

slice

Issue 49: May 2021



- The Pie Awards
- Coffee and Cake
- Spotlight on Generations of Baking

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 **BAKELS**



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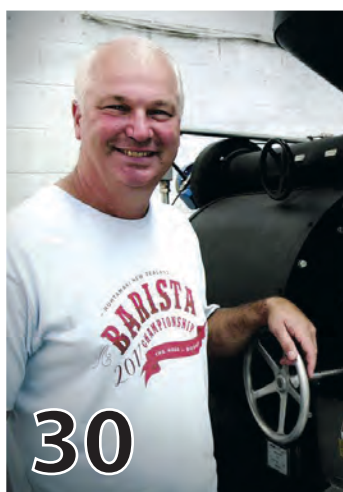
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President's Report

It is that time of year again – The Bakels New Zealand Supreme Pie Awards are on, and this year it looks likely that we'll be able to enjoy them without the bouncing in and out of lockdowns. Fingers crossed.

Now is the time that, all around the country, people are turning their attentions to their 'pie game' to see where they can tweak and improve their recipes or techniques. We are so fortunate that Bakels New Zealand put so much into this competition and the highlighting of our industry by way of one of the country's favourite foods. Once again, I look forward to finding out what creations people come up with and waiting to see if someone can knock Patrick Lam off his winning streak.

At our AGM last year it was agreed that we would change our name to both better represent who we are and to be easier to pronounce and to remember. It was agreed that we will be known as Baking New Zealand. With having a more public face over the last few years and the intention of better promoting our industry to the public, we believe that this is the right time to change and the right name to change to. With a new name comes a new logo. With thanks to Natasha at Two.O design we have a new brand to show to the world, a New website nearly completed from Cloud Media, and a refreshed image to show the world.

This is our 49th issue of Slice which, if my maths skills are up to anything, means that we celebrate our 50th issue of slice in a few months. That. Is. Awesome! The fact that bakers all over the world know of Slice is an amazing achievement, that they compliment us on it is something else. This magazine is something to be massively proud of and one that even finds its way into private

Let's keep in touch!

Kevin Gilbert



homes where keen amateur bakers read and learn more about who we are as an industry and what we do. So, it seems right to make the next issue something a bit special.

To promote the industry to a new generation we have chosen to dip our toes in the careers expo world and will be attending multi-day shows in Christchurch, Auckland, and Wellington with a single day event in Dunedin. These expos are aimed directly at schools to help students see what options there are out there, talk to those in the industries, and figure out if it might be a direction they would like to head.

Recently we chose to become members of Business New Zealand to be able to benefit from their scale, experience, and connections. This has certainly paid dividends so far as I was able to attend a dinner with the Prime Minister, talk to her and several ministers directly, and have BusinessNZ working on getting some private meetings with specific ministers to more thoroughly discuss issues that our industry faces that fall into their portfolio. The wheels of politics, unfortunately, turn at a glacial pace and we have no alternative other than to wait.

I hope that you, your family, and your business have survived the last year as undamaged as possible and that, for those of us that make pies, you are working on your entries for the Pie Awards.

Until next time.

From the editor

Recognising and branding who we are

If you were to think about the products virtually every baker in New Zealand makes and then said which one is our most iconic, what would that be?

I asked this question of a group of people the other day and it lead to quite a discussion with the majority thinking our mince and cheese pie was probably the most recognised bakery food in New Zealand.

'Mr Google' has New Zealand's most iconic food down as pavlova but to me that is more a home-baked item.

It's an interesting discussion. I read recently about Australia naming the lamington as their iconic food and some bakeries have taken it to new heights with loads of different flavours. There's even a chain of bakeries, Tokyo Lamingtons, that makes nothing else but lamingtons.

In this issue we talk to a baker who specialises in Cornish pasties which England considers is its national dish.

So with the Bakels NZ Supreme Pie Awards about to celebrate its 24th year as our longest running food competition, could a pie be what New Zealand bakeries are most recognised for? What do you think? Is there a brilliant international marketing opportunity out there? One that says – once our borders reopen to a greater extent – that when you go to New Zealand you have to try a pie from the bakeries, or whatever we consider to be that iconic baked item. It's kind of like bakers putting your stamp on what you do.

Best of baking :)

Cynthia Daly



Flick me an email at: cynthia@bianz.co.nz with your suggestion of what you consider to be our iconic baked good and let's see how things stack up.

As Kevin has mentioned, BIANZ is about to rebrand and you will see that evolution taking place from our 50th issue. As a relatively new editor for Slice it is exciting to see the potential we have, not only as a magazine but also the industry it represents.

One thing that Covid showed us very clearly is that New Zealanders cannot survive without baking. Supermarket shelves stripped of flour proved that. So now seems like the perfect time to 'help' New Zealanders out by continuing to build and stimulate the baking industry as a whole and taking what we do to the public through being more visible.

My best wishes to every baker that enters this year's Bakels NZ Supreme Pie Awards. To have the confidence to test yourself against your peers is an achievement in itself and you should let your customers know that you are entered so that they can have the opportunity to encourage you and support you. I know customers love that connection with 'their baker'.

NZ News

Bakery of the Year Competition deferred

By Kevin Gilbert

The search for 'Bakery of the Year' is a competition that we are proud and excited to run. Each time we do, the entries impress, amaze and inspire bakers and the public that are lucky enough to see them.

This competition has, for many years, taken place as part of the Fine Foods New Zealand expo at the ASB Showgrounds in Auckland. We have always had a great relationship with the organisers of Fine Foods and this is a relationship that continues.

With everything that has happened in the last year or so, the space requirements of the organisers of Fine Foods have changed and we are no longer able to utilise that facility for such a competition.

We have also had mention from many bakeries that they are stretched for staff and time as it is. We also know the considerable pressure that entering a competition of this scale places on everyone.

It is for these reasons that we have made the decision not to run a Bakery of the Year competition in 2021. While we will be running competitions later in the year as part of a hospitality showcase, they will not form 'Bakery of the Year'.

We look forward to the next Bakery of the Year competition and are excited to see what our industry comes up with. Thank you in advance for your understanding around this decision.



UNOX needs you

Our partners at UNOX are looking for one or more bakers, who are happy to spend around 30 minutes on their stand at Fine Food (June 13-15th in Auckland). In return for a ridiculously good deal on an oven, the personable baker/s will be there to help run the ovens through their paces from a baking perspective, ask the questions that the onlookers will want to ask and generally put the oven through some baking tests to show how it performs. Anyone interested, please get in touch with Robin@unox.co.nz.

happenings

June 24 Entries close for Bakels NZ Supreme Pie Awards
www.nzbakels.co.nz

July 22 Judging Day Bakels NZ Supreme Pie Awards
www.nzbakels.co.nz

July 27 Bakels NZ Supreme Pie Awards
www.nzbakels.co.nz

July 29 - August 1 The Food Show, ASB Showgrounds, Auckland
www.foodshow.co.nz

August 1-31 Visa Wellington On a Plate
www.visawoap.com

23rd August - Entries Open Bakels Legendary Sausage Roll Competition
30th September - Entries close
20th October - Judging
21st October - Winners
www.nzbakels.co.nz

7th - 9th September NZ Hospitality Summit
Trusts Arena
www.hospitality.org.nz

October 9-13 ANUGA 2021
Cologne, Germany
www.anuga.com/

NZ News

Pie competition calls for entries in its 24th year

Let the search begin, the Bakels New Zealand Supreme Pie Awards are now open for entries after a year's lapse, and bakers can't wait for judging day.

Any commercial or retail baker can enter at www.nzbakels.co.nz including café and catering bakers.

To be named the Supreme winner will mean a massive boost to their business with extensive media coverage. Pie lovers across New Zealand will be racing to their bakery to try the champion pie and the bakery's name will go down in history in a blaze of glorious pie-making.

This year our most recognised celebrity chef, Peter Gordon, will help decide the winning pie, having returned to New Zealand to establish his Homeland restaurant and cooking school.

While fine food and fusion cuisine might be his forte, Peter says he loves a good Kiwi pie and he's excited about finding one among the thousands of entries.

NZ Bakels managing director Brent Kersel says there is a real sense of excitement about the launch of the 24th Bakels NZ Supreme Pie Awards.

"Many bakeries were badly affected by the Covid lockdowns and although they have been able to regain much of that lost business, the Pie Awards were something they really missed as an opportunity to test their skills against other bakers. The Pie Awards have become the 'Oscars' of New Zealand's baking industry and it's fantastic to be able to celebrate the best in the business.

"We created the Pie Awards in 1996 with the intention of improving the overall quality of pies in New Zealand but the competition has gone way beyond that. From basic beginnings to 12 judging categories; in excess of 5000 pies entered each year and multiple Supreme winners, not to mention our current reigning champion, Patrick Lam of Patrick's Pies Goldstar Bakery in Tauranga, who holds the record for seven Supreme Award wins.

Mr Kersel says it is an absolute honour to have Peter Gordon joining the judging team this year.

"Peter is recognised the world over for what he has achieved as a chef. Without his talent we may not have had fusion food. Imagine that! And we're very privileged to have him judging our pies. I think the Gourmet Meat and the Café Boutique categories will be of particular interest to Peter. They are categories where our bakers really become inventive, often with spectacular results, like Clareville Bakery, which won Supreme in 2014 with a lamb cutlet protruding the top pastry and nestled in a creamy kumara mash.

"In our 2019 competition we renamed the Steak and Gravy category to the Truckie & Tradie category and one lucky truck driver won a chance to attend the Pie Awards. This year we're doing that again. The Gourmet Meat category has been selected to be the Truckie & Tradie category after loads of truckies and tradies recommended their favourite pie was actually a little bit more gourmet."

"Is there a spectacularly delicious pie out there in a pie warmer waiting for its moment in the spotlight? We sure hope so! Let's start searching for that pie," says Mr Kersel.

DIARY DATES:

May 3 - Entries open

June 24 - Entries close 5pm

July 22 - Judging Day

July 27 - Awards Night



2019 Gourmet Meat gold award went to Orewa Bakery for their Moroccan Lamb pie



Judging the 2019 awards -The 'Flintstone' pie contained beef brisket with the bone protruding through the pastry

NZ News

Lockdown drives Supreme pies sales when store reopens

By Cynthia Daly



New Zealand's champion baker Patrick Lam of Patrick's Pies Goldstar in Tauranga couldn't believe how fortunate his business was in 2020 while riding out the Covid-19 lockdowns.

His customers clearly missed his pies but he also noticed that not only was his 2019 Supreme Pie Award winning mince and cheese pie selling extremely well, his 2018 pork and creamy mushroom pie was also making very good sales.

Patrick says: "We were in lockdown for seven weeks and we wasted a lot of food and had to pay staff and when we re-opened we thought we wouldn't be busy but people were lining up to buy the pies and we were flat out.

"We came back very busy and stronger than we used to be for about two-three months. I think they missed our pies after being closed seven weeks. So we were quite happy after lockdown and business was going very well and after that it became quite stable."

"So many people came back and said they missed our winning pie. So we were still recognised last year that we had won Supreme in 2019. It was good."

Patrick says cancelling the Pie Awards came as quite a surprise initially, however, it gave his business time to think and plan for future pie competitions and the rest was a welcome relief too. But just around the corner was another surprise, the launch of the Legendary Sausage Roll competition.

"We like to do the Pie Awards but you have to put so much effort in to the competition and it meant we could all take a rest for a year and then the sausage roll competition came up, we entered for the first time with a blind entry and we didn't know what the judges were looking for. We just entered our standard sausage roll and we won. And that sausage roll was our best ever win out of all the awards. We were so, so busy and because people came for the sausage roll, and not just for the sausage rolls; they were buying heaps of pies. They were lining up out the door, out into the carpark and we just couldn't keep up."

"We normally use five kilos of sausage meat a day which makes approximately 150 sausage rolls but when we won the sausage roll

competition we went up to 50 kilos which is 1500 sausage rolls a day! That's how much they went up and we couldn't keep up."

The winner of the 2020 Legendary Sausage Roll Competition was announced live on TVNZ Breakfast just before Labour Weekend and meat suppliers were about to close for the long weekend.

"Just after the win was announced we phoned our supplier and got them to make up 100 kilos of sausage meat but that only lasted two days and the long weekend came up and we say 'oh my god so where's the sausage meat? We didn't expect to win the sausage roll competition so we didn't know how much to prepare. It suddenly just happened and our Bakels rep Kevin Marshall helped us by shopping around all the supermarkets to get the sausage meat for us. It was so exciting. It showed that we were so successful not just with our pies but with our sausage roll as well. We were that busy we couldn't believe it."

Patrick says 2021 will be an exciting year defending both his Bakels Supreme Pie Awards title and the Legendary Sausage Roll win and he's rested and looking forward to the challenge.

"I'm so excited to be entering again because we have a good rest last year and we are going to try hard again and hopefully we'll get something."

He says the lockdown gave him time to think about new pie flavours and at the time the competition was still on.

"We were thinking whether we should create some other new flavours. There's not much new on the market and we were thinking maybe duck meat or duck breast or something different. So we were thinking about it but not actually trying to make it."

Maybe 2021 will be the year of the duck pie? Who knows? It will certainly be a busy year for Patrick and his team.

"We'll be back this year because the whole reason we enter the competition is not just to win the award, because we have actually run out of room on our walls to display the award, but we enter to keep our quality up. It's very good for business and also very good for the publicity. So we'll be entering both competitions this year," says Patrick.

NZ News

Importing food, drinks and/or ingredients?

Check you are properly registered to avoid delays

To avoid unnecessary delays to your next consignment, importers of food for sale need to have a valid Food Importer registration and complete their Intended Use declarations for all consignments of food, drinks, and ingredients.

If you import food, drinks, or ingredients for sale, you must be registered as a food importer with New Zealand Food Safety (part of the Ministry for Primary Industries). Alternatively, you can use an agent who is registered to import your food for you.

As part of New Zealand Food Safety's improvements to the food safety system, from 30 June 2021, there will be an automatic check of Food Importer registrations for all consignments intended as food for sale. This includes tariffs in Chapters 2-5, 7-13 and 15-22 and codes 0602.90.00.01G and 1404.90.00.39C of the Working Tariff Document.

From 30 June, food consignments imported into New Zealand by unregistered importers will be held, until a Food Importer registration number is issued.

New Zealand Food Safety's Director of Food Regulation, Paul Dansted says: "Registration helps to ensure food being imported for sale is safe and suitable for customers, and provides a critical

link in the chain to assist in tracing food products if a problem occurs". Dansted says: "Registration helps to ensure food being imported for sale is safe and suitable for customers, and provides a critical link in the chain to assist in tracing food products if a problem occurs".

"These registration checks reflect an ongoing, fair, and robust application of New Zealand's food safety rules," Dr Dansted says.

These rules apply to everyone importing food for sale including: processed food; health and dietary supplements; alcoholic and non-alcoholic beverages; fresh fruit and vegetables; grains, seeds, and nuts; confectionary; and food for promotional giveaways. Imported food includes ingredients used in manufacturing of food and beverages, such as hops. For more information, see the definitions of food and sale.

Your Intended Use declarations are crucial, and getting this right will facilitate efficient border clearance. New Zealand Food Safety has published advice on Intended Use coding.

How do you register?

It is simple and inexpensive to apply. Go to Register as a Food Importer for easy-to-follow steps on how to register, renew or update your food importer registration.

It will take approximately five working days to receive a new Food Importer registration number. So if you need one, don't delay.

"We don't want anyone to experience an avoidable hold up with their future consignments," Dr Dansted says.

You may need to also register as a food business under either: the Food Act 2014, Animal Products Act 1999 or Wine Act 2003. To find your food rules, go to My Food Rules and complete the online questionnaire.

Questions?

If you have any questions about registration as a Food Importer, or if you are unsure if the product you import is classed as food for sale, please email info@mpi.govt.nz or call 0800 00 83 33.

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Bernie shuts up retail shop

Baking NZ board member Bernie Sugrue has made the decision to close his retail outlet connected with his Bernie's Bakery HQ in Washdyke, Timaru.

With a booming wholesale trade he wanted to focus on expansion. No staff would be made redundant at the Washdyke shop and three new apprentice bakers would be hired to add to the existing team of 25.

"There are exciting ventures ahead. Wholesale is booming."

He says the shop was a distraction, but there was never just one reason for a company director like him to alter his direction.

"It's hard to have multiple focuses."

Bernie is about to renovate and expand the factory by 500 square metres to make it more efficient. To grow, he also needs to get more power to the plant which was running at 200 amps per phase.

He has about eight shipping containers of high tech equipment to be installed which will help increase production.

The factory currently uses 3000 kilograms of flour a week producing large volumes of bread, biscuits and pies and the new equipment will butter garlic bread, make biscuits, complete a pastry line of 2000 kilograms per hour and 7000 sausage rolls per hour. – www.stuff.co.nz

NZ News

Turnover through the roof for Hot Cross Bun champion

By Cynthia Daly

It was the news Rangiora Bakery was hoping for, "you've won the 2021 Great New Zealand Hot Cross Bun Competition". The resulting turnover went through the roof and landed a lucrative Auckland contract.

The north Canterbury bakery had previously won the competition in 2020 and was three and a half weeks into full hot cross bun production with record sales in the café when the first Covid level 4 lockdown hit and everything ground to a halt. By the time the lockdown lifted it was too late for the bakery to get the full benefit of the win.

"The hot cross buns were flying out the door," says Rangiora Bakery operations manager Marcus Braun, "Then bang we had to close the door and that was it."

So come the 2021 competition and Rangiora Bakery was pinning all its hopes on a win.

"To win it again this year has been absolutely amazing. We've managed to promote it really well and people have appreciated having the buns available all through Easter."

Marcus says this year they held off on selling hot cross buns until the competition results came out because they wanted to make sure only the winning recipe was on sale. "The recipe we did this year was similar to the one we did last year with a few tweaks. And we did the same last year, we only started production after we found out we had won."

A couple of days later *Seven Sharp* announced the winning bakery and hot cross bun sales went crazy. "A lot of people saw it and with that you can share things on social media and even the baking association had it on their site sharing it left, right and centre. The café and all of our staff were sharing it with their friends and family and it was like wildfire! That was really fantastic."

The bakery was producing on average 800 half dozen packets a day and then it got a boost when the *AM Show* visited the bakery just before Easter.

On the Thursday before Easter the bakery sold 1800 half-dozen packets and had previously sent pallets of the buns to Auckland.

"We were sending them all over the country and our sales manager approached an exclusive supermarket chain based in Auckland and got them into the chain up there. We sent 11 pallets of hot cross buns to Auckland and they sold out.

"Because of that they have actually come back to us and asked us for other products for their store. Their experience was that we had a good product, good service and the buns sold out; they loved the stories, and the brand and that type of thing so they are keen to work with us."

Meanwhile South Island customers jumped in their cars and headed for the bakery and along the way they discovered it had a really well presented café with more food choices and great coffee. The Hot Cross Bun win boosted sales right across the board.

"A lot of people hadn't been to the café before so they not only bought the hot cross buns but they ended up buying other things. So by default your turnover just goes through the roof. Our turnover increased by 60-70 percent."

Pride in Rangiora Bakery has also encouraged the staff. Owner Ron van Til blew up a photo of the winning hot cross bun and framed it with the medal and the certificate and put it on display with the cup in the café.



Shane Hancox (left) and Marcus Braun show off the cup

"The real exciting thing about it was people were coming back and getting more and more and complimenting us. So that was pretty amazing and rewarding. It gives you that proof that you are doing a good job."

"It was fantastic for our staff morale, for our team because they were putting themselves against their industry peers and to win it twice in a row confirms that they are doing a good job. So they are really proud. They got swept up in the whole vibe of it all which was really fantastic."

"And our head baker, Shane Hancox is really passionate about his baking and his bread baking especially and he cares about what he does on a day-to-day basis and he always tries to do his best. When we won you could just see the pride. He was quite overwhelmed that we'd won it again and he just grew like ten-feet tall. He's a humble guy and for that it just reiterated he was doing a good job."

"And having new judges this year reinforced the fact that it must really be a good bun."

Marcus says the pressure is now on the bakery to make it a 'hat trick' next year by winning for a third time.

In the meantime though, they have a new product development team looking at different products including a hot cross bun and butter pudding which could be popular as winter sets in.

And the secret to a winning recipe...

Marcus says the end product was definitely a team effort. He came up with the initial idea before working with Shane to refine it and make small batches to test the recipe.

The key is fresh spice and good fruit, says Marcus. They used the best cinnamon in the world from Ceylon and whole star anise. The fruit was macerated in Seville orange juice and grated rind.

"Obviously you had to produce a traditional bun but with the competition you have to bake traditional and unique."

"I've been a judge in the past at different competitions and I know that you don't sit down and eat a whole bun. So the first bite has to pack a punch. Therefore every single step that you do has to impart a 'wow' factor and flavour. Not only was it the crumb and the macerated fruit, but we made a really nice glaze. The glaze was what we looked at to give it that impact. A lot of people just use sugar syrup but you can actually impart a lot of flavour into the glaze."

Marcus says his Dutch heritage has taught him the importance of using only the freshest spice. "It makes a huge difference." A winning difference actually!

Global Watch

KFC cupcakes anyone?

One young Aussie baker has sent KFC fans into a spin after sharing an unusual recipe for Popcorn Chicken cupcakes.

Melbourne baking prodigy Morgan Hipworth's savoury cupcakes even include mashed potato "cream" and a drizzle of gravy on top — and the cooking whizz says, "don't diss it till you've tried it".

In the full video tutorial, the young owner of Bistro Morgan combines ingredients like yellow cornmeal and creamed corn into a bowl to form the base of the savoury cupcake recipe.

After baking, he decorates the cupcakes using KFC Potato & Gravy and Popcorn Chicken in such a way that they could almost pass for a dessert.

Since posting on social media, the recipe has already garnered thousands of likes and comments across Facebook, TikTok and Instagram, with fans divided.

Comments around the unconventional recipe range from "genius" to "insane".



Nostalgic tastes among trends shaping innovation

BELOIT, Wisconsin. — Sriracha macaroni and cheese burgers, ghost pepper donuts and brown butter cheese dip may give a clue to where flavour trends are headed in 2021, according to Kerry's new Global Taste Trends report.

The taste and nutrition company found nostalgic flavours are gaining momentum as consumers continue to gravitate toward comforting and familiar foods and beverages. Nostalgic tastes are manifesting across a range of categories, from family-favorite flavors like chocolate, peanut butter, apple and caramel in desserts to mixed berry, orange and strawberry in beverages.



"Outside of classic flavours, there's a growing focus on nostalgic dessert-inspired flavours in beverages, yogurts and sweet baked foods, such as brownie, apple pie, fudge, churro and s'mores," said Soumya Nair, marketing insights director, North America, at Kerry. "Similarly, traditional meals and side dishes are influencing spice mixes and seasonings added to salty snacks, such as pizza, taco, salsa and mac and cheese."

The report highlighted a bacon sriracha mac and cheese burger as an example of nostalgic flavours in action. The sriracha adds a tangy kick to the macaroni and cheese while the creamy dairy and crispy bacon provide a balanced texture for an indulgent take on classic comfort food.

Meanwhile, fantasy and mystery flavors are showing up in sweet applications like donuts. Ms. Nair pointed to Dunkin's ghost pepper frosted donut as an example.

"Donut brands are innovating with novel flavours such as cucumber, mint and lime, in addition to unfamiliar spicy flavors," she said. "Classic and new fantasy flavors, such as cotton candy, birthday cake, mermaid and unicorn, are popping up in sweet, beverage and salty snack product categories." *BakingBusiness.com*

First World Scotch Pie 'champion of champions' crowned

James Pirie & Son has been crowned the first ever World Scotch Pie Champion of Champions.

The competition, organised by trade body Scottish Bakers, took a different format for 2021 only with previous winners being invited to submit their winning pies to be crowned the ultimate champion.

Newtyle-based butcher James Pirie & Son won the World Championship Scotch Pie Awards in 2020 and again in 2018 with its Scotch Pie.

"I was delighted to have won the competition twice but to have been judged alongside literally the best pies in the land and to have come out on top is beyond my wildest dreams," said Alan Pirie.

"I really do make the best Scotch Pies in the world. This is just fantastic news and will be a huge boost to the business after a year of continuing to serve our community with fresh produce through difficult circumstances for us all." — *Bakeryinfo.co.uk*



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NZ News

Desire to learn baking still strong at MIT

By Cynthia Daly

It wasn't that long ago that Manukau Institute of Technology had multiple School of Baking classrooms, several tutors and more students than it could offer places to. But then changes were made to how the Institute operates to make it more efficient and the site where the bakery school had been located for more than 20 years was sold for re-development.

The story could have ended there but a demand to gain baking qualifications at the school has continued to grow and that meant relocating it to another part of the campus, to the Catering, Hospitality and Tourism School (CHATS).

The year started with a major reshuffle and set-up virtually as students were gearing up for their first class, but four weeks into the first course, one of the three offered, and the results are already showing.

For the tutors: Ralf Schmidt, senior lecturer in Baking and Patisserie, Jayshree Somnath and Peter Rood, who between them teach Level 4, part 1, Level 4, part 2, Level 5 Qual ; NZ Certificate L.4 and NZ Diploma L.5 in Baking there have been a few adjustments as they now all share the one classroom.

I'm visiting Ralf during a class today and he explains that they have had to fine-tune the way they teach, though they still have the benefit of being able to test the students' skills by selling the completed products through the small onsite café The Pantry which is popular with students and members of the public. The Pantry is also equipped to cater for functions with the baking school again assisting with goods. And there's a bit more interaction with the Hospitality training school.

"Our baking classroom faces the hospitality classroom and we often see students watching what we do. They seem to be interested in how we make things," says Ralf.

And as he mentions this the hospitality tutor pops across for some bread rolls to use in table-setting training, mentioning that the rolls look so good it will be hard for the students not to eat them before using them in class..

The bakery lessons are eight hours each. In this lesson the students are learning how to make bread dough including 'no time bread' made with chemicals and bulk fermentation and how to form cream buns and doughnuts by hand.

"We want them to understand how the dough develops by doing it by hand before they start using machines to do it." Ralf explains rising/proving and steaming then the first batch of buns and bread goes into the ovens.

A very noticeable part of the lesson is the use of mobile phones to video the tutorial parts. Most of the students are recording it on their phones.

Ralf says that videoing the lessons is now the normal; the advantages are that the students can watch the lesson over as often as they need to and they also share it with others students that might not be in class today.

During the lesson he throws in some useful facts or quirky information. He calls them 'nice to know' snippets. "They help keep the class interested in what we're doing. And we do fun activities from time to time."

They will also learn about, and how, to make baked goods from other cultures. "Our students come from a mix of cultures and various ages and they enjoy learning about baking from outside their culture so we teach about products like Rewena, Stollen, Challah and Focaccia to name a few.

"We've seen a real increase in the number of female students taking the course. It used to be fairly even but as you see there is only one male student in this group. There's still a shortage of skilled bakers and certainly some of these students want to work in a bakery but some have plans to set up their own home-based businesses or work in a supermarket bakery. The opportunities are there for them once they qualify."

Ralf says the course is divided into two days of practical work to one day of theory.

The transition to the new facilities seems to be working. Ralf calls for a lunch break but no one wants to leave the room. They're too engrossed in forming those perfectly round doughnuts.



Yasmin Dil Muhamad



Ralf teaching



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Demystify sour dough fermentation and keeping a culture

By Kevin Gilbert

In 1906 a major earthquake shook San Francisco. It collapsed countless buildings and those which weren't rubble were likely on fire, which was the case for the famous Boudin Bakery. Having got everyone out of the bakery unharmed, Louise Boudin risked her life to run back into the flames and crumbling building. It wasn't money she ran back in for, it was much more important to her than that – a handful of their starter culture.

Starter culture, mother dough, levain or whatever name or version you use, is often vital to your bakery. It sets you apart from any other bakery as your product will have a distinct flavour of its own because of the starter you use and the way you look after it.

Our cultures are a living being that we care or almost as we would a child. Perhaps that is why, more often than not, we name them. Ours is called Gilby.

Caring for the bakery's starter culture has always been an important role as, if you get it wrong, you can cause as much damage to a business as a collapsing and burning building would have done for Louise Boudin.

Treat the culture the wrong way and the acidity can spiral out of balance; the vitality and capability of the culture can be severely impacted; bakery production can be impacted; in a worst case, you can even destroy the culture altogether.

So, what is going on within a starter culture? Yeasted fermentation for sure, but that is not what brings the tang and characteristic flavour that a long fermentation is known for. That's where the weather (of sorts) comes in.

Gilby goes through phases, sometimes sour and at other times a little sweeter. We keep her at room temperature and, as the seasons change, the temperature that she's kept at changes and that then affects her mood. So we need to adjust the consistency at which we keep her. Let me explain.

Yeast fermentation is something that we all know about – basically, yeast eats sugar, sweats out ethyl alcohol and farts out carbon dioxide. The gluten structure captures the gas, and we get lift. But there is another fermentation going on that isn't something we tend to get taught about – lactic acid bacteria fermentation (LAB).

There are 3 types of LAB – homofermentative, heterofermentative, and facultative.

- Homofermentation creates lactic acid and so provides a creamy, yoghurt-like flavour
- Heterofermentation brings about acetic acid (think vinegar)
- Facultative LAB will make either lactic or acetic acid, depending on what sugars are available.

The fructose that drives acetic acid production is released from fructose-containing substances in flour, largely through the enzyme activity of yeast.

And, because lower temperatures are more suited to yeast growth (not to be confused with yeast activity – the farting and the sweating), more fructose is made available to the bacteria at lower temperatures.

Reducing hydration has a similar effect of slowing the bacteria more than yeast.

So, in a nutshell: more acetic acid is produced if you keep a tight and cool dough resulting in a tangy, more vinegary loaf.

Lactic acid prefers a warmer, softer environment and will lend a more yoghurt/buttermilk flavour.

Ideally you want a nice balance of each acid and that is where your personal taste comes in. Do you prefer a slightly tangier loaf? Tighten your dough or cool it down.

Dough a bit too tart? Loosen the consistency you keep the culture at or avoid keeping it cool.

In any case, I hope that helps demystify some of the challenges that come with making sour dough and keeping a culture.



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FRUIT SCONES PREMIX SCONES

INGREDIENTS

Champion Premix Scone	575 grams (3 ½ cups)
Brown Sugar	50 grams (¼ cup)
Champion Easter spice	4 tsp
Currants	1 cup
Sultanas or Raisins	1 cup
Optional - Chopped mixed peel	1/2 cup
Milk	250ml

Glaze: Apricot Jam and boiling water 2 tbsp of each

PROCEDURE

1. Place **Champion Premix Scone**, milk and other flavourings / ingredients into a clean mixing bowl fitted with a dough hook. Mix on slow for 1-2 minutes. Do not overmix.
2. Remove from the mixer, place on a floured bench and mould into a round. Rest for approximately 10 minutes.
3. Roll out to the desired thickness and cut into shape.
4. Place onto well-greased tray and rest for 10 minutes before baking.
5. Bake in a preheated oven at 200-220°C for 10-12 minutes until golden.

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ORANGE ALMOND SCONE LOAF PREMIX SUPA LITE CAKE

INGREDIENTS

Champion Premix Scone	2 cups
Almond Paste - chop into 1/2 inch pieces	227g
Dark Chocolate Chips	1/2 cup
Coconut Sugar	3 tbsp + 2 tsp for topping
Heavy Cream	1/2 cup
Vanilla Extract	1 tsp
Almond Extract	1/2 tsp
Zest from 1 orange	
Sliced Almonds for topping	1/8 cup

PROCEDURE

1. Heat oven to 190deg. Next, line an 8 x 4 inch loaf pan with parchment paper and oil, allowing some of the paper to hang over the sides of the pan.
2. In a large bowl, add the almond paste and chocolate together. Set aside.
3. Add **Champion Premix Scone** to the marzipan (almond paste) and chocolate and evenly mix to combine ingredients.
4. In a small bowl, whisk together the cream, orange zest, vanilla and almond extracts, then pour over the dry ingredients. Use a wooden spoon to stir dough thoroughly. Spread mixture into the loaf pan.
5. Top loaf with almonds. Bake loaf for about 30 minutes or longer until the top is firm and a deep golden brown colour. When touched, the loaf will be firm.
6. Cool in the pan on a wire rack for 10 minutes, then remove from the pan holding the parchment wings - cut carefully, serve warm. Note: bread has a crumbly texture like a scone.



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HR Matters

Retaining good staff in a tight labour market

by Alice Porter



Despite the economic forecasts that New Zealand is facing another recession, and lockdowns continuing into March in some areas, many industries have bounced back surprisingly quickly from the challenges of Covid to date. This has been reflected in record numbers of jobs being advertised on the widely used recruitment platform Seek during March 2021. Many employers are reporting difficulties in recruiting the staff they need, across a wide range of industries.

In a tight job market, strong competition between employers for good workers can make retaining good staff harder and more expensive too. Employee's pay expectations are increasing at a faster rate than has been the case in the past few years. This includes employees seeking work and those already in work.

While many employers are not currently in the practice of pro-actively reviewing pay rates annually, dissatisfaction with pay is one of the key reasons good workers leave their jobs. Many people find it difficult to pro-actively approach their employer to discuss their level of pay, and where employers don't initiate the conversation either, pay reviews often don't occur at all. Where pay review don't happen, employees often choose to look elsewhere for the rate of pay they believe they are worth.

This can be a particular problem for small businesses who have become reliant on key team members stepping up to support the business often in area that fall outside the scope of their ordinary job description. These employees can be willing to do what is required to support the business, but as they take on more work and responsibility, they can feel undervalued if their pay is not adjusted to reflect this. These people can be very difficult to replace if they choose to leave.

To prevent these scenarios occurring, it is a valuable exercise to assess each team member's pay and performance on an annual basis. You can work through the following steps to complete this:

- Based on the job the person was employed to do, how does their current pay compare to average pay within the relevant labour market? Your relevant labour market will usually be jobs using similar skills, qualifications and experience, working for other small and medium businesses, within your region. You can get labour market information from business organisations such as Chambers of Commerce, recruitment agencies, your own networks, and through various online sources including the websites of other employers.

- If you pay less than average, what benefits do you offer your employees and to what extent does this address your lower pay rate? Benefits can be tangible such as use of a car or laptop, or intangible such as flexible working, good relationships within the team, or simply interesting work. External factors such as the location being close to people's homes can also be significant for some. You can get a good idea from your general conversations with each of your team members of what they believe the key benefits of working for you are, and how much they value these.

- Consider internal pay relativities. If new staff are being brought into the business at higher rates of pay than existing staff, it is very likely existing staff will eventually find out and this can be a major source of discontent within a workforce. If your lowest paid workers are now being paid nearly the same as higher paid workers due to minimum wage increases, you will need to think

carefully about how to address that reduced pay relativity. Some restructuring might be necessary if you can't afford to maintain meaningful pay relativities between these jobs.

- Sometimes a person will be doing a significantly different job than they were employed to do originally. This may be because they have built and then applied new skills, qualifications and/or experience since they started working for you, and/or they have taken on significantly more work and more responsibility over that time. In this situation consider adjusting the job to reflect current practice and then make your labour market pay assessment against their current job.

- Consider how well the person performing their job, compared to what you would expect from a similarly qualified, skilled and experienced person doing the same job. If the person's performance is higher than you would expect from an otherwise similar person, consider the extra value they are bringing to your company through their performance. To assist with this assessment, it is very helpful to have some key performance indicators in place for all the jobs you employ, and to share and discuss these with the people doing those jobs.

- Consider the financial performance of your business in the year to date, and your projection for the year ahead. Also consider the most recent consumer price index increase (available from Statistics New Zealand). As a very rough guide, if your business is growing and that is reflected in your financial performance, it is reasonable for your employees to expect their pay to increase more than the consumer price index increase. If your financial performance is stable, and they are performing their role in line with your expectations, they may expect a 'cost of living' increase that is similar to the consumer price index increase. These increases would be in addition to any increases you believe are necessary based on the earlier factors. If your financial performance is not stable it is not usually going to be reasonable for them to expect a pay increase.

- If a person is not meeting your performance expectations, you would not normally increase their pay regardless of the other factors in this assessment, and it would be sensible to address their performance at this time.

There is value in pro-actively discussing performance and pay with employees beyond just ensuring their pay reflects their current value to your business. People generally want to know what their employer's view is of their performance and value to the company, and they have the right to know if you have any concerns about their performance. Equally these conversations provide you with an opportunity to find out whether your employees have any concerns that you might want or need to act on, as well. Employers who systematically review and discuss pay and performance with their team report more productive and cohesive working environments, with lower rates of unwanted turnover within their teams, than those who don't.

You can contact Alice and her company ER Resolutions for further information about this topic or any other HR matters.

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WINTER WARMERS

Warming homesick hearts with Kiwi pies

By Sue Fea

The humble Kiwi pie has been warming the homesick hearts of expats living through long lockdowns in London.

Enterprising young Kiwis with a hankering for the hearty pies of home have managed to turn the Kiwi pie into a silver lining during London's lengthy lockdowns.

Friday Pies, a group of five Kiwi uni mates launched in January this year, and Puffy Pies, started by Kiwi, Lilli Sampson, in October last year have been rushed off their pushbike wheels delivering their Kiwi-style pies sustainably in brown paper bags around parts of North London. South London is now on the radar.

All of the young Kiwi pie bakers work professional day jobs ranging from business strategy and analytics to medical sales and marketing so they've been pumping out pies until the wee hours after work and during weekends to keep up with spiralling demand.

While Lilli has been struggling to keep up demand baking from her tiny 6sqm flat kitchen, the Friday Pies Islington flatmates have long since had to bust out of theirs, moving the after-work pie baking operation to a small commercial kitchen. However, after hitting more than 400 pies a week in production recently the Friday Pies team has had to bring four additional freezers into the flat to store all the pies.

For both Friday Pies and Puffy Pies, the idea arose from homesick hankerings for a good Kiwi pie from home. Flaky puff pastry is a must, instead of the more biscuit-like, or crumbly, shortcrust pastry commonly used in the UK. Brits also eat their pies as a sit-down-style meal with gravy and sides, whereas Kiwis, it's become clear, want them served up in a good old brown paper bag.



Michael Hill and Thomas Hughes get ready for a cook up in London



Lilli Sampson - Puffy Pies

Both operations have been inundated with demand and barely able to keep up with Aussie ex-pats joining in the pie stampede.

At the helm in the Friday Pies kitchen is the only one of these Kiwi pie entrepreneurs with any kitchen experience, Thomas Mills, a chef at Shoreditch in London. Both operations may have started with their own twist on the Kiwi mince and cheese, but a myriad of exciting flavour combinations are now warming the tummies and hearts of ex-pats in London. Thomas created The Brady, a buffalo chicken, pickled red onion and blue cheese pie, one of Friday Pies' fastest sellers with The Katie Pie – vegetarian mince and cheese made with mushrooms another popular pick. Most recently they've added 'The Hackett' – a chicken satay pie named after bungy king A.J. Hackett, and 'The Sheppard', a lamb and kumara pie named after Kate Sheppard.

At Puffy Pies, Lilli has been turning out a long list of flavours single-handedly, including Moroccan lamb, coconut kumara, pulled pork carnitas and vegan chilli 'beef'. "Making up new recipes is probably my favourite part," says Lilli. "I love cooking and I'm pie obsessed, always have been." She was always disappointed with the dry shortcrust pastry pies when moving to London and had joked about starting a pie business years' earlier. "It wasn't until a few months into lockdown; very homesick, heading into winter, part-time furloughed, on a salary cut that it seemed like the best time for me to try it out," says Lilli. Her mum always had a good

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freezer stocked with pies baked by a friend so Lilli thought she'd do a similar thing for friends in London, faced with "yet another lockdown". "I set up an Instagram page for them to order from me and I had 110 orders in the first week. I was absolutely run off my feet," she says. "I had no idea how popular it would be or how fast the word would spread around Kiwis."

Friday Pies have had the same huge response.

"We get so excited when someone says our pies took them right back to their favourite pie shop in New Zealand, says Friday Pies' Stephanie Armstrong. "New Zealand makes the best pies in the world, hands down."

South African-inspired Wild Goose Bakery in London has been Friday Pie's unofficial mentor as production ramped up from just 60 pies a week to 280 pies a week in just over a month. Wild Goose came to the rescue when the Friday Pies team faced difficulties tracking down long sheets of puff pastry, says Stephanie. "The owners of Wild Goose are legends," she says. They've had wonderful support from other hospitality and bakery operators in London who've been incredibly helpful and happy to share advice.

Despite the large Kiwi community in London it's still hard to track down a Kiwi pie. Stephanie and the team are hoping to expand into some of their favourite cafes and pubs on their mission to 'change the way Brits eat pies'. "Having pints in the park is a London summer tradition and we want everyone stomping around with pies in paper bags by June," says Stephanie. They will have their work cut out for them.

Meanwhile, Lilli and her partner are planning to head back to New Zealand this year where there probably isn't such a demand for Kiwi pies, but she is hoping to publish a Puffy Pie Cookbook sharing her recipes.



The Friday pies production line



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WINTER WARMERS

Cornish by name, recipe by heritage

By Cynthia Daly

Quite how Alan Trevan and his wife Dolores became the owners of a business producing Cornish pasties is an interesting tale that meanders. But in October 2014 the stars aligned bringing together a business opportunity, a food that meant so much more than just taste and an old family recipe.

Dolores saw a business in Papakura, south Auckland for sale online which had a commercial kitchen along with a mobile unit suitable for selling food at farmer's markets, and a small, established clientele. The business was making Cornish pasties, a food item much loved by her husband and her in-laws who are originally from Plymouth in Devon and have a family connection with Cornwall.

Alan explains that the name Trevan is actually a Cornish name. And that his 88 year-old mum still knows by heart how to make the recipe handed down through four generations of her family's pasties.

They bought the business, tried the recipes and knew that improvements were needed along with market research and testing the products.

At the time Sarah's Cornish Pasties was producing a traditional beef pasty, along with a venison flavour and a cheese and onion one. She also sold free-range pork sausage rolls and Eccles cakes.

Alan says: "I've been making Cornish pasties for years. I used to make them at home for the family and extended family using mum's recipe."

In the United Kingdom Cornish pasties are recognised as the national dish having been created in Cornwall sometime before the 13th century. Historical records show them first being mentioned in connection with Henry 111 and then Henry VIII's wife, Jane Seymour is recorded as ordering them to be baked.

By the 17th and 18th century they were popular with working people in Cornwall. Farm workers would take them in their pocket to eat in the fields for lunch and tin miners would carry them into the mines for safe sustenance – they would break open the thick, short pastry and eat the filling only. The pastry protected the filling from being contaminated by arsenic found in the tin dust.

Students at national cookery schools in the UK in the 19th century were taught how to make Cornish pasties, which at the time had shrunk to become a small nibble-sized pastry for the Victorian middle class.

In 2011 the European Community awarded the Cornish Pasty Protected Geographical Indication which restricted the use of the name by stating that for the pastry to be called a Cornish pasty it had to be made in Cornwall.

Alan says he's not sure that restriction still applies since Brexit and as he bought the business with an existing brand name, as well as having Cornish heritage himself, he's happy to keep calling his pasties Cornish.

Traditionally a Cornish pasty is a round pastry folded over with a curved top and flat base, made from short pastry and filled with uncooked beef, onion and swedes. The filling cooks as the pastry is baking. They are eaten hot or cold.

Now here is where Alan and Dolores head off in another direction.

Alan has lived in New Zealand for 40-odd years, originally coming here as a naval weapons engineer. He met Dolores in 1999 when her catering company catered for a Christmas function Alan was attending. I guess you could say it was love at first bite!



Alan and Dolores, owners of Sarah's Cornish Pasties

Together they built up the very successful Al Fresco's café business with multiple bun runs in Queen St, Auckland. Between Alan's confidence to establish customer numbers and Dolores' hospitality experience and excellent scratch baking skills the business boomed, "we made everything onsite and I could go into places and get more business". Alan's bun runs took off amongst the multi-storey office blocks surrounding them and his engineering skills were put to use creating a special trolley that could keep hot food hot, hold large volumes of rolls and sandwiches etc and had a cold drinks compartment.

At the height of their business they had three people working the bun runs and Alan had to keep coming back to the café to re-stock. On top of that they did out-catering.

"My biggest sales in one day on one bun trolley I topped \$1200. Dolores is a great baker. We did all that business and the only products we bought in were Dad's Pies and the sausage rolls."

Al Fresco's was located in an Auckland Council leased heritage building with a demolition clause but with the lease renewal pending and complications surrounding the process, they decided to sell the business and move to Pukekohe where they opened the Grapevine restaurant. The recession hit in 2008 and they had to

WINTER WARMERS

move on and start again. This time to Westbury Estate in Karaka, owned at the time by Eric Watson. They became the caretakers maintaining the grounds and providing for all the hospitality requirements when Eric was at home with guests. As the end of the four-year contract approached Alan and Dolores started looking for other opportunities.

"Someone just turned around at me one day and said to me, 'Alan, you make really nice Cornish pasties. No one is doing Cornish pasties that are traditional, why don't you look at doing that?'"

Alan said they weren't sure if there was potential in the idea.

"Then about a week after that was said to us Dolores was on

TradeMe looking around at businesses and there was a Cornish pasty business for sale, Sarah's Cornish Pasties."

Alan says the English lady that set it up was unwell and had to let the business go.

After doing their due diligence they bought the business in October 2014 and decided to keep its existing name, Sarah's Cornish Pasties. They became registered with MPI and joined BIANZ so that they could get advice and support.

"It was really ideal. It was close to Clevedon Farmer's Market, just five or six minutes up the road.

So it was well positioned for that and it came with a catering trailer and ute. When we took it over she was only doing traditional beef, venison, and a cheese and onion. She also did a free-range pork sausage roll, which we still do, and Eccles cakes.

Since then Alan and Dolores have added new flavours. Alan often comes up with an idea then Dolores creates the recipe.

They now sell pasty flavours: slow-cooked lamb and mint; chicken, mushroom and leek; venison and cranberry; cheese and onion; and a traditional beef version using Angus mince. Their

research showed Kiwis don't like the big, chunky pieces of meat in their pasties. Depending on the flavour, they weigh 175gms-200gms. They also continue to make the free-range pork sausage rolls and Eccles cakes.

You'll find Alan behind the cues at their stall at Clevedon Farmer's Market every Sunday from 8am-1pm.

Alan says once people try their pasties and sausage rolls they are pretty much customers for life; they just can't believe how good they taste and part of that secret is that they use feather flaky pastry instead of short pastry because the pasties can then be frozen and re-heated while still retaining their crispy, flaky, buttery pastry texture.

"I've got an Indian lady in Pukekohe who rings me every six weeks and orders a dozen sausage rolls for her son at Otago Uni."

"They are really good! It's a really good English recipe with lots of veggies in it; onions, carrots and different spices."

The wholesale side of the business supplies to cafes, delis, English food shops and butchers across New Zealand with demand growing as more people taste how good they are and increase their order.

They are supplied fully baked, blast chilled and sealed in individual heat-packs and will keep for five days chilled or as long as required, frozen.

The next step is to set up a website and launch online sales.

But if you can't wait that long to wrap your lips around the best tasting Cornish pasty in New Zealand, drop Alan an email at trevanmu@gmail.com and sort out how you can get your hands on them.

Foot note: In doing this article I was fortunate enough to share half a lamb and mint, and half a traditional Angus beef Cornish pasty. They weren't enough! I'm now a customer.



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Doing it with flair – supermarket launches doughnut bar

By Cynthia Daly

I have to admit it was something of a surprise. It was just a few days before Easter and supermarkets had all their Easter goodies right where you couldn't miss them as you entered the stores. But as I entered my local New World in Waiuku I was literally stopped in my tracks by their café cabinet display instead.

Before my eyes were the most beautifully decorated doughnuts I have ever seen and they were calling out to me to buy them! They were magnificent! Their flavours included Strawberry Pavlova topped with chunky pieces of meringue and jelly beans, Death by Chocolate with rich dark chocolate glazing, chunks of chocolate and gold dusted and the very cute Chocolate Caramel with milk chocolate glazing and a fondant carrot decoration.

It turns out that the supermarket, under new management for 13 months, needed some flair, according to Waiuku New World owner, Jeremy Lamb.

The store had been refurbished a couple of years ago and a café added next to the Lotto counter, but it didn't have any real distinguishing features. So Jeremy decided to re-develop the bakery offering by adding a doughnut machine and the first 'designer' doughnuts went on sale just over a month ago.

The intended launch might have been when the store celebrated its first birthday under Jeremy's ownership but another pesky lockdown got in the way of that. So when it lifted, customers were greeted with their new doughnut bar and premium coffee to drink while they shopped.

The day I visited to talk with Waiuku New World operations manager, Loreen Shields, 15 flavours of beautiful doughnuts were on sale such as Jelly Tip, Pineapple Lump, Caramilk, Raspberry Lamington, and Crunchie, not to mention a selection of long doughnuts filled with fresh whipped cream and a variety of flavours.

When asked for feedback on the doughnut bar Jeremy laughs and replies: "It's not good for your waistline to be honest."

"We took over the store 13 months ago and Loreen joined us with a strong fresh food background and I think we just wanted to take the store from what it was to being absolutely outstanding ... We've got a long way to go but we're definitely proud of what the team has done and it's starting to be a pretty good offer out there for our customers and our community."

Loreen says when Jeremy approached her to assist with the store they both felt that there was a good opportunity to increase the quality and the ease of meal solutions for breakfast and lunch.

"We tried various things. Jeremy wanted to get a doughnut machine for the bakery and that's where I developed the plan of utilising the café and starting to run a doughnut bar."

While there are 'donut' franchises and a few independent doughnut bakeries in New Zealand, it's likely that the Waiuku New World doughnut bar is a first for supermarkets and she hints that this is just the beginning of their plans.



By the time you are reading this article in *Slice* the doughnut bar will be offering its first 'Fridays-only' savoury doughnuts with creamed paua as its launch flavour.

Loreen says: "Sometimes I look further afield for ideas and Melbourne is very big on savoury doughnuts as is New York. So looking at that, there will be different flavour profiles that have a savoury bite with the sweet dough texture of a doughnut. Doughnut dough is quite sweet by itself but given the right condition in frying it, it almost comes out as fried bread. That's why we think the combination of savoury will work well, like with cheese and jalapeño or even creamed paua. We've got some big ideas on the horizon."

The sweet flavour menu is a combination of what Loreen and Jeremy have seen elsewhere and also bringing in popular flavours of ice cream and cake flavours.

"We developed our core range and the ingredients. That sticks in place for a considerable amount of time as we are controlled by our food control plan which means that we have to have a recipe in place for each and every one. So we change up some flavours every 13 weeks but the core range would remain the same," says Loreen.



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For their doughnut dough they use NZ Bakels Berliner mix as it produces a consistently good product.

"At the 13-week stage we look at the reporting to how a particular product has sold. If it's not selling well then definitely we would develop another flavour or profile and put that in its place to give that ago. It's always in supermarket or retail, that work in motion, about what our customers want; we're always bringing it back to the customer."

Loreen says the feedback has been very encouraging and a big part of that she thinks is because Waiuku is a small, welcoming community.

"Because we have such a great community, I love it when people say, 'I'd like to see' or 'can you do this for us' and we endeavor to do all those things."

"We get lots of feedback through social media, as well as direct in-store, as well as from our team. Our bakery team is particularly very big on ideas of what could be developed."

Waiuku New World bakery team is made up of a qualified baker, two apprentices and a level 4 qualified cake decorator – Simran.

"The dough is crafted in the morning by the bakery manager or the apprentices and then Simran comes in and starts working on the decorating of the doughnuts."

Loreen says they are very fortunate to have Simran as their decorator. She left the store previously to further her career skills but gladly returned when the concept of decorated doughnuts became a definite opportunity.

The bakery manager projects what doughnuts are to be made



and Simran sources all the ingredients and decorations to put on the finishing touches.

Loreen says as consumers shop they change their mind at any given time so the store has multiple bakery offerings.

The key focus of the doughnut bar will be to keep developing fresh flavours and promotional concepts to attract sales at the beginning or end of their shopping experience. Right now they are planning their Mother's Day doughnut menu.

"For Mother's Day our customers will see a love theme for mum. Lots of doughnuts with decorated hearts and wee chocolate plaques with "I love you" and beautiful mum colours, pinks and reds; very pretty."

And they can be boxed or gift-wrapped to make them extra special for mum, says Loreen.

Pricing-wise the decorated doughnuts are \$3.99 each and the long traditional doughnuts are \$4.50. They're a treat made with the best ingredients on the market and so are a great price point says Loreen.

And of course coffee is a perfect partner to doughnuts though the café menu includes a range hot and cold beverages.

As a complementary service providing a feel good factor in the store, coffee has been very successful, says Loreen. The coffee, espresso machine, service, support and barista training are all provided by JDE Coffee.

"When we came in (to the business), café was one of the areas I really love as well, and looking at the machine, it was very dated. The team didn't know how to look after it and that is one of the biggest things that you need to do in order to make good coffee. So I negotiated with JDE, who have always been a preferred supplier for me, to have the appropriate machine to do the job for our customer base as well as the servicing behind it and support for our team so that we have a really well trained team."

"They train the team and frequently visit and support every aspect of our coffee offering. And we're really lucky, we've got two great ladies and a gentleman – Stephanie is our daily barista and her technique is just superb. She is truly amazing on it. And Kaitlin has been in café for a long time. She's a checkout supervisor now but she predominately looks after café or guides Stephanie, and Adam is our other barista with Jody as part of the team as well."

The café is currently open from 7am-4pm but consideration is going into whether the hours should be extended to cater for early evening shoppers.

Loreen says: "It's a very exciting time for us and we're incredibly proud of our team and incredibly proud of what we've delivered so far in a year of Covid."

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Buttermilk filled, Rolled Oat Cookies

Recipe by: Darryl Norris
@Farmers Mill

Ingredients:

Cookie

Farmers Mill Summit Flour	1000 g
Baking powder	20 g
Salt	5 g
Eggs	400 g
Butter	800 g
Cinnamon	8 g
Rolled Oats	1000 g
Vanilla Extract	6 g
Honey	300 g
Brown Sugar	400g

Total 3939g

Filling

Butter	300 g
Icing Sugar	400 g
Milk	100 g
Vanilla essence	5 g

Method:

1. Cream the butter, honey and brown sugar.
2. Add the eggs slowly, vanilla essence and then the dry ingredients, mix thorough until all ingredients are combined.
3. Add the rolled oats and mix through the dough evenly.
4. Roll the biscuit dough into a log. Cover with glad wrap and place it in the fridge for approximately 30mins.
5. Cut the dough into 40g balls, flatten and place on baking tray that is lightly oiled or lined with baking paper.
6. Bake @ 190 degrees Celsius for 12-15mins 175 C for fan forced oven.
7. Once the biscuits are cooled whisk the buttermilk filling ingredients together and place in a piping bag.
8. Pipe the butter milk filling on the inside of one of cookie and then place another cookie on top of the other sandwiching the filling between both biscuits.

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Coffee hot and strong, cake sweet as

By Sarah Beresford



A queue is snaking out the door of The Batch Café in Invercargill. It's not unusual to see a line of customers waiting to get coffee and their fave treat at this meeting spot that is a hit with locals and visitors alike.

"Our customers are very particular about their coffee," says co-owner Gareth Hamilton. "People like their drinks very hot down here and very strong too — the 16oz four-shot coffees are really popular."

"We know a lot of our customers by name and they don't have to order — we know what they want."

Gareth and his wife Donna have been running The Batch with co-owner Kate French for the past 10 years and in that time they have perfected the art of giving their customers what they want.

The light and airy café with a mix of seating areas, flourishing pot plants and a cabinet bursting with sweet and savoury temptations is a change of scene for Gareth. He and his wife have had a number of ventures over the years, including

a 4 Square and a B&B, and thought running a café could be fun.

In the early days Donna and Kate got things running smoothly while Gareth continued as a full-time fisherman.

"When I was home from fishing I used to come and help cleaning up, washing dishes and doing jobs and thought life was a lot more social and cosy near the espresso machine than bashing around in the Southern Ocean," he says laughing.

Fast forward and the team has been refined over time, with Donna stepping back from the kitchen to take care of financials and chef and baker, Joe Wilks joining two years ago to take over the reins in the kitchen.

"Joe has really brought a diverse and fresh approach to our baking," says Donna. "Making cakes that sing to our customers are his aim — the baked goods have to be visually irresistible as he believes people eat with their eyes. But the secret to keeping people coming back is the flavour. Joe is a spontaneous baker and his favourite way to create is through utilising the seasonal bounty that is brought into the kitchen."





Gareth has a role to play in this, growing all the edible flowers that make the cabinet so appealing and supplying the herbs and seasonal vegies like tomatoes and courgettes that are a feature of the café's menu.

Joe is an Invercargill local who has always loved cooking and after completing his apprenticeship in Queenstown returned to his hometown after a stint working overseas. "Working at The Batch has really given me a chance to live my passion — baking," he says. "Attention to detail and time spent presenting, plating and adorning the cabinet of baked goods is really important. Once it's all set, I have a good look at it from the customers' viewpoint and if it gets a tick then it's back into the kitchen to start on a new idea."

Flowers, berries, herbs and things that add a touch of colour all add up to create a tempting display. That said; quality is equally important.

"We're big on everything being preservative free, using the best-quality produce and ingredients like chocolate, and offering choice with gluten and dairy free, vegan and vegetarian alternatives to our customers," says Gareth.

The café's cheese and bacon scones are famous and sell out quickly, as do staples like their special cinnamon scrolls and blueberry and lemon muffins. Pastries are a must with apple fritters and weekly Danish flavours being particular drawcards.

And then there's the coffee. "About 60 percent of our business is coffee with cabinet food, and it's really important to get the coffee absolutely right," says Gareth. "We've used Hummingbird from the start and it's great, reliable quality. We train our own baristas and it's incredibly important to have skilled baristas. Sometimes when there's a queue people will say, 'Why don't you get a few more machines?' But I tell them that is not the point — you could have 50 machines but the important thing is having staff who know how to use them properly."

"We seem to get half of Auckland coming to our café since Covid. Often when they're leaving they'll come up to the counter and ask, 'When are you opening a branch in Auckland?'"



The Batch,
173 Spey St, Invercargill
Open Monday to Friday
7am-4pm;
Saturday, Sunday 8am-4pm



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Serves: 50 | 5cm x 5cm squares | 85g per serve

INGREDIENTS

Base

630g vanilla biscuit crumbs

300g melted butter

Filling

650g NESTLÉ Docello® Lemon Dessert Mix

1.25L milk, full cream

1.25L cream

¼ cup lemon zest

2½ cups desiccated coconut

Extra desiccated coconut for topping

METHOD

1. Line a 53cm x 32.5cm x 6.5cm gastronome tray with baking paper.
2. Combine the biscuit crumbs and melted butter and mix well.
3. Press the base mixture into the lined tin and smooth with the back of a spoon, chill for 10 minutes.
4. Beat the lemon dessert mix with the milk, cream and lemon zest on low speed for 2 minutes to combine the ingredients.
5. Scrape down the sides then beat a further 3 minutes until thick and fluffy.
6. Stir in desiccated coconut and spoon onto the biscuit base and smooth the top.

Sprinkle with extra coconut and chill for 1 hour or until set before cutting.



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Fun and fresh served with finesse and you'll never forget the name!

By Sarah Beresford

Rude Boy, Major Tom, Friday I'm in Love, Hello Friends and Allies ... sounds like a playlist but these are the names of just some of a group of Auckland cafés that duo Fran Mazza and her husband Aaron Carson have opened in the past decade. Each offers such a truly distinctive vibe that it's easy to think that they're the creative products of different people, but the one thing they all share in common is a menu featuring deliciously inventive takes on café staples and eye-popping cabinets overflowing with sweet treats.

Fran and Aaron's group of cafés all bear the imprint of their originality, inventive interior design philosophy and emphasis on great food, and bring an ethos of sustainability and community connection to their locales.

Fran trained as a pastry chef but that has always been a small part of the equation when it comes to their businesses. "I'm really an entrepreneur at heart," she says. "I've always been creative so I knew I'd take it further than just having a trade. Before I trained as a pastry chef I owned a homewares shop. I'm into the design of the cafés as well as the food — Aaron and I do the interior design ourselves and it's an important part of what makes each café unique."

Fran took the leap into starting a café when she was a young mum living in a suburb that didn't have a lot to offer in terms of a place where locals could meet and hang out. "What was really lacking in the community was somewhere to go and meet up so I thought I'd open a bakery and café. I'm not afraid of risks so off I went," she says laughing.

That was 12 years ago and since then the couple have opened 11 cafés around Auckland that have become hubs for surrounding communities, as well as working together on other hospitality ventures.

Fran says that a major influence in her approach to food is her Italian heritage and the fact that she travelled so much with her parents when she was young which exposed her to a lot of different influences. "Italy has a café culture that's hundreds of years old and there are some things that they do really well. Walk into a deli in Italy and they're just full and abundant. Overflowing. You buy with your eyes. It's the same with the pastry shops — there are piles and piles of biscuits and pastries."

"So that's always been my inspiration behind my approach to cabinet food. It has to be abundant. When I do things I don't want to do small amounts. I want customers to see cabinets brimming with fabulous food. I pile it as high as I can — I don't want cabinets that look empty. I'm prepared to make a loss initially because I want the customer experience to be exciting — that's how you get repeat business."

Walk into any of Fran and Aaron's cafés and you can see this

approach in action. They're buzzing with customers and there's a feast for the eyes with cabinets stacked with a cornucopia of delicious treats. Many also share the hum of the bakery itself.

Fran has one rule for the food she serves: "It has to be made from fresh, quality ingredients. If I don't want to eat it myself, I won't serve it. It needs to taste good and look good. I'm always thinking of what else we can do with our baked goods. For instance, our lamingtons, doughnuts and rocky roads all have a little twist that makes them special. You can easily change up an old-school recipe — simple things like ginger or caramel slices offer so many creative options."

She says in the years she has been running her cafés the coffee scene has really come of age. "It's pretty hard to find a place that does bad coffee these days. People are more chilled now because it usually meets their expectations. I think the most important thing is partnering with a quality coffee company that offers good support and helps you to grow your business."

Fran says another key ingredient to their success has been the time and energy she and Aaron put into the names, personalities, interior design and ambience of their cafés. "The trend tends to be towards more minimalist spaces these days, but we don't really go along with trends. We like our cafés to have strong personalities and very good food."

But above all Fran says one thing is vital: "I don't take myself too seriously and I just want to have fun with what I'm doing." It shows.





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Quality key to a great coffee

By Sarah Beresford

David Burton knows more than a thing or two about coffee and how to make a perfect shot of what for many is an essential part of daily life. David has been at the forefront of the industry in New Zealand for decades and to say coffee is in his blood is no overstatement.

The Burton family has been in the business of providing Kiwis with their hot beverages of choice for four generations. Grandfather Herbert Burton ran a tea importing business, and was joined by sons Jack and Geoff. Jack's sons David and John followed, and David's current business Jack's Coffee is an obvious tribute to his father, and his son also named Jack works in the business too. His brother John has also been heavily involved in the tea and coffee business and works with his daughter at coffee company John Burton, and Dilmah Tea.

"I started Burton Hollis coffee in 1990 focusing on supplying top-quality coffee to the hospitality industry. By 1995 there was a dramatic change in the whole business," says David. "It became trendy to be seen enjoying a coffee, just like on the pavements of Europe. It was an industry game changer."

A revolution in the country's beverage drinking habits followed, with the traditional cuppa being replaced by espressos, lattes and later flat whites. New Zealand has gone on to forge a reputation as a market leader in providing top-quality coffee to discerning customers.

So what is it that distinguishes an average coffee from a standout one?

"The freshness and quality of the beans is really important," David

stresses. "The difference between premium and cheap coffee is just like any other product — you pay for what you get. Like food and wine, if you opt for something cheap and nasty customers know it and you do your business no favours."

Then there's the alchemy of actually making the coffee.

"Whether the grind should be coarse or fine, depending how you're making it, is important. And then it's critical to understand the formulas for making a beautifully balanced coffee. People are now wanting double shot coffee as a norm and this means you have to make adjustments for that. There's more variety in cup sizes, so it's vital to get all your proportions of coffee strength and milk perfect. Consistency is so important. If you don't get it right you can jeopardise your business."

New Zealand's global recognition as a market leader in making coffee means that expectations of customers for their caffeine fix are generally high.

"You can invest in a good machine but what's more important is to invest in a good barista," says David, who judged the World Barista Championships in 2009 and 2010.

"It's like a racing driver. You can have a driver in the top five and he'll perform no matter what car he's driving. Then you can have a driver who's not up to the same standard and he still won't perform no matter how good the car is. There are a number of variables that affect the taste of a cup of coffee and a good barista can make all the difference. From the blend, the roast, the milk and the espresso — all these factors are made into a perfect cup of coffee by a dedicated barista."

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MUFFIN RECIPE

SERVES 12

PREP TIME 10 MINUTES

BAKE TIME 15-20 MINUTES

BUN MIX INGREDIENTS

GROUP 1

1000g Pilot Cake Margarine

800g Castor Sugar

GROUP 2

900g Whole Eggs

GROUP 3

1350g Flour

200g Baking Powder

2800mL Whole Milk

METHOD

Cream together margarine and sugar

Slowly add eggs to mixture

Combine with group 1 and 2 to form a rough style batter.

When mixes add your favourite flavours and decant into baking tray.

VARIATIONS

For flavoured variations, fold desired ingredients into above mixture. Suggestions below:

Apple & Oatmeal (200g Diced Apple, 200g Oatmeal)

Blueberry (400g Blueberries)

Apple & Cinnamon (400g Diced Apple, 20g Cinnamon)

Chocolate Chips (280g Small Chocolate Chips)

Lemon Poppy Seed (30mL Lemon Flavour, 10g Poppy Seeds)



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APPRENTICE BAKER

Learning begins with a little inspiration

By Cynthia Daly

There's a rather special photo in Sue Brocherie's world; it's a photo of her sister graduating with an early childhood education qualification and it was the motivation for Sue to accept a baking apprenticeship offered through Rangiora Bakery and run by NZ Bakels.

On August 1 Sue will become a qualified cake and biscuit maker. "It's actually really cool completing this strand of learning. I feel very proud." The learning doesn't end there though. She'll then embark on the next strand of baking qualifications specialising in pastry.

Baking is Sue's "happy place" but having the courage to go back to learning as a mature student took some doing.

Her formal education ended at high school. She then set out on a journey to gain life skills. Among those experiences, Sue worked in ski fields in Japan and ran a country hotel in the Lake District of England that offered vegetarian meals only; she was the manager, sometimes cook, and dessert maker, and a lot of things in-between.

Returning to New Zealand after nine years, Sue spent time on the West Coast managing motels and eventually her journey brought her home to Rangiora 13 years ago and an entry-level job at Rangiora Bakery.

"I started here making muffins, eventually working my way up the ranks to become a production supervisor. When the bakery started doing apprenticeships again, it just seemed the right thing to do.

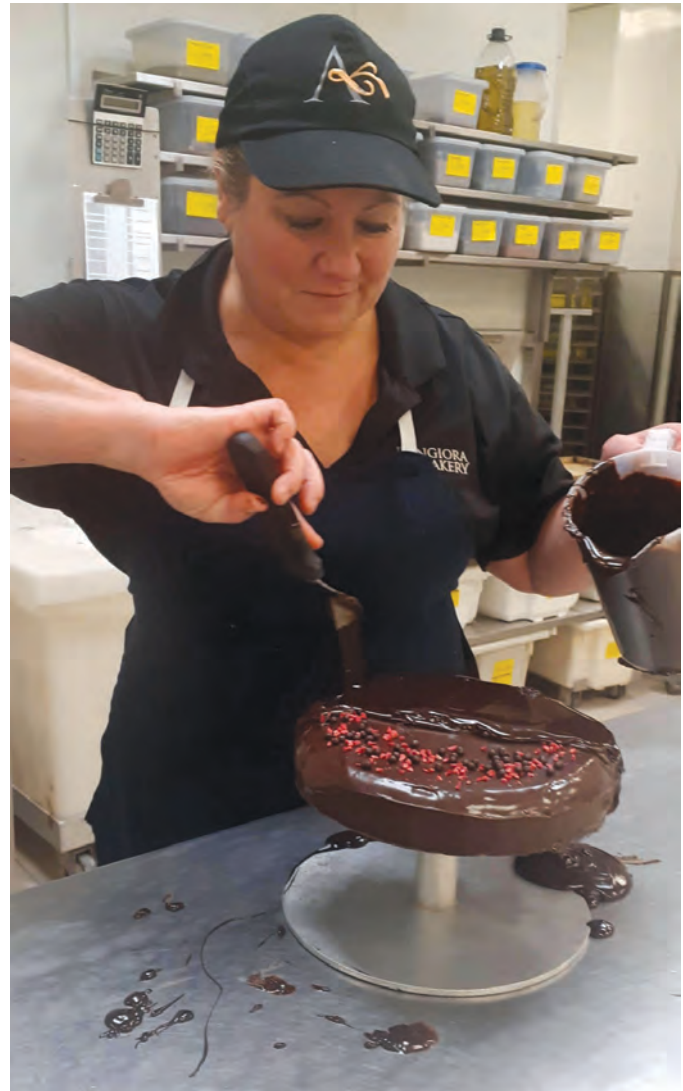
"For me it's a personal journey. Apart from school I've never had any further education so improving my own skills and knowledge, not only for me, but also for Rangiora Bakery was important to me.



Learning the technical skills to help me execute my ideas and the understandings behind what I'm doing and why. Also being able to explain to other people why we do things a certain way or use particular ingredients; a lot of troubleshooting and so on."

Sue says looking back on her life, baking was a big part from a very young age thanks to a mum who taught her and her sister useful kitchen skills.

"We were baking from an early age, and taught all things practical. It was just a part of our upbringing. You can't beat that taste of home baking and what I like about the bakery is that most of our ingredients in our products are reasonably



Sue Brocherie

'clean'; i.e. our muffins are a scratch recipe. There are no pre-mixes, so you know what is going into the product you are making; it's good, clean, wholesome...fattening food," laughs Sue.

While Sue was excited at taking on a baking apprenticeship, going back to the classroom and learning was daunting. Her training group of three included a man in his 20s from a bakery in Blenheim and a woman in her 50s who cooks for the Canterbury Hospital Board. "We made a great wee team! It's been quite nice for us to go through those three years together because we've all got different knowledge and skill sets. Overall it has been really interesting and I think it's great that apprenticeships are coming back into the forefront because they kind of lapsed for a little bit there."

"Pippa (Pippa Edwards) and I are part of the new curriculum of baking apprenticeships. Previously all the strands were incorporated into one apprenticeship, but now have been separated out into Bread; Pastry; and Cakes & Biscuits. Over our block courses we have done some "fine-tuning" along with our tutors for the next round of Year 1's.

APPRENTICE BAKER

"It was really nerve-racking going on my first block course. I was absolutely petrified but soon settled in to it, and looked forward to the next day! Having an encouraging tutor certainly helped make it a great learning atmosphere.

The cake and biscuit making strand took Sue from basic biscuit-making to the more challenging European cakes and cake-desserts.

"The first thing the tutors say is that they are going to treat you like you've never baked before. You do your basics like choc chip biscuits, student's own creation muffins, sponge, and carrot cake etc, making sure you know the basics of baking and understanding and following a recipe. By the end of the three years we were making gâteau St-Honoré and bavarois. St-Honoré is fancy layered choux pastry filled with mousse and decorated with sugar swirls and I was quite proud of my sugar swirls!"

"I did things that I thought I'd never be able to ever achieve. I thought I was out of my comfort zone, but after making Dutch shortbread (checkered) and other products, I thought 'oh wow'. With my confidence growing, I became quite proud of what I was producing, especially the finishes on my cakes, working hard to get the end result I wanted. If I didn't like it I'd take it off and start again until I got it how I actually wanted it. It gave me a real sense of achievement."

Sue says the course has been invaluable in helping her bring her ideas to real life.

While she's not likely to be making gâteau St-Honoré and bavarois in her day-to-day job, learning how to make them taught her skills she will use and also be able to share with other staff.

"Using techniques like helping people learn how to hold a piping bag or getting them to think out of the square a bit more. We always try and engage our staff because getting them engaged, they're the ones on the floor doing the job on the line or making those products so if we can get some buy-in from them to say well maybe we could try it this way' it gives those guys options."

"One of the topics in Year 3 book work was about lean management and the five S's (5S is defined as a methodology that results in a workplace that is clean, uncluttered, safe, and well organized to help reduce waste and optimize productivity. It's designed to help build a quality work environment, both

physically and mentally). Production flows; why do we do things a certain way and it made me think a lot about what I do in my job so it was actually very useful. Because of the position I hold here, the processes and process flows reiterated that there was so much more to baking than beating up eggs and sugar."

These skills have encouraged Sue to focus on how the baking teams operate, implement and encourage ways for them to work smarter and more efficiently. "We can see results and it has been really beneficial. Especially rewarding for our teams on the production floor as we couldn't achieve these results without their input and their buy-in for the end result"

Sue says even when she is away from the job she's on it checking out how their products look after being supplied to the customers.

"I was in Invercargill last week and I went into a petrol station to check out our products, looking at them and thinking 'are they good enough to be in there. I even asked the girl behind the counter about the products, which ones sell the most. I just can't help myself," she laughs.

Sue says her apprenticeship has given her an enormous confidence boost and having it on paper from a recognised training provider saying she is completely qualified means everything.




DELICIOUS
Buttermilk filled,
Rolled Oat Cookies
See recipe in this issue.

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APPRENTICE BAKER

Promotion recognises apprentice's ability

By Cynthia Daly

There's a sense of excitement in Pippa Edwards voice as she explains she will complete her baking apprenticeship this year but has already been promoted to a supervisory role.

In 2020 Pippa became one of the two pastry-line supervisors at Rangiora Artisan Bakery. In August she will complete her final training course at NZ Bakels in Christchurch and then she just needs to serve out the end of her apprentice time.

"I'm actually a little bit lucky. I got a change of role last year and I became a production supervisor. So I'll be a fully qualified production supervisor when I finish my apprenticeship. It's a little bit backward but I had an opportunity given to me by Marcus (Marcus Braun, operations manager) and I just jumped at it and jumped up a step while continuing on with my apprenticeship."

It's an achievement that means a huge amount to her as a mature student in her mid-40s, having come to the baking industry after previous careers that included race-horse training, dog rescue and nine years at Spuntino Café in Auckland learning the business from start to finish.

"The owner helped develop my passion for the food industry. I worked my way up with her to managing and then I moved down here."

Fourteen years ago she applied for a job at Rangiora Artisan Bakery that was only meant to be short-term but she fell in love with what she was doing and decided she had a future as a baker.

"I was very fortunate to get an entry-level role at the bakery and I bugged the manager Frank Jessan for as long as I could to get an apprenticeship. I was approached to see if I would be interested in doing the apprenticeship and I'm not young but I grabbed it with both hands and I was very excited because I had expressed an interest in it. It was a real privilege to be given that opportunity."

Pippa explains that within baking apprenticeships you can focus on a particular strand now and she chose pastry.

"It's something I've always been interested in since I started here and was put on to the quiche and pie shift. It's just a product that I like and there's so much opportunity within it. You can specialise into fancy cakes and different pastries.

There's quite a lot of room to grow, I feel. I'm quite



Pippa Edwards

excited that there is so much scope to do a whole variety of things."

She says the only barrier to becoming a mature baker is being physically fit. There can be a lot of heavy lifting, possibly less so in a smaller bakery.

"You become work fit for what you are doing. You develop your arm and shoulder muscles to be able to lift the trays and that type of thing. A lot of people who think they are fit can walk into the role and struggle initially because they have to get work fit."

"As a mature student my age hasn't been an issue. I've got younger people in my class and it hasn't been a problem. You just carry on with what you are doing and I think you've got more experience to put behind it. Even your mum baker at home could easily get into an apprenticeship and baking career as well because she's got a lot of background in it. If you can get yourself in with a good business, even better. I've had so much support here from the long-term members of staff, some of which have

taken me under their wing and mentored me. It's just been fabulous. Any issues I've had, they've been more than happy to help me. I couldn't have really started in a better place."

In recent years the number of females entering baking apprenticeships has fluctuated depending on the area of expertise they are studying. Pippa is the only female in her class.

"That's possibly because I'm doing pastry and that's more of a male dominated part so I'm kind of pushing my way in a little bit. But it hasn't been met negatively. I think a lot of females probably go more for the cake and biscuit strand.

My passion was in a slightly different role but everyone has been very encouraging and there have been no drawbacks to being a female pushing her way into it, if anything they have been



Some of Pippa's final course assessment work

APPRENTICE BAKER

more accommodating and more helpful to me. I think they recognise that because I'm a female, in an area that has had more male domination; they're like 'this is quite cool that she wants to give it a go so let's help her out.'

While Rangiora is a provincial town the area is expanding rapidly. Rangiora Artisan Bakery is a large scale factory supplying nationwide.

"We're sending out pallets of product rather than a few boxes and it's just the difference from being just a small bakery to a large scale factory. But being in the large scale factory has given me more opportunity.

"There are different products and new products to learn to develop and work with, whereas your little town bakery they have their set lines. We have menu changes for our different companies. We look at developing new products for them and ways of making things better. So that is quite exciting and there is always room to make a product better."

Pippa also takes an interest in what is happening with food trends on social media and admits it would be interesting to take an idea and develop a stable product into a recipe for large scale production.

"We have a really good dedicated team for NPD work. I do like to jump in there and get ideas and often help. I'm constantly asking 'how are you going? Do you need anything?'" Looking at their products more for my own sake because I feel it helps my apprenticeship. Arlyn Thompson is doing NPD at the moment and she is more than happy to share information with me, what she is doing and trialling. There's a lot of help there. It's great."

Away from work Pippa is getting more into choux pastry,



developing her own style and practicing the finer parts of the pastry. "It's for me, not that I've ever received any negative feedback but it's a confidence thing because I always want to over achieve."

"Once I have qualified I'm looking at doing the cake and biscuit strand to further add to my skills and give me more opportunities. I consider myself to be very lucky with the friends I have made that continue to help me develop and grow. They know who they are and I'm very grateful for them," says Pippa.

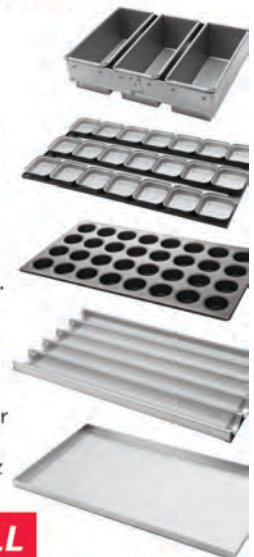


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Generations of Baking

In a time of crisis would you cycle 80 kms a day to buy flour to bake with and even risk your life?

Would your bakery be able to survive The Great Depression by you jumping on board boats as they docked to try and sell bread to the sailors?

We look at two very different baking dynasties that weathered some extreme challenges through world events. One continues as a fifth generation bakery, the other is creating a legacy of baking skills.



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Wartime Belgium baker's skills continue through grandson's tutoring

By Sue Fea

A third generation baker from Belgium, Noel Remacle's skills are etched in a rich European family history born out of extreme hardship and sheer determination.

Now a senior academic staff member, baking and patisserie teacher at Toi Ohomai Institute of Technology in Tauranga, Noel ended a family baking history dating back to the start of the 20th Century when he immigrated with his family to New Zealand from Belgium in 2007.

Noel's grandfather, Jean Remacle, born during World War I in 1915, began baking as an apprentice in Belgium, aged just 14. A battler to say the least, he was orphaned at just two when his father, a prisoner who worked as a coal miner for the Germans, was killed after he was squashed between two wagons. His mother died a year later, leaving Jean an orphan at three-years-old. He was sent to an orphanage to live with nuns and when he had to leave there, aged 12, he lived in a bakery where he learned the trade.

Tragically, Jean was severely burnt at 18 when a large bowl with fry fat fell over him in while baking doughnuts at the bakery. He picked up his fork he dropped and another worker accidentally hit the bowl with a tray. "He spent a year in hospital and worked so hard to get his motion back," says Noel. Because of his injuries, Jean didn't have to go to war during World War II and was allowed to keep baking in his little bakery business in Stavelot, about 80kms from Liège. The pain and atrocities his family had endured at the hands of the Germans drove Jean to join The Resistance underground movement.

"He would bike the 80kms to the city of Liège every night to get the flour, towing a wee trolley behind him,"

By day he baked for those who were allowed to purchase using the points system while by night he continued baking for The Resistance under the cover of darkness to help feed the wounded and prisoners of war. "He would bike the 80kms to the city of Liège every night to get the flour, towing a wee trolley behind him," says Noel. All this took place in an area that was the focal point of the Battle of the Bulge. "It was extremely courageous as the Germans always ran night patrols."

The flour was so coarse that Jean built his own sieve to refine it. "One night he left on his bike to get the flour and the Germans started bombing Liège," says Noel. He was hiding under a bridge and stuck there for days before it was safe to dig his way out of the rubble. "It was such a severe bombing. My grandmother said the sky was so red over Liège in the middle of that night and she could feel the ground trembling back in Stavelot, 80kms away. His family didn't think he'd be coming home."

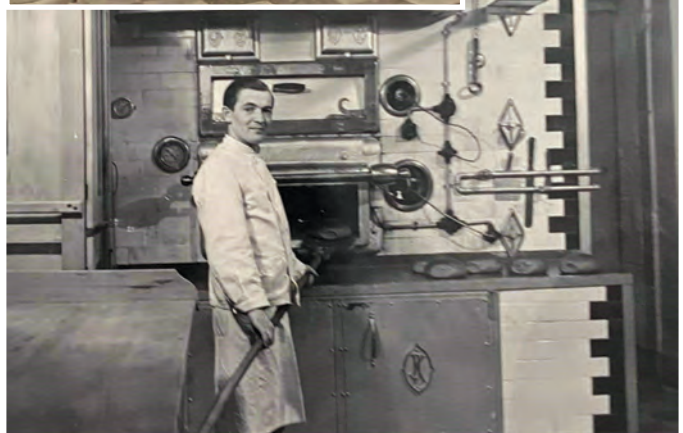
On another occasion Jean was baking in his bakery during the night when he heard a whistling sound and then an explosion on one side of the bakery, then another whistling sound and explosion on the other side. "He suddenly realised that the



Jean Remacle in his bakery. After the war when it was rebuilt



Left: Cooking equipment during his wartime bakery

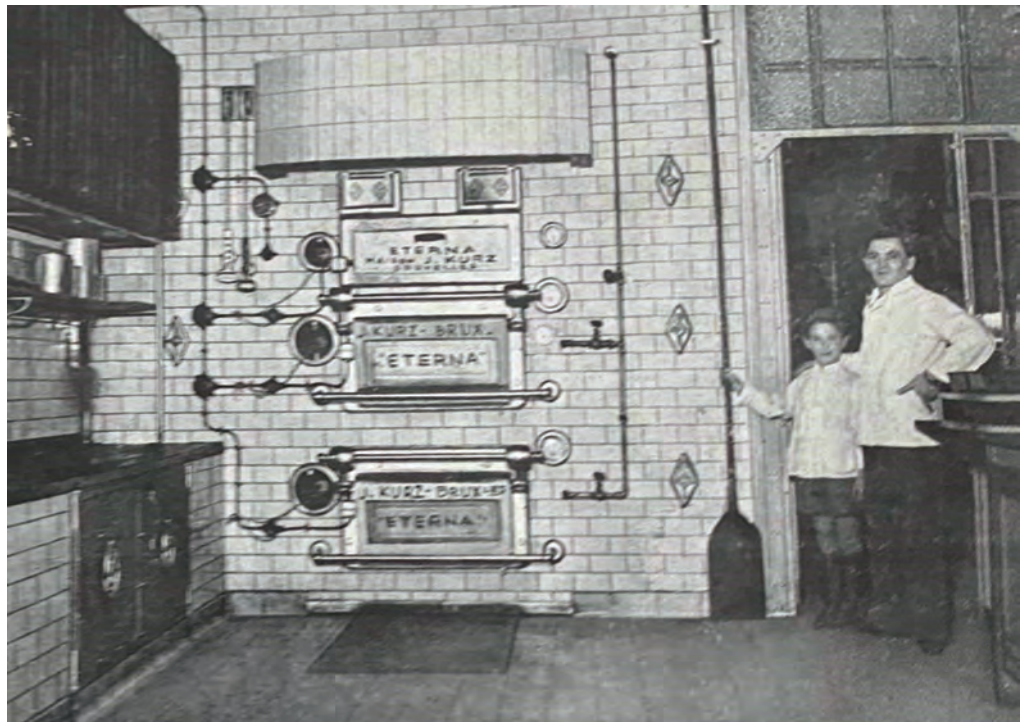


After a few years his shop was so busy that his oven became too small he got an upgrade

spotlight on

German's could see the chimney of his bakery smoking so they were bombing it," says Noel. "He ran to the cellar beneath the bakery where my grandmother was with my father, Jean-Pierre Remacle, then four, and my auntie, who was only one." Just as he got there the whole bakery was bombed. "They lived in that cellar for six months or so until the war ended," says Noel. Jean biked 3kms to another bakery where local bakers co-opted together to bake bread, which was all they could get the ingredients for at the time.

Not one to give up, Jean rose up from the ashes rebuilding his little bakery after the war ended and was awarded a wad of medals by the Belgium government for his bravery and his baking.



Jean Remacle with my father Jean- Pierre Remacle

Left: Noel's grandfather's medals and below right: recipe books that he now has in safe keeping

He was also awarded medals by the Bakery Guild of Belgium for 25 years and 35 years' service and eventually became one of the only bakers in Belgium to be awarded the special honour of having baked in Belgium for 65 years. This was presented to him by King Baudouin of Belgium.

Jean died in 1998, aged 83, baking until his last days. Jean-Pierre baked with his father from the age of 14, but eventually went out on his own as the pair didn't always agree while working in the kitchen, says Noel. Jean-Pierre started his own bakery in Genk in July, 1966, the same year that Noel was born on Christmas Day – the busiest time of the year.

"Dad recalls the wartime Germans patrolling the streets and sitting in the cellar when they couldn't say a word," says Noel. He even recalled eating "black meat". "There was no meat and the SS was controlling the city.

My granddad snuck out at night into the paddocks and got some cow's meat from the bombed cows.

He also remembers very well the sound of the V1 flying bombs and everyone holding their breath when the engine stopped, and the sound of the huge bomber formations going to bomb Germany.

Jean-Pierre also found out as an adult that the pet dog didn't go missing – they had been forced to eat it.

"My dad was only five but remembers a dead SS soldier holding a handgun hanging out of a window. It was winter and temperatures dropping to -20°C at night," says Noel. "One day they



Jean-Pierre and his granddaughter baking the sugar torte still in the weekends



spotlight on

went out and the soldier was still there but his hand and the gun were missing."

"My grandfather was a tough man, never scared. He absolutely hated what the Germans were doing. He showed me a piece of a bomb that he retrieved from the rubble once," says Noel.

Noel's baking career also started at 14 when his father dragged the young rebellious punk rocker out of school to "keep an eye on him". Noel was made to work in the family bakery. "I didn't want to be a baker but I ended up loving it and it became my passion." Noel trained under his father until his military service at 18 and also spent time gaining experience in Paris. He took over the family bakery in Belgium, aged 30, when his dad retired, even though Jean-Pierre still came to work for him.

Traditions that his grandfather created and passed down are still taught in Noel's Tauranga classroom.

Jean Remacle changed the recipe of the Baba au Rum and created a sugar torte that was a huge seller in the family bakeries.

Jean-Pierre, now 81, still bakes them with his 16-year-old granddaughter in Belgium, just for customers from back in the day who miss them.

These were only available at the Remacle patisserie, says Noel.

Liège is famous for its delicious Liège waffles with small sugar pearls in them. "My grandfather baked these to give to the coal miners as they exited the mines but the Germans chased him away and threatened to arrest him," he says. "They're a brioche dough with sugar pearls inside, nice and soft. The pearls are made from sugar beet."

The waffle is baked in a very heavy cast iron, and when baking, the sugar pearls are caramelising. Because they are made out of sugar beet, they keep their shape, have all the flavour of the caramel, without colouring, and still crumble when you bite on them.

These speciality Remacle waffles went down a treat at the market days while Noel was working in Hastings at the New World Bakery for five years and through his small, spare time waffle business, WAFEL 4 U.

Noel's first job in New Zealand was at Eurobake in Albany, with Roy West.

"We sold up and arrived in New Zealand with a one-year working visa so we had to make it work." Their two children, then 13 and nine, spoke no English on their first day at school, but quickly adapted.

His wife, Yolanda's accountancy qualifications weren't recognised in New Zealand so she worked as restaurant manager at a Burger King in Hastings and when they moved to Tauranga.

Noel's three-year stint in product development at Florentine's Patisserie factory as a baker and pastry chef with experience in European French style patisserie led to adapting the production of fine patisserie into mass production, training the staff and leading the production team.

He also travelled overseas to set up Guylian Chocolate cafes.

With the job eventually demanding more than 90 hours a week Noel opted out.

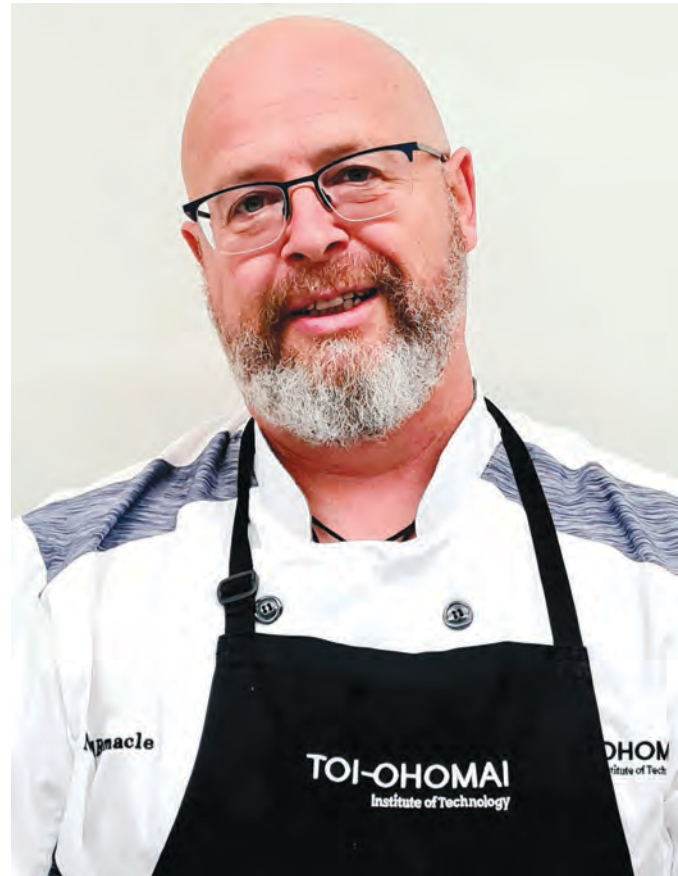
"I didn't sell out of the bakery at home for a better lifestyle and doing the same now for a boss."

Noel took a job as bakery manager at Gate Pa New World in Tauranga.

Foodstuffs asked Noel if he would be happy teaching workshops patisserie and chocolate inside Foodstuffs after seeing his glazing and decoration talents following a competition.

These workshops gave him some great teaching experience. It was a natural progression and he says he absolutely loves passing on his knowledge.

"It is the perfect way to do what I like and still in a way being connected to the industry I love."



Noel Remacle, a senior academic staff member, baking and patisserie teacher at Toi Ohomai Institute of Technology in Tauranga



Knack for kneading still alive and well at Blanchfields

By Sue Fea

Baking has been in the Blanchfield blood for five generations with Blanchfield's Bakery in Greymouth now thought to be the longest serving bakery in New Zealand.

It all started when an entrepreneurial Irishman named Paddy Blanchfield 'Esquire' arrived on the West Coast and started a pub in Piper's Flat at Maori Gully during the 1860s gold rush.

It was here that an enterprising and very young Paddy began baking bread for the multitudes in 1861. After finding he had something of a knack for kneading, Paddy Esquire, as he became affectionately known by the family, sold his pub and moved into nearby Greymouth to work for The Public Bakery. Paddy made the business what it was and eventually bought it outright in 1892. He married and had four kids, working The Public Bakery before eventually retiring.

Coming up the rear was his very capable son, Paddy Blanchfield (Junior), who took over the family business in about 1940, renaming it Blanchfield's Bakery and running it successfully until about 1962 before handing on the baking baton to his own son, Frank Blanchfield. Paddy Junior not only baked great bread, but became a much-needed voice for the West Coast region as MP for West Coast from 1961 until 1979. An intelligent man with an enquiring mind, Paddy won Quiz Master at Parliament many times.

Once Paddy (Junior) had hung up his apron Frank took over, and then his son, Chris Blanchfield, currently the owner. Chris's son Matthew, now head baker, is gearing up to step into Chris's shoes. It doesn't end there either. Matthew's four-year-old son Mason is already lining up for his turn, coming in regularly with Dad to help do the baking. "He just loves it," says Chris. "At Easter he came in to help cross the Easter buns."

Chris recalls those super early morning starts joining his own father, Frank, on childhood missions to the bakehouse. "Every single one of us – Grandad, Dad, me, and my son, Matthew, have



Paddy Blanchfield 'Esquire' and his wife Mary



Paddy Blanchfield Junior



spotlight on

always got up during the early hours and gone in to work with our fathers every now and then. "Dad would go in to work between 2am and 4am and from the age of seven or eight I was going into the bakery," says Chris. "Every now and then I woke up in time and wanted to go. It's in the blood."

It wasn't only a love of all things baking that lured a young Chris out of bed at that hour. His fondest memories are of the smell of



Frank Blanchfield

fresh bread baking, slices and cakes wafting in the air and "getting to lick the condensed milk, golden syrup and caramel tins". "Eating the ends of the sausage rolls is still worth getting up for, but we don't lick the tins anymore," reassures Chris.

He recalls tales from Grandad Paddy who used to sneak into his dad's car at an early hour and hide so that he could go to work with him. "They'd get there and he'd emerge and say, 'I'm here now so I might as well help,'" says Chris.

It's been a father and son business all the way through the generations but all of Chris's aunties have been

fantastic bakers too. Grandad Paddy's brother, Hugh Blanchfield (Uncle Hughie) moved to Takaka in Golden Bay where he owned a bakery for many years before selling it to Goodman Fielder. He then went on to run the company's bread plant there, which produced bread for most of the upper South Island. Hugh worked there until his retirement 35 years ago. Another brother left the West Coast and opened his own bakery in Melbourne.

Blanchfield baking recipes are still the originals. "Great Grandad (Paddy Esquire) had a German baker working for him prior to World War I, who must've been an illegal immigrant," says Chris. "He asked my great grandfather to sponsor him and he said, 'yep, on the condition that you show me your own German recipes'. They shook hands on it but the German guy wouldn't pass over his recipes." However, the German baker was soon to learn that you can't fool a crafty Irishman. Great Grandad Paddy drilled a hole in the roof of the bakery and sat up in the ceiling every night writing down the recipes by candlelight in his own code," says Chris, proudly. "Our shortbread, pikelets and melting moments are all original recipes from Great Grandad Paddy using our own self raising flour." As for the German baker, Paddy rang the authorities and told them he was an over-stayer," grins Chris.

Paddy Esquire was needed back home on the Coast as Home Guard baker during World War I. "He always talked about how hard it was to get ingredients. He made his own yeast, baking powder and salt," says Chris. "They were pretty damn hard times." The Great Depression years followed and when boats docked at Greymouth Harbour there was a mad dash from local bakers to get on board first and sell their fresh bread to the crew. "It was very rare for bakers to get their bread on board to sell," says Chris. It was a dangerous leap over the water from the wharf but Paddy Esquire wasn't short of courage and always made it on board to sell his bread first. If the bread was ordered ahead, then the customers paid more – a few pennies or shillings.

The merchant sailors were bringing in supplies like coal and it

was extremely hard to get flour and other baking supplies, says Chris. Flour had to be brought in from Canterbury.

Grandad Paddy (Junior) had suffered a broken leg in a horse riding accident, which left him with one leg shorter than the other, so he was unable to go to war during World War II. However, his baking prowess came in handy on home turf.

Chris was 10 or 11 when his grandfather was in Parliament and recalls going to Hokitika Airport to pick him up and see him off weekly with his grandmother.

The bakery business was hit hard during the 1970s when interest rates rose to 25 percent. "It was unbelievable how hard it was," says Chris.

The West Coast has always been a tightknit community and Chris says his grandfather was first up at the Strongman Mine delivering free pies to support the families after that tragedy in 1967. "We did the same during the Pike River Mine disaster and I recall an older person there at that time telling me my grandfather did the same," he says. Pies and bread were also delivered to the Pike River families on the anniversary of that disaster.

Of all the Blanchfields, Chris reckons his father, Frank, had "the good years". "He had the best time ever, before supermarkets, KFC and Subway. It was a licence to print money. He worked hard but they were the best years," says Chris. "He was semi-retired at 45 as I could work the business so he was able to come in and out and spend time overseas."

The challenge for the next generation in the face of changing times is to constantly be inventing new products and lines, new flavoured pies, new slices and different flavours for filled rolls, he says.

With a Coeliac daughter, Blanchfield's Bakery takes no risks and all specialist gluten free products are bought in from Christchurch's Totally Gluten Free. "We know it's safe."

Blanchfield's has also developed its own pastry free pie, made from a special bread dough base using 99 percent fat free pastry, replacing fat with potato.

Renowned as innovators, Blanchfield's has scored many an award throughout the years, not to mention its 1985 chicken and camembert pie, well before its time. For Chris the key is getting the ratio just right and balancing the flavours well.

Who knows what young Mason will have invented when it comes his turn?



From left, Chris, Mason and Matthew.

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Grioché Moroccan Donuts

Recipe by: NZ Bakels Ltd.

Weight Ingredients

	DOUGH
2000	Bakels Berliner Donut Mix
33	Bakels Instant Yeast
900	Water
3	Cardamon (Optional)
2936	Yield

	SYRUPS
500	Orange Juice
500	Sugar
	Orange Slices / Zest (From 1 Orange)
500	Liquid Honey
500	Stock Syrup (Boil together 200 sugar, 200 water)
1000	Maple Syrup
	Pastachios / Pecans/ Sesame Seeds / Nib Sugar to garnish.

Grioché Moroccan Style Donuts using **Bakels Berliner Donut Mix**, to form a contemporary version of the delicious honeyed or orange syrup dripped treats.

Method

1. Prepare 'Berliner Dough Mix' as per usual recipe. Ensure dough is kept cool for easier handling.
2. Sheet dough to 4mm thick. Relax back. Cut into 100mm squares.
3. Make 4 even cuts across dough. Separate the dough alternately and pull through to form a lozenge shape. Prove.
4. Prepare orange syrup by boiling orange juice and slices. Boil for several minutes.
5. Prepare honey syrup by bringing sugar and water to the boil, add in honey.
6. Maple syrup can be used straight or extended by boiling through more sugar.
7. Fry donuts at 180°C until crisp. Drain and dip into very hot syrup while still hot, allow to soak for several seconds.
8. Drain excess syrup on a rack over a baking tray. Scatter finish across the Grioché.
9. Bake at 160°C for 10 minutes with the vent open to 'set' the syrup.

Handy Hints:

- Cutting and folding increases the surface area to allow more syrup to be absorbed, to produce a crispy crust.
- Shapes, syrups and garnishes can be adapted



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