

slice

The latest in baking industry news proudly brought to you by **BIANZ**
Issue 43 August 2019



The Pie King does it again



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providing the latest in baking industry news
from across New Zealand

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BAKELS



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"pie king" Patrick Lam.
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Advertisers and contributors

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



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From the president

KEVIN GILBERT KEEPS IN TOUCH



I love the fact that we have an event in this country, followed closely by the media, anticipated by the public, supported by industry, the result of which can (at the very least) change a business and create queues out the door, and all of this is focussed on a little pastry parcel packed with meat and/or veg.

Energy and funding

Only in New Zealand is this one element of baking celebrated so completely. Each year Bakels put a massive amount of energy and funding into it, and each year they put on an outstanding event and show. While I was, unfortunately, unable to attend this year I have been left in no doubt by those that were there that this year's Supreme Pie Awards were outstanding. Well done to anyone that took the time to enter, but a special congratulations to Patrick Lam for once more proving his exceptional ability and taking out the overall title again.

The latest joy

It has been a busy few months both in business and in the Association. As business owners we have all felt the bite of increasing costs – dairy (again), fuel, and the increase in the minimum wage – and the flow on affects that has brought with it.

The latest 'joy' that we have to deal with is the scarcity of eggs, the impacts of which are already being felt with egg prices increasing and, in some areas, very limited supply. I know that in Christchurch, for example, businesses have been ordering a dozen boxes of eggs and only being "allowed" one. This is, quite obviously, going to get significantly worse and putting our businesses and industries under even more financial pressure. We are, as an industry body, very concerned about this.

A multi-industry meeting

We are so concerned that we initiated a multi-industry meeting between ourselves and the associations for the chefs, hospitality, restaurant, ice-cream manufacturers, plant bakers, and egg producers' federation to agree on a united approach to this issue.

We are in the process of writing press releases that we will all add our names to in the hope that, as the feeders of the nation, our voices may be heard a little more loudly. Our intention is not to change legislation but rather than to advise the public of the impacts that this is likely to have on their cakes, custard filled danish, brioche, desserts, eggs benedict etc.

Food Control Plan

I met with the Ministry for Primary Industries to discuss the Food Control Plan, its management and any issues in auditing

around the country. This is an area that we are keeping a close eye on and, if you have any concerns that your audit is not appropriate or the auditor is perhaps not meeting the standards and expectations set out by the FCP, please let us know so that we can take it to the appropriate people at MPI.

We are getting an increasing amount of media attention with calls from various media outlets a regular occurrence now. Baking is a hot topic and with some of our key ingredients being regularly in the media, so are we.

Executive changes

There have been some changes on the executive with **James Wilson** (Maketu Pies) stepping down.

James has, for the last few years, acted both as treasurer and vice-president. He carried out both roles with an impressive amount of thought, consideration and professionalism.

Prior to that he was instrumental in the running of competitions and helping BIANZ make the changes and strides that it has.

His contribution to the association and industry has been greatly appreciated and will be missed. I would like to thank him for all that he has given of himself and his time and wish him all the very best for his future endeavours.

Stepping into the role of vice-president is **Bernie Sugrue** (Bernie's Bakery, McGregors Pies) whose experience, knowledge and enthusiasm will be a great asset to the role as they are to BIANZ already.

We welcome back **Mike Meaclem** (Michael's of Hillmorton) to the executive. Mike was seconded by the executive and comes with a lot of knowledge, history and experience both as an industry educator and as a bakery operator.

The other face that has been warmly welcomed to the table is **Jason Hay** (Richoux Patisserie).

Well known to many in the industry (for his impressive collection of awards if nothing else), Jason brings with him not only a great deal of skill and experience, but the view of an Auckland based bakery as well as being the first representative on BIANZ of New Zealand's Asian baking community.



Bernie Sugrue



Mike Meaclem



Jason Hay

From the office

TEGHAN MEAR KEEPS IN TOUCH



Firstly, a big congratulations to those members who gained recognition at the Bakels Supreme Pie awards. A very well done and it was great to see how many members were medal winners.

Membership

We have recently sent out our renewal invoices for membership. If you haven't received one, or would like to become a member please get in touch. Remember that if you are using our Food Control Plan, you must remain a BIANZ member to continue the use of our Food Control Plan.

AGM

We are quickly approaching our AGM for 2019. This year we will be holding our AGM in Wellington at the end of September. Keep an eye out for the notice of AGM along with the agenda for the meeting. It will be great to see some members at the event, and hopefully see some members put their hands up to be a part of the BIANZ Executive Committee.

We have a couple of seats to fill so if you are interested, or would like to know more about becoming a BIANZ Executive Member, please let me or one of the current executive members know.

Junior Executive

Something new we are also offering is the opportunity for someone to join the BIANZ Executive as a Junior Member. The individual will attend our executive meetings and will provide BIANZ with an opinion for the future of the industry. This individual will need to be confident in expressing their opinion, and be passionate about the baking industry. This is an exciting opportunity, and would be a great experience to have on your CV.

How to apply

Send an email to me at teghan@bianz.co.nz with your CV and a cover letter as an expression of interest by September 15th 2019.

IBIE

If you are planning to go to Vegas for IBIE, we have been sent an offer from IBIE for our members, get in touch with our new Vice President Bernie@bianz.co.nz for the offer, and for some tips about where to stay and potential events.

World Skills

I would like to take this opportunity to wish Neroli Sutherland the very best in Kazan, Russia when she takes on the world as the first New Zealand baker at the event. Neroli has come so far in the year that she has been working towards WorldSkills and we are already very proud of her! To follow Neroli's journey, check her out on Instagram @nz_worldskills_baker.

BAKING INDUSTRY ASSOCIATION OF NEW ZEALAND

New Members

We welcome

Blooms Pretzels	Auckland
Boston Bakery & Coffee	Auckland
Davenport Foods	Auckland
Jacksons Artisan Foods	Havelock North
Kauri Kitchen	Aucklands
Mistress of Cakes	Rotorua
Total Baking Industries Ltd	Wellington
Whisk Bakers Ltd	Auckland

Events calendar

What	When	Where
International Baking Industry Exposition 	7-11 September	Las Vegas Nevada USA
	9-11 September	ICC Sydney, Darling Harbour
	19-20 October	Auckland

news & views

The best cheese scones



The New World Metro Wellington baking team: (L-R) Crystal, Lya, Raman, David, Wiwik.

In June the bakery team at New World Metro in Willis St, Wellington won the best cheese scone in a Wellington competition run by Hits radio in conjunction with fundraising for Plunket.

A number of cafés and bakeries entered and each had the option of donating a percentage of sales to Plunket. Craig Beveridge, bakery manager at New World Metro Willis St, reports rocketing sales of scones ever since.

No need to be vague about Vegas

BIANZ executive member Bernie Sugrue is off to Vegas for the International Baking Industry Expo in September and suggests that any other Kiwi bakers

heading that way contact him before doing so. It will be the third time Bernie has been there and he can offer a wealth of advice and some useful contacts for first-timers and previous visitors alike.

Bernie is able to share a registration code with BIANZ members for a 20% discount on education passes. There is also a possibility of an invitation to the exclusive Global Baking Night hosted by the American Baking Association.

Bernie always gets a lot of value from the event and is happy to share his knowledge of the show and the city.

Email bernie@bianz.co.nz or call him on 03 684 4767.



Brian Davies retires



Brian Davies addresses a group of BIANZ members at a recent tour of Moffat's Rolleston plant.

Well known to bakers throughout New Zealand and highly regarded, Moffat's sales manager retired recently.

With a wealth of experience in food service, in particular the retail bakery sphere, Brian's work as a national sales manager benefited greatly from both intricate technical knowledge and a notable dedication to customer-first service.

Brian, a qualified chef, was recognised as well-versed in bakery applications. The long-term relationships forged with bakers are testament to his enduring focus, skill and service.

Marijuana 'munchies' tick up US snack sales

Nielsen has reported there has been a not pick-up in the consumption of the so-called 'munchies' in US states where marijuana is legal, which has boosted the sales of snacks.



The market research firm has reported that "munchies" are creating "big opportunities for the US food and beverage market, particularly for the snack and confectionary category.

More notably, those sales have grown faster in US states where recreational marijuana is legal than in those where it is still illegal.

According to Nielsen, sales of salty snacks grew 7.2% in states where CBD (the main active ingredient in marijuana) has been legalised compared to 6% in other states.

Likewise, sweet snacks grew by 2% in "legal" states versus 1.3% where CBD is illegal.

A million combi-steamers



The control panel with a golden knob about to leave the Rational production line.

Rational AG, the German manufacturer of commercial cooking appliances, recently marked the delivery of its millionth combi-steamer. It is sending the unit on a world tour before installing it at the Hofbräuhaus in Munich in October.

The company is based in Landsberg am Lech, Germany, and was founded in 1973.

The first combi-steamer was produced just three years after the founding of the company, and the technology has been continuously developed ever since. Today, they claim, more than 130 million meals are prepared in Rational units every day around the world.

The milestone unit can easily be identified by the lettering "1,000,000" written on its gold rotary knob and the personalised control panel.

Burns & Ferrall changes hands

Long-established New Zealand importer and manufacturer Burns & Ferrall has announced its sale to E.CF-Asia Pacific. The sale came into effect on 31 July.

Burns & Ferrall is a leading supplier of equipment to the New Zealand baking industry.

The new owner, E.CF-Asia Pacific, is a division of the global E.CF Group, described in the announcement as "global leaders in hospitality, catering and non-food service supply."

Announcing the sale, Burns and Farrell CEO Tony Broome said they were "thrilled to be joining forces with such a prestigious group of companies."

"Whilst maintaining important local representation and management, this transaction will give Burns & Ferrall customers access to a more comprehensive product offering, larger inventory depths and development of essential digital tools," the announcement said.

Tony Broome will continue to lead the company.



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more news & views

Competenz faces phase out

Industry training organisation (ITO) Competenz has three years to hand over its 20,000 apprentices and trainees and the 3,500 New Zealand employers it currently works alongside to the NZ Institute of Skills and Technology (NZIST), the centralised polytechnic being formed by the Ministry of Education, according to the Government's Cabinet paper released recently.

Fiona Kingsford, Competenz CEO, said that her organisation and its employers and industry leaders are disappointed that the announcement means that the industry-centric ITO sector will be phased out of workplace-based training.

"We surveyed more than a thousand of our employers this year who told us that ITOs perform a critical function and need more funding, not disestablishing."

The fundamental risk our industries face is the time involved and significant disruption of establishing a new NZIST and transitioning the workplace-based training to the new system. It could mean being even less responsive to the fast-changing nature of work, which weakens the country's ability to recruit, innovate and compete," says Fiona.

She concedes that phasing out ITOs over three years to 2022 is a positive change from the Government's original proposal.

"Extending the length of time that we can support our new and existing apprentices and trainees through the transition will ensure the stability of their needs.

"But we also know that any changes and uncertainty in this sector could mean a downturn in the number of people engaged in the entire vocational education system, so we will be working hard to ensure we continue to support our employers and learners throughout this period to make sure this doesn't happen," she said.

Competenz has supported an increase of apprenticeships year on year, particularly in the engineering industry, which has seen 16% growth in apprentices over the past few years, and a 20% hike in employers engaged in training.

"It is bittersweet that our success is now compromised. We cannot afford to lose this momentum at a time of critical skills shortages and industry growth,"

Fiona admits there is much about the current system that needs to change to meet the needs of a rapidly changing world of work, and was pleased the ITO's recommendation to align the new framework across six vocational pathways had been reflected in today's paper.

"We support the development of the four to seven new industry-governed Workforce Development Councils (WDCs), as it's critical that on-the-job training meets the needs of industry and is fit for purpose.



Fiona Kingsford, Competenz CEO.

"Having greater opportunities about investment decisions, strengthened standard setting, skills leadership and employer brokerage is also welcomed. We are not yet clear on how this will be executed, however we believe that the relationship with employers is a critical role of the WDCs, so this is also positive," said Fiona.

The paper confirmed a new funding model but did not give details.

"A new funding model is well overdue as the existing system is broken. We look forward to being part of the design of the new model that enables innovation, agility and greater incentives for employers."

But the ITO is focusing on its people first.

"Our focus is to support our staff, employers and learners through the transition to keep upskilling the New Zealand workforce. We are still digesting today's announcements and have plenty of work to do to ensure we keep our sectors engaged in training.

"It is more important than ever that New Zealanders can get worthwhile qualifications, learners can be recognised for their skills, and industry can be confident in the quality of the workforce."

'Natasha's law' affects UK food retailers

A new law in the UK will require food businesses to include full ingredients labelling on pre-packaged foods including wrapped sandwiches. The UK Environment Secretary Michael Gove announced the move in June.



Introduction of the law is set for October. It follows the tragic death in England of Natasha Ednan-Laperouse, a teenager who died after suffering an allergic reaction to a Pret a Manger baguette. (Pret a Manger is major British bakery-café/takeaway chain specialising in wrapped sandwiches.)

Under previous laws, food prepared on the premises in which it is sold was not required to display allergen information in writing, meaning allergy sufferers sometimes lacked confidence buying food to take away.

The new legislation, known as 'Natasha's Law', tightens the rules by requiring foods that are pre-packed directly for sale to carry a full list of ingredients, giving allergy sufferers greater trust in the food they buy.

Gary Cameron

A great baking bloke dies



Gary Cameron, who died in June aged 79, was a BIANZ life member, twice president, a great family man and a great fix-it man. He had a talent for setting people, organisations and machines right with minimum fuss.

Unlike most in the industry, Gary didn't set out to be a baker. He trained first as a sheet metal worker (hence his engineering skills) before entering the baking industry "by accident", as he put it, when he became part-owner of a Lower Hutt bakery along with Jack Almao, a friend of Baking Society founder Ray Walker.

His early involvement with BIANZ, then known as the New Zealand Baking Society of Employers, saw Gary participating in wage negotiations and making things very tough for the unions.

He was a great proponent of training, putting a lot of effort into it and reaping rewards in the form of excellent bakers – at least 30 by Gary's estimate – throughout the country today. "To me," he said in 2004, "the whole point of training is to take some scruff and give him a future."

Gary was the key organiser of many of the Bakery of the Year competitions over the years, setting and raising standards and skills throughout the craft baking industry.

Beyond baking, business and – most importantly – family, Gary was a keen hunter and fisherman, spending many days happily on the rugged Cook Strait coast near Wellington.

In addition to his baking, business, outdoorsman and

handyman skills, Gary was no mean writer, entertaining and informing readers of the *Bakers Journal* and *Slice* with wise and witty reflections on the industry's past and possible future.

Gary wrote the following in 2005.

"Commercial baking in New Zealand when I first became involved was very mundane and basic. Brown or white bread; mince or steak and kidney pies; cream buns; doughnuts; banana, chocolate or fruit cake were the products most bakeries supplied.

"You could be fined for selling overweight bread. Inspectors made regular checks for this horrendous crime.

"Bakers could not purchase flour direct from the mills. You had to order it from the wheat board before they could supply you, and your choice of flour was just that: flour, take it or leave it, good, bad or indifferent.

"Enter Ray Walker, who had this vision of a collective group of bakers to promote baking and give bakers a voice in things. So he and some others, Ross Simpson Snr, Clive Chandler, John van Til, John Edmonds and many others became the New Zealand Baking Society of Employers Inc. They created the New Zealand Baker of the Year competition around this time."

Gary retired to Woodville, where one of his daughters has a café, in 2010, but he didn't take it easy. He helped Jean ("a frustrated florist," as he put it) in the Floral Art Club, the Orchid Society, as a Friend of the Emergency Department at Palmerston North Hospital, and in the garden (despite declaring that he regarded roses as noxious weeds).

He helped in numerous ways in the café, and became a valued stalwart of the Dannevirke Men's Shed where his early training in sheet metal work came back into play.

Gary is survived by his beloved wife Jean, his daughters Sonia and Tracey, and their families.



Jason Hay

Sarah Beresford profiles the new BIANZ executive member



When Jason (Mengheng) Hay first came to New Zealand from Cambodia as a teenager his dream was to become a policeman. "I really wanted to be a policeman but I couldn't speak a word of English. Then I realised I was scared of blood so it would never be the right fit for me," he says laughing.

Instead Jason started to work part-time at a family bakery in Pukekohe while still at high school and went on to do his apprenticeship and eventually own bakeries himself with his wife, Annie. Which is just as well for all us who are fond of a good pie, as Jason has won many awards over the past few years for his prowess at making the Kiwi favourite.

The wall behind the counter of Richoux Patisserie, his bakery in Ellerslie, Auckland, is testament to his skill. It is lined with certificates for the awards he has won – including the Bakels Supreme Pie in 2012 – and a few trophies as well. He enjoys the challenge of entering awards and loves spending time in the kitchen experimenting with new fillings.

"I've been working on five or six new fillings and am trying to decide which one I'll enter in the 2019 Bakels awards which are in the next few weeks – maybe the roast duck with creamy mushroom."

Last year he was asked by the NZ Vegan Society if he would like to enter their pie awards and went on to win the six categories he entered and also take out the top pie award.

"When they called me I wasn't even really sure what a vegan pie was," he says laughing. "But I did some research and tried different combinations. Now I'm offering them at Richoux and they're very popular."

"Some people come from far away and buy 10 or 12 vegan pies at a time so it's been really good for business. The most

popular one is the vegan chicken, cheese and cranberry but we are always trying new flavours. Of course it doesn't have actual chicken and cheese in it but it tastes really good."

Jason was recently asked to become a member of the BIANZ executive committee. "The president Kevin Gilbert came to see me at the shop in June and asked me if I was interested as two members had left and some people had recommended me. I really hope I will be able to help bakers in the Cambodian community in particular."

"There are a lot of people from Cambodia who have bakeries in New Zealand but many aren't members of

BIANZ. I can explain the benefits of membership to them."

"As well as the support and sharing of skills and mentorship, there are also pluses such as discounts and being part of a national organisation. I'd like to show them that there are lots of good reasons why they should become members."

Jason is well acquainted with the demands of the industry

and has a dream of building the Richoux brand. He recently sold his second Richoux bakery in Takapuna, which in 2017 won two golds in the Bakels Pie Awards for the

vegetarian and mince and cheese categories, and bronze for the steak and cheese.

"I feel a bit sad about it as the business was going so well," he admits, "but I was spending a lot of time there and we decided it was important to concentrate on our three daughters for the next few years."

Jason is a great believer in the experience gained from entering competitions and the value it brings to your business. "I'm hoping to encourage more Cambodians to enter into BIANZ, Bakels and other competitions while I'm on the committee."

Jason got his first taste of awards success when he was an apprentice, eventually winning Trainee of the Year in 2011. "It took me three years to win," he says. "The first year I entered I came third, the second year I came second, and the third year I finally won it. I got so much out of competing in the awards."

"And now with my patisserie, awards are a great bonus. For some reason Kiwis love pies and whenever we win an award business booms. People queue outside the shop for weeks afterwards. I really enjoy the whole process so I want to explain to other bakers why they should give it a go."

“whenever we win an award business booms”



Pinnacle Compressed Yeast

Pinnacle Compressed yeast is proudly made fresh in New Zealand from a specially selected yeast strain that is best suited to New Zealand's conditions. From time of manufacture, the 24 day's shelf life (when stored at 0 °C - 6 °C) offers a natural and reliable alternative to the yeast products currently available in the market.

Benefits of using Pinnacle Fresh Compressed Yeast:

- Natural product (no E numbers)
- Easy handling at mixer
- Excellent dispersion in dough in all mixer types
- Excellent tolerance to low dough temperatures (in comparison to dry yeast)
- Flavour compounds for a desirable flavour and aroma
- Fast and efficient gas production in dough
- Consistent gassing activity
- Yeast strain suits New Zealand conditions

Approximate Yeast Conversion

Instant Dry Yeast	Pinnacle Fresh Compressed Yeast
1.2 kg	3 kg

Pinnacle fresh compressed yeast has been trusted by Kiwi bakers for over 100 years. When you're baking bread daily, it's only natural to choose the freshest ingredients. Pinnacle fresh compressed yeast is low in saturated fat, cholesterol and sodium. Pinnacle fresh compressed yeast is a natural source of vitamins and minerals. Produced fresh in New Zealand by MAURI.



Eat and drink for efficient energy

Beneo Palatinose™, widely recognised as a valuable ingredient for baked goods, is also finding a valuable role in sports and energy drinks.

The increasing concerns about physical well-being and leading a healthy lifestyle is a major growth driver of the sports and energy drinks market. Due to this, the market for sports nutrition is a rapidly growing sector in Asia Pacific. Hence, there is no surprise that the global market for sports drinks is predicted to reach USD 5.92 billion by 2021, a significant growth from 2016 when the market was worth USD 4.62 billion.

Consumers today are spoilt for choices, with many sports drinks claiming to increase energy levels and endurance.

These drinks are readily available at most stores and vending machines. While these drinks contain ingredients that releases glucose into the bloodstream quickly, it suppresses fat oxidation. For those in need of instant energy, the high glycemic carbohydrates in sports drink are not ideal in achieving balanced energy levels throughout the day.

Sports drink manufacturers, like bakers, can utilise Beneo's natural and soluble prebiotics such as Palatinose™ to balance energy properties in sports drinks as compared to the high glycemic carbohydrates that are used in sports drinks usually. This will help athletes seek the amount of energy needed throughout the day, whilst minimising fat storage and maximizing fat fuel. At the same time, Palatinose™ has a natural, mild sugar-like taste which will not differ too much from the original taste of the drink.



The impact of the Living Wage movement

by Alice Porter

The Living Wage is often confused with the minimum wage. The National Minimum Wage is set by legislation and it is compulsory for all employers to pay at least that rate of pay for every hour worked by an employee. There are limited exemptions for 'starting out' and 'training' rates for some employees. The current minimum wage rate is \$17.70 per hour and it will increase to \$18.90 per hour from April 2020.



The Living Wage is a social and political movement that started in New Zealand in 2012. There are similar movements in other countries. It has gained momentum in particular since the current Government was elected, with a growing number of Councils, government agencies, NGOs and private employers either officially becoming accredited Living Wage employers or unofficially aligning their rates of pay to Living Wage rates. There is no legal obligation to pay the Living Wage but there is growing pressure being exerted by unions and the government for employers to pay it, particularly for larger employers or those contracting to public sector agencies. As more employers elect to pay the Living Wage the pressure increases on others to follow.

The current Living Wage rate is \$21.15 and it will next be reviewed in April 2020. It is calculated by researchers based on what they think a family of four should be able to afford based on two parents working 60 hours per week between them.

Both Living Wage rates and Minimum Wage increases have a

disproportionate impact on employers of low-skilled or entry-level jobs, as well as those in industries operating with tight margins. Hospitality and catering industries are particularly impacted.

One of the biggest areas of difficulty is in relation to wages relativities. Where employers provide significant increases to their lowest pay rates as a result of Living or Minimum Wage increases, there is often an expectation from those on higher rates of pay such as supervisors that their pay should increase by a similar proportion to maintain current relativities. Neither the Living nor the Minimum Wage provide for this; it is up to each employer to decide how to manage this issue. The unfortunate consequence of increasing the lowest rates of pay without adjusting the next level up is it makes career progression less desirable and it can actively disengage staff in these more senior or supervisory positions.

Options for employers to consider when facing these challenges are:

- Re-organising work to create a flatter structure. This would mean currently lower skilled jobs are redesigned with higher levels of skills and/or responsibility reflecting increased rates of pay, resulting in fewer supervisory or senior positions being required.
- Utilising technology solutions or other efficiencies such as partnering with other businesses to increase productivity and/or reduce the amount of transactional work required, making pay increases more affordable.
- Factor the overall higher cost of wages for low skilled positions into future business planning.

“I was the one to leave.” Auckland man quits his wife's bakery after seven years

David Tossman meets a man on the move.

Tim Hinchliff worked in his wife's highly successful bakery, Bread and Butter, for seven years before recently moving on to begin a new career in computer software.

A move like that must take great faith in the prospects and Tim clearly has that. So does his wife, Isabel.

“I worked in the bakery for seven years,” says Tim, “and like most owners I've done most jobs from pastry chef/baker to accounts/payroll to manager.

“But after seven years my wife and I had more than enough of working together and, as she's the heart and soul of Bread and Butter, I was the one to leave.

Tim won't however be abandoning the baking industry altogether. He has found a new passion for making bakeries more manageable. “One of the biggest problem I found in my years in the bakery was software,” he says. “OK, so finding good staff is 'challenging' as well!” he notes. But he looked for bakery software for three years, trying out some 15 different software packages and none of them really impressed

“Many of them were software made for other jobs but re-tooled for bakeries. They didn't work too well,” he says. They were far too complicated, he thought, “and none took care of one of the biggest headaches I had: order mistakes,” he recalls.

The worst experiences

“I don't know about other bakeries but for me one of my worst experiences as a bakery manager is getting a call from a customer at five in the morning asking why they have only 10 baguettes when they'd ordered 100.

“Of course I knew why,” Tim recalls, “My orders person had not entered an important zero! So now I had to find 90 baguettes that weren't made.

“The reputation of my business is damaged. I have missed a significant sale. And I'm going to waste the next three hours trying to fix a simple mistake when I really should be doing something more useful.

“Sound familiar?” Tim expects most bakers to nod ruefully.

Finally, about 18 months ago, after three years of looking, Tim stumbled across Mountain Stream bakery software. It had rave reviews so Tim contacted Mountain Stream founder Axel Bergstrom in the US and tested a demo copy. “Needless to say I was very impressed,” he says.

“Unlike other bakery software, Mountain Stream is built by bakers specifically for the wholesale bakery,” Tim enthuses.

“Customers log in and enter their orders online through a simple interface. They can use a laptop or a tablet or a mobile phone. They can edit their orders and standing orders, print and email their invoices, request credits, change their own details, control who can and can't access their account, see their products and pricing (including ingredients lists and allergen lists that are updated automatically by the recipes you put into Mountain Stream).



It's clear (as a mountain stream) that Tim can hardly contain his excitement. “If Mountain Stream is running your bakery you can see those orders in real time. Once you hit order cut off time the software generates fully customisable cut and shape reports and dough reports.

“It depletes ingredient stock as well as any stocked items you use (biscuits, frozen pastries, chutneys and so on). It generates delivery slips, driver reports, and packing reports in any format you want.

“It generates invoices and exports them directly to your accounting software (Xero, Quickbooks, Sage etc). It can generate shopping lists and POs for your suppliers, and can even email orders and generate purchase invoices for your accounting software. It is all on the cloud so you can give anyone access (managers, head bakers, drivers – anyone you like).”

“This doesn't tick all your boxes? Mountain Stream can build custom modules for you so it can talk to whatever software you need it to. And they only charge the programming time.”

Tim's enthusiasm seems an unlimited resource itself because, he reveals, “when I left Bread and Butter, Axel offered me the job of managing New Zealand and Australia. And Mountain Stream made such a huge difference at Bread and Butter that I jumped at the chance to help other people save so much time and money.”

“We love feedback,” says Tim. “Tell us if something is taking too long, if it is too simple or too complex or if there is a feature you think should be there. If we agree we will probably put it in.

“It is working in New Zealand already so you know things like GST and the right currency are already taken care of.

“And in New Zealand you will have me to take care of you.”

You can call Tim on 022 683 5846 or email tim@mountainstream.co to demo the software and “save yourself three years of searching,” he says.



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Waste not

Bronwyn Bay looks into a truly growing Dunedin business

Isaac Davies and Pete Ryan will tell you that they're just two guys with shovels and a van, but if you dig beneath the surface, you'll find that they're two individuals who are passionate about food waste in Dunedin ending up in the right place.

The same bin

Pete spent many years working in some of Dunedin's busiest cafés at a time when recycling was relatively unheard of. "It all went into the same bin in the kitchen. Cans, food, plastic and – if you were working nights – you emptied that bin into an even larger bin outside." The sheer volume of waste that those cafés and restaurants created stared him in the face. When he and his partner, Tracey, opened their own café, Tuppence, they decided to compost their kitchen food waste from the very beginning.

Deciding to do something

Pete and Isaac knew each other, moved in the same circles and had similar interests before Isaac ended up working for Pete at Tuppence. It didn't take long for these two to cook up a project to deal with Dunedin's food waste issue.

Tuppence had been composting kitchen waste with relative ease since opening four years ago and friends of theirs, who also ran cafés, started asking about whether they could take care of their kitchen waste too. "Isaac and I talked about it for a while and in the end, we just decided to do something. You can talk things to death" Pete shared. That "something" that they decided to do was the beginning of Doubt Not compost.

Thirty-one businesses within a year

Over the last year, Doubt Not compost has grown from servicing their friend's cafés to over 30 businesses across Dunedin city.

Most of their customers own cafés and restaurants, but they also collect from office blocks and pick up hair from hair salons. How much waste they collect and how often depends on the businesses they service and their waste outputs. Some businesses need three pick-ups a week and some only need one.

Doubt Not uses the food waste collected to make quality compost which is turned into potting mix.

Kitchen staff are trained on what food products can and can't be included in the bin. Cooked food, for example, cannot be used. Despite having to be more aware of what goes in the compost bin, Michael Hastie from the Bay Road peanut factory insists that Doubt Not has made life easier for his business as, he



Isaac Davies (left) and Pete Ryan (right) holding a tray of native plants potted in discarded take-away coffee cups in the potting mix made from their compost.

says, "90% of our waste is compostable. It's been really simple. We just put it in the compost bin and they come and collect it."

At the end of each month, Doubt Not reports back to the businesses how many litres of waste was collected from their locations. The businesses then decide from this volume how much they want to donate to Doubt Not for their service.

"We wanted to reduce hurdles such as cost for businesses to get involved," Isaac explains.

Not only does this monthly report paint a clear picture of the environmental impact each business has in relation to waste, it also helps the business become proactive about reducing that number. It might motivate them to reduce portion sizes or to start being more creative with how they use their ingredients.

Either way, their efforts to reduce waste lessens the strain on the environment and potentially boosts profits.

"It's cool to see just how many litres of waste we're diverting from landfill," Michael says, "and when you see the list of all the other businesses working with Doubt Not, you get a real sense of how we're working together towards a common goal."

It's a perspective shared by Kevin Gilbert, owner of Gilbert's Fine Food (and president of the Baking Industry Association of New Zealand): "It's always good for businesses to know what sort of impact they're having and also, it's great to post on social media about it and say 'we care' because we know the consumer cares."

It's certainly true that there is an increasing awareness and interest coming from customers about the environmental impact their purchases create. This creates a flow-on effect as conscious consumers start to look more closely at the cafés and restaurants they frequent and what they're doing to lessen their ecological footprint.

"There's a lot of research to back this up," Kevin says. "When the consumer is driving or pushing for something it's going to get a good uptake from the industry. If the consumer raises their voice loud enough, businesses listen and those that don't will get injured in the long run."

Like making lasagna

The food waste collected by Doubt Not is taken to a field out at Logan Park school. The field, discarded by the school due to its constant boggy state, has been repurposed by Doubt Not to be their composting site. Unwanted shipping pallets they've collected from local businesses are nailed together and filled with the food waste.

Isaac explains that the compost is created in layers of food waste and carbon such as shredded flour sacks (also collected as a waste product), and coffee grinds.

"It's kind of like making lasagna with all its layers," he explains. Once packed in, the compost is left for 16 weeks, turned, and then left until 20 weeks. The final process is to mix the compost with chipped up leaves, sand and woodchips to make a potting mix soil which they use to pot native plants.

Going full circle

As of August this year, No Doubt Compost has been at their Logan Park High School site for a year. They are marking the occasion by using all the money that has been donated to their social enterprise over last the year to replant the hillside near the school that was scorched by a fire in 2016.

The planting will bring the food waste full circle. Some of the organic material that makes up the No Doubt compost potting mix has come from Dunedin land and now it will be returning.

Many people still think organic waste is less harmful in the landfill because it decomposes. But decomposing organic material is still adding to the levels of methane in the atmosphere. Through care and consideration, Dunedin hospitality businesses can redirect that decomposition process into the creation of compost which brings that waste poetically full circle back into the care and nourishment of the environment.

Instead of creating methane, we can end up with a nutrient rich compost that gives back to our environment.



Isaac Davies shreds discarded flour sacks from Gilbert's Fine Food to include in the compost mix.

Really a waste product?

Much like the slow and organic process that creates their compost, Pete and Isaac have slowly unfolded their service to Dunedin businesses and continue to grow at a rate of one-to-two customers a week.

They have opted to grow with demand instead of door knocking. This has resulted in a customer base that has sought out their services because they're as keen as Pete and Isaac are to reduce their waste footprint.

That's why Michael Hastie decided to get involved with them. "We do it because it's the right thing to do and those guys are doing amazing work."

Their following on Instagram has also seen a steady increase, spreading the word about two guys quietly but confidently tackling the food waste issue in the Dunedin hospitality industry one business at a time.

"It makes you think," Isaac says "if you take a waste product and turn it into a resource, was it ever really a waste product to begin with?"

It's a fair question that two guys with shovels want every business and household to consider.


You can find out more about Doubt Not compost via their Instagram page: https://www.instagram.com/doubt_not_compost/

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How to cut food waste in a hospitality business



This clear set of checklists – relevant to many BIANZ members – comes with permission from the Love Food Hate Waste campaign, delivered by Sustainability Victoria.

There are lots of ways to reduce the amount of food waste in a hospitality business. We've compiled some of the most popular actions food businesses are taking to reduce their food waste.

When deciding what actions you'll take to reduce waste, it's helpful to think of food waste in two categories:

Avoidable food waste – any food that could have been sold and eaten at some point but was thrown away instead. Leftover meals, product that's gone off, edible plate waste and edible offcuts fall in this category. Over 50-60% of business food waste could be avoided. This type of food waste can be reduced through actions like those listed below.

Unavoidable food waste – offcuts and scraps that can't be eaten, such as meat bones, peels and coffee grounds. This food waste typically can't be reduced but you can consider better disposal options such as composting or worm farms.

It's also essential to know where food waste happens most in your business to help you decide what actions to take.

New Zealand businesses as well as Australian can sign up to the free Love Food Hate Waste Business program to get your simple food waste tracker and action plan.

Food waste actions

Certain actions will suit certain business types so choose the ones that are right for you.

General tips to reduce your food waste

There are some actions you can take that will make it easier to keep all food waste down across your business.

- Track food waste regularly, whether it's every day, one week a month or once a quarter
- Inform staff about the need to reduce food waste and provide training if needed
- Empower staff – appoint a willing food waste champion to keep an eye on waste amounts and actions
- Motivate staff – run competitions to see which teams or days can create the least waste
- Remind staff – Put up posters near fridges and bins to remind staff to reduce food waste. Change them regularly so staff notice them
- Embed waste reduction in daily processes or systems so you're not relying on staff to remember or choose to do the right thing. Checklists, templates and daily or weekly processes can help with this.

Reduce spoilage and stock waste

If you're seeing a lot of spoiled stock and food going off before it can even be prepared, some of these waste-reducing actions can help.

- For perishable stock, order less more often. Change suppliers if necessary to get smaller, more frequent deliveries
- Check with suppliers the best way to store certain items for maximum shelf life
- Date label all stock as it arrives – leave labels and markers in a convenient place
- Train staff in first in, first out stock management
- Make a weekly stock audit part of your business processes
- Empower staff to get creative to use up excess stock
- Freeze excess perishable stock such as berries for coulis or smoothies, bread for breadcrumbs, vegetables for soups and so on.

Reduce waste during food preparation

If much of your food waste is happening in the kitchen during prep, try some of these actions.

- Use the same ingredients, cooked different ways, across multiple dishes
- Freeze daily meat and vegetable offcuts and make secondary food products when you have enough
- Keep staff accountable by keeping a daily waste sheet in the kitchen and require staff to write down and initial any wasted items
- Conduct staff training in low-waste cooking techniques
- Minimise bulk cooking where possible, particularly for foods that won't last.

Reduce uneaten food waste

Do you see plates coming back with lots of uneaten food? Implementing some of these changes could help.

- Reduce the size of your plates to prevent customers or kitchen staff from over-serving
- Offer small servings for children and seniors
- Actively offer takeaway containers for uneaten food.

Reduce surplus waste at the end of the day

Are you throwing away far too much surplus product at the end of each shift or day? Check out these actions.

- Have a single tracking sheet for both kitchen and service staff to record daily production and end-of-day waste quantities. Kitchen staff will be able to see when they're producing too much
- Offer end-of-day specials to get some return on surplus production
- If you have an evening drinks crowd, serve end-of-day surplus as free canapés to attract more customers.

For more information see <https://www.sustainability.vic.gov.au/Campaigns/Love-Food-Hate-Waste/Business/How-to-cut-waste>



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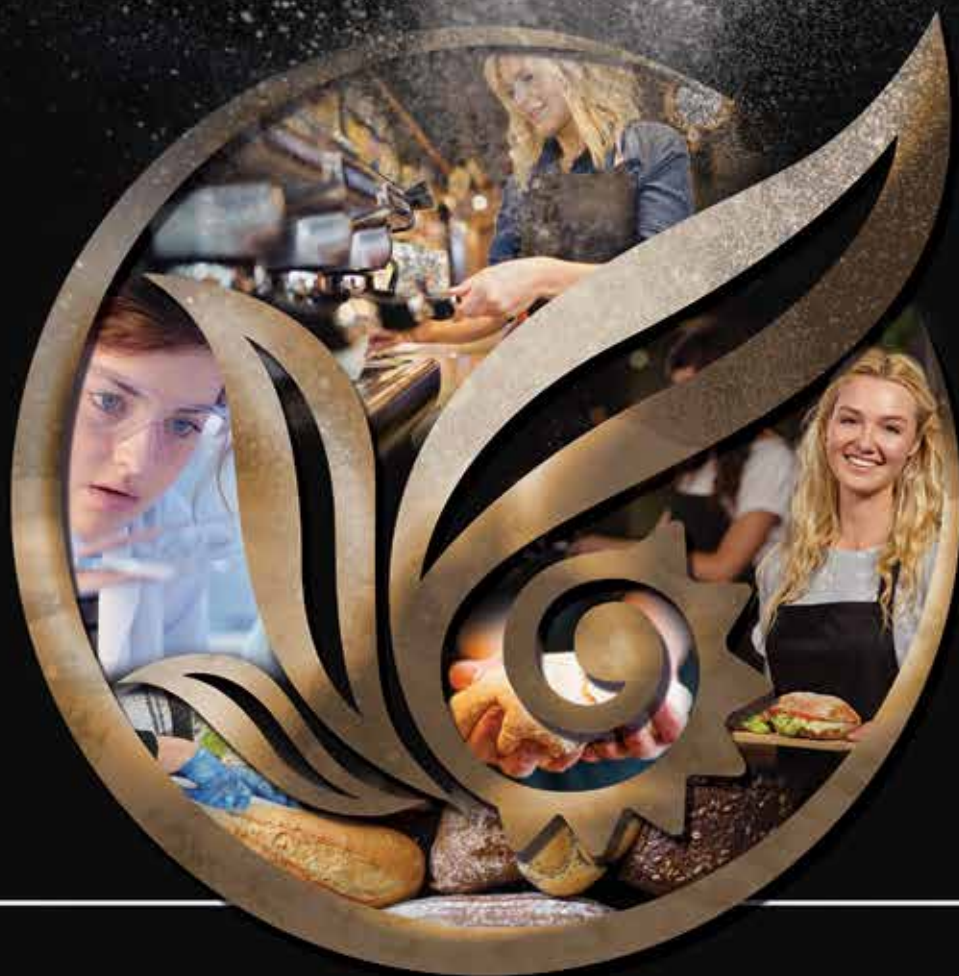
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Fresh and connected

Good Boy sharpens up the Wellington sandwich scene

by Campbell Gardiner

In the beating heart of the Wellington suburb of Newtown resides a small but perfectly formed sandwich shop garnering something of a cult following for its culinary zest and variety.

Good Boy Food + Drink isn't your run-of-the-mill sandwich destination. You won't find standard café fillings plonked between two slices of bread here. Instead, co-owners James Paul and Al Green craft always-changing cordon bleu offerings – layered between locally-sourced focaccia that stands out for its rich flavour, crisp and salty crust.

What sets Good Boy apart from the more pedestrian sandwich establishments is its fresh vegan and non-vegan options. Simplicity is the key. The menu always features one vegan sandwich and one non-vegan sandwich. Plus, there are savouries available. They bake a tasty vegan cookie and brew a mean coffee too, by the way.

No repeats

A new vegan and non-vegan sandwich option is available at Good Boy each and every week. Since cutting the ribbon on the shop a year and a half ago, there have been no repeats. That's over 160 different kinds of sandwich dreamed up by James and Al since 2018, made and sold to local punters.

A browse through the pair's menu history shows just how much thought and imagination goes into Good Boy's sandwiches. Previous vegan options have included everything from a walnut falafel, vegan yoghurt, mint, pear and chili sandwich to a roast red onion, black garlic balsamic reduction, vegan cream cheese and dill offering.

Sandwiches like these have become a firm favourite among Wellington's vegan and vegetarian community. When setting up Good Boy Food + Drink, James and Al didn't have a particular target market in mind. They wanted to be as appealing as possible to all dietary comers. But ultimately, what ended up being their target market, "through dumb luck," is 20 to 35 year-old vegans.

But carnivores certainly don't miss out. Previous meat-based sandwich concoctions at Good Boy Food + Drink have ranged from black rum ham, provolone, mustard and pickled cucumber to rare beef, apple, kasundi, coriander and cos. These (and many more like them) are just as popular.

A great canvas

James and Al get their focaccia bread from artisan Shelly Bay Baker, sited on nearby Miramar Peninsula. They occasionally source bread samples from elsewhere, including Wellington Sourdough and Leeds Street Bakery, but the unique and flavourful focaccia from Shelly Bay is their go-to. It's a "great canvas to work with," says Al. Each week they'll go through upwards of 10 loaves.

The pair use local wholesaler Moore Wilson's for their fresh vegetable ingredients. Other ingredient suppliers include Petone-based food emporium OnTrays, Capital Produce,



Newtown Greengrocer, and the halal butcher just up the road in Newtown.

Good Boy Food + Drink doesn't cleave to any particular culinary tradition. There are no rules when it comes to crafting the sandwiches, they say. Ideas come from sitting down, chewing the fat, talking about what might work, deconstructing restaurant menus and / or just making things they feel like eating.

"At the start, for a long time we'd sit here and talk about what would be yum. For a while we were trying to be more experimental. Now it's less experimental and more balanced. We're still refining key ingredients around what makes a balanced sandwich, and also looking at classic sandwiches and how they work in our format."

They're constantly working in search of the perfect balanced sandwich, also tweaking things, for example, so that "something that tastes sharp tastes super-sharp and something that is bitter is super-bitter."

The majority of Good Boy's sales are their signature sandwiches, with an approx. 50/50 split between vegan and non-vegan varieties. They shift a few coffees but, really, people come for the great sandwiches.

They've got punters raving online and in-person. Want proof? Check out Good Boy's Facebook reviews and Instagram

comments. "Had the Vegan mushroom ragout sammie today and it was seriously the best sandwich I've had in Wellington," reads one. 'Sammies so good they literally stop you in your tracks,' reads another. Convinced yet?

Connecting with customers online is a distinguishing feature of James and Al's approach to business. It's helping make them even more popular among the Millennial demographic.

Good Boy Food + Drink's Facebook page has 690 likes. Their Instagram account has over 3,700 followers. These are storied social media feeds; sassy and irreverent – an unvarnished chronicle of James and Al's adventures in sandwiches.

"When we first opened we talked about wanting to use Instagram as one of our main forms of marketing. The way we use it – silly and not taking ourselves too seriously – was unplanned and just happened. We've taken things to a point now on Instagram where we're displaying ourselves as ourselves. There's no pretense."

Friends for years, the pair work from a small, tight space on the corner of Riddiford and Constable Streets. Look for the double wooden doors and signage. This is where all their food preparation and sales are done.

Good Boy Food + Drink open each day at 10am. Except Mondays. That's prep day, with mid-week prep sessions held as needed. Here, head sandwich maker Al busies himself with pickling, roasting, making jam, braising cabbage and concocting a variety of other fillings and condiments.

As well as selling direct from their hole in the wall on Riddiford Street, James and Al offer unique and delicious catering. Their most regular client is internet auction giant Trade Me, headquartered just down the road in Wellington's CBD. Every second Friday they set up a pop-up sandwich shop for hungry software developers at Trade Me's office.

Other corporate catering clients include craft brewer Garage Project and the famous design creative Weta Workshop. Good Boy Food + Drink's largest ever corporate order weighed in at 3,500 sandwiches. That took some filling, says James.

The care and attention shown by James and Al in producing the best sandwiches with the best ingredients is undeniable. Good Boy is quickly becoming a serious contender in the game of downtown lunch.

Small wonder they've amassed such a dedicated following.



Coffee cups

by Sadie Beckman

As part of a series on sustainability and how it applies to the baking industry, *Slice* takes a look at disposable coffee cups – their environmental impact and what the alternatives are.



Waste is a hot topic right now.

In the wake of New Zealand's single-use plastic bag ban, attention is turning to other disposable, everyday products and how environmentally sound they are. One of these is the disposable coffee cup.

We Kiwis love our coffee. Many of us can't start the day without our caffeine fix and many more will buy a coffee from the local café, coffee cart or bakery. Remembering to bring a "keep cup" is a tricky habit to get into, so we still use a lot of disposable cups. In fact, according to *New Zealand Geographic*, a staggering 300 million of them every single year are thrown away, with only one in 400 recycled. Worldwide, it's reported to be around 500 billion – a number that seems almost unfathomable. Those cups take more than the average person's lifetime to break down, perhaps even hundreds of years, with the plastic lids taking even longer. And they release dangerous gases into our fragile atmosphere while doing so.

That daily coffee fix might be doing a lot more damage to the environment than you think, because it's not just the disposal of the cups that causes a problem, but their production too. According to Mindfood NZ, around 200 litres of water is used to make just one cup, and each generates about 0.11kg of carbon dioxide. The cups feel like paper, but contain a layer of plastic which stays in existence in the environment until it breaks down into minuscule microplastics and makes its way into the food chain and oceans. Separating these layers is very difficult, which is the reason more aren't recycled – most recycling facilities don't have the ability to do it.

With this knowledge becoming more mainstream and consumers becoming more savvy, it is definitely a wise move on the part of businesses such as bakeries and cafés to think about how they are serving their hot drinks. While it might take a little research and initial cost to move to a more environmentally sound system, it will likely be a highly appealing and marketable factor too.

What are the options?

Keep cups

Reusable lidded cups owned by the customer and brought in to be filled are a great option and financially viable for cafés and bakeries.

Offering a small discount on coffees to compensate for not using a disposable cup (and therefore saving the business money) is a great way to incentivise customers.

Business owners can even consider the possibilities for selling their own keep cups, with complete with nifty branding that is likely to keep customers coming back to the cup's store of origin.

Advertising that keep cups are welcome is a good strategy to implement some environmental conscience with minimal outlay. And, of course, you are doing a little bit more to help the global waste problem.

Some businesses have organised themselves into collaborations, with local cafés declaring themselves completely disposable-cup-free, such as Wellington's Arobake and nearby business Sweet Release Cakes and Treats.

The latter is even getting seriously creative and building a "mug library" where mugs can come and go from the store, and customers are bringing in donated mugs to stock it. The quirkiness is paying off as a marketing factor too and the store has received media coverage for its ingenuity.

Other cafés have "boomerang cups" where customers take the cup away and return it later. It might seem unlikely the cups would return, but that doesn't appear to have been the experience of business owners so far.

These options are by far the most environmentally friendly,





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especially in the capital, where the city's composting facility has recently stopped accepting compostable coffee cups due to a more complicated process needing to be used just for them alone. The used cups need to be completely clean and, reportedly, 200,000 of them a month are required to be processed to make it viable, so cup composting has been completely canned.

The move angered local cafés that had been promoting and using compostable options, but it has also prompted moves back towards keep cups and reusing mugs, which can be seen as a better option.

Compostable cups

These exist, but sadly there has been confusion over their use, with many of them ending up in landfill rubbish. And as shown with Wellington's recent decision to stop composting these, it's important to check commercial composting facilities do actually exist in your area if you want to use these and promote the fact.

If they do exist, it could be a good idea to provide a collection point, otherwise the cups will likely be put in normal rubbish bins and sent to the tip, defeating their purpose and rendering their extra cost pointless. They also release methane when sent to landfill, which is a greenhouse gas.

A survey by The Packaging Forum found that in 2017, only 11 commercial composting facilities in the country accepted compostable cups. One reason given for this was that it wasn't easy to tell which coffee cups were actually compostable or not, and how long those that were would take to break down. A push to implement logos with this information on compostable products may have subsequently gone some way to remedying this.

Some proactive cafés have now begun implementing collection points for compostable cups in prominent places, such as at the front of their premises.

If the facilities do exist to compost these properly in your region, and you are prepared as a business owner to help customers understand how to get them there and not to landfill, they are a great option.

Edible cups

Fancy having your cup of coffee and eating it too? Thanks to some clever Kiwi ingenuity, this is now possible. A vanilla-flavoured "sog-resistant" edible cup has been created

by Auckland start-up Twice, which has spent four years developing the idea and perfecting it.

The cup is made of a special biscotti-type formula that is twice-baked. It can hold hot liquid for a long time without



leaking and adds a biscuity snack to people's coffee breaks. In fact, the company's co-founder Jamie Cashmore says testing shows the cups could be filled with boiling water and left for 24 hours without leaking. They were flexible to the touch but did not burst after that long with liquid in them. Cashmore says their resilience is down to the way the mixture is processed as well as the mould shape.

His wife and parents all brought their expertise to the invention, making it a family affair, and Cashmore began creating the cups by trialling different muffin tins as moulds, before his architect father created custom equipment that would ensure they could be baked in the correct shape.

And if you don't feel like eating a biscuit after your coffee? They simply biodegrade into soil in days, so you can dispose of them without guilt. No waste and no dishes has to be a winner. These cups may be of particular interest to the baking industry of course, given their concept, and other companies have started developing them overseas simultaneously.

Currently, the cups are listed on Twice's website at \$19 for a pack of six, meaning a cost of just over \$3 a cup to take into consideration, but the novelty factor and ingenuity is likely to go a long way towards selling them to coffee fans.

An obligation



So whether you consider reusable, compostable or edible, one thing that is definitely apparent is that cafés and bakeries selling coffee and hot drinks have an obligation to do something about their cups in order to reduce their waste and environmental impact.

Widespread knowledge that disposable cups are so environmentally unfriendly, difficult to recycle and that their manufacture is also so damaging, means that in continuing to choose them purely for monetary reasons, businesses run the risk of raising the ire of their increasingly green-conscious customers.

Moves by other sectors to banish plastics, prompted by new and well-overdue government legislation, have placed these issues front and centre – in the media and in our minds, informing our buying habits.

As businesses have the ability to influence and impact a large number of people, there is an element of social responsibility involved. And, rather than it being a chore or coming at a cost, being creative in the ways you can become more sustainable as a business is actually often very rewarding and ultimately economically smart.

There is no better time than the present to make a change for the good.





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- promotes the baking industry
- serves its members
- provides industry leadership.

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Who should join BIANZ?

Owners and managers of wholesale and retail bakery-related, businesses, cafes, catering companies, in store bakeries, Industry suppliers, bakery and patisserie trainees, Independent bakers and patisserie chefs.

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The Association's advisory service helps members with staffing issues, employment contracts, food safety regulations, health and safety requirements and training.

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BIANZ hosts competitions and bakery tours. BIANZ events give members the opportunity to meet, compete, learn new ideas, catch up on technology developments, ingredients, management and marketing, and network with the wider industry.

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BIANZ works closely with training providers and Competenz, the Industry Training Organisation, to recruit bakery trainees and ensure bakery qualifications remain relevant and accurate.

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Kalamata Olive and Rosemary Sourdough

By

VOLARE

Handcrafted Sourdough Breads

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See recipe on page 36



Baker's Diary

A day-by-day quest to perfect the art

by Sarah Beresford

When the *New Zealand Herald* ran a piece with a photograph in its Sideswipe column sent in by a reader saying the Baker's Diary in Auckland's Avondale had a botched sign outside that should have been correctly spelled Dairy, the reaction was swift.

No it's not meant to be dairy, quipped one customer, bakers are allowed to have diaries too. Another customer quickly responded that Diary was correct and that the bakery made the best croissants in Auckland.

Owner Tsuyoshi Goto was somewhat bemused by all this fuss. He's originally from Japan and says the name of the bakery has been somewhat lost in translation.

"In Japanese, Baker's Diary is something that everyone would understand. It refers to the fact that it's something you do every day."

And bake Yoshi does, six days a week. He originally came to New Zealand in 2001 on a year-long working visa. "The first meal I ate here in New Zealand was a Big Ben meat pie. I had never had one before and it was very new to me."

That first meal led Yoshi on a quest to perfect the art of making pies. "It seemed to me that pies were New Zealand's national dish and I thought it would be a good idea to learn to make them. I worked as a clothing salesperson in Japan and I had never done baking, but I went and did work experience at a pie factory in Dunedin, learning to make pies for free."

Yoshi then worked at a bakery in Arrowtown and when his visa expired went on to work in a bakery when he returned to Japan. "There are lots of bakeries in Japan, and they're very French influenced. But I kept in contact with the people at the Arrowtown bakery and when they needed a baker they sponsored me to come back to New Zealand and work for them."

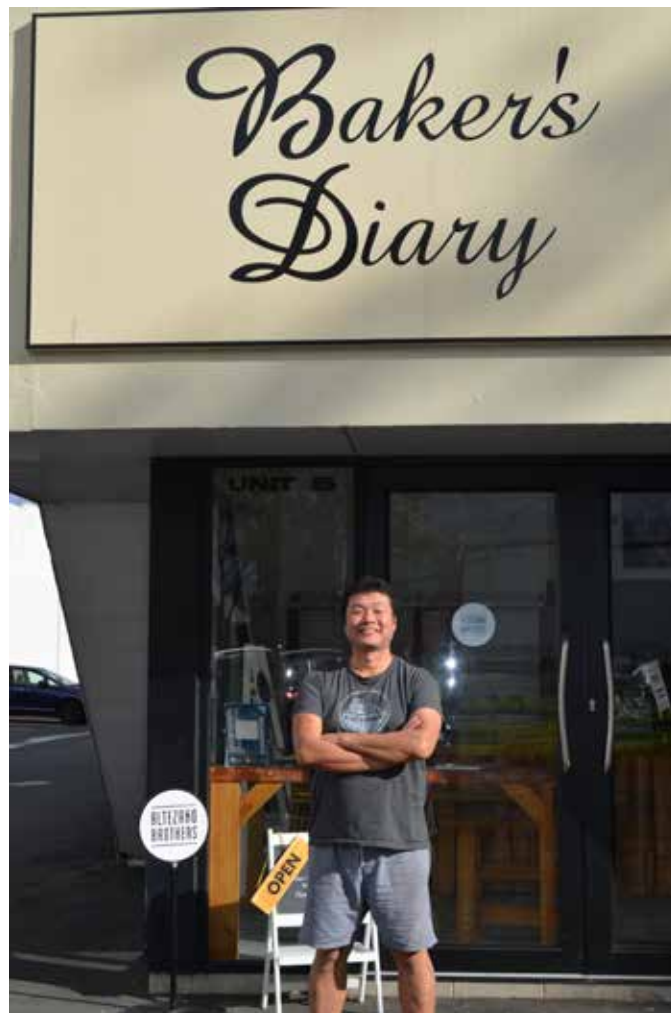
He worked in bakeries in the South Island for seven years before moving to Auckland in a bid to up-skill. "There are so many more bakeries here and I came to work at the bakery where I am now. It was a Swiss bakery then so it was great to have the opportunity to learn more about German-style baking, such as heavy rye breads."

The bakery was sold to a woman from Austria and Yoshi continued to refine his skills and when the business came up for sale four years' ago he bought it.

"The business is very focussed on snacks and lunches during the week, with pies, sandwiches, savouries, and things like brownies and afghans. We only make four different kinds of bread on weekdays but on a Saturday demand is very different and we make 10 different loaves. People like to buy the specialty breads."

Along with staples such as mischbrot, vollkornbrot, zopf and sourdough champagne loaves he also offers yanashoku, a soft Japanese-style white bread.

"Once a month I also have a Japanese day on a Saturday. I make lots of Japanese products and the soft, stuffed buns are



very popular. They can have savoury or sweet fillings – people love the fried Japanese-style curry buns and the soft custard buns. The green tea croissants are also a favourite."

Last year Yoshi entered the BIANZ awards and won bronze for his sourdough and silver for his stolen. "Baker's Diary is in an industrial area so we're not close to the city and I thought entering the awards would be a good way for people to get to know we're here."

Yoshi does all the baking in the shop on his own. "It's hard to find someone who wants to work nights, but I would like to have someone to help," he says laughing at the challenge that faces all bakeries.

As for plans for the future, a little later down the track Yoshi would like to open a small shop in a more residential area closer to town. "I'd really love to concentrate more on the specialty bread side of the business."

It seems that first taste of a meat pie in New Zealand has led to a whole new way of life and baking will be part of Yoshi's daily diary for some time to come.

A huge challenge

Cynthia Daly shared a pie with the Pie King ahead of the 2019 Pie Awards

It's a damp morning in Tauranga and the pies are rapidly heading out the door at the 'official residence' of New Zealand's Pie King, Patrick Lam - six times winner of the Bakels NZ Supreme Pie Awards.

He's looking a bit edgy, a little stressed but still he takes time to sit and share a pie in his Gold Star Patrick's Pies bakery café in Bethlehem.

He admits he's facing a huge challenge as he prepares for this year's Bakels NZ Supreme Pie Awards judging day on July 25.

"Basically when you enter the pie competition you have a lot of preparation and pressure because people have high expectations for us and we put a lot of expectations on ourselves as well.

"For us the expectation is that we want to keep the high standard of our pies and ensure that our business performs at its best at all times. We owe that to our loyal customers.

"For us the Supreme Award is our mark of quality, that our pies: the standard and look of our pastry and flavour combinations are of the highest standard. That's why we enter the Pie Awards every year. It motivates everyone at Gold Star Patrick's Pies to keep our standard high. And when we win we celebrate as a team. We go out to dinner and we celebrate because our success is not just about what one person does; it is about everyone working hard to achieve that result, and I've got a great team so we celebrate our success together," says Patrick.

Last year it was Patrick's roast pork and creamy mushroom pie that earned the Supreme. This year he's keeping it pretty quiet about flavours he'll enter, saying that he hasn't made up his mind yet as to what he'll enter in various categories or whether he's tweaking his recipes for his previous Supremes – Gourmet Meat, Bacon & Egg and Steak, Mince & Cheese.

"It's easy to make a pie but it's hard to make a perfect pie because anything can happen with the ingredients.

"When we're making pastry, the weather, particularly the temperature and moistness in the air, can have a big impact on the flour, how soft your margarine is, the amount of water you use or how long you mix it for. That is where baking experience counts but even I am still learning how to get it right."

When it's all over and the fuss has died down from any Awards night success – it can increase production by more than 200 times normal quantity – Patrick will reward himself with a holiday, a short holiday only. So if he had his time again as a

young man, would he choose to be a baker?

"Yes. To be honest it's very hard work and you have to work hard to make it pay off, to gain experience and knowledge. But when you see your business is successful and so many customers come back and give you feedback about your pies, and for even some of them to come from overseas and say that they've come to Tauranga or Rotorua especially for our pies, that's amazing, a very good feeling and knowing what that is like, I would choose to do it all again tomorrow," says

“It's easy to make a pie but it's hard to make a perfect pie.”





Judgement day

Pie Awards judging day at Bakels' premises in Auckland could be messy but it never is: Bakels' superb organisation, honed over the years, and the professionalism of the bakers called to pass judgement ensure a smooth operation.



Lucky truckie Brad Maxwell (left), guest judge for the Truckie & Tradie category, with judges Nathan Roberts and Sean Armstrong.



Celebrity chef Gareth Stewart (centre), with Tim Aspinall and Sophia Moss taking note, selects the top pie.



Scott McKean, Braden Hill and Bernie Yap apply themselves to the task.



Supreme Award winner (2007 and 2008) Neville Jackson (back) was invited to be a guest judge after recently retiring.

Big winners

While the Supreme Award scores the big headlines there were other big winners on the night this year. Notable amongst them was Bunnarath Sao of Dairy Flat Bakery in Albany, with four awards: silvers in the Potato Topped and Steak & Cheese, and highly commended for his Mince & Cheese and Gourmet Fruit.

But the biggest winner was undoubtedly Bunna Hout of Euro Patisserie Torbay, with golds in the Potato Topped, Truckie & Tradie (steak and gravy), and Vegetarian categories, and a highly commended in the Gourmet Fruit.

On top of that, Bunna Hout's wife, Sopheap Long, won the Apprentice Pie maker award.



The Euro Patisserie team have their hands full: Chheng Siem Taing, Soveth Sok, Sopheap Long and Bunna Hout.

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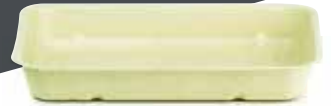
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Mince & Gravy

Gold Award	Heng Seanghy	Oliver's Bakehouse	Auckland,
Silver Award	Jason Hay	Richoux Patisserie	Auckland
Bronze Award	Srieng Choeu	Fresh Bun Cafe Tuakau	Tuakau
Highly Commended	Try Kong	Bakers Oven	Whangaparaoa

Potato Topped

Gold Award	Bunna Hout	Euro Patisserie Torbay	Auckland
Silver Award	Bunnarith Sao	Dairy Flat Bakery	Albany
Bronze Award	John Thomsen	Copenhagen Bakery	Christchurch
Highly Commended	Try Kong	Bakers Oven	Whangaparaoa

Steak & Cheese

Gold Award	Michael Gray	Nada Bakery	Wellington
Silver Award	Bunnarith Sao	Dairy Flat Bakery	Albany
Bronze Award	Lee Ing	Fast & Fresh Bakery	Taupo
Highly Commended	Geemun Chao	Bakery Bobs Bakery Cafe	Tauranga

Chicken & Vegetable

Gold Award	Jason Danielson	Kai Pai Wholesale	Wanaka
Silver Award	Jason Hay	Richoux Patisserie	Auckland
Bronze Award	Patrick Lam	Goldstar Patricks Pies	Tauranga
Highly Commended	Sok Kaing	My Bakery Kelstonv	Auckland

Café Boutique

Gold Award <i>Poached Rhubarb And Blueberry</i>	Mike Sproule	Original Foods	Christchurch
Silver Award <i>Prime Hereford Beef Cheeks, Mushroom, Aged Cheddar, Fenugreek and Garden Herbs.</i>	Tom Peake	The Whistling Frog	Owaka
Bronze Award <i>Chicken Porcini In Cream Sauce</i>	Megan Priscott	Red Kitchen	Te Awamutu
Highly Commended <i>Mutton Shanks</i>	Cathy Miller	Rangiriri Pies	Rangiriri

Gourmet Meat

Gold Award <i>Moroccan Lamb Pie</i>	Ty Lim	Orewa Bakery	Orewa
Silver Award <i>Chicken & Bacon In A Cream Sauce</i>	Jason Danielson	Kai Pai Wholesale	Wanaka
Bronze Award <i>Slow Cooked Pork Belly</i>	Michael Gray	Nada Bakery	Wellington
Highly Commended <i>Lamb, Kumara, Bacon & Camembert</i>	Vong Hean	Mairangi Bay Bakery	Auckland



Truckie & Tradie (Steak & Gravy)

Gold Award	Bunna Hout	Euro Patisserie Torbay	Auckland
Silver Award	Lee Ing	Fast & Fresh Bakery	Taupo
Bronze Award	Lee Hout Ung	Crown Bakery Pukekohe	Pukekohe
Highly Commended	Bun Heng Wong	Julia's Bakery	Ellerslie

Bacon & Egg

Gold Award	Patrick Lam	Goldstar Patricks Pies	Tauranga
Silver Award	Bunhour (Vic) Luon	Waihi Bakery	Waihi
Bronze Award	Jason Hay	Richoux Patisserie	Ellerslie
Highly Commended	Chien Hoang	Pak n Save Wairau	Auckland

Mince & Cheese

Gold Award	Patrick Lam	Goldstar Patricks Pies	Tauranga
Silver Award	Geemun Chao	Bakery Bobs Bakery Cafe	Tauranga
Bronze Award	Sopha (Andy) Tun	Summer Bakery	Auckland
Highly Commended	Bunnarath Sao	Dairy Flat Bakery	Albany

Gourmet Fruit

Gold Award <i>Blackf-orest</i>	John Kloeg	Ten O'Clock Cookie Bakery Cafe	Masterton
Silver Award <i>Blueberry, Apple & Peach</i>	Oudorm Lai	Corner Bakery	Auckland
Bronze Award <i>Fresh Lemon Meringue</i>	Patrick Rattigan	Patrick's on Lake Road	Rotorua
Highly Commended <i>Mixed Berries and Apple</i>	Bunnarath Sao	Dairy Flat Bakery	Albany

Vegetarian

Gold Award <i>Broccoli, Cauliflower, Pumpkin, Carrot, Spinach</i>	Bunna Hout	Euro Patisserie Torbay	Auckland
Silver Award <i>Vege Bbq Cheese Burger, Beyond Meat Patty</i>	Cameron Butchart	Butchart's Home Cookery	Whanganui
Bronze Award <i>Stir Fried Veg In A Cream Cheese Sauce</i>	Patrick Lam	Goldstar Patricks Pies	Tauranga
Highly Commended <i>White Sauce With Pumpkin & Carrot</i>	Jason Danielson	Kai Pai Wholesale	Wanaka

Commercial Wholesale – Mince & Cheese

Gold Award	Tim Milinia	Oxford Pies	Hamilton
Silver Award	Eddie Grooten	Dad's Pies	Auckland
Bronze Award	Terry McMahon	Couplands Bakeries	Christchurch
Highly Commended	Jason Danielson	Kai Pai Wholesale	Wanaka

Supreme

Gold Award Category mince & Cheese	Patrick Lam	Goldstar Patricks Pies	Tauranga
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Jennifer's Apple Strudel



This recipe comes from Jennifer Palmer, owner/operator of Jennifer's Cakes in London, United Kingdom, courtesy of *Bakers Journal Canada*.

"When I think of warming wintertime treats," Jennifer Palmer says, "I always think of apple strudel. The delicious combination of the crispy pastry, with the soft and sweet apple filling, is a concoction to die for."

Preparation Time: 20 minutes

Baking Time: 20 minutes

Serves: 6 (depending on size of slice, of course!)

Ingredients

500 g puff pastry
5 medium sour apples
150 g caster sugar
80 g raisins
Juice of ½ lemon
1 tsp ground cinnamon
1½ tsp pure vanilla extract
20 g butter (melted)
1 tbsp plain flour
1 free range organic egg
3 tbsp whole milk
50 g chopped nuts

Method

1. Preheat your oven to 220° C
2. Line a baking tray with parchment paper and leave to the side
3. Peel, quarter and core your apples. Once this is complete, cut into small chunks
4. Pour over your lemon juice, this is to prevent the apples from discolouring
5. In a clean, dry bowl add your caster sugar, ground cinnamon, flour and vanilla extract. Mix well until all these ingredients have been well incorporated, add the raisins, chopped nuts and mix again
6. Now add the small apple chunks and stir using a spoon.
7. Roll out your puff pastry and cut a long rectangular shape.
8. Your pastry should be around 1 cm in thickness.
9. Using a pastry brush, brush your pastry with the melted butter, until completely covered.
10. Place your apple filling lengthways on one side of your rolled out pastry. Your filling should take up half of your pastry. (If you have too much filling, you do not need to finish it.)
11. Using your fingers, pick up the side of the puff pastry which has the filling on it and roll it across to the other side and pinch, to ensure your pastry does not come apart. Once your pastry, resembles a raw apple strudel, take your egg and beat it up with your 3 tsp of milk. Using a pastry brush, brush your egg mixture liberally onto the top and the sides of your puff pastry and place your strudel on the baking tray.
12. Place in the oven for 25 to 30 minutes, until the pastry turns golden brown.
13. Once ready, remove from the oven and leave to cool for around 20 minutes, serve with a dusting of icing sugar.

Apple Maple Pecan Cake



DIFFICULTY
MEDIUM



SERVES
16



PREP TIME
30 MINUTES



BAKE TIME
75 MINUTES

Ingredients

CAKE

3 cups standard flour
1 tsp cinnamon
1 tsp cardamom
½ tsp salt
1 tsp baking soda
3 eggs
1 cup canola oil

1 cup **Chelsea Soft Brown Sugar**

1 cup **Chelsea Maple Syrup**

1 tsp vanilla essence

3 cups diced tinned apples

½ cup pecans (roughly chopped)

½ cup walnuts (roughly chopped)

MAPLE CREAM CHEESE ICING

75gm butter (cubed and softened)

3 cups **Chelsea Icing Sugar**

1 Tbsp **Chelsea Maple Syrup**

225gm cream cheese

MAPLE SYRUP CARAMEL

50g butter

1 cup **Chelsea Soft Brown Sugar**

1 cup **Chelsea Maple Syrup**

1 tsp vanilla paste

⅓ cup cream

Method

CAKE

Preheat oven to 170°C. In a large bowl mix flour, cinnamon, cardamom, salt and baking soda. In another large bowl mix eggs and oil with electric beater until well combined. Add **Chelsea Soft Brown Sugar**, **Chelsea Maple Syrup** and vanilla essence and beat for at least 1 minute. Add wet ingredients to dry and mix gently until combined. Lastly fold in the apples and chopped nuts. Pour into a lined 22cm cake tin and bake for approximately 1 hour 15 minutes. To check cake is cooked insert a skewer or sharp knife into the centre. When removed it should be clean. Once cooled, top with Maple Cream Cheese Icing and drizzle with Maple Syrup Caramel.



MAPLE CREAM CHEESE ICING

Place the butter, **Chelsea Icing Sugar** and **Chelsea Maple Syrup** into an electric mixer bowl. Mix on slow speed until sugar and butter are combined. Add cream cheese and increase speed, mixing till smooth.

MAPLE SYRUP CARAMEL

Place butter, **Chelsea Soft Brown Sugar**, **Chelsea Maple Syrup** and vanilla paste in a medium saucepan. Slowly bring to the boil. Simmer for approximately 10 minutes until thickened. Remove from heat and stir in cream.

Nutrition

Contains nuts, eggs and dairy.

Serving Suggestion

Must be stored in the refrigerator.

Total Cost

Cost Per Portion \$1.25

Gross Profit 80%

GST 15%

Min. Selling Price (per portion) \$6.30

*Cost based on average wholesale prices May 2019



More recipes at chelsea.co.nz/foodservice



Pea and tomato quiche with oat pastry



Recipe by: Asher Regan

This versatile pastry is extremely easy to make, holds its shape very well and has a great crispy texture when cooked.

For more delicious and healthy recipes visit heartfoundation.org.nz/recipes

Makes 1 × 28cm quiche

Ingredients

Pastry

85 g	Rollled oats
150 g	Wholemeal flour
65 ml	Water
125 ml	Oil

Filling

250 g	Peas
250 g	Cooked potatoes, diced
80 g	Grated cheese
6	Eggs
125 ml	Milk
250 g	Tomatoes, sliced

Method

1. Heat oven to 200°C.
2. Mix all pastry ingredients together until well combined.
3. Press into a greased quiche tin.
4. Blind bake for approximately 15 minutes or until golden brown and crunchy.
5. Remove from oven.
6. Spread out the peas and diced, cooked potato over the base.
7. Sprinkle with cheese.
8. Beat the eggs and milk together and pour over the vegetables and cheese.
9. Lay the sliced tomatoes over the top and return to the oven
10. Bake for approximately 30 minutes or until golden brown and set in the middle.



How to make Bao Buns

Recipe by: NZ Bakels Ltd

Makes: 26 buns

Ingredients

950 g	Pastry Flour
50 g	Hi Ratio Flour
10 g	Quantum Plus (improver)
620 g	Water
80 g	Sugar
15 g	Salt
15 g	Yeast (instant)
80 g	Masterfat or Canola Oil
20 g	Baking Powder

Bao Buns are an upcoming traditional Chinese bun that have gained popularity globally for their fluffy and soft white pockets of goodness. The perfect foil for rich and aromatic fillings, Bao Buns are versatile and relatively easy to produce with good shelf life. This could be an easy extension to existing lines or a whole new trend for your bakery!

Method

1. Add all ingredients into a spiral mixer. Mix on low for 4 minutes until dough is fully developed. Knead the dough on second speed until it is smooth and elastic.
2. Mould dough into a log shape and rest for 10 minutes. Roll dough into a flat sheet of 3mm, being careful not to stress the dough.
3. Cleanly cut out a series of circles 80mm to 110mm in diameter using a cutter and place on individual squares of baking paper on a large baking tray.
4. Spray lightly with Sprink and fold over, leaving a small lip on the bottom. Bake in a proofing oven at 34°C for 15–25 minutes at 70% humidity.
5. Transfer buns into a steamer. Steam for 8–10 minutes depending on size. Remove buns from steamer and transfer onto a wire rack and cool completely.
6. Fill with your favourite filling, such as 'Crispy Pork Belly with Hoisin Sauce & Pickled Vegetables' and serve.

Steaming tips

Use lots of water to create even heat. If the steamer is creating too much steam, condensation will be absorbed by the dough causing pock marks or collapse.

Kalamata Olive and Rosemary Sourdough

Recipe by: Ryan Simmons
Volare Bread

Ingredients

330 g	Liquid Levain
2100 g	Farmers Mill Summit flour
1300 g	Water
5 g	Malt Flour
46 g	Salt
500 g	Kalamata Pitted Olives, drained, dried
20 g	Fresh Rosemary Leaves

Method

1. Place levain, flours and water in a spiral mixer and mix till just combined.
2. Leave to rest for 45 minutes.
3. Add salt and mix slow for 2 minutes the fast for 1-2 minutes, medium development.
4. Add the olives and rosemary and back mix for 1 minute FDT of 24–26°C.
5. Ferment in an oiled tub for 5 Hours at 24–26°C, stretch and fold every hour for the first 3 hours.
6. Scale 840 g pieces, round and rest for 30 minutes. Final shape either batard or boule, roll in semolina and place in a couche.
7. Final fermentation at 24–26°C for 3–3.5 hours.
8. Score and bake on stones at 230°C, steaming twice, 3 minutes apart for 35 minutes, vent then cook another 10 minutes.



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Basil & Roast Garlic Savoury Scone Scroll

Yields: 12 Scone Scrolls

Ingredients

300 g plain flour

5 g salt

5 g sugar

15 g baking powder

85 g butter

80 g grated cheese

180 g milk

120 g **Barker's Professional Basil & Roast Garlic Breadshot Filling**

100 g extra grated cheese

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Method

1. Sieve the flour, salt, sugar and baking powder together.
2. Add the butter and rub into the sieved dry ingredients until the butter is mixed through completely.
3. Add the grated cheese and milk. Mix together until just combined – be careful not to over mix the dough at this stage.
4. Turn the dough out onto a well-floured bench and dust with flour. Lightly mix the dough until it is no longer sticky.
5. Roll out the dough into a 5mm thick triangle. Spread the **Barker's Professional Basil & Roast Garlic Breadshot Filling** over the surface. Sprinkle the extra grated cheese on the top.
6. Roll up the dough.
7. Cut into desired portions and place onto a prepared baking tray. Lightly egg wash.
8. Bake at 200°C for approximately 12-15 minutes.

Alternative Breadshot variants:

Barker's Professional Caramelised Onion

Barker's Professional Red Pepper & Roast Garlic

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APPLE & CINNAMON SCROLLS SCONE PREMIX

PROCEDURE

1. Place all the ingredients into a mixing bowl. Using a dough hook mix on slow for 1 minute (do not over mix).
2. Place dough onto a floured bench and press out into a rectangular shape. Rest dough for 5 minutes.
3. Pin out dough into a rectangular shape 80cm long and 30cm wide.
4. Evenly spread 600g of Bakers Spiced Apple and Patisserie filling. Roll up into even thickness and cut into 30 equal sized pieces. Place onto burger trays and rest scrolls for 15 minutes.
5. Bake at 220°C for 14 minutes. (Baking times and temperatures may vary from oven to oven).
6. Cool, pipe over 5g of sweet icing or glaze.



CHEESE & BACON SCROLLS SCONE PREMIX

PROCEDURE

1. Place all the ingredients into a mixing bowl. Using a dough hook mix on slow for 1 minute (do not over mix).
2. Place dough onto a floured bench and press out into a rectangular shape. Rest dough for 5 minutes.
3. Pin out dough into a rectangular shape 80cm long and 30cm wide.
4. Evenly spread 200g of tomato paste then sprinkle 250g of diced bacon and 200g of cheese. Roll up into even thickness and cut into 30 equal sized pieces. Place onto burger trays and rest scrolls for 15 minutes.
5. Bake at 220°C for 14 minutes. (Baking times and temperatures may vary from oven to oven).



SPINACH & FETA SCROLLS SCONE PREMIX

PROCEDURE

1. Place all the ingredients into a mixing bowl. Using a dough hook mix on slow for 1 minute (do not over mix).
2. Place dough onto a floured bench and press out into a rectangular shape. Rest dough for 5 minutes.
3. Pin out dough into a rectangular shape 80cm long and 30cm wide.
4. Evenly sprinkle 200g of frozen spinach then 300g of diced Feta and 5g of coarse pepper. Roll up into even thickness and cut into 30 equal sized pieces. Place onto burger trays and rest scrolls for 15 minutes.
5. Bake at 220°C for 14 minutes. (Baking times and temperatures may vary from oven to oven).



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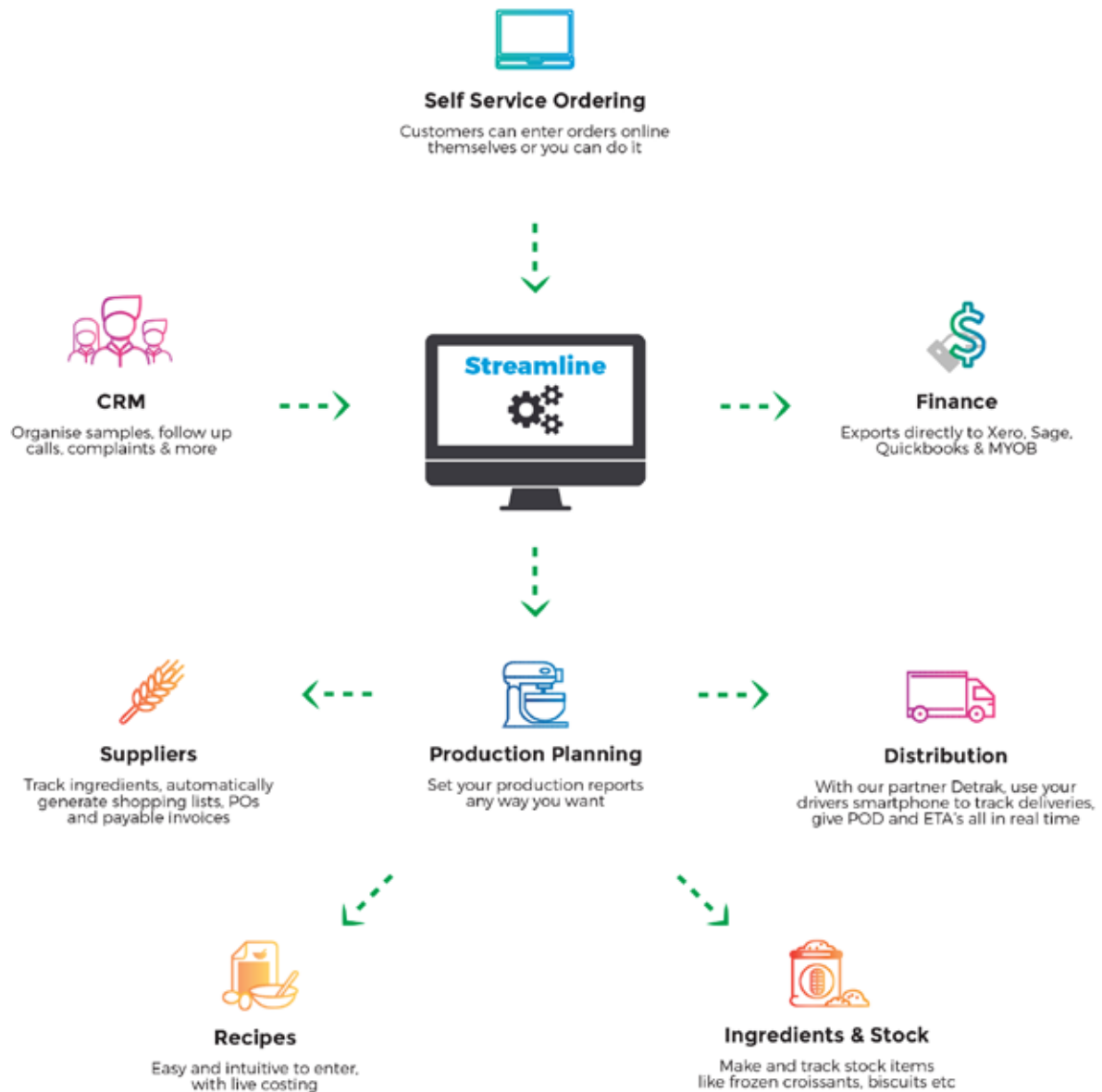


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