19		\$5.50	\$2.20
White tin loaf	Retail	\$3.83	11	\$3.80	\$5.50	\$2.20
	Wholesale	\$2.53	18		\$3.40	\$2.10
Basic filled roll, ham	Retail	\$4.86	5	\$3.50	\$7.00	\$3.50
	Wholesale	\$3.37	24		\$4.80	\$2.60
Afghans (each)	Retail	\$2.69	6	\$2.50	\$4.50	\$0.67
	Wholesale	\$1.35	19	\$1.50	\$1.80	\$0.70
Chocolate Caramel Square	Retail	\$3.13	6	\$2.50	\$5.50	\$1.90
	Wholesale	\$1.63	21	\$1.60	\$1.94	\$1.50
Chocolate Gateau - 20 cm/8"	Retail	\$34.83	6	\$30.00	\$65.00	\$15.00
	Wholesale	\$25.93	19	\$18.00	\$39.00	\$18.00
Cake Slice	Retail	\$4.06	21	\$4.00	\$6.00	\$2.50
	Wholesale	\$2.62	22		\$5.00	\$1.58
Cupcake	Retail	\$3.53	3	\$3.50	\$5.50	\$2.50
	Wholesale	\$1.80	15		\$1.80	\$1.80
Cheese scone	Retail	\$2.95	1	\$2.50	\$4.20	\$1.50
	Wholesale	\$1.31	20		\$1.58	\$1.14
Fruit Muffin	Retail	\$3.30	6	\$3.00	\$4.50	\$1.75
	Wholesale	\$1.69	22		\$2.20	\$1.19
Danish Pastry	Retail	\$3.94	6	\$3.50	\$5.50	\$3.00
	Wholesale	\$2.74	15		\$4.00	\$2.00
Plain Croissant	Retail	\$2.56	4	\$2.50	\$3.90	\$1.50
	Wholesale	\$1.62	19	\$1.50	\$2.50	\$1.10
Flat White coffee	Large	\$4.37	6	\$4.00	\$5.20	\$1.70
	Regular	\$4.05	22	\$4.00	\$5.00	\$3.00

Gourmet pies

Respondents were asked their most popular gourmet pie. Responses included:

Lamb and kumara
 Thai chilli beef, Pork and apple,/ Lamb and tomato
 Lambs fry and bacon
 Honey Mustard Chicken
 Steak and Kidney, Lambsfry and Bacon
 The Works – bacon, mushroom, cheese, potato top
 Venison (twice)
 Chicken Bacon Leek

Turkey, Wild game meats.
 Seafood, Lamb, Chicken,
 Roast Lamb
 Chicken bacon and mushroom
 Wild pork
 Butter chicken (twice)
 Chicken and Camembert
 Braised Beef Cheek
 Peppered steak
 Venison, Paprika, Red wine
 Beef & Blue
 Steak Cheese
 Various – duck, wallaby, venison, ostrich, etc.

Thanks

We thank the following for taking the time to respond to this survey.

Andersons Pie Shop
 Andres Pies
 BJ's Bakery Ltd
 BJs Bakery
 Blanchfields Bakery
 Blomquists Bakery
 Brezel Mania Ltd
 Cafeonqueen
 Cakes a Plenty
 Clareville Bakery
 Copenhagen Bakery
 Creative Cooking
 Dad's Pies Ltd
 Darfield Bakery
 Fairlie Bakehouse
 Fiordland Bakery
 Foodstuffs North Island
 Gear Meat Pie Co
 Gilbert's Fine Food
 Golden Crust Pastries
 Halswell Bakery
 Heavens Bakery
 Hot Bread Shop Cafe, Opotiki
 Kaikoura Bakery
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 Pastries with Conviction
 Rangiora Bakery
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 Rosebowl Bakery & Cafe Ltd
 Sims Bakery
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 The Market
 Top up Bakeries

The prize

All respondents were entered in a draw for a presentation pack of Bakels fine products.

The winner: Fiordland Bakery in Te Anau.



PLAYING SAFE

With your products

Food safety law is changing soon and we are prepared. Are you?

BIANZ's Food Safety Programme is available to current BIANZ members.

It's the most advanced food safety programme for bakeries and cafes in New Zealand and has the approval and support of the New Zealand Food Safety Authority.

Under the new food safety laws, off-the-peg plans laws will not be suitable and available for all food businesses. Many will require a customised food control plan, one written specifically for them and then approved and registered by the Ministry for Primary Industries.

Get it sorted easily

Bakeries with a BIANZ Food Safety Programme in place now will not need to do anything. You can get it sorted quickly and easily right now with the BIANZ members-only template. It's easy, economical and, above all, safe – for you and your customers.

Call BIANZ 0800 NZBAKE or email info@bianz.co.nz to find out how you can save time and money, and benefit from this BIANZ resource.

Call or email BIANZ now to make the most of being a BIANZ member.

Phone 0800 692 253

Email info@bianz.co.nz

and start playing safe.

ADD EXCITEMENT TO YOUR BAKERY BUSINESS ...

Serving coffee as a part of your bakery business adds an exciting dimension to your customers experience. Not only does this add an aroma to the store but it enables customers to sip a coffee while trying other goods on offer. This trend is alive and well in European countries where locals and visitors alike stand in the bakery sipping coffee and eating the bakeries delicacies.

A fantastic way to trial new delights or enjoy a coffee with that very special item. The Fammic coffee machines we are importing are right for this opportunity. The Atlantic line offers cost-efficient solutions for modern coffee businesses. Flexible in their functions, but always user-friendly, the Atlantic machines are

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For the busy bakery consider the elegant, reliable and easy to handle, Prestige espresso machine, a pillar you can build your coffee business on. It has safe cup warming with automatic temperature control, thus avoiding that coffee is burnt by the cups being too hot. With a big capacity boiler and highly resistant components the Prestige keeps up with turbulent consumption peaks. It has an easy automatic cleaning programme, one touch control panel, easy temperature and steam



control are the characteristics that turn the Prestige into a convenient tool.

Thinking of expanding your bakery business, to give your customers an alternative, then consider adding fresh coffee to your menu.

Roy West
BAKERY MANAGER



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Nada hits 40

by Sadie Beckman

Wellington's Nada Bakery is a real New Zealand family business with a history that shows it has always been vocational for the family behind it.

Now, as it approaches its 40th anniversary, we look at Nada's influence on the wider baking industry through the years, the legacy it has created, and the direction it aims to move in for the future.



Peter Gray



Judith Gray and Michael Gray in Nada's Tawa bakery/café

The late Peter Gray was just 21 years old when he started Nada Bakery in 1975. It was a labour of love. Peter had always aimed to be in business by the time he was 21 and he knew he wanted to be in the food trade.

With brothers who were butchers, he decided to turn his own hand to baking, training as an apprentice at Monette Cakes in Porirua before opening his own first bakery and shop in Wellington's Hataitai.

The success of this venture led to a second shop in Newtown, followed by more sites, including Duke's Arcade in the central city, Island Bay, Berhampore and Johnsonville, selling over the counter as well as a small amount of wholesale.

At the time, Coastlands Mall in Paraparaumu was the only shopping centre in the region open on a Saturday, so Peter's keen sense of opportunity resulted in a mobile shop that travelled there.

"He was the first of the food trucks," says Judith Gray, his wife and current co-owner of Nada.

Judith, who these days runs the business alongside son Michael, was at her husband's side through Nada's early days and has seen it evolve into the landmark business it is today: a renowned bakery producing a wide range of goods all influenced by many overseas trips to observe other bakeries.

By the mid-eighties, Judith says they decided to condense the business operations as the financial viability of so many shops

was tricky. Peter and Judith turned the Johnsonville store into an onsite bakery and consolidated into the one outlet where they traded successfully, living and breathing baking at work and at home. "It's always been a family business," says Judith. "We always discussed it around the dinner table with our children, and all three are still passionate about it."

Indeed the baking and business gene certainly passed to the next generation of Grays. Daughter Rebecca worked in the shop during her college years and still does marketing for Nada. Youngest son Ben also worked around his schooling at the bakery coalface, and now spends his university holidays as a baker's assistant and delivery driver.

Eldest son Michael runs the business with his mother. He stepped into the management role at the age of 21, the same as his father had.

Peter himself was tragically killed in a car accident in 2005, and Judith says both she and Michael felt that for the two of them to take the helm and keep Peter's vision for Nada moving forward was the right choice.

Michael was already working in production and then stepped into running the business side of things. Judith concentrated on employment, HR, marketing and business networking, the latter something Peter had also placed great importance on.

"Business networking is such a vital aspect of being in business," says Judith. "For us and the community, in both Wellington and wider New Zealand."



The famous Nada Johnsonville shopfront.

Peter had certainly left big shoes to fill, as it wasn't just their own business that he had been growing over the preceding years. He had also been the president of BIANZ between 1995 and 2005, and had been instrumental in helping many others within the baking industry.

"So many other people respected him," says Judith. "He was passionate about networking and helping the industry grow. He raised the status of the industry in New Zealand. This was all at a time when supermarkets were starting to put in bakeries, which made it difficult for some smaller businesses. Now the supermarket bakeries are in BIANZ, which is good, and Peter developed that relationship."

Judith believes her husband's work with BIANZ was vital in establishing a professional voice for the baking industry that would be heard by other parties such as government agencies.

"Bakeries are competing as food sellers with service stations, McDonald's and the rest, which is why it is so important to have BIANZ supporting us."

She points out that even BIANZ's *Slice* magazine used to be a little booklet called *The Baker's Journal* that was only put out a couple of times a year, until Peter decided it needed a more professional look.

In the years following Peter's passing, Nada continued to go from strength to strength under the watchful eyes and expertise of his family.

In 2010 they noticed empty premises available in Tawa and felt it would be an ideal location for their production area which had outgrown the Johnsonville site. The expansion was successful and Nada continues to grow as Judith, Michael and their team look to get into other markets and pursue new opportunities while continually adapting to the changing retail environment.

Nada has, to date, won New Zealand Baker of the Year three times and been runner-up on many other occasions.

"Nada is truly a family business," says Judith. "We have a fantastic group of dedicated people. The 35-strong team at Nada all help to take us where we are today, and Peter's immediate family also contribute to Nada Bakery's operation and success."

They are celebrating the 40th by presenting their regular customers with birthday cake.

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The Pie Pin – as used by award-winning bakeries.



Contact

info@totalbaking.co.nz

Michael 021 225 3726

Jason 021 225 3771

Food safety, the bottom line

by Mark Saunders

Mark Saunders of Rolleston Bakery in Christchurch is a BIANZ executive committee member.

When I hear someone say they can't afford to implement a food safety programme within their business, I say you can't afford not to.

Having a robust food safety programme in place in your business can have a huge impact on your bottom line.

Yes there is a cost involved in the initial set up of a good food safety programme, but it will pay off. By checking all inward and outward goods in your business you can improve food quality for a start, as well as keeping your customers and reputation intact.

A good food safety programme will also allow food safety practice tracking and you will have records to prove your case if that is ever called for.

Maintaining a clean and organised work environment will make your staff and therefore your business more productive as well.

Ensuring your products meet required food safety levels also ensures less wastage. The last thing we need is a skilled team member creating a product that needs to be discarded as unsafe due to incorrect procedures or unsafe ingredients being used. Wastage has a huge effect on the bottom line.

By temperature-checking food storage cabinets as well as products, you can quickly identify any equipment maintenance issues. You can then ensure that your large refrigerated cabinets are performing at their most efficient level.

We all want to know in advance that we may have an expensive repair or replacement imminent so that we can continue to run

our business without interruption and avoid any shutdown of areas within our business.

As a member of the BIANZ you get access to tools to help you achieve great food practice programmes in your business. Using the BIANZ Food Safety Programme template is the way to go.

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The BIANZ Food Safety Programme is the best option for busy bakers and food manufacturers. The BIANZ template is a simple guide detailing the major documentation steps of a Food Safety Programme. You simply customise the programme with your specific details and delete the options that don't apply.

With those steps complete, your business has a programme that reflects your actual practice in a consistent and standardised way that identifies and controls food safety hazards.

This HACCP-based programme can be used by anyone in the baking industry and is supported by the New Zealand Food Safety Authority.

BIANZ's Food Safety Programme is available to current BIANZ members only. It is delivered by email as a zip file. Please note that ongoing use of the BIANZ Food Safety Programme requires current BIANZ membership. Updates and related information are provided to current members as necessary.



Doing something right

Faye Lougher goes to a real family business in the Manawatu.

As the Rosebowl Bakery and Café in Feilding notches up 47 years under the McNabb family ownership, they must be doing something right.

Robert McNabb purchased the bakery in 1968 when he was just 16 years old. Daughter Selena says he ended up in the industry by default after being laid off from his first job as a mechanic.

"He had no real desire to be a baker but there was a job going in a bakery so he thought he'd give it a go," she says. "He was only there three months when the owner decided he'd had enough and wanted to sell up and dad decided he wanted to be a baker after all. He didn't know a thing about baking but he learned as he went along and he's still learning. You are always learning something in this industry."

Selena originally wanted to be a teacher but says once she started working at the Rosebowl she never left.

Not a chore

"I have been around the café my whole life and started here full time in 2000 when I was 18. I knew I was comfortable working here and I carried on from there. I just love everything about my job. I love coming to work, it's not really like a job, it's my lifestyle. It's not a chore to me."

Older brother Derek joined the business in 1995, working there part-time while attending university. Derek studied business at university and now does the books for the business.

Selena says the business had always been called the Rosebowl and her father kept the name after he bought it.

"It was already up and running and had had a few owners at that point. Today Derek is the bakery manager, I'm the café manager, mum [Coral] works here too and dad oversees everything."

The Rosebowl is more than just a bakery and café; it also has an extensive range of cake decorating tools and supplies, everything from cake boards and bands to candles and cake toppers. They have a large number of decorative cake moulds for hire and offer basic cake decorating classes.

"This is our second year running the cake decorating classes and they have been reasonably popular. We have about eight to 10 people in each class. We plan to continue the classes and take them onwards and upwards from basic to more advanced skills."

The bakery is open six days a week, from 5am to 5pm Monday to Friday, and 8.30am to 2.30pm on Saturday.

"We make everything on site and sell every kind of bakery product including sweet and savoury pies, sandwiches, rolls, cakes, donuts, biscuits, slices – as well as iconic things like lolly cake. We also make and decorate special occasion cakes for birthdays, weddings and anniversaries. People's tastes change but we're finding they are going back to the old favourites like chocolate éclairs, scones, that kind of thing."

Ten cent pies

Derek agrees, saying the reason the Rosebowl has remained popular over the years is because it provides reasonably priced food that appeals to the masses.

"We're not a niche market bakery, our aim is the middle ground – good old fashioned Kiwi cooking. Our food has high quality, decent fillings and generous portions, it's not petite – a working class lunch."

In 2013 the Rosebowl celebrated 45 years in business by holding a ten cent pie promotion, returning to the price pies were when Robert took over the business in 1968.

"We'll be doing that again this November for our 47th birthday and we're building up to our 50th," says Selena. "It's a way to give back to the community to thank them for their support over the years."

Selena says the Rosebowl's most popular items are sandwiches in summer and pies in winter, with the mince and cheese pie the biggest seller. Personally her favourite bakery item is a piece of tan slice.

A winner

Earlier this year Selena was nominated for a ServiceIQ Retail Professional of the Year Award. The award is a category of the Top Shop Awards run by leading retail trade association Retail New Zealand.

"If you were a finalist you had to make a five-minute video answering five questions they gave you," she says. "I found that the hardest, videoing myself, and the questions were quite challenging to answer in five minutes."

Selena went on to be named the Lower North Island Regional Winner at an awards dinner held at Te Papa in Wellington in August.

"I was really surprised to win, I don't do it for that kind of recognition. It blew me away. The customers were really excited and so supportive and that was the most exciting side of it for me."

"The awards are judged on the retail side of things – how you deal with customers, where you see yourself in the future, and how you can do better as a person. It makes you take a really good look at yourself and where you are going and where your business is going."

Selena loves being part of a family-owned business and hopes the Rosebowl will be around for many more years.

"Everybody knows everybody here and you watch children grow into adults and bring their children in. It's lovely and I hope the next generation continues the business. It would be a shame to see it end with us; it would be nice to think it will continue after us."



Photos by Faye Lougher

Above: Selena McNabb behind the counter of Rosebowl Bakery and Cafe in Feilding, her favourite place to be.

Below: Coral McNabb helps a customer in the cake decorating section.



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What's for lunch?



Sesame bun
Steak, shredded lettuce, cheese
Beetroot chutney



Rye bread
Corned beef, shredded lettuce, egg, tomato
Green tomato and jalapeno chutney



Pumpkin seed roll
Salami, frilly lettuce, brie
Sundried tomato and Kalamata olive chutney



Pide
Sliced roast pork, lettuce, tomato
Sage and onion marmalade



Burger bun
Meatloaf, frilly lettuce, cheese
Roasted vegetable chutney



Roll
Hummus, sprouts, grated carrot, cucumber
Roasted vegetable chutney



Ficelle
Lettuce, tomato, red onion, sliced cheese
Green tomato and jalapeno chutney



Slider
Smoked chicken, cress
Cranberry jelly



Soft roll
Prawns, shredded lettuce, sliced cucumber
Mango and peach chutney



Bagel
Smoked salmon, cream cheese, sliced cucumber
Mango and peach chutney



Grainy bread
Bacon, avocado, lettuce, tomato
Farmstyle plum chutney



Wrap
Chicken, grated carrot, lettuce, cucumber sticks
Tomato and red pepper relish



Grainy bread
Roast beef, coleslaw
Chow chow pickle



Long ciabatta
Corned beef, rocket, frilly lettuce
Sweet roast capsicum salsa



Wheatmeal bread
Sliced pork sausage, lettuce, sliced cucumber
Blackcurrant and red onion jelly



Pita bread
Roast chicken, sprouts
Tomato and red pepper relish



Panini
Ham, baby spinach, camembert, tomatoes, lettuce
Red pepper and chilli jelly



Croissant
Bacon, camembert, lettuce
Capsicum and apricot chutney

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How to make...

FARMERS MILL FRENCH BAGUETTE'S



STAGE 1

POOLISH

RECIPE

Farmers Mill Titan Strong Flour	2400g
Farmers Mill Terra Rye Flour	100g
Water	2500g
Dried Instant Yeast	3g

METHOD

Making good bread is as much about the process and method as it is the actual recipe.

For more information contact

Mat Keys : mat@farmersmill.co.nz

STAGE 2

FINAL DOUGH

Farmers Mill Titan Strong Flour	4900g
Farmers Mill Opihi Fine Semolina	100g
Water (variable +/-)	2650g
Lesaffre/Farmers Mill DCL Instant Dried Yeast	20g
Bakers Salt	150g
Lesaffre/Farmers Mill Deluxe Improver	25g
Diastatic malt	20g
Poolish	(all of the above)



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Flourless Banana and Berry Slice

by Asher Regan



Here is a truly delicious slice that is dairy and gluten-free but full of flavour and healthy ingredients. It will last for up to one week refrigerated. For more information on healthy baking and catering visit the Hospitality Hub: www.heartfoundation.org.nz/hospitality

Ingredients

For 50 portions:

Banana slice

Bananas, mashed	1250 g
Eggs	8
Honey	90 g
Vegetable oil	70 ml
Baking soda	10 g
Lemon juice	30 ml
Ground almonds	800 g

Berry topping

Berries (frozen or fresh)	1250 g
Water	600 ml
Sugar	120 g
Gelatine	30 g

Method

Banana slice

1. Heat oven to 160°C
2. Beat together the mashed banana, eggs, honey and vegetable oil
3. Mix together the baking soda and lemon juice
4. Add baking soda and lemon juice along with ground almonds to the banana mixture and mix well
5. Pour into a greased slice tray or roasting dish lined with baking paper to a depth of approximately 2cm. Ensure the tray you use has sides that are at least 4cm high so you can pour the topping over the cooked cake without it overflowing
6. Bake slice for approximately 30 minutes or until lightly browned and springy to the touch
7. Remove from oven and allow to cool in the tray

Berry topping

1. Heat berries slowly in a saucepan until the juice runs from them and they are cooked. Avoid stirring them so they don't lose their shape
2. In another saucepan bring the water to the boil and dissolve the sugar and gelatine in it
3. Add the water to the berries and allow to cool to room temperature

Assembly

1. When the slice and berry topping are cool pour the berry topping over the slice still in the slice tin
2. Refrigerate until the topping has set
3. Remove from refrigerator and cut into slices

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Blueberry Lemon Muffins

Recipe courtesy of



Prep time: 15 minutes

Cook time: 18–20 minutes

Ingredients

Makes 10 muffins

Sugar	120 mL
Vanilla almond milk	60 mL
Canola oil	60 mL
Vanilla extract	5 mL
Finely grated lemon zest	5 mL
Egg	1 egg and 2 egg whites
Extra fine blanched	
Almond Flour	240 g
All purpose gluten-free	
baking mix	15 g
Baking powder	13 g
Salt	1 g
Fresh blueberries*	160mL (150 g)
Sliced almonds (optional)	60 mL

Method

1. Preheat oven to 200° Celsius and line 10 muffin cups with paper liners or lightly butter.
2. Whisk together, sugar, almond milk, oil, vanilla and lemon extracts, lemon zest and eggs in a large bowl.
3. Add flour, baking mix, baking powder and salt then lightly fold in blueberries. Spoon into prepared cups and sprinkle with almonds.
4. Bake for 18 to 20 minutes or until a toothpick inserted into the centre comes out clean.

Store in a container with a loose fitting lid.

*If using frozen blueberries, make sure to thaw and drain well to remove all excess moisture.



HUMMINGBIRD CAKE

Gluten Free

Recipe courtesy of:



FOOD SERVICE

Serves 16

INGREDIENTS

300g butter, softened
450g **Chelsea White Sugar**
(2 cups)
4 size 6 eggs, room
temperature
5ml vanilla essence (1 tsp)
900g ripe mashed bananas
(approx. 4-5) (2 cups)
432g can crushed pineapple,
drained
90g roughly chopped pecans
(or walnuts) (¾ cup)

455g gluten free plain flour,
we used Edmonds (3¼ cups)
12g baking soda (2½ tsp)
2g ground cinnamon (1 tsp)

Cream Cheese Icing:

250g cream cheese, softened
75g butter, softened
400g **Chelsea Icing Sugar**,
sifted (3 cups)
5ml vanilla essence (1 tsp)
35g shredded coconut, lightly
toasted, see tip (½ cup)

METHOD

Preheat the oven to 180°C. Line a 33cm x 23cm baking tin with baking paper. Cream the butter and sugar with an electric beater until the mixture is light and fluffy. Add the eggs, one at a time, beating well. Add the vanilla essence. Fold in the mashed banana, drained pineapple and chopped pecans (or walnuts). Sift over the flour, baking soda and cinnamon. Using a spatula, gently mix all the ingredients together until just combined. Spoon the mixture into the prepared tin, smoothing the top. Bake for 55-60 minutes, until a skewer inserted into the middle comes out clean. Leave to cool in the tin covered with a clean tea towel.

Cream Cheese Icing: Beat the cream cheese and butter with an electric beater until the mixture is light and fluffy. Add the icing sugar and vanilla essence. Beat well. Spread the top of the cooled cake with icing. Sprinkle with toasted coconut.

Tip: To toast the coconut, place in a dry pan over a medium heat. Stir continuously until it has turned a golden colour.

Note: This cake needs to be stored refrigerated due to the dairy icing.

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Italian Ricotta Cheese Tart



Sweet pastry (4300 g)

Butter	750 g
Icing sugar	350 g
Vanilla sugar	5 g
Lemon zest	5 g

Cream together for approximately 3 minutes on 3rd speed.

Eggs	100 g
Egg yolks	40 g

Mix the eggs together then gradually add.

Wheat flour 400	1000 g
-----------------	--------

Add and mix to a dough

Production of pastry shells

Roll out pastry to 3 mm thick.

Grease 18 x 4" pie foils and mould the sweet pastry into them.

Ricotta cheese filling

Ricotta Cheese	500 g
Cream Cheese	125 g
Icing Sugar	120 g
Cinnamon Powder	2 g
Mixed Spice	1 g
Egg	50 g
Lemon Rind	5 g
Bakels Chockex diced finely	100 g



Beat the Ricotta cheese and cream cheese together to soften. Sieve the icing sugar, cinnamon, and mixed spice together and add to the Ricotta cheese mix. Blend together until smooth.

Add the egg and lemon rind and blend until a smooth consistency is achieved. Add the Chockex and fold this through the mixture.

Preparation

Pipe 50 g of the Ricotta cheese filling into each tart shell. Roll out the remaining sweet pastry to 3 mm, roll through lattice cut and then cut 18 circles 4" in diameter. Egg wash each lattice circle and then place on top of each of the filled tart shells.



Baking

Bake at 180°C bottom and 190°C top for approximately 18–20 minutes or until golden in colour.

Once cold dust with Bakels dusting sugar before serving.



Caramelised Onion and Rosemary Focaccia



Biga (pre-ferment)

Ingredients

Fresh yeast	3 g
Strong flour	80 g
Warm water	60 g
Method	

Mix all of the ingredients together until smooth. Place in a lightly oiled bowl covered with cling film to ferment overnight at room temperature (or at least 12 hours).

Dough

Ingredients

GROUP 1	
Strong flour	500 g
Gluten flour	15 g
Olive oil	20 g
Salt	12 g
Fresh yeast	22 g
Biga	
Warm water	280 g

GROUP 2

Barker's Caramelised Onion Breadshot	135 g
Fresh rosemary (chopped)	5 g

Method

1. Mix GROUP 1 ingredients including the Biga to develop the dough.
2. Once the dough has been developed add GROUP 2 and mix until clear.
3. Round up the dough and place into a lightly oiled container. Allow the dough to ferment for 40 minutes.
4. After 40 minutes knock the dough back and allow the dough to ferment for another 20 minutes.
5. Turn the dough out and divide into 550 g pieces. Round up and allow the dough to recover for 15 minutes.
6. Push the dough into the prepared baking tins and dimple the surface of the dough with your fingers. Brush liberally with olive oil, then sprinkle fresh rosemary and flaked sea salt on top – press down again to stud the topping into the dough.
7. Allow the dough to prove until doubled in size.
8. Bake at 210°C for approximately 12–15 minutes.
9. Brush with olive oil immediately after removing the baked focaccia from the oven – remove from tins and place onto a cooling rack.

Swedish Kanelbulle

by Kerry Richards



This recipe is a traditional home baked product from Sweden and is enjoyed when people meet for "fika" (coffee & sweets). It has a great cinnamon filling and the dough being of milk and butter makes it very soft. Once baked it is glazed and sprinkled with nibbed sugar.



Ingredients

1st Stage

Maximus flour	2500	g
Pinnacle compressed yeast	120	g
Sweet Bun Concentrate 15%	375	g
Butter (soft)	300	g
Milk (lukewarm)	1500	mL

2nd Stage – Filling

Butter (soft)	500	g
Cinnamon	100	g
Sugar	625	g

Method

1. Place 1st Stage ingredients in the bowl fitted with the dough hook
2. Mix until the dough has combined and is clear of the bowl.
3. Mixing time 2 minutes slow – 5 minutes medium speed (approx.)
4. Cover and rest for 10 minutes.
5. Prepare your butter, sugar and cinnamon (2nd Stage)
6. Divide the dough in half – 2.3 kg approx – roll out to a square that is 5 mm thick.
7. Spread 600 g the filling over the dough evenly.
8. Roll up the dough keeping it tight as you go.
9. Cut the dough to about 70-90 g pieces.
10. Place on a baking tray and prove.
11. Egg wash before baking.
12. Bake at 180°C for 10–15 minutes.
13. Glaze when finished and sprinkle with nibbed sugar.



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