

# slice

for cafés, caterers and bakeries

**Baker bamboozled by bureaucrats**

**Gluten free secret cracked?**

**Coping with the crunch**

**Top apprentices go for coaching**

**Recipes to enrich your winter**

**Pinnacle of baking within reach for some**





**BAKELS**

# *Fruit Fillings*



*Contact Your Local Bakery Advisor  
to Order Today*



Slice® is published by the BIANZ and incorporates the New Zealand Bakers Journal.  
ISSN 1175-141X



# Contents

August 2009

## NATIONAL EXECUTIVE

President, Conference  
Jason Heaven 06 844 2401

Vice President  
Gary Cameron 06 376 4167

Conference, Food Safety,  
Buying Group  
Michael Gray 04 478 3291

Competition  
Gary Cameron 06 376 4167  
Neville Jackson 06 877 5708

Communications, Pie  
Group  
Brendan Williams 03 455 8375

Treasurer, Slice  
Mike Meaclem 027 235 4841

Executive Officer  
Belinda Jeursen 03 349 0663  
PO Box 29 265 Fax 03 349 0664  
Christchurch 8540 0800 NZBAKE  
Email admin@bianz.co.nz

Members' Freeline 0800 NZBAKE  
(0800 69 22 53)

Life Members  
Gary Cameron Woodville  
Graham Heaven Napier

Bakery Employers'  
Legal Helpline  
McPhail Gibson & Zwart 03 365 2345

Associates  
Annette Campbell, compliance matters

Magazine Editor  
David Tossman 04 801 9942  
Fax 04 801 9962  
Email davidt@bianz.co.nz

Website www.bianz.co.nz



## South of France

14

A long way south of France a French bakery does very well. Belinda Jeursen finds out how.

## The pizza oven

17

Veteran baker Gary Cameron tells a tale of ancient technology.



## Gluten free croissants

28

A Christchurch bakery appears to have cracked the secret. Amanda Cropp investigates.

<b>From the Office</b> by Belinda Jeursen	2
<b>From the President</b> by Jason Heaven	3
<b>New members</b>	3
<b>News and views</b>	4
<b>Profile: The Baker's House Tuakau</b> courtesy of Competenz	6
<b>Nutrition makeover</b> by the Heart Foundation	7
<b>Westons Top ten finalists</b>	7
<b>Employment law</b> by Sarah Bradshaw	12
<b>Profile: South of France</b> by Belinda Jeursen	14
<b>The pizza oven part 1</b> by Gary Cameron	17
<b>Bakels Supreme Pie Awards</b>	18
<b>Proud achievers</b> by the Weston finalists	20
<b>Succession planning</b> by Belinda Jeursen	20
<b>Stuff you don't want to think about</b> by Brendan Williams	22
<b>Coping with the crunch survey results</b> by David Tossman	23
<b>GF Croissants secret cracked</b> by Amanda Cropp	24
<b>Now where are we? Le Sandwich</b> by David Tossman	27

## Recipes

<b>Enrich your winter, two recipes</b> by Mike Meaclem	28
<b>Fruit to suit</b> courtesy of Barkers Fruit Processors	30
Mango cheesecake	
Raspberry and almond slice	
<b>Citron tart</b> by Malcolm Cook, courtesy of NZ Bakels	31
<b>Semolina, sesame and fennel bread</b> by Tracey Muzzolini	32

# From the Office

## BIA EXECUTIVE OFFICER BELINDA JEURSEN REPORTS

June, July and August are always the busiest months of the year in the BIANZ office, with the annual conference, Bakery of the Year Competition, the AGM and subscription renewal all happening at this time.

There have also been a few other older issues cropping up again, the mandatory addition of folic acid being one, and the removal of 'baker' from Immigration's skills shortage list being another.

### Folic folly?

As I write this, bakers and others are being given the opportunity to make submissions on the folic acid issue. BIANZ will be making a submission and encouraging all our members to do the same. We will keep you posted on the outcome. The postponement of the implementation of the law until 2012 was music to our ears. It was wonderful to see bakers, various organisations and the public make an impact on government decisions.

### What shortage?

The lack of skilled bakers never seems to go away, despite the labour market loosening up.

There may be more people unemployed, but this doesn't necessarily mean there are any more bakers out there.

Despite all our verbal protests and written submissions, we've been dropped from Immigration's Skills Shortage List along with a large number of other trades that require skilled workers. And it seems to be more difficult than ever to recruit bakers from overseas. You have to prove beyond doubt that there is no one here in New Zealand that can do the job. Most bakeries say it's also a matter of workers being willing to do the job.

I always think of baking as a vocation, not just a job. Those who do it have to be passionate about baking to look past the sometimes unsociable working hours.

### Members only

BIANZ members should all have now received a login code and password for the new members-only section of our website. These were automatically generated. If you have not received this, it means either we don't have an email address for you or your membership has lapsed. Please contact me to sort this out.

Our revised rules will soon be up there, all our employment contracts are already there, and we will be adding other useful information as it becomes available.

I have also revamped the website and made it easier to use and find relevant information.

### Knocking off the batards?

The Bakery of the Year Competition will be judged during the conference this year, and the entries will be on display for viewing. It's a wonderful opportunity to see what other bakeries from around the country are producing.

By the time you read this, registration for the competition will be closed, and those who have entered will be encouraging their customers to vote for them in the Peoples Choice Award.

### Conference – less is more

The BakeNZ conference is on Saturday 5 September at the Duxton in Wellington. See the article on page 10 this issue of *Slice* for more information.

With your time and finances in mind, we're holding a one-day event this year so it will be packed with live events, guest speakers, demonstrations and competitions, culminating in our annual Awards Dinner. We hope to see you there.

**Belinda**



## Reach for the top

The Gingerbread Man has favoured one of our most treasured heroes this year, Sir Edmund Hillary. The Bakery of the Year Competition has a "ginger Ed man" heading for the top of an enormous cake through thick icing snow.

Bakeries around New Zealand are taking on the ultimate challenge in a bid to reach the pinnacle of baking and be the top bakery in the country. And with the opportunity to win a \$10,000 prize package, competition is fierce.

The prize includes \$5,000 cash and a \$5,000 media package to make sure everyone knows who the winner is.

BIANZ Executive Officer Belinda Jeursen says it's a fantastic opportunity for bakeries to get a little cash injection and

become well known for the quality of their products.

Customers around the country get to vote for their favourite bakery in the month of August, provided that bakery has entered the competition.

The bakery that gets the most votes from customers during the month of August will win the coveted People's Choice Award.

The overall winner of the competition gets the big prize. See the next issue of *Slice* for the results or come to the Awards Dinner in Wellington on Saturday 5 September.

Visit the competition website for details at [www.bakeryoftheyear.co.nz](http://www.bakeryoftheyear.co.nz)



# From the President

## JASON HEAVEN KEEPS IN TOUCH



Well, we are already into the second half of the year and it won't be long and we will be into Christmas production. Where does the time go?

I don't know about the rest of you but we have had a cold past few weeks here in Hawkes Bay which has been great for the pie sales!

Speaking of pies, well done to everyone who won awards at the Bakels Supreme Pie Awards, and congratulations to Patrick Lam from Tauranga who won the Supreme Pie Award for the third time. Amazing. I bet you are very busy again making thousands of pies. Good on you.

Thank you to the team at New Zealand Bakels for putting on another fantastic event. Not only does this event reward our bakers for making great pies but also promotes our industry, so make sure you support Bakels whenever you can.

Folic acid has been hot in the news over the past few weeks. My personal opinion is that we as consumers should have a choice if we want to be medicated or not. Also, if this goes through, will women think that they're getting enough folic acid through the bread they eat? They might think they didn't eat enough bread when, God forbid, something goes wrong.

Dosed bread won't be enough to prevent all cases and I don't

want bakers to be thought responsible for them.

On a lighter note, someone asked me the other day "What about the ducks?"

However it looks like we will come out the other end with a great result as the government won't review folic acid again until 2012. They have been listening!

Only a matter of weeks until the BIANZ Conference in Wellington. I am looking forward to seeing you all again this year and catching up with all your bakery news.

A few weeks ago, I met all of the trainees who will be competing at the conference for Weston Milling Trainee of the Year 2009. They all seem to be excited about the competition and so they should be. Every one of them has the right skills to win, so it should be a great event to watch.

If you haven't seen this live bake-off before, then best you make it to the Wellington conference.

**Jason**



## NEW MEMBERS

The Baking Industry Association welcomes these new members

<b>The Bakery</b>	<b>Queenstown</b>
<b>Bells Bakery</b>	<b>Invercargill</b>
<b>Lisa Nowlan</b>	<b>Christchurch</b>
<b>The Pie Tin Ltd</b>	<b>Queenstown</b>
<b>My Pie</b>	<b>Nelson</b>
<b>Marx Gluten &amp; Wheat Free Bakery</b>	<b>Auckland</b>
<b>The Swiss Bakery</b>	<b>Nelson</b>
<b>Traditionally Tuscan</b>	<b>Christchurch</b>
<b>Who Ate All the Pies</b>	<b>Dunedin</b>

## SPECIAL ANNOUNCEMENT

Weston Milling has been a proud supporter of the BIANZ for many years, and this year they have done something slightly different.

As a part of Weston Milling's gold membership in the BIANZ, Weston Milling has released special pricing to the BIANZ members only. This new pricing commenced a few months ago and is a successful venture.

Now, in its second review, Weston Milling has once again looked at what they can offer BIANZ members and have proposed new pricing for its Maximus flour.

To be eligible for this pricing, simply become a member of the BIANZ and utilise the benefits of this.

For more information on other Weston Milling products and pricing, please ring 0800 WESTON or visit [www.westonmilling.co.nz](http://www.westonmilling.co.nz)



**WESTON MILLING**  
A Tradition of Quality

# news and views

## Environmental measures pay off

Melbourne bakery Ferguson Plarre Bakehouses recently won Australia's most prestigious environmental award, The 2009 Origin Gold Banksia Award, having reduced their carbon emissions by over 5000 tonnes since the opening of their new bakery.

Ralph Plarre and his sons Michael and Steve are well known to many New Zealand bakers for their hospitality, knowledge and enthusiasm.

The 108-year-old business opened a new central bakery in Melbourne in 2007. They have 40 retail outlets, mainly franchises, throughout Victoria.

Among the measures they introduced that won them the award are:

- Rain water toilet flushing.
- Solar heated hot water.
- Hot water for cake production is preheated by energy recovered from fridges.
- Heat ducted from cooling tunnels warms the production area in winter.
- Rainwater is plumbed for irrigation and truck washing, saving 625,000 litres yearly.
- Introduction of Victoria's first diesel hybrid truck.
- New bulk raw material handling equipment eliminates about 450 bags per week from their system, reducing landfill requirements.

## Dean Brettschneider sets up new Zarbo bakery

Well known New Zealand baker and author Dean Brettschneider, now dubbed "Global Baker", has joined forces with Zarbo Newmarket in Auckland to create an in-store micro artisan bakery.

The concept is based on Dean's bakeries in Shanghai.

Announcing the deal, Zarbo said that German baker Olaf Blanke will be overseeing the baking of Dean's breads and pastries. "Olaf is a professional baker with international experience and we are pleased to have a person of his calibre working alongside Dean and the team at Zarbo." The bakery opened in late July.

## Café suffers from TV mistake

The owners of an award-winning Auckland café wrongly accused by TV3's Target show of selling contaminated food sought legal advice after the mistake left them on the brink of bankruptcy.

The producers of the consumer affairs programme were forced to apologise after incorrectly stating Ponsonby-based Cafe Cezanne's food had a high reading of faecal coliform.

The episode, which screened on TV3 in June, used an undercover camera to look at hygiene at several Auckland cafés. Samples of food purchased from the cafés were sent for lab testing, and one came back with a high reading of faecal coliform. Production company Top Shelf said further investigation revealed an error in the way the samples were coded.

Cafe Cezanne owners Rod Williams and Jackie Wilkinson said the error had greatly affected their business, *The Herald on Sunday* reported. They feared they might go bankrupt and had taken legal advice on their next step.

Wilkinson said they contacted Target before the show aired to let them know there was a mistake "but they went ahead anyway, and we have noticed a serious downturn since then," she said.

Top Shelf said the incident was completely unacceptable and it had apologised unreservedly. It noted Cafe Cezanne was recently awarded an A food grading by the Auckland City Council.

### Update

After two very poor weeks, publicity in *The Herald on Sunday* led to an upsurge in business with sympathisers adding to the returning regulars. Meanwhile, the legal case has been abandoned as even a \$50,000 investment in lawyers was unlikely to succeed against the deeper pockets on the other side.

Cafe Cezanne's owners are now looking at setting up some sort of class action suit along with a number of other small businesses that have suffered from what they say are mistakes in the Target programme.

## Hawkes Bay Competenz grows

Industry training organisation Competenz has announced the appointment of Clark Morris as the new account manager for Hawkes Bay, boosting the Central team to eight.

Based in Napier, Clark brings a wealth of skill and experience, particularly in the corporate market, and will be a big boost for existing Bay account manager Wayne Carpendale and East Coast customers as he will focus on the food sector.

## World's largest lamington

Celebrating Australia's National Lamington Day, residents of the Queensland city of Ipswich built a giant cake hoping it makes the *Guinness Book of Records*.

It took 10 bakery staff four days of non-stop work to create this giant cake. They used 200 litres of egg, 535 kg of sponge mix, 75 kg of jam, 75 kg of lamington mix, 68 kg of desiccated coconut and 230 litres of water.

It ended up about half the size of a small family sedan and the equivalent of more than 20,000 standard size lamingtons.

The famous chocolate and coconut-covered cake was named after the former Queensland Governor, Lord Lamington.

The giant lamington was cut in the presence of Lord Lamington's great grandson Alex Scrimgeour and great granddaughter Belinda Leigh, both visiting Australia.

Mr Scrimgeour said he had never tried lamingtons until a week ago and, reporters said, from the look on his face as he ate a slice, it would appear he wished he hadn't.

Though Toowoomba and New Zealand also claim originating it, Brisbane's claim is undoubtedly the strongest. The famous cake is said to have been created after a maidservant to Lord Lamington at Government House in Brisbane accidentally dropped the governor's favourite sponge cake into some melted chocolate.



# NEW products

## Hope for peanut allergy 'cure'

As everyone in the business should know, peanut allergies are a major problem for food suppliers, but not half the problem they are for the allergy sufferers themselves.

Peanut allergies affect one in 50 young people in the UK and commonly cause breathing problems, but at their most serious they can lead to potentially life-threatening anaphylactic shock.

Now a group of children with peanut allergies have had their condition effectively cured, doctors believe. A team from Cambridge's Addenbrooke's Hospital exposed four children to peanuts over a six-month period, gradually building up their tolerance. By the end, the children were eating the equivalent of five peanuts a day.

It is the first time a food allergy has been desensitised in such a way, although a longer-term follow-up is now needed, they say, to confirm the findings.

## Italians go mad for cupcakes

The notorious pride in their national cuisine has not prevented a diminutive foreign delicacy from conquering Italian taste buds. From do-it-yourself culinary websites to specialist shops, a growing number of Italians are catering to the nation's growing taste for cupcakes, also known in Britain as fairy cakes.

One shop championing the trend is Josephine's Bakery, in Rome's cobbled Piazza del Paradiso. Among the pastries on display from New York, France and Eastern Europe sit dainty little cupcakes at €2.50 (NZ\$6.50) apiece. They are sometimes confused by locals for muffins.

In style-conscious Italy, cupcakes appeal to more than just the taste buds, says one local enthusiast, Rita Buzzacchi. "It is their suggestion of childhood, fairy tales and old-fashioned English tearooms. They have a sort of romanticism, which is often lacking in our own patisserie," Buzzacchi told Reuters.

## Bakels La Pomme Apple

NZ Bakels have announced the inclusion of their premium La Pomme Apple to complement their current range of premium fruit fillings.

"The apples in La Pomme Apple are selected on the base of their premium quality, taste and bake stability as well as colour and shape retention," says Bakels.

They suggest using the whole fruit preparation as a pie filling and for decoration of pastries, ice-cream, mousse and flans.

Recipe ideas Bakels suggest include french apple tart, apple streusel and classic bran apple slice.

## Bakels Deposited Bread Range

Bakels have launched a new Deposited Bread range. Founded, say Bakels, on the traditional techniques employed by bakers of yesteryear, the deposited bread range captures the best that nature provides with a dynamic range of concentrates with specially combined natural ingredients.

"This range of concentrates ensures a perfectly crafted loaf every time, from the nutritiously rich Soy & Linseed, or the delicious harvested Sunflower & Pumpkin seed to the subtle Wholegrain & Rye concentrate.

Since the range was launched in early June, the feedback in the market has been "exceptional", say Bakels.

Recipe and finishing ideas are available from local Bakels Bakery Advisors.

**Two European companies have recently announced new solutions to an old problem: how to deal with used teabags.**

## Ronnefeldt teabag

Although many tea suppliers say their bags are of very high quality, many cafés and even top restaurants still serve tea with a bag floating around in it and give the customer no help in fishing it out.

The table-service idea comes from Ronnefeldt, a German company that trades with many top hotels in Europe.

The Leaf Cup idea involves a long and slender teabag with a well designed header card that carries details of the tea and even the suggested time for which it should be left to brew. The card is left on the side of the cup where it hooks into the handle and can be easily removed.

## Tea to Go

Meanwhile, Britain's Halssen and Lyon have launched a Tea to Go product, which they believe will create an added-value opportunity for beverage operators with a takeaway business.

Takeaway tea is a well-known headache for caterers and cafés. Tea is easy to brew but is difficult to serve to takeaway customers, so the sector remains largely undeveloped.

Halssen and Lyon have now said that, as tea drinkers do not get as much of a choice in takeaway products as coffee drinkers, there is a need for a new product that makes life easier for the retailer and allows more choice for the customer.

The concept is of a teabag that brews in the takeaway cup. However, say Halssen and Lyon, the big question for takeaway tea drinkers is always, "What do I do with the teabag?" The answer, says the company, is to "put in the lid".

## Letter to the editor

### HELP! Bamboozled by bureaucrats an Auckland baker writes . . .

I had my employee from Brazil put in a working visa application to Immigration. It cost \$200 plus medical report \$300. That's \$500 total.

It took six months for Immigration to process it. The application was declined.

They asked for my business details, including GST, PAYE payments and last year's financials. Really in-depth follow-up. They wanted to know whether the business could sustain her, whether the job offer was genuine and whether I had made every effort to advertise the position locally, which I had.

So when the application was declined I rang and asked why.

Well, it appears that you need to have a New Zealand Standard level 4 certificate to qualify for "baker". I also found out that it was [then] on the *Immediate Shortage of Skills* list, which was the category my employee was applying for.

The catch was that, for Immigration to recognise an overseas qualification, the qualification needs to be verified by NZQA at a cost of \$450. Ouch. This has to be done before you put in the working visa application. This is *Very Important* because, when the application is being processed, that information needs to go with it. No-one tells you this. My employee was then told to leave immediately. Unbelievable. Usually they give 30 days but there was nothing.

So, what does this mean to anyone wanting to work in New Zealand? It means \$500 just to put in a work application visa. \$450 for the recognition of qualifications. That is \$950 with no guarantee of the work visa application being successful.

If there are any BIA members thinking of employing overseas bakers, they need to know of this procedure.

Or if they have found a simpler way, please let me know. I would greatly appreciate it.

**Robert Burns**  
**Rob's Patisserie**  
**Ponsonby, Auckland.**

## Profile

### The Baker's House, Tuakau – Perfecting

Tuakau apprentice **Andrew Gibson** took a job in the local bakery not knowing much about the trade, but after one week he was so enthused he's now signed up for his Level 4 Craft Baking apprenticeship.

Working under the tutelage of self-taught baker **Trevor Ladbroke**, who has 20 years' experience under his apron, Andrew couldn't be in a better place to learn a craft that, Trevor says, "he's quickly picking up."

Andrew (18) left school two years ago and tried his hand at a number of other trade related jobs without finding personal satisfaction. When he phoned the Baker's House, one of numerous bakeries in the small town of Tuakau, he says he was surprised, but "really pleased" when Trevor and business partner **Michael Krulic** agreed to take him on.

Now, two months into working, Andrew says he is becoming more familiar with what is required and starting to remember the various processes. "I really like everything I do. Some of the work is repetitive, but there are always new things to learn. If I forget something, I always ask Trevor questions – he's a great teacher."

The night shifts take a little adjusting to, says Andrew, who joins Trevor in the kitchen at 10pm. Together they follow a production routine starting with breads, followed by muffins and cakes, creaming and finishing, and ending with their totally 'home-made' pies, to meet an early morn-

ing opening time. Depending on what is happening, Andrew can usually get away by 7 am.

Trevor and Michael opened their bakery in September 2008 after returning from Australia where Michael had run his own bakery in Brisbane for a number of years. They found the shop, changed it to a bakery and opened the doors, regardless of the economic climate at the time.

"The business has just flowed in and other cafés and bakeries have come to us for product. We've enjoyed securing some large accounts," says Trevor.

Apart from the mixers and commercial ovens, the boys do not use machinery to produce their stock, and everything is crafted from scratch using ingredients purchased locally, with no additives.

Trevor says he was thrown in the deep end when he first started working, and he doesn't see it as a job but a "passion". He and Michael keep abreast of food trends and meeting customer needs by constantly trying new recipes – for example, varying the fillings for their pies, talking to their customers and reading.

He says it is very much a "hit and miss game" in estimating the quantities to produce, but after 20 years in the game he's got the right formula. "We don't carry stock over from one day to another. If it isn't sold, it goes to a local farmer for stock feed," says Trevor.

**Competenz**  
INDUSTRY TRAINING



"It is all guess work – some days we are sold out very early, other days not so. Our customer numbers remain high, so we're very happy and the business builds up each week."

Competenz Account Manager **Michelle Kesha** signed Andrew up for his apprenticeship. Because he is under 21 years, he falls into the Modern Apprentice category and so will receive additional visits from a Modern Apprentice Coordinator.

Meantime, Andrew will soon start the first of an annual two-day-a-week course for five weeks at Bakels, and over the next four years will also complete a one-week block course per year as well as complete unit standards by correspondence study. He says he is disciplined and will keep on top of his studies as well as perfecting his craft.



# Nutrition makeover

## Bread makers step down the salt

Bakery goods provide 26% of New Zealanders' energy, 21% of our fat and 33% of our dietary fibre intake. Research also shows that grain products collectively account for 33–48% of our sodium (salt) intake. There is strong link between excessive sodium intake and heart health.

According to the Heart Foundation, small step-by-step adjustments to the nutritional composition of bakery goods can have a positive impact on the health of New Zealanders.

Project Target 450, a Heart Foundation initiative with key packaged bread manufacturers, has received strong support from the companies since its inception in 2007. All low cost and high volume breads on the market now have a sodium level of 450mg/100g bread or less.

## 150 tonnes of salt gone!

Once the project is complete, up to 150 tonnes of salt will be removed from New Zealand's food supply annually.

## Pies get makeover too

Pies are also in line for a nutritional makeover following the establishment of the Pie Group in 2007. With at least 68 million pies eaten every year, pies are a much loved part of the Kiwi diet.

The Pie Group is made up of representatives from the BIANZ, the Heart Foundation, ingredient suppliers, and Auckland Regional Public Health. The group's aim is to develop best practice guidelines for pie making in order to reduce fat, saturated fat and sodium.

## ... and biscuits ... and cakes

In addition to salt, the types of fat used in pies, biscuits, cakes and pastries are also of concern to the Heart Foundation. Traditionally, these products have had relatively high levels of saturated fat, the main type of fatty acid found in cream, butter, palm oil and coconut oil.

Saturated fat increases the risk of heart disease by raising cholesterol levels. The Heart Foundation says that the baking industry can help lower New Zealanders' cholesterol levels through minor reductions in the amount of saturated fat used (1–2%) and through the use of unsaturated alternatives or blends.

**If you would like the Heart Foundation Food Industry Team to assist you in giving your products a nutrition makeover, contact Dave Monro on (09) 571 9197.**

## Less salt, no taste difference

Good news: the Heart Foundation reports that lowering the salt in food by 25% using a gradual step-by-step approach is unlikely to lead to consumers noticing a taste difference.

From a physiological point of view, when salt intake falls, salt taste receptors in the mouth quickly become more sensitive to lower concentrations. It has also been suggested that, once salt intake is reduced, individuals actually prefer foods with less salt.

Experience in the UK supports this 'win-win' theory with salt reductions in major branded products resulting in no reduction in sales and no flavour complaints.

## Weston Milling Trainee of the Year Competition 2009

# Top ten finalists

Once again, Weston Milling have found New Zealand's top ten apprentice bakers. They were selected from 75 hopefuls around the country.

The selected apprentices will take part in a live bake-off in September at the Baking Industry Association of New Zealand's annual conference in Wellington.

Stacey Moss, Marketing Executive, Weston Milling, says that, while the number of entries this year was slightly less than last year, the product entered was definitely of a higher standard. "It seems the product has been stepped up a notch and the true talent of some bakers and chefs de patisseries has been revealed!" says Stacey.

Stacey Moss and Hayden Campbell from Weston Milling ran the three judging sessions in Auckland, Christchurch and Wellington.

Stacey says, "This year, we made the improvements we intended to make on last year, and as a result we have found the most talented trainee bakers/chefs de patisserie from around New Zealand.

"I would like to thank the judges. It was great to have all their expertise and knowledge in the same room to help us make our final decisions."

The judges were **Gerald Taylor** (Skills for Work), **Bhiren Prisaad** (Foodstuffs Trainee manager), **Gilles Petit** (Senior Lecturer, Patisserie and Culinary, AUT), **Christopher Martin** (last year's winner), **Bart Henderson** (Foodstuffs), **Evelyne Baumgartner** (CPIT), **Jean-Pierre Jacquet** (Foodstuffs), and **Chris Dockrill** (French Bakery).

## The top 10 are:

1	Ryan Henderson	Port Road Bakery	Whangamata
2	Sarah Harrap	AUT	Auckland
3	Arifin Tjhan	Southmall New World	Auckland
4	Tong Min Li	Hill Park Bakery	Auckland
5	Czarty Benavidez	Brookfield New World	Tauranga
6	Horora Henare	Venerdi Bakery	Kelston, Auckland
7	Jason Hay	Richoux Patisserie	Ellerslie, Auckland
8	Jacob Burns	Sugar and Spice	Rangiora
9	Shinobu Sadamitsu	St. Martins New World	Christchurch
10	Matthew Irvine	New World	Timaru

 **WESTON MILLING**  
A Tradition of Quality



## MEMBERSHIP APPLICATION

### To become a member:

- Please read the terms set out below and fill out and sign this form
- Make your payment for your initial membership subscription (as listed right) using one of the payment options
- Mail the form to **Membership Applications** at the address above.

### Membership type (tick your choice) – gst included

- |                                      |       |                          |
|--------------------------------------|-------|--------------------------|
| Full membership                      | \$350 | <input type="checkbox"/> |
| Associate                            | \$200 | <input type="checkbox"/> |
| Associate with full Safety Programme | \$350 | <input type="checkbox"/> |
| Independent Baker                    | \$100 | <input type="checkbox"/> |

Contact person \_\_\_\_\_

Name of business \_\_\_\_\_

Previous owner of business (if applicable) \_\_\_\_\_

Business address Number \_\_\_\_\_ Street \_\_\_\_\_ City \_\_\_\_\_ Postcode \_\_\_\_\_

Postal address PO Box \_\_\_\_\_ Postcode \_\_\_\_\_

Telephone \_\_\_\_\_ Private or Mobile \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_ Website \_\_\_\_\_

### Payment options Please tick the option you are using

#### Direct Credit to 03-0830-0136 185-00

Please use your business name as payment reference.

**Cheque:** please attach your cheque to this form when you send it in.

#### Credit Card

Visa  Mastercard Expiry \_\_\_/\_\_\_/20\_\_\_

Cardholder name \_\_\_\_\_

Cardholder signature \_\_\_\_\_ X

#### Easy Pay option

You can choose to pay your subscription in 12 monthly instalments so, for example a full membership would cost approximately \$30 per month. There is an additional \$20 administration fee for this option. Please ask your BIANZ contact for the application form to set up your direct debit payments.

#### Cardholder address if different from above

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

On receipt of your payment and application BIANZ will forward to you the following in your membership pack:

- Membership rule book
- Management resource kit including: ✓ the BIANZ employment documents  
✓ the latest issue of Slice, the association's magazine
- A tax invoice/receipt for your subscription

I/we would like to be enrolled as a member of the Baking Industry Association of New Zealand (BIANZ) and gain the rights and privileges of membership accorded to my membership type, and in doing so acknowledge the following:

1. That upon receipt of the membership pack, I/we agree to read the membership rules and if I/we do not wish to abide by those rules I/we will return the membership pack within 10 working days of receipt. (Your membership subscription will be reimbursed on receipt of the membership pack.)
2. That materials and resources including any Food Safety Manual provided by BIANZ remain the property of BIANZ. I/we will not permit any unauthorised copying or other reproduction of this material nor allow this material to be used other than by members of the BIANZ or their employees. When membership is terminated all such materials and resources including any Food Safety Manual is to be returned to the BIANZ within five working days of termination of membership.

Signature of authorised person(s) \_\_\_\_\_

Date / /20\_\_\_ \_\_\_\_\_ X



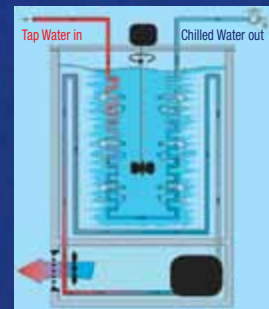
# What is bread without water?



BAKTEC® Water Meter

## Baktec Guarantees Accurate Water Volume and Temperature!

- Better dough development maximises oven spring to improve yield.
- Save on labour, quick and accurate.
- Easy to operate, big digits are easy to read, just dial up the temperature and volume and push the button.
- Stainless finish, durable and easy to clean.



BAKTEC® ICE Waterchiller



southern  
hospitality ltd

T: 0800 503 335 • E: [cbanks@southernhospitality.co.nz](mailto:cbanks@southernhospitality.co.nz)  
[www.southernhospitality.co.nz](http://www.southernhospitality.co.nz)



When less is **more**

# BakeNZ 09

Baking Industry Association of New Zealand Conference 2009

**Presented by NZ Bakels – Platinum Buying Group partner to BIANZ**

Duxton Hotel in Wellington, Saturday 5 September

The 2009 Baking Industry Association Conference will be a departure from the usual format but with all the usual highlights, says BIANZ Executive Officer Belinda Jeursen.

BIANZ wanted to take the current economic climate into account when planning this year's conference.

We know that most people are time poor and conscious of their spending at the moment but still appreciate and benefit from the opportunity to meet up with others in their industry.

We decided to host a one-day event that costs less but still packs in all the opportunities we usually offer – live competitions, guest speakers, demonstrations, trade displays, the well known Awards Dinner, fantastic networking opportunities and loads of fun.

The conference will be held at the Duxton Hotel in Wellington on Saturday 5th September.

As usual the highlight of the conference will be the Annual Awards Dinner at which winners of the Bakery of the Year Competition will be presented with their trophies.

The Bakery of the Year Competition will be judged on Friday 4 September, with the entry product on display for viewing during the conference.

BIANZ President **Jason Heaven** says this is always popular with bakers. "We're passionate about what we do and we love to see what others are doing. We spend hours looking at the competition product, talking about it and learning from it."

Following on from its success and popularity last year, the Weston Milling Trainee of the Year Competition will once again see a live bake off at the conference between ten top trainee finalists, hosted by popular and well known TV personality **Mani Oberer**. The top trainee will be announced at the Awards Dinner.

There will also be plenty of opportunity for interaction between suppliers, bakers, business owners and other industry stakeholders, with demonstrations and trade displays by leading industry experts.

**Pippa Saxon** of North Shore International Academy will demonstrate successful customer service, while **Andreas Voegelin** of Bakels will tell delegates what it takes to make an award-winning pie. Andreas has organised the Bakels Supreme Pie Awards for the past five years.

**House of Knives** will be demonstrating the use of various knives and the skills involved.

So there's something for everyone. For more details please contact Belinda on (03) 349 0663 or email [belinda@bianz.co.nz](mailto:belinda@bianz.co.nz). You can also find more information on the BIANZ website, [www.bianz.co.nz](http://www.bianz.co.nz)



BAKING INDUSTRY  
ASSOCIATION OF NEW ZEALAND



**BAKELS**

Join us for an exciting, informative and entertaining one-day conference jam-packed with exciting events, then enjoy an evening of awards, good food and dancing at the annual Awards Dinner.

## Conference itinerary

- 7.30am Registration.
- 8.30am President's Breakfast with guest speaker John Anderson.
- 9.30am Weston Milling Trainee of the Year with competition MC Marnie Oberer.  
  
Demonstration sessions from House of Knives, North Shore International Academy on table service and more.
- 1.00pm Lunch.
- 1.30pm Security – what to do in a hold-up, presented by Kerrie Pihema.
- 2.30pm BIANZ AGM.
- 3.30pm Free time.
- 6.00pm Cocktail hour and viewing of Bakery of the Year Competition product entries.
- 7.00pm Annual Awards Dinner.  
BIANZ Bakery of the Year and Weston Milling Trainee of the Year announced.

# BakeNZ 09

Presented by NZ Bakels –  
Platinum Buying Group  
partner to BIANZ

## Baking Industry Association of New Zealand Conference 2009

- New one day format, saving you time and money
- Competitions, guest speakers, trade displays, demonstrations
- Innovative ideas and renewed motivation for your business
- Meet suppliers, bakers, business owners and other industry stakeholders
- See what New Zealand's bakeries and cafés are producing
- Watch young trainees compete to be the Trainee of the Year.

### Guest presenters

#### John Anderson

At the age of 22, John Anderson left New Zealand for the United Kingdom on a one year 'overseas experience'. He returned some 20 years later with his wife Alison, four children and an international business – Contiki Holidays. Later, as a member of the Auckland Rotary Club, John conceived the idea of a major fundraising opportunity. This became the Ellerslie Flower Show.

John and Alison, wanting a change of lifestyle, now live in Marlborough. John is writing a book on the Contiki story.

In John's presentations, he tells how he developed a simple idea into one of the world's major tour operators, his determination to succeed, the belief in himself, and his successes and failures.

#### Marnie Oberer

Marnie is known to New Zealand as a competitive marathoner and a TV presenter. Many of us may know her as the presenter for the *Eating Well* series of commercials, which link in with Foodtown and Woolworths. Marnie has generously agreed to MC the Weston Milling Trainee of the Year Competition again, and we look forward to her enthusiastic participation.

#### Pippa Saxon

Pippa has a real passion for hospitality and customer service, a field she has worked in since she was 16. She has worked in boutique hotels with Michelin stars where she learnt what it takes to provide excellent customer service.

Pippa was assistant restaurant manager at Café Pacifique at the Carlton Hotel and then managed Eve's Pantry in Takapuna for three years, again focusing on customer service.

She joined North Shore International Academy in 2006 as a tutor. She's now the hospitality team leader.

#### Kerrie Pihema

Kerrie graduated from the Royal New Zealand Police College in 1992. Her career spanned general duties, CIB and intelligence. Kerrie left the Police in 2000 to start her own private investigation company, Rokez Investigations Ltd.

She is a qualified trainer in the security, hospitality and retail industries. Kerrie delivers the National Certificate in Security and presents seminars on retail theft, trespass law, and aggravated robbery.

Kerrie will discuss the trend of aggravated robberies in New Zealand and ways to keep you and your staff safe. Kerrie delivers dynamic engaging speeches that motivate and educate the audience.

## BakeNZ 2009 Conference Registration Form

Saturday 5th September 2009, Duxton Hotel, Wellington

Name(s): \_\_\_\_\_  
Company: \_\_\_\_\_  
Email: \_\_\_\_\_@\_\_\_\_\_  
Phone: \_\_\_\_\_  
Postal address: \_\_\_\_\_  
Suburb \_\_\_\_\_ City \_\_\_\_\_  
Dietary requirements: \_\_\_\_\_

### Registration

Registration closes on Friday 28 August 2009.  
Late registration fee of \$50 applies after this date.

Registration will only be confirmed once full registration fee payment is received.

A fee of \$100 will apply to registration cancellations received after 28 August 2009. The balance of the registration fee will be refunded.

To register for BakeNZ 2009 please complete this form and post or email all details to:

**Belinda Jeursen**  
PO Box 29 265  
Christchurch 8540  
Email: [belinda@bianz.co.nz](mailto:belinda@bianz.co.nz)

### Conference delegate package

(Includes all events and meals, excludes accommodation)

Delegates @ \$250 inc. gst each = \_\_\_\_\_  
Annual Awards Dinner ticket only (limited tickets available)  
 Tickets @ \$120 inc. gst each = \_\_\_\_\_  
Tickets subtotal \_\_\_\_\_  
**Total** \_\_\_\_\_

### Payment

Payment can be made by direct debit, cheque or credit card. Bank: Westpac Trust  
Branch: Upper Riccarton, Christchurch  
Account name: BIANZ Special Purposes Account  
Account no: 03 0830 0136185 002

Please include your name as a reference and email/post remittance advice to Belinda Jeursen (contact details above). Cheques should be made out to Baking Industry Association of New Zealand.

Registration will be confirmed by email or postal letter only when full fee payment is received.

# Employment Court can now make search orders

By Sarah Bradshaw

## More protection now for confidential business information

Following amendments to the High Court Rules last year, the Employment Court (but not the Employment Relations Authority) now has the power to make search orders in respect of employment-related matters.

The Employment Court recently made its first such order in the decision of *Brence v Te Runanga O Ngati Whatua* (AC 18/09/ ARC 20/09). The Runanga applied *ex parte* (in other words, without telling Mr Brence) for a search order to the Employment Relations Authority.

The Employment Relations Authority said it did not have power to make such an order and the matter was removed to the Employment Court.

The employee in this case, Mr Brence, had held a senior managerial role from January 2008 until February 2009 when he was dismissed for serious misconduct. In his managerial role, he had access to sensitive confidential information about the Runanga's business. Whilst still employed, at the end of December 2008, he threatened to disclose some of that information.

This threat was apparently made in retaliation for strategies used by the Runanga that he did not agree with.

Early in his employment, he had proposed that the Runanga use documents obtained from his previous employer. This gave the Runanga concerns regarding the employee's willingness to use its confidential information.

The employee was dismissed summarily on 27 January 2009 and was asked to return his employer's property. He was specifically asked not to delete any information from the laptop or the mobile telephone provided in his employment.

The Runanga had evidence showing that Mr Brence had downloaded 118 files relating to their operations onto USB memory sticks. In addition, there was evidence that the employee had permanently deleted approximately 2,000 files and folders from the laptop using special PC wiping software. Little information remained on the laptop when it was returned; in particular there were no emails.

Te Runanga sought undertakings from Mr Brence in respect of his conduct but these were not provided, so they became even more concerned that Mr Brence was intending to use the information retained from his laptop for the benefit of a competitor.

The Chief Judge accepted there was a strong *prima facie* case of an association between Mr Brence and a competitor of the Runanga and a real risk he might misuse the confidential information and breach the terms of his employment agreement.

On this basis, the Chief Judge ordered the search sought, entitling the Runanga to search Mr Brence's home for the confidential information he had retained.

Search orders do not allow an employer to gain entry to an employee's premises by force, but if the employee refuses entry, then s/he can be held in contempt of court.

Search orders will be of use to employers urgently needing to search for and remove confidential information taken by an employee. Such information will usually be contained in documents, computers, electronic storage devices and mobile phones and may include financial information, customer lists or, in the context of a bakery, secret recipes.

Due to the issues of urgency and the benefit of 'surprise' in preventing destruction or concealment of information sought, search orders are applied for *ex parte* (ie without having to tell the party against whom the order is sought).

The employer cannot be directly involved in executing the search order but must appoint an independent solicitor to attend the search.



**Sarah Bradshaw, Employers' Advocate  
MGZ Ltd**

**McPhail Gibson & Zwart Limited  
specialise in providing employment  
law advice to employers.**

**BIANZ members are provided with a  
free telephone advisory service for an  
initial consultation (after which the  
standard charge-out rates will apply).**

**If you wish to discuss any employment  
law-related issue, please call Sarah  
Bradshaw at McPhail Gibson & Zwart  
Limited on 03 365 2345.**



Purchase any of our  
**NEW HARVEST BREAD RANGE  
PRODUCTS**

**To be in to WIN 1 of 15 Weston  
Milling Golf bags!!!**

*New Harvest Bread Range:*

Harvest crusty bread and roll concentrate  
Harvest soft white bread and roll concentrate  
Harvest sweet bun concentrate  
Harvest wholemeal bread premix  
Harvest Grain concentrate

*Conditions of entry:*

- Only July/Aug months.
- One entry per customer, per product.
- Purchase 2 of the new products, and this will entitle you to 2 chances to win!
- 5 golf bags in each Weston Milling site will be given away (Auck/Chch/Well)







# South of France

## – a long way south of France – a French bakery does very well

Products from French Bakery in Christchurch are baked off and frozen for delivery nationwide. When they are about to be served, “simply thaw, heat and eat for fresh delicious baked delight”, as the directions on the pack say.

Any baker will recognise that building and maintaining a business like that is no small accomplishment.

**Belinda Jeursen went to see how they do it.**

“Our first priority is quality and quantity,” says Bruno Falco, Production Supervisor at French Bakery in Christchurch.

Bruno works with Head Baker Chris Dockrill and Phil Lyons who works in Product Development, a close knit team that keeps the bakery running smoothly and gives French Bakery its reputation for producing great pastries, pies and breads using traditional French baking methods.

Drive along the base of the Port Hills in Christchurch towards Heathcote and you’ll find the French Bakery shop, bakehouse and frozen warehouse.

The shop is attractively stocked with frozen and fresh bread, pies, bagels, pizza bases, savouries, biscuits, cakes and slices, as well as a great range of French products from tinned escargot to locally made rillettes, jams and mustards.

Customers come from far and wide to buy baked items in bulk for home use; coffee, fresh pastries and hot pies are obviously a favourite with the locals too.

I had the privilege of going behind the scenes to see just what’s involved in producing such a wide range of quality fresh and frozen baked products.

French Bakery has been in their new, purpose-built premises for almost two years now, after moving from the previous factory in Opawa. Chris and owner Gary Barber designed the new bakehouse, including a freezer that can hold up to 220 pallets, and it’s still not big

enough! Despite the recession, French bakery are racing ahead and doing far better than predicted.

Bruno shows me how the set-up works in a well organised and spacious loop, starting with the bay for incoming goods and ending with the packing area.

In between is some fantastic machinery and a team of about 50 employees who make it all look easy but obviously work hard to maintain quality and keep production flowing.

With around 500 items on their product list, Chris says it’s an ongoing challenge to produce such a large range, but a good safety net at the same time. The freezers are stocked with a set minimum amount of each product to ensure that orders can be filled, if not on the same day then the next day, without fail.

Most of French Bakery’s wholesale business is with Bidvest (previously called Creans), who distribute product throughout the country to a huge variety of customers, including cafés and supermarkets.

French Bakery has sales representatives in Auckland and Wellington, as well as other distributors, and the shop does a roaring trade six days a week.

Started in 1978 by Gary’s father Warner, and now with business partner Clark McLane involved too, the focus has always been on quality ingredients and traditional baking methods.

Sensibly, French Bakery often employs French bakers, Bruno being one of these. He has been with the company for nearly two years and works with Phil and Chris to develop the kinds of specialty items he used to make in his own Colombo Street patisserie, adapting them for mass production without losing their unique qualities. It’s a process that can take up to 12 months from start to finish, with impressive results. “We’re always trying new things and if they turn out to be popular we start producing them regularly,” says Bruno. (They will be popular if they’re anything like the delicious duck pie I scoffed in the car on the way home.)

French Bakery employs six qualified bakers, two apprentices, who Bruno says are doing very well, and a 50/50 split of male and female production and packaging staff. Some staff, like Chris, have been with the company for many years, and the atmosphere is relaxed but very efficient.

A lack of skilled bakers has led French Bakery to train its own people rather than rely on a fickle employment market. Chris and Bruno recently became registered assessors to make this process easier. Chris says their main challenges are finding skilled people, maintaining consistent quality, and improving mechanisation. “We’ve got a good team – they’re prepared to dig deep and help out wherever they are needed.”

www.frenchbakery.co.nz  
238 Port Hills Road, Heathcote, Chch.  
Email: office@frenchbakery.co.nz



# southern hospitality

brings you the world's leading brands ...



Revent Ovens  
now available  
from Southern  
Hospitality!

**Revent™**

More than Quality.

Revent Ovens—Available in single or  
double rack, gas or electric.



**PARA MOUNT®**

Dough Moulders, Bench Dividers,  
Bench Sheeter, Bun Dividers and  
Rounders, Planetary Mixers and  
much more ...



**CRM**  
macchine per gelato

Cream Whippers  
and Batch Freezers

**DELTA**  
FOOD EQUIPMENT

Planetary  
and Spiral  
Mixers—Available  
in different sizes



**UNIFILLER**

Depositors—Available in  
different sizes & models



**JAC**

A wide range of  
bakery machines



**boyens  
back/erlice**

Jelly and Grease Sprayers



**BAKTEC®**



Water Chiller



Electronic dosing and  
mixingmeter with memory

**FRITSCH**



Rollfix Dough Sheeters—Available  
in different sizes & models



Southern Hospitality Ltd 0800 503 335

www.southernhospitality.co.nz

13 branches nationwide



# The Bakels New Zealand S



Patrick Lam, centre, is assisted in carrying off his awards by (L to R) Broadcaster Paul Holmes, Gold Star Patrick's Pies Bakery and Café Rotorua chief baker Brett Ainsley, NZ Bakels CEO Duncan Loney and Patrick's wife, Lay Phan Ho.



## The event

The annual Bakels Pie Awards ceremony has become a highlight event on the celebrity social calendar as well as for the many pie makers who attend.

The awards traditionally have a theme and this year it was "The Order of the Pie" a supposed ancient secret society of monklike, hooded characters devoted to keeping the secret of great pie making.

On arrival, each guest was inducted into the Order of the Pie with an impressively large (if somewhat tacky) medallion.

From the reception area, the several hundred guests made their way to the banquet hall down a misty tunnel bathed in scarlet light and guarded by spookily hooded and masked members of the order.

In the hall, the Grand Master appeared in crimson robes and spoke at first from beneath his hood, but the voice was familiar. Yes indeed, he was soon revealed to be none other than Paul Holmes.

The banquet hall was lit in red. Inscriptions projected on the walls hinted at ancient mysteries. Murals at each end of the banqueting area depicted members of the order in their cloistered fortresses. (These murals were painted with Bakels margarine on black canvas..)

Prominent foodies and celebrities including Maggie Barry, Alison Gofton, Richard Till, Hugh Sundae, Jeremy Wells and Kevin Black added to the general air of celebration as the awards were announced. There was another celebrity present later in the evening as Patrick Lam learnt once more to cope with the camera's glare and the reporters' microphones.

## The winner

Patrick Lam from Tauranga took out the supreme award at the 2009 Bakels Supreme Pie Awards for the third time.

Patrick Lam's creamy bacon mushroom and cheese pie beat entries from 388 bakeries, and there was a queue to get a taste of the it at his Tauranga bakery, Gold Star Patrick's Pies Bakery and Café, the next morning. The prize winner was sold out by 11am.

James Buckrell, a past winner of many Bakels awards himself but on the judging panel this year, described the winning pie as amazing. "The flavours sort of bounce out of your palate. It was a really nice pie and it outshone everything that was on the table."

"To take out this coveted award three times is quite extraordinary," chief judge Peter Grant said. "There were completely different judges from other years and he does it again. Testimony to an outstanding baker."

Tauranga locals already knew it was a winner and Patrick Lam had won the supreme award twice before, in 2003 with his mince and cheese pie and in 2004 with his gourmet meat entry. Local enthusiasts urged him to enter with the same recipe again this year and he thanked them for the encouragement in his acceptance speech.

Patrick Lam also won gold in three other categories: chicken and vegetable; bacon and egg; and seafood, and was highly commended in the vegetarian section.

He says each title brings a 300–400% increase in demand.

## The entries

An unprecedented 388 bakeries took part this year, a big jump from the previous record of 290 and created a logistical challenge for the organisers.

The judging is done "blind", with all pies coded. The panel of judges assessed about 4000 pies for pastry, filling and flavour.

The entry list shows the presence of Asian bakeries continues to grow from five per cent of entrants 10 years to nearly 60% this year.

# Supreme Pie Awards 2009

## **SUPREME PIE AWARD**

Goldstar Patrick's Pies Bakery and Café  
Bethlehem, Tauranga

### **Gourmet Meat**

Creamy bacon, mushroom and cheese

## **MINCE & GRAVY**

### **Gold Award**

Jackson's Bakery and Cafe, Havelock  
North

### **Silver Award**

Beaut Bakery Limited, Taupo

### **Bronze Award**

Village Green Bakery Café, Otorohanga

### **Highly Commended**

Nada Bakery, Johnsonville, Wellington

## **STEAK (DICED) VEGETABLES & GRAVY**

### **Gold Award**

Dairy Flat Bakery Ltd  
Albany

### **Silver Award**

Greenland Bakery  
Botany Town Centre, Auckland

### **Bronze Award**

Euro Patisserie Torbay  
Torbay, Auckland

### **Highly Commended**

Jackson's Bakery and Cafe, Havelock  
North

## **CHICKEN & VEGETABLE**

### **Gold Award**

Food For Thought, Thames

### **Silver Award**

Goldstar Patrick's Pies Bakery and Café  
Bethlehem, Tauranga

### **Bronze Award**

Greenland Bakery, Botany Town Centre,  
Auckland

### **Highly Commended**

Cherrywood Café, Otumoetai, Tauranga

## **GOURMET FRUIT**

### **Gold Award**

Better Quality Pies, Rotorua  
Verry Berry, apple and frangipani

### **Silver Award**

Original Matakana Bakery, Matakana  
Rhubarb and orange with vanilla cream patisserie

### **Bronze Award**

Goldstar Bakery, Hamilton  
Apple and Custard

### **Highly Commended**

Hillyers of Lincoln Ltd, Christchurch  
Rhubarb with orange and ginger, apple and custard,  
grated short crust topping

## **GOURMET MEAT**

### **Gold Award**

Goldstar Patrick's Pies Bakery and Café  
Bethlehem, Tauranga

Creamy bacon, mushroom and cheese

### **Silver Award**

Merrivale Bakery, Tauranga  
Smoked chicken, brie with cranberry sauce

### **Bronze Award**

Greenland Bakery and Café, Botany  
Town Centre, Auckland

Lean rump steak, mushroom, cheese  
with red wine sauce

### **Highly Commended**

Jackson's Bakery and Café, Havelock  
North

Authentic Indian butter chicken

## **VEGETARIAN**

### **Gold Award**

Jackson's Bakery and Café, Havelock  
North

Broccoli, cauliflower, spinach, celery, carrot, red  
peppers in a garlic infused white sauce

### **Silver Award**

Greenland Bakery and Café, Botany  
Town Centre, Auckland

Potato, carrots, red peppers, broccoli, spinach,  
courgette in a creamy sauce

### **Bronze Award**

Food For Thought, Thames  
Roast potato, pumpkin, broccoli, cauliflower, red  
capsicum, carrot and pine nuts in a white sauce

### **Highly Commended**

Goldstar Patrick's Pies Bakery and Café  
Bethlehem, Tauranga

Stir fried vegetables with potato and kumara,  
spinach in a cajun cream cheese sauce

## **BACON & EGG**

### **Gold Award**

Goldstar Patrick's Pies Bakery and Café  
Bethlehem, Tauranga

### **Silver Award**

Greenland Bakery and Café, Botany  
Town Centre, Auckland

### **Bronze Award**

Owhata Bakery, Rotorua

### **Highly Commended**

Pak N Save Upper Hutt, Upper Hutt

## **MINCE & CHEESE**

### **Gold Award**

Hollies Bakery,, Flaxmere, Hastings

### **Silver Award**

Greenland Bakery and Café, Botany  
Town Centre, Auckland

### **Bronze Award**

Fast and Fresh Bakery Cafe, Taupo

### **Highly Commended**

Jackson's Bakery and Café, Havelock  
North

## **STEAK & CHEESE**

### **Gold Award**

The Bakehouse Café, Opotiki

### **Silver Award**

Elite Bakery and Café, Wellington

### **Bronze Award**

Mairangi Bay Bakery, Mairangi Bay,  
Auckland

### **Highly Commended**

Merrivale Bakery, Tauranga

## **SEAFOOD**

### **Gold Award**

Goldstar Patrick's Pies Bakery and Café  
Bethlehem, Tauranga

Scallop, prawn, mussel and surimi with smoked  
fish in a white sauce

### **Silver Award**

Greenland Bakery, Botany Town Centre,  
Auckland

Salmon, prawn, calm, corn, red and green peppers in  
a rich white sauce

### **Bronze Award**

Angkor Wat Bakery and Café,

Waipukurau, Hawkes Bay

Shrimp and crab meat with Chinese mixed  
vegetables

### **Highly Commended**

Matamata Bakery Ronnies Cafe,  
Matamata

Crab stick, mussel, shrimp and squid with clam meat

## **COMMERCIAL/WHOLESALE**

### **Gold Award**

Oxford Pies, Hamilton

### **Silver Award**

Purity Foods, Wiri, Auckland

### **Bronze Award**

McGregors Bakery, Wanaka

### **Highly Commended**

Gourmet Foods Limited, Tauranga

# Proud achievers

They're ambitious, committed, competitive and already achievers. Watch them go.

The ten Weston Milling Trainee of the Year Competition finalists gathered at Heaven's Bakery in Napier in July to receive their finalist awards and get some coaching from BIANZ executive committee members Jason Heaven and Michael Gray.

Ranging in age from 18 to 48, with backgrounds in fields as diverse as building, electronics and fashion, all the finalists show an obvious enthusiasm for baking and, having made it to the finals, share a great sense of achievement.



## Meng Heng (Jason) Hay

I am 25 years old. I have been working at Richoux Patisserie for over two years. I wish to one day use my skills to have my own business brand in New Zealand.

Making it into the Top 10 in the Weston Milling Trainee of the Year competition, this is one of my proudest achievements. I took up baking because wanted to run my own business, and this is going very well.

I am from Cambodia and have been baking for eight years now. I started baking in Counties Bakery on the weekends while I studied English during the week.

In 2005 I bought a small bakery in Blockhouse Bay, Auckland, and I worked hard to turn the business around. I eventually did this, and sold the business. In 2007 I took over Richoux Patisserie and I graduated with the National Certificate in Baking (Level 2).

In 2008 I won the Gold Award for my mince and cheese pie in the Bakels Pie Awards, my vegetarian pie received bronze, and my steak and vegetable pie also made it to the top 10. Competenz signed me up for an apprenticeship and I am currently working towards my National Certificate in Baking (Level 4).

## Czarty Benavidez

I am 25 years old. I am currently doing my second year of my baking apprenticeship in Brookfield New World Tauranga. I enjoy baking because I find it interesting knowing that simple ingredients from scratch can be made into elaborate products.

I wish to one day travel the world and learn different cultures. It would be nice to work in a broader skilled based environment after my apprenticeship

and perhaps study some more aspects of baking and food. I believe that learning is constant.

Being in this competition for the second time is a proud achievement. It is a prestigious event and it has been an honour have the opportunity to show my abilities.

Cooking, watching movies, going to the gym, surfing the net and electronics are some of the things that interest me.

I never really imagined myself as a baker until I was given the opportunity to become an apprentice when I moved to New Zealand. As a graduate of a computer technician course, I used to work as a quality control leader for Panasonic in the Philippines, and it never dawned on me that I would have as much fun as I currently do with flour, sugars and doughs.

I speak two languages, and in the future, I would love to learn and understand food in different languages. At the moment, I enjoy Italian food and making desserts. It is rewarding to see my loved ones enjoying what I have prepared for them.

## Tong Min Li

I am 35 years old and have been working at Hill Park Bakery for six years. I enjoy baking because it can really get you thinking and creative. I wish to one day have my own bakery.

I am proud that I have made it into the Weston Milling Trainee of the Year competition yet again, and look forward to the challenges ahead.

In my spare time, I enjoy reading and spending time with my family at home in Auckland. Before I started baking, I used to be an electrician. I stopped doing this

as I had to come to New Zealand to live with my lovely wife.

I'm originally from China. I enjoy working but believe in quality family time when possible and wish to one day show the world to them.

## Shinobu Sadamitsu

I am 29 years old. I have been working at St. Martins New World for six years. I'm most passionate about making and decorating cakes. I wish to one day make my own wedding cake all by myself.

I also enjoy golf and watching movies. I'm currently flattening with my boyfriend, and before my baking career I was studying fashion and design in Japan. These skills have been useful in helping me to be creative with my cake decorating.

I came to New Zealand on a working holiday visa when I was 21. I enjoyed living in New Zealand and learning English and eventually I fell in love with the country and decided to stay!

From then, I joined CPIT to study baking for one year. After studying, I got a job at my current place of work in Christchurch as the second in charge. At the time, I didn't want to work in a supermarket but I'm happy with my job and have made several good work friends.

So I'm happy now, and have recently applied for New Zealand residency. I hope I become a Kiwi soon!

## Ryan Henderson

I am 20 years old and have been working at Port Road Bakery for the past three years. I enjoy baking because I like to work with and create food products to please people and satisfy my own personal eating desires.





Michael Gray demonstrates sealing off capsicums for the Weston finalists during coaching at Heaven's Bakery.



Jason Heaven offers some quiche pointers

I wish to one day land myself a good paying job possibly overseas or start my own business. Being one of the top ten trainees in the Weston Milling Trainee of the Year competition has so far been one of my proudest baking achievements.

I enjoy several sports such as rugby, boxing, hunting, fishing, and the odd drinking decathlon.

I'm currently flatting with my girlfriend, and before my baking career I worked at a butchery. I find baking more interesting and creative.

The thing I like most in the job is baking breads. I like to create my own speciality types and play around with different ideas and flavours, and I'm getting known for my product.

### Horora Henare

I am 20 years old. I have been working at Venerdi Bakery for the past three and a half years.

I wish to one day own my own bakery and learn everything I can about baking. Being one of the top ten trainees in the Weston Milling Trainee of the Year competition has so far been one of my greatest baking achievements. I enjoy rugby, fishing and racing motocross.

I currently live at home with my girlfriend and other friends, and before my baking career I was studying to become a builder. I didn't finish my building apprenticeship as I realised this just wasn't the right career choice for me.

I started off working at a bakery called Best Western, cooking doughnuts when I was about 13 years old, for about a year.

Now I'm back in the bakery, I'm keen to progress my career and learn new things.

### Arifin Tjhan

I am 48 years old. I have been working at South Mall New World bakery for the past 18 months. I enjoy baking because I like to make something people enjoy. I wish to improve my baking skills, and one day be a top baker by trade. I enjoy reading and browsing the internet. I live in Dannemora, Auckland with my wife and two daughters.

Before coming to New Zealand eight years ago, I owned and operated my own bakery in Indonesia. My bakery specialised in traditional Indonesian breads and cakes.

Being an immigrant has continually required me to learn new things such as a new language and new techniques in baking. For that I am very fortunate.

I am passionate about baking, and I am very dedicated to my job. I am striving to become a better baker every day.

### Matthew Irvine

I am 23 years old and have been working at New World Bakery for nearly three years.

I enjoy baking because it's a good way to be creative and try new things and experience new flavours.

I wish to one day become a top baker/chef working in well known bakeries and restaurants all over the world.

Being one of the top ten trainees in the Weston Milling Trainee of the Year competition has so far been one of my proudest baking achievements.

### Jacob Burns

I am 18 years old and have been working at Sugar and Spice bakery for 18 months.

My greatest baking achievement has been running the bakery I'm currently working at by myself for a week. I hope one day to run my own bakery. I live at home with my mum, dad and sister and often indulge in a game of golf in my spare time.

Before I started baking I was at school, and the opportunity to become a baker arose when Sugar and Spice Bakery offered to put me through an apprenticeship.

Due to the early starts in the morning, I'm not doing as much sport as I used to but the 2am starts in the morning are becoming a usual routine. I enjoy baking because it is a job that requires a lot of skill and precision to keep the standard of your product up to scratch.

### Sarah Harrap

I am 18 years of age and I have been studying at AUT (Auckland University of Technology) for the past year and a half. I enjoy baking because I am able to be creative and make items for others to enjoy.

Making it as a finalist for the Weston Milling Trainee of the Year competition both in 2008 and 2009 has been a great achievement for me.

Before my studies, I was at school and completed hospitality throughout my school years. After Year 12, having achieved both Year 12 and 13 hospitality, I left school and decided to progress with my university studies.

My passion for baking really started when I was 12 years old, when I was given a chocolate mould for my birthday. Ever since then, my passion for pastry and particularly chocolate work has blossomed, and my supportive father, who is a chef, has taught me many other skills.

# What happens when

Succession planning is a necessity, not an option, says BIANZ Executive Officer Belinda Jeursen.

The owner of a very successful bakery mentioned in the course of conversation recently that a lot of the systems for his bakery are known only to him.

I've heard this before and it got me thinking about succession planning – how important it is and how few businesses have a plan in place. Have you put any thought into what would happen to your business if you were run over by the proverbial bus, became seriously ill, reached retirement age or suddenly weren't able or willing to be in your business on a daily basis?

Many of the businesses that the BIANZ works with are small businesses operated by the owner with the help of a spouse, hired baker and shop staff. Planning, systems and future direction are often known in detail only to the owner.

The bigger picture is not known to staff, who carry out their duties without necessarily knowing how it all fits together.

Often there is an employed manager or baker who has a good idea of how things work and can run the business for a short time without major problems.

It's what happens after this that counts though.

## Succession planning

A succession plan clearly sets out what needs to be taken into account and what

processes should be followed in case of the sudden inability of the owner/manager to continue in their role.

Small businesses, however, don't always have the luxury of staff to choose from, and may have to set other measures in place to ensure their business doesn't fail if unexpected events take place.

**Without the firm leadership and driving force of someone with a vested interest, things can go downhill very quickly.**

Think about what would actually happen if the key person in the business was no longer there and there was no plan in place.

The day-to-day running of the business may continue as usual for a few days or even weeks, but those left to run it may not want the responsibility involved or be able to cope after a certain amount of time.

## The breakdown

In the worst case scenario, routines start to break down, customers begin to sense that things aren't running as usual, profit is lost, staff become unhappy, and the business becomes untenable.

In this situation the only solution is to quickly find someone else to replace the owner/manager, and the results may not be that great. It takes time for a new person to learn how a business runs and without the firm leadership and driving force of someone with a vested interest, things can go

**just like insurance, you'll be glad you did it.**

downhill very quickly or simply stagnate.

To avoid this, there are a number of options that can be planned for.

## Retention planning

One option is retention planning, where the business is retained within the family. Keeping the business within the family requires someone to take over as the key person. If there is not a set plan in place, arguments can follow about who this should be, so you need to make it clear who this person would be and make sure that they want to do it. This will help to avoid family conflict and ensure the business remains successful. The current owner needs to make sure the successor is willing and prepared should they have to take over suddenly, or is groomed over a period of time to take over at a certain date.

Planning should not be a dictatorial exercise but one that involves the successor and takes their opinions into account. They need to buy into the process for it to succeed.

## Buy-sell planning

Another option is buy-sell planning, which sees the business or shares in the business sold to an interested outsider or perhaps a keen member of staff. Selling all or part of the business can be emotional and difficult for family members, whether there has been a death or just a retirement. It's hard to let go of something that the family has put years

# you go?

of their lives into. You need to ensure that the business is in a ready-to-sell state.

I have spoken to many bakery owners who have children they hoped would take over from them but the children are not interested or no longer live in their home town.

Sometimes selling is the only option. The best case scenario here is where an apprentice or employee has been with the business for a long time and is able to take over.

## Documentation

Whether a family member takes over or an outsider buys the business, the importance of documented systems can't be emphasised enough. Food safety systems, accounting, ingredients, bakery methods and processes: all should be written down and kept up to date.

Make your systems visible to your spouse, business partner, manager and staff.

Show them how they each fit into the bigger picture and give them opportunities to develop their knowledge and skills, and even to run the business or aspects of it for short periods of time – a practice run as such.

Give them a chance to prove themselves and show that they are trustworthy, or not, as the case may be, at which point you will know that more needs to be done to future-proof your business.

**Food safety systems, accounting, ingredients, bakery methods and processes, all should be written down and kept up to date.**

This will eventually give you a break from the business and some peace of mind so that you can go on holiday, retire or sell without worrying about what will become of your business.

Write your future plans down – what do you have in mind for the business and where is it going in the next year, two years, five years?

Do you have some great ideas that can't be implemented now, but may come to fruition at a future

date? Write them down, even if you don't show them to anyone now.

What about your recipes? Come down to the most basic elements of your business – are you the only one who knows the feeding routine for your sourdough starter? Or the secret ingredient that makes your muffins better than the ones at the bakery around the corner?

## Relationships

What about the relationships you have with suppliers and customers? Can you introduce your successor to these people to create continuity and ensure they know what sorts of deals have been struck?

Do you have important agreements in writing or is a nod and a handshake the order of the day?



Succession planning may seem to be a waste of time because you don't benefit from it now. But just like insurance, you'll be glad you did it when the time to move on comes along.

***In the next issue of Slice, we speak to BIANZ members who have experienced or recognised the need for succession planning in their business.***

## Backup on hand

Large organisations have the benefit of high staff numbers, enabling them to choose the best employees to groom as backups for more senior positions.

An excellent example of this was the way in which Crop & Food Research managed the loss of seven of the organisation's top managers in a plane crash in 2003.

Senior staff stepped into those roles at very short notice and ensured the smooth continuity of the work done by the organisation.





# Stuff you don't want to think about

You know that thing in the corner that you run your billing system on, invoice your customers with, prepare your GST returns on, print labels with, cost your recipes on, write letters with, send emails on, pay your staff with, surf the internet on?

What would you do if it went bang? The chances of this happening are very high, and depending on who you believe, your business will either be in very dire straits or extinct within six months.

Just for a minute imagine what it would mean to come to work one morning and discover a computer failure had occurred overnight. If you are one of the 49% of small business owners who fail to back-up their data every day, this is a real possibility.

“What would you do if it went bang?”

Imagine for a minute that you were now unable to determine who owed you money, who you owed money to, or even how much holiday pay your staff were owed. Perhaps your tills are connected to a database on your office server, so now you can't sell anything in your store!

Anyway, you get the picture and if you're like me there are several computers of various ages dotted around your business. Even if you are one of the organised few who does manage to successfully backup your data, do you know what operating system each one runs? Do you know where the installation CDs containing your software and drivers are in case you need to rebuild your PC? Do you have the installation procedure documented?

There is plenty of information online that can talk you through how to minimise the risks associated with such a catastrophe, but if you're anything like me, such a strategy will often fail due to neglect.

My advice is to let one of the IT firms that are set up to look after this very important aspect of your business take care of it for you. Often this will involve a subscription per PC, and these days the advice to back-up your data on-line.

This means your data is automatically taken care of while you sleep, is stored off-site so your data is unaffected by fire, and has the added bonus that you don't have to remember to take media home with you at night!

Just do that one thing and (apart from a very modest bill) you don't have to think about it any more.



**Brendan Williams** has some simple, practical advice.

## Some statistics

Thirty percent of all businesses that have a major fire go out of business within a year. 70% fail within five years due to data loss. (*Home Office Computing Magazine*)

Sixty percent of companies that lose their data will shut down within six months of the disaster. (*Home Office Computing Magazine*)

Companies that aren't able to resume operations within 10 days (of a disaster) are not likely to survive. (*Strategic Research Institute*)

You never know when or why you might lose your data.

The most common causes of data loss are:

42%	Hardware failure
30%	Human error
13%	Software corruption
7%	PC virus
5%	Theft
3%	Other

# Coping with the crunch survey

**26** businesses responded to this survey, **13** retailers (bakeries or cafe/bakeries), **12** mainly wholesale, **2** businesses with out-catering business as well, **1** a catering company only.

## Better or worse?

**7** said business is worse, **12** said it's been better lately. **1** found it a lot worse. For most, then, the recession has had no effect or at least has not been a big deal.

One respondent noted that while business for them has improved, the upturn is the result of changes they have made and nothing to do with the economy, but still they're down on forecast because of the economy.

## How green is my business?

**11** businesses, almost half, have changed their packaging to be "greener", **4** have made changes in their processing, **10** have improved their energy usage, **8** have made changes in ingredients, and **2** have made specific changes by way of recycling paper, cardboard and metal waste.

Respondents were asked what they plan to do in the future to make their business "greener". The question hit a nerve with some. Most notable response: "The only thing that will make my business greener is paint. I am sick and tired of pen pushers trying to tell experienced trades people how to do what they do best."

Four respondents declared they planned "nothing", while "waiting to see what happens" is a declared policy with one baker.

Some offered more considered responses. One said "We have tried to display more product without wrapping but most customers prefer it wrapped, they think it is more hygienic plus it keeps the product looking fresher. Recycling completely is a focus and this has reduced rubbish quantity."

Other responses included

- "Reduce waste, increase productivity",
- "Environmental strategy in place",
- "Include healthy products and special needs products."

## Prices and custom

Only one business in the survey has reduced prices lately while **17** have raised them and **7** have held them. **9** noted a drop in customer numbers.

**21** businesses noted higher supply costs. **10** businesses say they are feeling squeezed by rising supply and overhead costs while they feel reluctant to raise their own prices any more.

**4** noted a less cooperative attitude from their banks and **6** are finding it harder to collect from debtors.

## Business in general

Respondents were asked for comments on business in general. Some notable comments:

- For my area there is definitely less money around but I see that a lot more people, especially in the evening and weekends, are using more takeaway foods.
- People have become very conscious of what they spend and have queried pricing even though they are regulars and the pricing hasn't changed.
- I look at my costs more often and more staff meetings.
- Fixed costs and compliance costs keep going up even though margins are squeezed by competitors operating in the lower quality end of the market.
- We really cannot complain as business is reasonably good and so far we have not experienced too much negativity in general. We seem to be in a good position to cope with matters if they do worsen. Maybe it's even about to improve. Who knows?
- The average spend per customer is down by about 40% so have to work harder to get turnover.

## Advertising and marketing

**4** have spent more on marketing and advertising, **14** have not changed, and **7** said their spend has gone down.

## The upshot?

Given the time and effort people volunteer to respond to surveys like this, it would be nice to declare some amazing new insight from the results. No such luck this time. This survey shows only that at present, for most businesses, things are not much different. A little tougher, yes, but not disastrously.

There are differences with individual businesses of course. But then some businesses prosper while others fail whether the economy is booming, busting, or somewhere in between. So it goes. Likewise some people regard a businesses as good that others would sniff at. This survey reflects that too.

In general, then, no news, we must say, is good news. What recession?

## Staff and wages

Half the businesses are paying out higher wages this year.

**13** said finding unskilled or semi-skilled staff is easier now, while recruiting skilled staff remains as hard as ever or, **3** said, even harder.

## Thanks to

Bakermans of Fendalton  
Bjs Cake Decor  
Brumby's Tauranga  
Continental  
Countrylane Bakehouse  
Couplands Bakeries  
Double R Bakery  
Glendenings Bakery  
Heavens Bakery  
Indoor Dining  
Kidd's Cakes & Bakery  
Luv a Pie  
May's Bakery  
McGregors Bakery Wanaka  
Montana Bakery  
Original Foods  
Oslers Bakery – Wairoa  
Pecks Cottage Bakeries  
Pierres Breadshop Ltd  
Rob's Patisserie  
Tairua Bakery  
Venerdi Ltd  
Viands Bakery  
Warren's Bakery

# INVITATION to New Zealand bakers

Melbourne in Spring time – the AFL Grand Final has just been played, the Melbourne Cup just been run, but the Spring Racing Carnival continues during this “breather” before we throw ourselves into Christmas!



We, the BIAV Executive Committee, would love to see you at COSMO 09. COSMO 09 is an opportunity to spend time with peers and colleagues from the Baking and associated industries, whether it be old friends from Melbourne, an ingredient supplier or a company that can offer that piece of equipment you've been thinking about.

Our baking industry colleagues from around the globe are welcome to Melbourne, baking people working with and helping baking people and we look forward to an exciting event that propels the industry forward.

Come over and say hello  
ANDREW O'HARA, President BIAV

## IT'S ALL ABOUT BAKING

# COSMO 09

The Cosmopolitan Bakery Convention

COSMO 09 is ALL ABOUT recession-busting solutions!

**And a whole  
heap of NEW  
practical and  
user-friendly  
STUFF!**

- > Cosmopolitan influences from Asia, South East Asia and Indo-China, the Middle East and the Sub-Continent
- > Recipes, only limited by the imagination
- > Professional products meeting public demand
- > Innovative packaging and presentation ideas
- > All-new labour-saving plant and equipment

4th to the 7th of November

Hilton on the Park,  
192 Wellington Parade,  
East Melbourne

For more information and bookings contact:  
ALAN WICKES  
COSMO 09 Convention Co-ordinator  
PO Box 11090, Frankston South, Vic 3199  
Email: [thinkin@bigpond.net.au](mailto:thinkin@bigpond.net.au)  
Tel: +613 9331 1099  
Mobile: +614 17 351 568

COSMO 09  
The Cosmopolitan Bakery Convention



# Bakery Solutions

For all your bakery needs call Mark today on (021) 380 034 or email mark.hodgson@burnsferrall.co.nz.



## RONDO

Dough-how & more.

Your partner for Bakery and Food Processing Equipment and Machinery.

Whether you are an artisan or an industrial baker, Rondo has the equipment you need to produce high quality pastry, bread, pizza, croissants and many other products. Rondo covers the whole range, from small mechanical sheeters up to fully automated industrial laminating lines.



Rondo Ecomat\*  
**\$13,499**

Rondostar  
**POA**

\*Image similar to actual model

## HOBART

Hobart  
A200C Mixer  
**\$3,199**



Hobart  
HL400 Mixer  
**\$12,999**



Hobart  
HL600 Mixer  
**\$19,999**



Hobart  
MB-TC  
Utensil Washer  
**POA**



## BONGARD

Bongard  
60kg Spiral Mixer  
**\$16,999**



Bongard Major Manu  
Baguette Moulder  
**\$12,799**

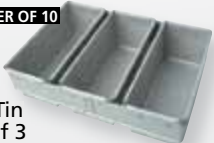


Bongard  
Concord D-20 Divider  
**\$12,999**



MIN ORDER OF 10

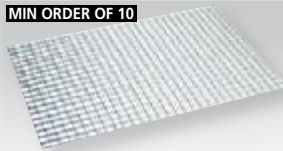
Bread Tin  
Strap of 3  
GR-BP350/3  
340 grams  
**\$47.00 EACH**



GR-BP109/3  
450 grams  
**\$48.00 EACH**

MIN ORDER OF 10

16" Cooling Wires  
**\$24.00 EACH**



MIN ORDER OF 5

16" French Stick Trays  
**\$65.00 EACH**



MIN ORDER OF 5

16" 3 Sided Baking Trays  
**\$28.00 EACH**



MIN ORDER OF 5

Tank Loaf Strap of 3  
**\$117.00 EACH**



Recent Baxter installation at Richmond Pak n Save

# BURNS & FERRALL

**FREEPHONE 0508 152 264**  
**FREEFAX 0508 152 259**

**AUCKLAND:** 208-210 Neilson St, Onehunga, Auckland  
**WELLINGTON:** 60-62 Fitzherbert St, PO Box 38 555, Petone  
**CHRISTCHURCH:** Unit 5/7 191 Main South Rd, Sockburn

www.burnsferrall.co.nz

Offer valid until 31 August 2009 or while stocks last. All prices exclude GST.

# GF Croissants secret cracked

A Christchurch bakery appears to have cracked the secret of producing the real taste in a gluten-free croissant.

Amanda Cropp reports

Christchurch bakery owner Wendy Smith knew she was onto a winner when a customer reckoned her gluten-free croissants were as good as, or better than, those she had eaten in France.

With 18 years experience in the baking industry behind her, Smith was working in a supermarket bakery when growing demand for gluten free goods from customers with coeliac disease or gluten intolerance prompted her to open the Totally Gluten Free Bakery in Worcester Street in late 2006.

She started out in a small bakery three doors down from her current premises, originally intending to sell bread at a market stall, but a listing on a local gluten-free website brought a steady stream of customers through the door.

Smith began experimenting with her croissant recipe two years ago and launched the new product at the Gluten Free Food Expo in Christchurch in May.

"People were amazed. We gave them to other bakers and they were amazed too."

The mini croissants – Smith is holding off on full-size ones until she has tweaked the recipe a little – have a slightly cakey texture and aren't as flaky as traditional croissants, but the taste is pretty close.

A packet of four retails for \$8.

## Deceptively simple

Some internet recipes for gluten-free croissants feature long lists of ingredients including cream cheese, cottage cheese, and xanthan gum.

Compared with that, Smith's is deceptively simple, using just sugar, butter, yeast, margarine and flour, but it took a long time to perfect and there were plenty of failures.

"The birds wouldn't even eat it. We had a few pancake things going on. Without gluten there's no structure in the mix so it spreads and doesn't puff."

The bakery uses a blend of rice, tapioca and potato flours for most of its products (10 types of bread, plus biscuits, donuts, cakes, desserts, pizza bases and pies).

For the croissants, Smith says they omitted the potato flour to achieve a smooth pastry that is so delicate all the rolling is done by hand, but she is looking at ways around that. "We're going to devise our own pastry break so it doesn't destroy the pastry."

## Shape the challenge

Baker Tumanako Tinirau helped develop the croissants and he says getting the pastries to maintain a traditional crescent shape was a real challenge. Dry proving worked best, but overall the gluten-free croissants take about the same amount of time to make as traditional ones.

The bakery now plans to adapt the recipe to make pain au chocolat (chocolate croissants), danishes, and a gluten-free filo pastry.

It has also launched a gluten-free bagel that is steamed rather than boiled prior to baking.

## Patent pending?

After all that effort, Smith is careful to protect her intellectual property so the six full time and one part-time staff members have all signed non-disclosure agreements, and she may attempt to patent the croissant recipe.

Smith believes her business is one of only two totally gluten-free bakeries in the country (the other is in Auckland), and says the big advantage is that it eliminates the risk of cross-contamination.

In her supermarket bakery days, making traditional and gluten-free lines in the



Baker Tumanako Tinirau helped develop the croissants

same premises had its problems. "It was a pain because we had to do the gluten-free first thing before we did our normal baking, or clean everything down and do it at night, and there was still cross-contamination."

## Listening to customers

The Totally Gluten Free Bakery began a 24-hour operation in June to cater for demand and about 10 percent of sales are to customers outside Christchurch. "I've even had people email me from the US wanting me to send stuff to them."

Smith regularly fields approaches from supermarkets wanting to stock her products but is not interested in going down that track. "There's less focus on the customer and they can drop you in the blink of an eye.

"I listen to everything my customers tell me and they have led us all the way along. That's where our croissants, raspberry buns and bagels came from."





# Now where are we?

While New Zealand enjoys the newfound sophistication of café culture, France – the land that pretty much invented the city pavement café – is turning to “le sandwich” for lunch.

David Tossman considers news from an article in The Washington Post.

The traditional French weekday lunch is a three hour affair. The appetiser is followed by the main course, then cheese and dessert, washed down with red wine and, along with an espresso at the finalé, maybe a little cognac to enhance digestion back at the office.

Now, says the Washington Post, while they have not abandoned their love of food, French people are increasingly resorting to a humble sandwich – a panini or suchlike – for the midday meal. Some even gulp it down with a soft drink while sitting at their desks. So much so that the consumption of sandwiches in France has grown by more than 25 percent over the past six years, to 1.8 billion annually, and climbed by 10 percent last year alone, according to market researchers.

Moreover, the change has often come at the expense of neighbourhood cafés where lunch still means a hot dish like Grandma used to make and sitting around the table for an hour of conversation. The number of bars and cafés in France has fallen from 200,000 fifty years ago to 38,600, according to industry associations. More than 2000 went out of business last year alone as an indoor smoking ban took effect and the world economic crisis bit into budgets.

The shifting lunchtime habits, which are more pronounced in large cities such as Paris, are part of a social tug-of-war in France between the pressures of a modern industrial economy and a long-cherished tradition of fine food prepared by artisans devoted to their crafts. The increasingly common sight of a young French office worker walking down the street munching on a burger or sandwich suggests tradition is more and more on the losing side.

Good bread, nevertheless, remains essential. A fresh loaf is a breakfast mainstay.

Most French people still prefer to eat a full lunch when they can, following age-old custom in the country and its Latin neighbours, such as Spain and Italy. As a result, sandwich



**Paris? Wellington? Who can tell?**  
This composite photo in fact uses a close-up of a sandwich taken near Paris and a background of a café in Wellington.

consumption per capita is still lower than in other countries. Britons, for instance, eat several times as many as Frenchmen.

But the change, as observers point out, is that French people increasingly are willing to forgo their traditional sit-down lunch if they face time constraints or are low on funds. The younger they are, the more easily they make the decision.

Part of the most recent sandwich boom, particularly last year's steep rise, can be attributed to the economic crisis, which has carved into food budgets even in a country where many businesses subsidise employee lunches. A sandwich and soft drink in Paris runs between \$8 and \$15 (NZD), while a sit-down lunch easily hits \$40 to \$60 even in a simple café.

But the increase in sandwich consumption also reflects a long-term change in the way younger French people view their noontime meal. Although older people cling to the idea that a full meal is a necessary part of the day, those under 40 think nothing of grabbing a sandwich if it will save money or time. For an up-and-coming French businessperson, lunch may not be for wimps, but it has become expendable.

In addition to the economic factors, one could see all this as yet another sign of the increasing “flatness” of the world, where customs and cultures mix and mingle so that you can no longer tell at a glance what country you're in.

I wonder if the French will ever take to the mince and cheese pie? Perhaps if it comes from a Cambodian baker in New Zealand ... ?

## Faster food

First-class business travellers on the three-hour train between Paris and Brussels in the 1980s enjoyed long lunches served by waiters in crisp white tunics who, for a price, proposed four courses and poured good wine into crystal glasses.

The same trip now takes a little over an hour; travellers have the choice in a bar car between club sandwiches or wraps that they can carry back to their seats along with plastic cups to be filled from airline-style mini-bottles of wine or cans of beer.



## Recipes



## Mike Meaclem suggests some

During these cold long days, we tend to crave richer foods. I really enjoy hot soups with fresh ciabatta or rich casseroles with crusty French bread and a good Central Otago pinot noir.

And let's not forget a nice coffee with a slice of stollen, a beautiful combination in winter. Stollen is just one of the huge variety of European-style enriched breads available.

These breads are enriched by adding ingredients like butter, eggs, fruit and sugar. These enhance the flavour, tenderness, colour and food value. In some, like stollen, enrichment actually extends shelf life.

### Brioche

Brioche is a tradition of the Vendee region in France. To celebrate Easter, every family used to make a brioche or order one from the bakery.

Every area and every country baker had a special recipe and a little secret that imparted a unique touch to the basic recipe of flour, eggs and butter, flavoured orange flower water, with or without crème fraiche. The brioche was left to rise for a short or a long time, depending on whether a lighter or denser texture was desired.

The traditional shape that a brioche tin imparts is not a must and sometimes it is more practical to place brioche in loaf tins for ease of slicing. This can be done by placing individual heads, say 6 at 100 gm, or by putting a plait into a rectangle loaf tin.

(Don't worry about left-over brioche. It never goes to waste as it makes the best bread and butter pudding in town!)

#### Brioche Recipe

Strong flour	600 g
Salt	10 g
Sugar	50 g
Fresh yeast	55 g
Eggs	3
Milk	160 ml
Soft butter	150 g

Yield 2 × 500 gm brioche

#### Method

Mix ingredients up to and including the milk to a well developed dough. Add softened butter slowly making sure this is well mixed through, you will end up with a nice smooth silky dough.

Make sure you calculate the dough temperature carefully as it can take some time to add the butter to the brioche at the end and the extra mixing raises the finished dough temperature.

Finished dough temperature 26°C

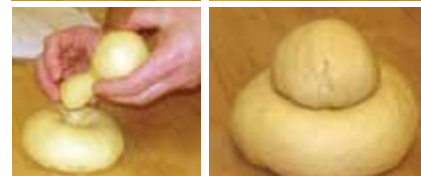
Bulk fermentation time 60 minutes.

Knock back after 40 minutes.

Scale @ 350 gm for base and 150 gm for head.

You will be able to see by the pictures that I have shaped the brioche head using the bone technique. This was shown to me by my friend Bruno Falco from the French Bakery in Christchurch. This technique prevents the head falling off the base.

Once shaped, glaze with egg wash and prove. Bake at 180°C to 190°C until a deep golden brown, approximately 20 minutes.



# traditional European winter-time recipes



Generally, enriched breads are eaten around Christmas in Europe, during the northern hemisphere winter.

My thought is, why not go out of the box and produce some of these breads now, right in the heart of our winter? I suggest **brioche, gugelhopf, stollen and panattone** breads. The recipes for brioche and stollen recipes are below, and the gugelhopf and panattone will be available on the BIANZ website, [www.bianz.co.nz](http://www.bianz.co.nz)

I made a stollen the other day and it was just divine on a cool Christchurch evening and even better toasted the next day.

## Stollen

Whenever I am asked what my favourite bread is, I always say stollen. The rich spiced flavour of the crumb, rum soaked fruit with marzipan centre, all covered by vanilla sugar, it is heaven.

### History

Traditional stollen comes from the city of Dresden where it is known as Christstollen and forms a very old tradition. It was mentioned as early as 1330, and as a Christmas pastry stollen was baked for the first time at the Saxon Royal Court in 1427. It was made then with just flour, yeast, oil and water. The Advent season was a time of fasting, and bakers were not allowed to use butter, only oil, which in Saxony was expensive and made from turnips, which was unhealthy. The cake was thus tasteless and hard. In 1450, the Prince Elector Ernst of Saxony decided to remedy this by writing to the Pope. Pope Nicholas in 1450 denied the first appeal. Five popes died until finally, Pope Innocent VIII, in 1490, sent a letter to the Prince, known as the Butter-Letter which granted the use of butter provided certain taxes were paid.

Over the centuries, the cake changed from being a simple, fairly tasteless bread to the much richer and sweeter cake-like bread it is today. The traditional shape of stollen is meant to symbolise the baby Jesus wrapped in swaddling clothes.

### Ingredients

#### Fruit mixture

Sultanas	230 g
Mixed peel	30 g
Chopped almond	30 g
Rum	10 ml

#### Ferment

Flour	160 g
Sugar	6 g
Yeast, fresh	25 g
Milk	120 ml

#### Dough

Flour	150 g
Gluten	15 g
Salt	3 g
Sugar	30 g
Stollen spice	6 g
Egg	1
Butter	80 g
Almond paste	300 g

#### Stollen spice

Sugar	100 g
Vanilla pod seeds	2
Nutmeg	25 g
Ground cardamom	75 g
White pepper	25 g

#### Almond paste

Caster sugar	150 g
Ground almond	150 g
Water	50 ml

#### Nutrition per 100 g

Energy	1050 Kj
Total fat	16 g
Saturated fat	6 g
Carbs	40 g
Total sugars	35 g
Protein	8.60 g
Iron	1.86 mg

## Method

### Fruit

Soak in warm water for 10 minutes drain well and dry. Add peel, chopped nuts and rum to macerate.

### Stollen spice

Sieve all ingredients until well mixed, store in airtight container.

### Almond paste

Combine sugar and almond, add enough water to bind ingredients that resembles a sweet paste consistency.

## Stollen

1. Condition fruit, preferably night before, but not crucial.
2. Make almond paste, let it stand to firm.
3. Combine warmed milk, yeast and sugar to dissolve yeast. Add flour and whisk to a foam, stand to ferment for 30 minutes in a warm place.
4. Weigh rest of ingredients; add the ferment and mix until developed, adding the butter  $\frac{3}{4}$  of the way through development.
5. Bulk fermentation 40 minutes.
6. Knock back 20 minutes (add fruit at this stage).
7. Scale at 650 gm and shape into a Vienna shape rest for 10 minutes.
8. Pin out oval and place a log of almond paste in the middle, fold over the almond and shape.
9. Prove for 20 minutes, making sure not to over-prove as this will lose its shape.
10. Bake at 200° C, low bottom heat, medium top heat.
11. Cool and glaze with clarified butter. Once butter sets, roll in vanilla sugar.
12. Eat and enjoy.





# Fruit to Suit Two for the café

The health benefits of fruit – particularly berries (now called super fruits in some markets) – are making it “the next big thing” as nutraceuticals or functional foods. Lashings of fruit make café treats far less “naughty” and thus highly saleable.

It's not difficult, as these ideas from Barkers Fruit Processors show.



## Mango cheesecake

### Method

1. Using a standard biscuit crumb base press into the base of a 22 cm springform tin.
2. Pour a standard cheesecake mix on top of the biscuit base and ripple with Barker's Mango Patisserie Filling.
3. Chill for 30 minutes or until firm.
4. Bring to the boil 125 grams of Barker's Apricot Glaze and 100 grams of Barker's Mango Patisserie Filling and pour on top of the cheesecake.
5. Refrigerate for 3 hours or overnight. Remove from the tin just before serving.



## Raspberry and almond slice

### Method

1. Line a baking tray with 2.5 kilograms of a sweet pastry sheet.
2. Spread 500 grams of Barker's Raspberry Patisserie Filling on top of the pastry.
3. Deposit 1,600 grams of a plain muffin batter on top of the raspberry filling and spread out evenly (do not overfill with batter).
4. Pipe approximately 700 grams of Barker's Raspberry Patisserie Filling randomly on top of the batter, and then sprinkle 150 grams of almond flakes on top.
5. Bake at 180° C for approximately 20–22 minutes or until golden brown in colour.
6. Remove from oven and cool.
7. Drizzle melted white chocolate over the top.





# Citron Tart

Recipe idea from Malcolm Cook courtesy of NZ Bakels.



## Citron tart filling

(Makes 4 x 8 inch tarts)

Fresh cream	480 g
Fresh eggs	700 g
Caster sugar	600 g
Lemon juice	100 g
Zest from 4 lemons	

## Method

1. Whisk the cream until it just starts to thicken.
2. Whisk eggs and sugar by hand until the sugar is dissolved.  
Gently mix the egg and sugar mix into the whisked cream until clear. Be careful not to knock the air out of the cream.
3. Lastly add the lemon juice and zest to the mix. Mix on slow until the mix just starts to thicken, remove the mix from the bowl and rest in the fridge until it is used.

The mix needs at least two hours rest for a good result but rested overnight is best. Lightly mix the citron mix until clear before filling the tart.

## Sweetpastry

Soft salted butter	600 g
Caster sugar	500 g
Fresh eggs	240 g
Lemon essence	5 g
Standard bakers flour	1,000 g
Baking powder	8 g

## Method

4. Blend the butter and sugar until clear, no butter lumps.
5. Add the egg and essence and mix until liquids are evenly dispersed.
6. Mix the flour and baking powder together, add to the butter, sugar and egg mix and mix on slow until clear. Over-mixing will cause the pastry to be tough and shrink.
7. Rest the sweetpastry in the fridge until used. Before using the sweetpastry, remove from the fridge and let it rest at room temperature for 2 hours for ease of use.



## Assembly

Roll out sweetpastry to 4.5 mm–5 mm thick, cut out a circle and press into a flan tin, making sure it is not too thin on the sides and it is pressed down properly into the corners.

Dock or put fork holes into the base to help it bake better. Put it into the fridge to go hard.

Remove the base from the fridge, and line the base with foil and fill with rice or chickpeas to stop the sides falling in or shrinking.

Half bake at approx 180°C for 15 to 20 minutes. You don't want any colour but the based must be lightly baked.

When the base is cold, remove the foil and fill any holes with any leftover sweetpastry.

Fill the base with the citron mix just below the rim of the flan base (remember you have to be able to move the tart without spilling it) and bake at 170°C for approximately 40–45 minutes.

Remove the tart from the tin while it is still warm and has less chance of sticking, and when it is cold you can dust with icing sugar or decorate.

## Recipe

# Semolina, Sesame and Fennel Bread

A Team Canada specialty with a unique and nutty flavour 

by Tracey Muzzolini courtesy of Bakers Journal, Canada

This Italian-style bread was one of four recipes I developed as a member of Team Canada in the Louis Lesaffre Cup competition, a selection for the Bakery World Cup. When designing breads for this competition, my strategy was to use a variety of pre-ferments to create different flavour profiles.

The breads needed to represent Canada. As a bread using rye flour I designed "British Columbia Apple Cider Bread." A "Honey, Mustard, Pinenut, and Flax Bread" featured flax and mustard seed from Saskatchewan. Our "Maple Leaf Granola Bread" was designed using custom-made maple leaf moulds.

This is the fourth recipe. My family heritage is Italian and there are many Italians in Canada. We also produce a vast amount of durum wheat here, so this bread seemed quite justifiable. As for shape, I ultimately decided on the classic seeded bâtard and just hoped my blade would slice cleanly through the seeds to produce a crisp and clean gringe.

### Ingredients – total

	%	kg
White flour	54	1.430
Semolina	46	1.220
Water	68	1.800
Olive oil	9	0.240
Fennel	2	0.050
Sesame seed	12	0.320
Salt	2	0.055
Dry yeast	0.30	0.008
White starter	0.81	0.020

### White sponge ingredients

	%	kg
White flour	100	0.215
Water	67	0.145
Salt	0.5	0.001
Dry yeast	0.1	0.001

### Liquid levain ingredients

	%	kg
White flour	100	0.215
Water	100	0.215
White starter	10	0.020

### Final dough ingredients

	%	kg
White flour	100	1
Semolina	100.2	1.220
Water	118.7	1.220
Olive oil	19.6	0.240
Fennel	4.4	0.055
Sesame seed	26.1	0.320
Salt	4.3	0.052
Dry yeast	0.64	0.008
White starter	0.0	0.000
White sponge	29.6	0.360
Liquid levain	37.1	0.450



## Method

### Liquid levain process

1. Levain can be mixed by hand or in a vertical mixer with a paddle, depending on the quantity.
2. Place water, flour, salt and starter into a vessel and mix ingredients until well incorporated.
3. Adjust the temperature of the water so that final temperature of the levain is 24° C.
4. Cover vessel and ferment for 12–15 hours at 23° C.

### Sponge process

Sponge can be mixed by hand or by a vertical mixer with hook attachment depending on the quantity.

5. Place flour, water, salt and yeast into a vessel and mix ingredients until well incorporated.
6. Adjust the temperature of the water so that final temperature of the poolish is 24° C.
7. Cover vessel and ferment for 12–15 hours at 23° C.

### Mixing process

8. Place pre-ferments, flour, semolina, olive oil, salt and yeast into the bowl of a spiral or vertical mixer.
9. Prepare water and temperature so that the final dough temperature is 24° C.
10. Add water and mix on first speed for five minutes, then second speed for about three minutes. The goal is to have an improved mix so that the crumb structure is open.
11. At the end of mixing, add the sesame seeds and fennel seeds and mix on first speed for about three minutes, until seeds are incorporated.
12. Bulk ferment dough for two hours, with one stretch and fold after one hour.

### Dividing, shaping, proofing and baking

13. Divide dough into 360 gram pieces and preshape into loose rectangles; cover and rest for 20 minutes.
14. Shape dough pieces into long bâtards and proof for approximately 45 minutes at 24° C.
15. When the breads are ready to bake, place on loading device and score bâtards lengthwise across the top. Score rings in a circle around the top, or in four places across the top.
16. Bake with steam for about 25 minutes at 230° C.

**Tracey Muzzolini is co-owner of Christie's Mayfair Bakery in Saskatoon, Saskatchewan.**



# BIANZ Buying Group Directory

These companies support the BIANZ and its members through the Buying Group. Please support them and enjoy the special BIANZ Member terms they offer.

## **BAKELS**

Suppliers of high quality ingredients supported by a team of experts

NZ Bakels are suppliers of high quality and innovative ingredients to the baking and foodservice industries.

We pride ourselves on having a team of highly qualified sales representatives, bakery advisors and administration staff to provide you with the customer service level you have come to expect.

HEAD OFFICE 421-429 Church Street East  
PO Box 12-844 Penrose  
Auckland 1642  
Toll Free Tel: 0800 225 357  
Fax: +64 9 525 0978  
Email: bakels@nzbakels.co.nz



**Bakery and café equipment of all kinds.**  
With 13 branches and showrooms from Whangarei to Invercargill, Southern Hospitality provides local service nationwide.  
HEAD OFFICE 12 Roberts Street  
PO Box 425 Dunedin  
Tel: 03 477 6969, Fax: 03 477 6383  
Email: info@southernhospitality.co.nz

## **WESTON MILLING** A TRADITION OF QUALITY

Weston Milling™ mills quality wheat flour for the New Zealand and export markets. We proudly apply advanced milling techniques to customise products and supply flour and other baking ingredients to our customers.  
HEAD OFFICE 73-105 Great South Road  
PO Box 22-753 Otahuhu, Auckland  
Toll free Tel: 0800 WESTON (937 866)

**Tell us your BIANZ membership number to find out your special price.**

### **All Systems Go Ltd (ASG)**

provides Information Technology (IT) services along with training and consultancy services in food safety, quality management and health and safety, helping you balance quality, regulatory and specific customer demands.

HEAD OFFICE: 8A Keate Place, Mt Wellington, Auckland. PO Box 112286 Penrose Auckland  
Tel/Fax : 09 580 2054



## **AsureQuality**

**Helping you meet all your food safety requirements with auditing, training and testing.**

Offices throughout New Zealand.  
Toll free Tel: 0508 00 11 22  
Email: info@asurequality.co.nz  
www.asurequality.com

## **Barbara Harnett**

Food Safety Training & Consultancy

46 Tomes Road  
Saint Albans  
Christchurch 8052  
Tel: 03 352 4622



**BrokerWeb** is a consortium of 38 respected New Zealand independent insurance brokers who recognise the benefit of working together as a significant group.  
**The "Baker Plus" Insurance Facility**

**has been specifically developed for BIANZ members looking for local face-to-face service.**  
HEAD OFFICE Tel: 09 835 2145

## **BURNS & FERRALL**

Burns & Ferrall are the true one stop shop for hospitality and bakery operators, providing the world's most respected brands of cooking and bakery equipment, clean up, foodservice, and kitchenware items.  
**Showroom: 210 Neilson Street, Onehunga**  
**Tel: 0800 697 465**

### **SIMPLIFY ◊ STREAMLINE ◊ SUCCEED**

 **GlobalBake™**  
Software that makes baking simpler.  
Gain control with GlobalBake... kiwi-made computer software for manufacturing bakers.  
[www.globalbake.com](http://www.globalbake.com)

Our software helps bakers introduce greater simplicity into their business.

Kerry Glynn      John Baird  
03 982 1900      03 982 1900



### *Starline Distributors 2008 Ltd*

**BAKERS SUPPLIERS AND CAKE DECORATIONS**  
Wholesale distributors of specialist bakery equipment, cake decorations and packaging. Reps nationwide.  
Email: starline@clear.net.nz  
Tel: 04 385 7424

## **SHELL**

**Shell has put together a Shell Card deal for BIANZ members. The BIANZ scheme number is 1115P.**

Tel: 0800 351 111 to apply.



**Southern Cross Healthcare**

**Ask about the special deal for BIANZ members.**

Call our Sales Team on  
0800 100 777

## **Toops**

**Everything you need. Everyday. Every way.**

The largest single-source supplier in the Lower North Island. Four locations. Full service delivery. Over 10,000 products.  
Tel: 0800 186 677  
Email: Orderspn@toops.co.nz

## **Hertz®**

Special discount for BIANZ members. Quote Hertz CPD number 497 654 when booking through your travel agent or direct.

## **Lisa Nowlan**

BSc Food Science  
Independent food industry consultant concentrating on innovation and product development.  
PO Box 33042, Barrington, Christchurch 8244  
Tel: 03 337 3210      lisa.nowlan@gmail.com



### **Docket books, Paper and Rolls**

The best value docket books on the planet.  
Tel: 0508 673 376 (option 1)  
info@ordersplease.co.nz  
www.ordersplease.co.nz



### **Commercial aprons Oven cloths, mitts Custom-made apparel**

4 Mahinui Street Feilding 4702  
Tel: 0800 149 233



Ask about the special credit card offer for BIANZ members





# You save, we all win

These companies support the BIANZ and its members through the Buying Group. Please support them and enjoy the special BIANZ Member terms they offer.

## Platinum Partner



Suppliers of high quality ingredients supported by a team of experts

## Gold Partners





New Zealand's largest hospitality supply company



A Tradition of Quality  
the flour bakers trust

## Silver Partners

**All Systems Go Ltd**  
P.O. Box 112286,  
Penrose, Auckland 1642  
www.allsystemsgo.co.nz

**Barbara Harnett**  
– Food Safety Training & Consultancy  
03-352 4622  
46 Tomes Rd Papanui Christchurch



**BrokerWeb**  
The "Baker Plus" Insurance Facility has been specifically developed for Baking Society members looking for local face-to-face service.



New Zealand's premier commercial kitchen company

SIMPLIFY ◊ STREAMLINE ◊ SUCCEED




Gain control with GlobalBake... kiwi-made computer software for manufacturing bakers.  
www.globalbake.com



**Starline Distributors 2008 Ltd**  
Specialists in Bakery Equipment and Decorating Supplies



**SHELL**  
Shell NZ has put together a great Shell Card deal for Baking Society members. Baking Society scheme number is 1115P. Call 0800 351 111 to apply.




**SOUTHERN CROSS HEALTHCARE**  
Ask about the special deal for BIANZ members



The largest grocery and catering wholesaler in the lower North Island.  
Everything you need. Everyday. Everyway.

## Bronze Partners



Special discount for BIANZ members. Quote Hertz CPD number 497 654 when booking through your travel agent or direct.



Lisa Nowlan  
Food Industry Specialist  
PO Box 33042 | Barrington | Christchurch 8244  
03 337 3210 | 021 029 84882 | lisa.rowlan@gmail.com



www.ordersplease.co.nz  
**Docket books, Paper and Rolls**  
The best value docket books on the planet.  
0508 673 376 (option 1)  
info@ordersplease.co.nz



- Commercial Aprons
- Oven Cloths & Mitts
- Custom-made Apparel

**0800 149 233**



Ask about the special credit card offer for BIANZ members

BIA members: if you know a supplier who you think would be suitable for a Buying Group partnership, please contact Michael Gray on 04 478 3291.