

slice

Issue 53: Winter 2022



- **Apprentice Baker - Scott Siakia** (cover pic)
- **Reflections on baking**
- **Comfort foods**
- **Spotlight On - Baker's Delight Pukekohe**



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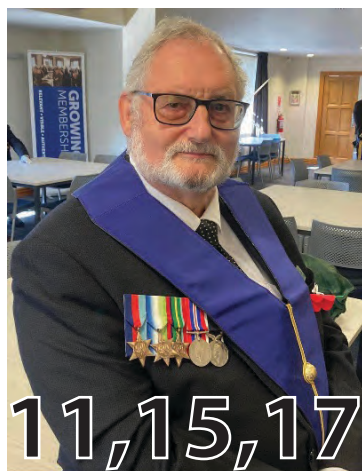
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President's Report

Anyone who has got to know me over my years in baking knows I'm a bit of a wheeler dealer. I just can't resist a good opportunity if I see one especially when it comes to equipment for my business.

Most recently while chatting with a colleague I stumbled across an absolutely brilliant piece of equipment and as this report heads to the printers in *Slice* magazine I'm in the throes of shifting it from north of Auckland to Palmerston North where it will come in very handy. I'm excited! I love finding opportunities.

In thinking a bit more about my new acquisition, and yes I'll tell you more about it a bit later, it got me thinking about baking equipment in general; it's uses, cost-saving, increased volume, versatility, lifespan etc, etc. I mean some equipment can last generations, right? And as a hoarder, I'm probably putting the lifespan part to the test bit too much. I look at my 14, 40-foot containers and a shed I have of baking equipment and think, maybe someone else could use this.

So here's an idea. A Baking New Zealand column in *Slice* - Buy, Sell, Exchange or Donate - for your unwanted baking equipment where you can sell it to other Baking NZ members or even donate it to charities that could get some benefit from it. Maybe if we get this off the ground we could even donate some to communities in the Pacific, such as Tonga to help them recover from the Hunga-Tonga-Hunga-Ha'apai volcanic eruption in January or imagine somehow getting a container load of it to the Ukraine once things become more settled.

Send our *Slice* editor Cynthia Daly a brief message at editor@bakingnz.co.nz with your details of what you'd like to buy, sell, exchange or donate and if possible include an image. She'll take it from there and promote it in the next issue of *Slice*, as long as I haven't bought it first! You must be a paid up member of Baking New Zealand to use the Buy, Sell, Exchange or Donate column.

One of the things that got me thinking about baking equipment

From the editor

Together everyone achieves more

If there is one thing very noticeable about the social changes that have occurred during Covid it is how lockdowns and infection risk have created distance between family, friends, work colleagues and even organisations.

That distance is now recognised as having an impact on our mental health, but it's also had other major implications. Distance is preventing things from happening and the proof in that, for example, is when you try contacting a government agency. You're told you have to send an email that will be forwarded on because the person is working from home. And then the email isn't replied to but there is nothing you can do except send another email.

What we need is to rebuild the team spirit; that we can't do our job working alone. We need everyone to work together to get the job done and if that means working from home then a better contact system is required.

So what has that got to do with Baking New Zealand, you ask.

Baking New Zealand has been doing a membership drive. And as a member there are some very useful benefits such as business advice and support, business tools (employment contracts, food control plans), employment law advice, purchasing discounts and rebates etc.

Without a doubt though, one of the biggest benefits of being a member of Baking NZ is having an association made up of other

Let's keep in touch!

Bernie Sugrue



was watching how some of my employees work and I realised that I have a hard-working team of talented people working for me who could use some of their skills better rather than, for example doing a lot of heavy lifting. I know how much dough weighs so I've invested in bowl tippers rather than wear out my employees backs. I'd rather give them a good reason to stay working for me than get fed up and get a job somewhere else. Good bakers are hard to find and even harder to keep unless we offer them good working conditions and a job where they feel valued. Using equipment to do the menial tasks so that their skills can be better used seems like a good place to start and it can also help improve and increase production.

So now I want to digress a bit. Las Vegas here we come!!!

The International Baking Industry Exposition (IBIE) is on in Las Vegas from September 17-21 this year. It's the largest trade event for the grain-based foods industry in the western hemisphere; it's huge with a massive innovation showcase area featuring equipment you've never even thought you needed from literally thousands of exhibitors, there's an artisan marketplace featuring demonstrations, the Best in Baking Awards... you get the picture. Check it out at: <https://www.bakingexpo.com/> and if you are interested in coming with me, let me know. I'll see if we can get some sort of package deal organised for Baking New Zealand members but I'm not making any promises because after all the Covid lockdowns and border closures people can't wait to attend this event. I know I'm super excited to be going. I wonder what equipment will tempt me.

Best of baking :)

Cynthia Daly



people who work or own a business where baking is the main product. There is an executive board, as voted in by the members, who administer the day-to-day business of the association. That executive can also be the voice of the association if the members direct them to speak up on issues impacting the industry. Right now there are a lot of Government changes doing just that (Immigration changes, Fair Pay Agreements, Employee Insurance Scheme), and like everyone else we are experiencing the impact of distance. Previously we would have met at shows and conferences and discussed things.

So how can we protect and improve our industry with this all happening? As members, if we respond to calls for action and work together as a team we will have the power to stand up for our industry and be heard. We will be recognised and respected as an association and in turn we'll attract more people to the industry. Together we can achieve more. See page 9 for more details.

If you're not a member of Baking New Zealand, why not consider becoming one. Go to www.bakingnz.co.nz to find out more.

News

New Fair Pay Agreements Bill

Following on from its announcements last year, on 29 March 2022 the Government introduced a new Fair Pay Agreements Bill ("the Bill") to Parliament. The Bill has passed its First Reading and is now at the Select Committee Stage.

The Bill proposes that Fair Pay Agreements ("FPAs") are occupation or industry based and set out minimum terms of employment for the industry/occupation covered. This means that multiple employers across an occupation or industry may be covered by an FPA. As a simple example, an FPA may cover hospitality workers, i.e. wait staff and café servers, kitchen staff, chefs etc. This could then mean that all cafés, restaurants, hotels and potentially catering venues would be required to engage workers on the applicable FPA and the terms provided in it. Additional terms agreed pursuant to a Collective and/or Individual Employment Agreement would then sit on top of the FPA.

Both employees and employers will be represented; employees represented by Unions and employers (usually) by incorporated societies, such as employer representative organisations. It is important to note that employers are not required to be members of such organisations in order to have their representation.

Unions will initiate bargaining on behalf of employees (they must apply to MBIE for approval first). The Bill requires that either 10% or 1,000 covered employees support initiating bargaining for an FPA. The Union must also provide evidence that the employees support initiating bargaining for an FPA. However, the initiating union need only have one union member within the coverage.

There is also a public interest test. This requires evidence that covered employees:

- 1 receive low pay for their work; or
- 2 have little bargaining power in their employment; or
- 3 have a lack of pay progression in their employment (for example, pay rates only increase to comply with minimum wage requirements); or
- 4 are not adequately paid, taking into account factors such as:
 - (a) working long or unsocial hours (for example, working weekends, night shifts, or split shifts);
 - (b) contractual uncertainty, including performing short-term seasonal work or working on an intermittent or irregular basis.

Applications under the public interest test may include evidence that:

- 1 the coverage of the proposed FPA includes a high proportion of migrant employees; or
- 2 there is systemic exploitation of migrant workers who are or would be covered employees; or
- 3 most of the covered employees are employed on a temporary basis; or
- 4 there is systemic failure to comply with minimum employment standards for the covered employees; or
- 5 a high proportion of the covered employees are employed by small-to-medium-sized employers; or
- 6 there is systemic health and safety issues for the covered employees.

In each case, MBIE will then assess the application for initiation and may call for submissions as needed.

In the same way that unions will represent employees, employers will require representation. Unlike most collective bargaining now, which is generally one employer and a union, multiple employers will have an interest.

Once bargaining is initiated, there will be a number of obligations on employers to pass on details about employees (unless they opt out) and to provide paid time off to employees to attend meetings,

and unions will be able to access workplaces without consent. All parties, even parties on the same bargaining side, owe each other a duty of good faith. Each bargaining side will be required to enter into an inter-party side agreement.

The Bill provides that there will be mandatory content for each FPA, including:

- Dates the agreement comes into force and expires (they must be in force for 3-5 years);
- Coverage;
- Normal hours of work required of each class of covered employees; and
- Wage details, including minimum wage rates, overtime rates, penalty rates etc.

The Bill also provides that bargaining sides must discuss a number of topics, including:

- Health and safety requirements;
- Arrangements relating to training and development;
- Arrangements relating to flexible working;
- Leave entitlements; and
- Redundancy arrangements.

Once bargaining has concluded then the FPA must be assessed by the Employment Relations Authority ("Authority") for compliance. The FPA must then go through a process of ratification by covered employees and employers, verification and then notification through secondary legislation.

Disputes on initiation and about bargaining will be heard in the Authority. Bargaining sides can apply for the Authority to set FPA terms where:

- the bargaining sides have exhausted all other reasonable alternatives for reaching agreement; or
- the bargaining sides have, for a reasonable period, used their best endeavours to identify and use reasonable alternatives to agree the terms of the proposed FPA; or
- the proposed FPA has been the subject of 2 ratification processes, without having been ratified.

The Authority can then make a determination and set the terms of the FPA.

BusinessNZ has already spoken out against the Bill, arguing that the scheme is out of touch and out of date, particularly in light of the current covid environment. Likewise, *BusinessNZ* has also confirmed it will not be the default employer bargaining party as initially proposed by the Government. There are likely to be many submissions on the Bill and it may be amended before it becomes legislation.

MGZ | employment law

Baking NZ announces Christmas competition

Do you make the best Christmas mince pies in the country? Maybe you're better at producing buttery croissants or even have a favourite festive bread recipe. Why not consider entering them in the Baking New Zealand's Christmas Competition 2022? This year two new categories have been added: croissant and a festive bread made with yeast.

Watch this space for more details of the yeast-risen festive bread category and in the meantime circle your calendar for: Call for entries from September 1; Entries close October 3; Judging Day October 15.





happenings

1st-3rd July: The Bakers Technology Fair Codissia Trade Fair Complex, Coimbatore, Tamil Nadu, India
www.bakerstechnologyfair.com/

4th July: American Independence Day

14th July: Bastille Day

1st September: Sourdough September. The annual international celebration of sourdough and the people who make it, organised by the Real Bread Campaign.
www.sustainweb.org/realbread/

17th - 21st September: IBIE - International Baking Industry Exposition (Education) Las Vegas Convention Centre

18-21st September: IBIE - International Baking Exposition (Expo Hall) Las Vegas Convention Centre
www.bakingexpo.com/attend/

3rd October Entries close - Baking New Zealand's Christmas Competition 2022
www.bakingnz.co.nz

15th October Judging Day - Baking New Zealand's Christmas Competition 2022
www.bakingnz.co.nz

22nd -26th October 2023 iba in Munich. This is the world's largest trade show for the baking and confectionery industries, with well over 1,000 exhibitors!
www.iba.de/en/

News

Awards pause in support of bakers

NZ Bakels has announced today that the 25th Bakels NZ Supreme Pie Awards has been deferred until next year; a difficult decision made out of respect for the baking sector.

The 25th Bakels NZ Supreme Pie Awards will now take place on the 1st August, 2023.

NZ Bakels managing director Brent Kersel says: "While bakeries are working incredibly hard to get back on their feet after two years of Covid, there are many other factors impacting on their businesses, very much as it is in any business right now. And while we look forward to celebrating our 25th anniversary of the largest and longest running food competition in New Zealand, it is only prudent that we give our bakers some time to adjust to the changes that the pandemic and unrest in Europe have created.

"We know how important the Supreme Pie Awards are to bakers. It is a competition that has huge ripple effects as soon as we start talking about it. Consumers start thinking about pies, and buying them, and bakers start developing new recipes, promoting that they are entering and from there excitement grows.

"When the Supreme winner is announced the response is massive! And for NZ Bakels it is the highlight of the year with everyone supporting the bakers to give them a chance of winning. We are passionate about what we do and I'm proud of what we achieve, but we certainly couldn't do it without our bakers; we're a team, a family of pie fans. And right now we all need a bit of a pause."

Mr Kersel encouraged consumers to keep supporting their local bakery. "We're a nation that chooses baked goods above anything else when it comes to a convenience meal. And even though we're all feeling the pinch of price increases across the board, a pie or other bakery item is still the best value for your dollar. Long may that continue!"



The Mighty Garlic Ciabatta wins bronze

Judges at the Outstanding NZ Food Producer Awards have been totally swept away by the nostalgic aroma and flavour

of the Mighty Garlic Ciabatta awarding it a bronze medal in this year's awards announced on May 31.

Produced by McGregor's Trading Group (Bernie's Bakery) in Washdyke, Timaru, owner Bernie Sugrue says he'd actually been so busy he forgot to supply the product for judging which meant some had to be grabbed from a local Countdown supermarket. "It just goes to show that it is consistently good," says Bernie.

"We've been working to perfect this product for about three or four years now and then when Covid struck we struck it lucky. Another producer couldn't supply their product to Countdown and we got the contract. Mighty Garlic Ciabatta has taken off and it's very secure in the market now.

"Winning this award confirms that we have a good product," says Bernie.



News

When an employee is on ACC, who pays for public holidays?

The question has recently arisen as to whether an employer is liable to pay for public holidays that fall within a period where an employee is receiving weekly compensation entitlement from ACC.

As a consequence, MBIE is reviewing its guidance to ensure it is consistent on the issue, and this has also been sent to the Holidays Act Taskforce to consider as part of their review of the Holidays Act 2003 (*"the Act"*).

The starting point is, a person is entitled to receive weekly compensation for loss of earnings for incapacity caused by a covered injury, and who was an earner immediately before his/her incapacity commenced. Where an employee is receiving weekly compensation, the employer is not required to pay the employee, and they cannot require an employee to use their sick leave or annual leave over this time. This effectively places the employee on *"unpaid leave"* while they are still employed.

If the employee receives any *"earnings"* while they are receiving weekly compensation, the Corporation must abate (or reduce) the person's weekly compensation accordingly. This situation can apply where an employee gradually returns to work.

The Act is silent on whether an employee should be entitled to be paid for public holidays by their employer where they are receiving weekly compensation. However, it is clear that when an employee is on annual leave or sick leave, and a public holiday falls on a day that the employee would otherwise have worked, the employee is entitled to be paid for the public holiday. This obligation is expressly provided for under the Act.

Generally, the question that must be asked as to whether any employee is entitled to be paid for a public holiday is whether the public holiday would otherwise be a working day for the employee.

Section 12(3) of the Act sets out factors that must be taken into

account where the situation is not clear. These are:

- (a) the employee's employment agreement;
- (b) the employee's work patterns;
- (c) any other relevant factors, including—
 - (i) whether the employee works for the employer only when work is available;
 - (ii) the employer's rosters or other similar systems;
 - (iii) the reasonable expectations of the employer and the employee that the employee would work on the day concerned.
- (d) whether, but for the day being a public holiday, the employee would have worked on the day concerned.

If the employee should be entitled to be paid for the public holiday, ultimately it may come down to an assessment of whether the public holiday is a day the employee would otherwise have worked. Arguably the longer the employee has been off work on unpaid leave, the less arguable it is that the public holiday would be a day that they would have otherwise worked. We have found some limited case law that has agreed with this assessment, and found that while the employee was on unpaid leave, and receiving weekly compensation, the public holiday was not a day they would have otherwise worked.

However, we expect further guidance may make the position clearer and may change how public holidays are dealt with while an employee is receiving weekly compensation. We also note the ability under s 13 of the Act for the Labour Inspector to determine the question of whether a public holiday falls on an otherwise working day. We will be awaiting the updated guidance with great anticipation...



Trifle fit for a jubilant Queen

foodandwine.com

Jemma Melvin, a 31 year-old copywriter has won The Jubilee Pudding competition, where entrants had to come up with their own original pudding recipe for the Queen to help mark her 70th year on the throne.

According to the BBC, more than 5000 people, ranging in age from 8 to 108, submitted their best dessert recipes to the competition, and a team of judges somehow had to narrow that down to just a handful of finalists. The potential winners included a four-nations pudding, a Victoria sponge Bundt cake, a passionfruit and thyme frangipane tart, a rose falooda cake, and Melvin's own seven-layer lemon Swiss roll and amaretti trifle.

"This particular trifle is a tribute to three women: it's my Gran, my Nan and the Queen herself," Melvin said, according to the Associated Press.

The winner was announced during a BBC program called The Jubilee Pudding: 70 Years in the Baking and yes, Jemma Melvin's trifle is now the official pudding to commemorate the Queen's 70-year reign.



Webinar on your bakery business

You may have joined in webinars to learn but have you ever considered using a webinar to promote your baking business?

According to bakemag.com reporter Brian Amick, the COVID-19 pandemic led to a tremendous rise in digital events as we adjusted to a more socially distanced lifestyle. A key concept in marketing is to go where the user is, and brands used this cultural shift as a motivation to get into the webinar space.

A webinar is a marketing channel where you can engage with potential customers and clients. These virtual events are trending with many bakery owners, who use it as a way to share information on a particular subject but also market their businesses. Think of it as a larger, more engaged version of what many bakers are doing on TikTok or Instagram.

Typically, webinars contain an introductory section, a main section devoted to the topic, and a post-presentation Q&A section. If you're putting together your own webinar presentation, you should prepare a brief introduction about yourself and your expertise on a particular topic. You should make sure your main section is focused and aligns with the subject of the presentation, so that you don't lose the attention or interest of those watching. Be ready to answer questions afterwards – you may want to even prepare some anticipatory questions of your own to answer in case initial engagement is low.

News

Whiskey and baking prove popular combination

By Astona Benetti stlmag.com

St. Louis-based Great Spirits Baking Company has found sweet success by combining two indulgent favorites: recognizable spirits and popular desserts. "We grew 103 percent last year and are on pace to repeat 100 percent growth in 2022," says CEO Michael Valenti. Here's what to know about how the quickly growing company started, where to find the whiskey-inspired desserts, and what's on the near horizon.

Valenti used to work at Anheuser-Busch when a former co-worker, Andrea Bartold, approached him about launching a small company, started by a retired Seagrams executive with a license to make Jack Daniel's gift boxes. It was a small-scale operation, but they soon realized they might have a much bigger concept on their hands.

"After researching the category, we realized that there's a huge gap with alcohol-branded desserts that are in grocery store bakeries and other retail channels. We believed that we could commercialize the product and scale it to include other brands and formats."

Great Spirits Baking Company was born. Since Jack Daniel's is one of the most recognized brands in the world, they began with

IBIE to include business of cannabis baked goods

By Alex Greenwood bakingbusiness.com

The 2022 International Baking Industry Exposition (IBIE), the largest industry event in the Western Hemisphere, will bring the baking industry back together with returning favorites and some new features.

The event will convene all segments of the grain-based foods industry supply chain on September 17-21 at the newly renovated Las Vegas Convention Center.

"The Las Vegas Convention Center renovations will provide a wow factor from the moment attendees arrive," said Dennis Gunnell, IBIE 2022 chairman. "Returning features include the very popular Retail Bakers of America (RBA) Bakers Center, the Artisan Marketplace, BEST in Baking industry awards, the Creative Cake Decorating Competition, Great American Pie Festival, Innovation Showcase, the Pizza Information Center, and of course, the largest baking industry event education program in the world, IBIEducate."

Mr Gunnell said that two new pavilions, Cannabis Central, an education destination focused on the business of cannabis baked goods for bakers seeking to capitalize on the growing cannabis market, and the Sanitation Pavilion, focused on sanitation solutions, along with the 2022 World Bread Awards USA, will be exciting additions to the IBIE lineup.

For more information, including how to register and book a hotel, visit BakingExpo.com



whiskey cakes. "They are great partners and believe that licensing helps drive even more awareness to the brand," Valenti says. Great Spirits also has partnerships with Baileys Irish Cream, Guinness, Pallini Limoncello, Remy Cointreau, and Mount Gay Rum. All of the company's products are made in SQF- and BRC-certified production bakeries in Pennsylvania and New York because of permit limitations for working with alcohol.

"We have a large-format version of our Whiskey Pecan Cake available for pickup at our Webster Groves office space during normal business hours if ordered on our website," says Valenti. "We do occasionally sell them at Dierbergs stores. And for St. Louis residents who head to Florida for the winter, our large Jack Daniel's Cake will be in Publix stores by November and December."

In June, the company plans to launch a new Jack Daniel's Tennessee Honey Liqueur Cake at the International Dairy, Deli, Bakery Association show in Atlanta.

The company also hopes to secure additional partners to continue expanding its line of single- and multi-serve items across the U.S., Canada, and Puerto Rico.

New bikkies on the way with Arnott's return

RNZ

Arnott's say their return to manufacturing in New Zealand will give them an ideal set-up to try out new product. Arnott's are the makers of staples like Tim Tams, Shapes and Farmbake biscuits, and New Zealanders eat 45 million of them each year.

Manufacturing was shifted offshore 25 years ago, but the company has begun a return.

Arnott's New Zealand director Mike Cullerne told First Up that construction has begun on a multi-million dollar manufacturing facility in the west Auckland suburb of Avondale.

"About a year ago we acquired a business called 180 Degrees, which is a New Zealand business ... over the last year we've decided we're going to double down on New Zealand and we'll build a new facility here in West Auckland.

"That facility will be responsible for producing 180 Degrees, but over time we'll also be able to make Arnott's products in this facility."

Cullerne said the move will create dozens of new jobs in production, as well as roles in research and development, quality control and human resources, both at the new plant and at the head office in Newmarket.

The original founders of 180 Degrees have been working with the Arnott's team on new product ideas. And "we'll certainly be looking to perhaps bring back some old favourites".

But the focus will be on steps forward to drive growth, he said; "spaces we don't currently produce."



White Wholemeal

BREAD CONCENTRATE

Nutritious
& Delicious

% OF DAILY INTAKE BASED ON 80G PER SERVING

16%

Fibre

14%

Protein

9%

Calcium

17%

Iron

12%

Vitamin B6

14%

Zinc

Growing the market

For more information, or to book a demonstration contact your local **Bakels Bakery Advisor** or call our toll free number below.

- ✓ White bread is still the biggest seller on the market; the majority of Kiwi bread consumers still prefer white bread, especially kids, teenagers, and the elderly.
- ✓ The majority of wholemeal bread consumers eat wholemeal bread because it is healthier, although many of them would still prefer white bread if it is just as healthy.
- ✓ White wholemeal bread welcomes back white bread lovers who have left the market in search of healthier options. **Now they can get the best of both worlds.**

NZ HOT CROSS BUN

Winners hit peak demand

By Sarah Beresford



Patrick Welzenbach - Daily Bread



Simon Bruce - U Bake and Bernie



John and Donna Thomsen - Copenhagen

We all know that Kiwis are very partial to a good pie, and it seems this passion for premium examples of classic baked goods extends to hot cross buns too. Although the Easter staple is on shelves for a relatively short period of time each year, devotees of the spiced, glazed bun with a cross on top are eager to search out the perfect one to enjoy with a coffee.

So it should come as no surprise that the 2022 winners of The Great NZ Hot Cross Bun Competition, run by Baking New Zealand, were taken aback by the level of response they received after the awards were announced in March.

"There was like a super hype after it was announced that our Belmont store had won," says Daily Bread bakery's co-owner and head baker, Patrick Welzenbach. "We were featured on *Seven Sharp* on TVNZ and our online orders just instantly went crazy. We were all so proud to win the award – especially being an Auckland bakery, as winners in the past have tended to be from the South Island."

Second-place winners Simon and Deborah Bruce of U Bake in Timaru are no strangers to the buzz the awards generate. "We've been at U Bake for more than 20 years and we've had just about all the placings over the years — second, third, fourth, sixth, you name it," Simon says laughing.

But they were not prepared for the massive flow-on affect when they won The Great NZ Hot Cross Bun Competition in 2018.

"We got exposure from all over the country," says Deb. "In those days we used to courier baked goods and the response was enormous."

"We had queues out the door," says Simon. "This time we were well prepared for the increase in business – it's not just the buns, but everything else that the bakery sells that's in demand. When we won second this year and were featured on *The Project* it was life-changing. It's not just the recognition that we make great hot cross buns, everything else we make is on show to customers too."

"We're just a wee bakery, but this year we could predict demand a bit more from our past experience. We made as many buns as we could so we didn't sell out and disappoint people who'd made an effort to come and buy them. We were making thousands of packets of six on Easter week."

Donna and John Thomsen of Copenhagen Bakery in Christchurch have been stalwarts of the premium hot cross bun world for many years, and won third place in this year's competition. "We actually won the first South Island title many years ago when it was run by Champion Flour," Donna says. "So we've built a reputation for making great hot cross buns over many years." Still, their recent

competition win resulted in a "boomer" month for their business.

"It's by far the best competition we've entered because it has such a commercial bonus, as well as the prestige," she says. "The competition being on national TV with *Seven Sharp* brought a huge amount of great PR. We had such high traffic to the bakery; we were struggling to make enough buns. We were making 8,000 buns a day just before Easter, and we extended the selling time for a few weeks after Easter because there was so much demand."

Donna says they also offered gluten-free hot cross buns this year, which proved to be very popular.

All three bakeries have refined their buns over the years to come up with a winning recipe.

"It's a long drawn-out process making the buns and you have to nurture them all the way," says Simon. "Everything affects the final result, from mixing the right amount of fruit, to length of time in the proofer, to oven and daytime temperature — it takes practice. But — tongue in cheek — I like to say I'm the one who makes a difference. I've been making them for years so I know exactly what to do," he says laughing.

Donna and John agree that initially refining the perfect recipe takes some tweaks, although they have their own special spin on making the buns, which they have been perfecting for years. "John is Danish and they are known for their butter buns, so our hot cross buns are a bit of a spin on this and have lots of butter. And we don't skimp on anything — eggs, three types of fruit, spice ..."

As well as increase in sales, Patrick says the whole experience of entering the competition has been a great way to pull together Daily Bread's baking teams across their six central Auckland bakeries. Winner Lorenzo Romano at the Belmont store had been refining his take on hot cross buns for several years. "We have been placed fourth and fifth in previous competitions and this year we really prepared, with testing sessions every day," says Patrick. "This year's buns are more authentic than our previous recipes, which were a bit of a hybrid, and they've got a great light fluffiness. We used 100 percent NZ flour from Canterbury, and Gisborne oranges to make our peel mix, so I see them as having a real Kiwi feel."

"We made all the dough for the buns at our Belmont bakery, and then they were baked and glazed at our other sites. There's a lot of technique that goes into making the buns, so it was great to have that consistency."

"The competition gave us the drive to make something really special. This is the fifth time we have entered so winning was huge for our team. I was surprised to see tears in some of their eyes when we found out. It is a great way to bring our team together. Everyone was thrilled and super proud."

BAKING NEW ZEALAND MEMBERSHIP



Why do people join associations? The clue is in the word – to associate; to get to know like-minded people and to support each other.

Baking New Zealand, with all its previous names and forms included, has this year been in existence for 55 years and during that time has made a significant contribution to the baking industry in New Zealand.

The industry has seen enormous changes in that time and today there is a lot bearing down on it from multiple directions. New Government bills such as the Fair Pay Agreement and the Employee Insurance Scheme will have significant impact on an industry already struggling with past immigration legislation and apprenticeship funding. Cost increases across the board and ingredients shortages also create business pressure.

Having an association with an executive board who are monitoring these changes and keeping members informed and taking action where applicable is the first step in working together as an industry body.

As a member there are a host of benefits that make joining Baking New Zealand financially viable.

Here's what new member Jason Kupe, owner of The Butcher's Pie Shop, Rollerston had to say about joining Baking New Zealand.

"As a new bakery business swimming a huge sea of compliance / processes and employment changes, being part of the Baking NZ team gives you a reassurance and a reference to go to. The guidance with the MPI requirements are well set out in the Baking NZ Food Template and it gives us a great format to work from. Also, the discount and service we get with their partners i.e. Safe Food Pro, make a huge difference. As a business owner, it gets pretty overwhelming out there keeping up to date with everything. So being a member of Baking NZ makes you feel like part of a professional team! Hugely grateful."

Membership fees and some of the benefits:

- Annual Full membership \$395 – this can be paid in instalments; Affiliate Member (businesses and services associated with baking) \$50
Trainee/apprentice \$25
- Buying partner discounts including Diamond partner NZ Bakels 4% rebate
- Group Discount APP – over 20 suppliers around NZ, up to 30% discount, Armstrong Security, Auto Super Shoppes, Beaurepaires, Blackwoods Protector, Bunnings, Capes Medical, Carters, Dulux, Give Plants, Ideal Electrical, Mico Plumbing, Mo Money, MYOB, Noel Leeming, OfficeMax, PlaceMakers, RateBroker, Reduced to Clear, Repco, RocketSpark, Southern Hospitality
- Advisory Service – full time resource available to members
- Notifications on Events, Competitions and Industry News
- Member website log in access to use Business Resources including the latest Employment Contracts
- Baking New Zealand Health and Safety Manual
- Baking New Zealand Custom Food Control Plan
- Business Resources via the member log in area.
Employment contracts, credit application forms, cashflow

forecast template, business income statement template, the Four Five's Rule calculator, business plan template

- Free initial employment legal advice from our employment lawyers MGZ Employment Law www.mgz.co.nz - Baking New Zealand helpline enquiries are handled by the firm's current directors, Dean Kilpatrick and Jane Taylor, who continue to provide the same great service that members have enjoyed for over 25 years. Most questions can be answered easily over the phone and will be free. However, if the advice takes more than 10 minutes, or if further support and advice on the matter is required, members will be sent separate terms of engagement with MGZ and will be charged for that work
- *Slice* magazine, Baking New Zealand's quarterly publication including wall planner
- Annual Baking New Zealand A4 1 Diary.

Baking New Zealand member, Wellington baker Maximilian Fuhrer of Arobake says being a member has been very useful. "I have rung McPhail Gibson & Zwart (MGZ Employment Law) from time to time and the downloadable contracts etc are very helpful too."

If you would like to know more about becoming a Baking New Zealand member, check out www.bakingnz.co.nz or see the application form to join.

Welcome to new Baking New Zealand members

Ian Sturt, Handsome Frog Gourmet Foods, Whangarei.

Amanda MacLaren, The Doughnut Box, Taupo.

Rhiannon McCulloch, The Great Pastry Shop, Christchurch.

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Postal address PO Box _____ Postcode _____

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Please use your business name as payment reference.



Cardholder address if different from above

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1. That upon receipt of the membership pack, I/we agree to read the membership rules and if I/we do not wish to abide by those rules I/we will return the membership pack within 10 working days of receipt. (Your membership subscription will be reimbursed on receipt of the membership pack.)
2. That materials and resources including any programmes provided by Baking NZ remain the property of Baking NZ. I/we will not permit any unauthorised copying or other reproduction of this material nor allow this material to be used other than by members of Baking New Zealand or their employees.

Signature of authorised person(s)

Date / /20__

1960s OE adventure lead to NZ baking changes

By Sue Hoffart

Clive Chandler was 10 years old when his father and uncle bought a bakery in downtown Christchurch.

As a boy, he helped wash dishes and do just what he was instructed by female staff in the back of the Viennese Cake Kitchen.

"All the bakers on staff were women, which was quite unusual in those days," he recalls of his dish boy tenure in the late 1950s.

As soon as Clive finished school in 1963, he was ready to don a baker's apron. The teenager loved to eat and reasoned he ought to know how to make what he liked to consume. By that time, the family business was Chandlers Bakery and Tea Rooms, on Colombo Street and 18-year-old Clive threw himself into turning out custard squares and sausage rolls alongside the most popular tearoom pies, cakes, savouries and sandwiches of the era.

But he yearned for more knowledge and new tastes, with a serving of adventure on the side. So, in 1967, the newly-graduated baker set sail for Vancouver where he armed himself with a 99-day Greyhound bus pass for \$99. His roaming took him to penpal's homes, the Indianapolis 500 motorsport event and as many food-related stops as he could squeeze in across Canada and down through the United States. He visited the American School of Baking, toured the Sara Lee Bakery factory in Chicago and spent three months working in a Jewish bakery in Florida where white waitresses worked out front and dark-skinned staff remained in the kitchen. The unofficial segregation was shocking to the New Zealander. In Ontario, he spent two years working in IGA and Foodtown supermarket bakeries.

"I found it extremely interesting. I learned a whole string of American-style baking, like coffee cakes that were made with a soft yeast dough. And doughnuts and pastries filled with cream and cheesecakes, lots of cheesecakes. Baked cheesecakes were new to me and these were gorgeous.

"They were also very big on mock cream, an oil-based one that was long keeping. We didn't have that here in New Zealand.

"Another thing that was interesting to me was the way they made wedding cakes; soft sponge with soft icing, not the traditional Kiwi fruit cake."

In Europe, he visited bakeries, cafes and eateries in Italy, Austria, Czechoslovakia, Scandinavia and Morocco before homesickness struck and he flew home for Christmas 1969. After almost three years away, Clive was bursting to try new recipes and ideas in his father's business.

"I tried to change things, give it a more modern focus, change the product to give it a more international flavour. We put refrigeration units in, redecorated. We introduced a different range of filled rolls. Before that, if you bought a filled roll you had the choice of ham or ham.



Clive Chandler

Continued on page 13



At Palmerston North mid 1970s for the Bakery Conference



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REFLECTIONS ON BAKING

We introduced things like salami and pickled meats, different sorts of mayonnaise."

Tearoom customers rapidly took to the notion of filled, sugared doughnuts made with yeast dough.

"In those days, the lines for lunch used to go out the door and round the corner. It was a very busy place through the 70's, with about 20 people on our staff."

Outside work hours, Clive was increasingly immersed in political issues and leadership roles within his industry. Having attended the first South Island Pastry Cooks Association meeting at age 18, he resumed his attendance once he was back from overseas. He became Canterbury secretary for the Baking Industry Association of New Zealand's forerunner, NZ Baking Society. He remained active in the association for about 20 years, including a couple of years as national secretary.

"At that first meeting, we were just getting the organisation going. We wanted to separate ourselves from the bread bakers, to make our industry heard when advocating pay rates. At that time there were national awards for all industries, it was 100 per cent unionised.

"I became one of the negotiating committee, advocating on behalf of employers for pay rates and conditions, to start having a say on penal rates and how they affected the industry. We also advocated for a higher standard of baking and started competitions for apprentices and for members or shops, to create competition and raise standards."

He taught at Christchurch Polytechnic School of Baking for five years, from the late 1970's, and worked in University of Canterbury's student association bakery. Later on, as a New World store baking supervisor, he became a fan of the grocery industry's structured training programmes and slick corporate systems. There is much to be learned from this sector, he says.

Clive did enter a few baking competitions himself but soon took on the contest organiser role. He was also an advocate for the industry conferences that introduced members to new products and methods.

"When you're working on your own in a shop, it's very hard to know what's going on down the road or round the country. We helped members improve their turnover and profitability."

He has been fascinated to watch the industry's ongoing evolution, with the arrival of increasingly specialised technology and a much wider range of food ingredients.

.... continued on page 15



NZ Baking Society Executive mid 1970s at Palmerston North conference



Bernard (Bernie) Preston of Preston's Bakery Hokitika (left) Clive Chandler, and Graeme Schafe of Schafes Bakery Greymouth (right) at the first conference in Christchurch 1964



Christchurch Town Hall 1996 Bakery Conference

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INGREDIENTS



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REFLECTIONS ON BAKING

However, he says it is people – and new immigrants in particular – who have made the most significant difference.

“In my youth, the only overseas people you saw were usually from Holland or somewhere in Europe. Since then, there’s been a surge of immigration from Vietnam, Philippines, Japan, throughout Asia, coming into the industry and they do extremely well. It’s the bakers from Asia who are winning the top prizes. It’s raised the standards and introduced their twist on baking. They’ve adapted Kiwi baking and Kiwi products and made them better. I’m all for it. It’s a much more diverse, richer industry now.

After almost 60 years in the trade, the ever-curious industry stalwart admits he pokes his head into every possible bakery while travelling New Zealand in his retirement. Clive still likes to see who

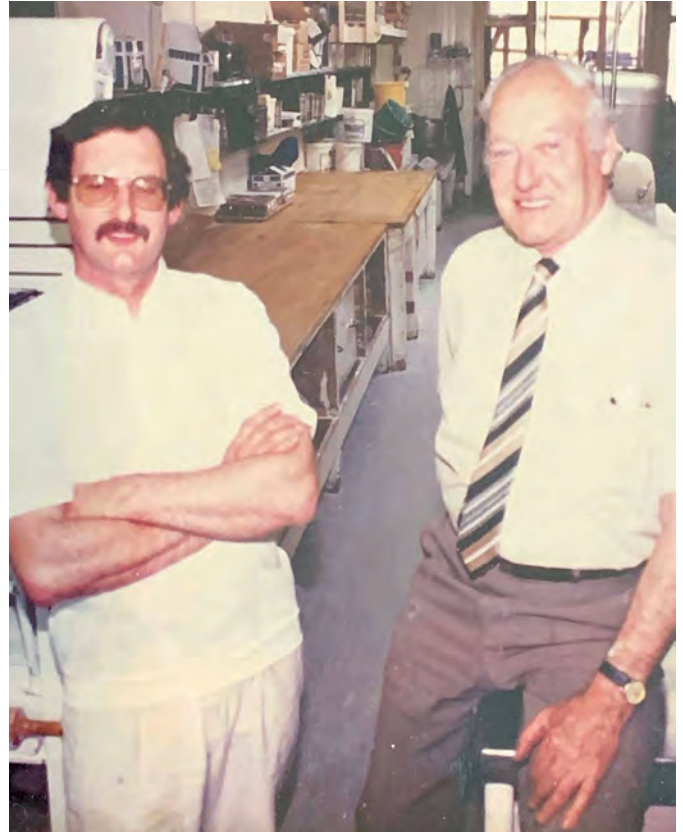
is producing what range of products and makes a point of buying a bakery pie or two whenever he is on holiday.

“I feel the industry is in good heart. I think about how good things are now, how interesting the products are, how boring they were years ago.

“I love change,” the 76-year-old says. “I’m surprised the amount of people who don’t. Change is interesting.”



Spicer & Oppenheim partner, Geoffrey Clark (left) with Clive Chandler of Chandlers’ Bakery in Christchurch.



Clive with his father Carlos Chandler in the 1980s



Mr Clive Chandler, the baker of the Burnside High School twenty-fifth anniversary cake, pipes the edges around the cake at the Chandler Tearooms in Colombo Street yesterday. The 8kg cake is decorated with the school’s emblem, a cabbage tree. Mr Chandler was a pupil at the school between 1960 and 1963. The cake will be cut after the formal opening of the celebrations on Saturday.

Christchurch Star 30/4/04

news

Coffee drives new direction

THE SURVIVORS

Some Christchurch businesses have stood the test of time and become city institutions. The *Christchurch Star* talks to the people behind the scenes to find out what makes these businesses survive and thrive.

By Amanda Legge

The business may have had a name change but the family running it is still the same. Brix Café Bakery, on Colombo St, started out as Chandlers Bakery 43 years ago when Carl and Joan Chandler bought an existing bakery business. A bakery has operated from the two-storey site for about 100 years and the Chandlers are the third owners.

As well as a change of name there has been a change in direction. While the bakery and catering operation still run on the top floor, the bottom floor is now a funky café and the focus is on coffee. Carl and Joan ran the successful operation until the mid 90s, when they handed it over to son Clive. Although he didn’t start managing it until the 90s, he had been working at the bakery since 1963 – apart from a stint overseas – and completed an apprenticeship there. He in turn has brought his children Richard and Victoria on board.



Three generations of the Chandler family: Joan (left) and husband Carl, their son Clive and grandson Richard. PHOTO: MARTIN WOODHALL



Chandlers Bakery, now Brix Café Bakery.

Each generation has brought forward new ideas to keep the business evolving and able to survive in a changing world.

Richard, who has been with the business for seven years, said he agreed to get involved only if certain changes could be made. He had been living in the United States where

coffee was huge and knew the trend would soon hit New Zealand. He wanted to be part of it.

“We needed a new look and image,” Richard said.

So Chandlers became Brix – in honour of the original brick wall in the café – and got its first single head coffee machine. The new direction has paid off – now there is a three-head coffee machine working constantly.

“About 75 percent of customers are regulars who come in each day for their coffee. They come in once and they seem to keep coming back,” Richard said.

He said as well as the 8oz coffee

cups available at other shops, they also offer a 20oz size – a rarity in Christchurch.

Clive said change was crucial to business survival. “If you stay the same you die. You’ve got to evolve and go with the trends that are going,” he said.

Clive’s wife Cathy also works at the shop in the catering side with him while Richard and Victoria look after the café.

The family say it is not hard to work together. They are used to being close – considering they all still live in the same house. “It’s ok though. We work in our own areas and have our own space,” Clive said.

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Serving Suggestion



VEGAN MEATLESS PIE



10



60 mins



Medium

A hearty winter warmer that's packed full of delicious flavour with vegan mince, gravy and a vegetable mix. Oozing with deliciousness, it's a tasty lunchtime treat.

INGREDIENTS

- 500g High grade flour
- 20ml Oil
- 200g Carrots, chopped
- 200g White onion, chopped
- 500g HARVEST GOURMET Sensational Ground Mince
- 500ml Boiling water
- 100g MAGGI Wholeness Gluten Free Instant Rich Gravy Mix
- 200g BUITONI Sugo per Pasta
- 5g MAGGI Vegetable Booster
- 1g Black pepper
- 10pcs Vegan pie crusts
- 30ml Coconut oil

METHOD

Heat oil in pan and sauté carrots, onion and HARVEST GOURMET Sensational Ground Mince till brown. After cooking, set aside to cool.

In a separate pan, add boiling water and whisk in MAGGI Wholeness Gluten Free Instant Rich Gravy Mix. Add in BUITONI Sugo per Pasta, MAGGI Vegetable Booster and black pepper. Bring it to a boil and simmer for 5 minutes.

Fold the sauce mix into the vegan mince mix and leave to cool. Spoon the vegan mince mix into pie crust. Then, cover the top with pastry.

Brush coconut oil on the pastry with a pastry brush.

Bake at 180°C for 12-15 minutes till golden brown.

NEW



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Comfort Food

Master baker shares his secret of success with vegan pies

By Claire Insley – Vegan Society of Aotearoa

Jason Hay is a master baker who lives in Auckland and runs the very successful Richoux Patisserie in Ellerslie.

Originally from Cambodia, Jason came to New Zealand as a teenager with his parents but he still remembered the French influences on baking in his former homeland, hence the French name of his bakery.

Jason has always had a love of baking and started entering the Bakels NZ Supreme Pie Awards in 2008.

He was nervous at first, not sure what to expect. He says: "Some competitions it was easier, because you baked in your own kitchen and sent the pies in."

He also entered the Best in Training competition, which was on camera and in a studio kitchen. Although it was quite challenging to start entering these competitions, Jason soon started winning them.

He found they were a great way to meet new people in the industry and to share secrets.

Everyone has their own skill, their own unique way of doing things, so you can learn a lot from each other. Everyone was very friendly and that really helped Jason find his feet.

He found entering competitions was a great way to test his baking skills. He started looking for competitions to enter and in 2017, discovered the inaugural Vegan Pie Awards. He entered almost every category and won most of the categories that he entered! This was particularly astounding when you realise that Jason wasn't vegan then. He didn't even really know what it was and called on the Vegan Society to ask more about what vegan meant.

From becoming a landslide winner in the Vegan Pie Awards, Jason soon found that vegans were flocking to his store to buy his pies. They came from all over Auckland and he soon grew his vegan pie selection from one shelf to nearly half the store! He found that many people were keen to try the vegan pies, especially tradespeople, who were always a staple customer. They loved the fact that they could eat a pie and count it as their 5 veg a day! It was healthier for them. Jason also found he loved his vegan cooking and began to transition to a mostly plant-based diet, finding great health benefits for himself and his family.

He says the secret to his success is working hard, first and foremost. "Don't be afraid to try new things," he encourages. Ask for feedback from your customers and make sure they are telling the truth. For Jason the most important quality of his baking is the love that goes into it. It is not just the skill of his hands that is required for great award-winning pies, but what is in his heart.

The most important things for commercial baking is to have good



Vegan steak, jalapeño and cheese pie

quality ingredients, a wonderful smell should greet the customers as they set foot inside the bakery and they should be met with a smile. Good customer service is key to Jason's business and he relies on honest feedback from his loyal customers. He always tries to do his best to meet customer satisfaction and is rewarded with a thriving business.



Comfort Food

Jason always tries to help others and finds that the baking industry is very supportive of bakers and the bakers are in turn, supportive of the industry. They are a good, helpful friendly bunch.

Finally he reminds us to keep trying new things. Don't keep making the same old stuff. "Try new flavours. Try them out on your friends and customers. See what they think. People are always keen for something new, so just keep trying."

How to veganise pies:

- Replace meats such as chicken and beef with tofu or TVP, depending on the texture required
- There is a vegan commercial pastry QFS – available from any wholesaler
- Replace butter with all vegetable margarine
- Replace milk with soy or coconut milk, depending on the flavour required
- Instead of eggs Jason uses Orgran Egg Replacer or aquafaba (chickpea water)
- Where to buy the ingredients: E.Pac, Gilmore's and Bidfood
- To avoid contamination, make vegan pies before meat ones.

And once you are confident that your vegan pies meet the customer satisfaction test, consider entering them in the 2022 Vegan Pie Awards.

Entries open in October.

For more information about all things vegan see:

<http://www.vegansociety.org.nz/>



Vegan mince and cheese pie



Vegan green curry pie

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Pasty Perfection

Here's a short pastry recipe, as well as a few filling ideas to delight your customers!

Standard 40% fat short crust pastry method

1. Place all ingredients (except water) in a spiral mixer or planetary with paddle.
2. Rub fat in to a fine crumb.
3. Next, add chilled water and mix until smooth.
4. Block up, cling wrap, and chill for at least two hours or overnight.

Ingredients

Ingredients	Weight	%
Pastry flour	1000 g	100
Bakels Morah Cake Margarine	400 g	40
Salt	10 g	1
Water (chilled)	350-380 g	35-38

Weight

%

Make up recipe

1. Sheet to 4mm, and rest chilled.
2. Cut 160-180mm rounds.
3. Brush small amount of water on one side.
4. Deposit filling at 70 to 80 grams (see our recipes on the opposite page).
5. Fold and form pasty.
6. Egg glaze and rest before baking.
7. Cut at least one steam vent in the pasty.
8. Bake in a hot oven 18 to 25 minutes.



LAMB

Filling ideas...



PORK



ROAST VEGETABLES



VENISON



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Seasonings

- ✓ Pepper
- ✓ Salt
- ✓ Herbs
- ✓ BBQ
- ✓ Stock
- ✓ Tomato paste
- ✓ Worcestershire
- ✓ Curry powder



Notes...

- ✓ **Add minimum seasoning** at the start. You can always add more.
- ✓ **Record** what has been used so it can be replicated.
- ✓ **Test** bite and flavour by microwaving a tablespoon of mix for 30 seconds.
- ✓ **Add particulates** you would like to remain intact after first "bite" test. For example, cheese pieces or bacon bits.

English pork pasty filling

Replicating the classic English pork pie in a traditional pasty format.

INGREDIENTS	WEIGHT
Diced pork shoulder	300 g
Minced pork	200 g
Diced streaky bacon	100 g
Bakels Pie Mash	25 g
Dried onions (50gm fresh sliced)	10 g
Eggs	50 g
Pepper	2 g
Salt	3 g
Fresh sage	20 g
Nutmeg	1 g

Basic filling

Get creative using this versatile base recipe.

INGREDIENTS	WEIGHT
Minced or diced meat	300 g
Bakels Pie Mash	25 g
Dried onions (50gm fresh sliced)	10 g
Eggs	50 g
Roasted root vege (10-15mm)	200 g
Seasonings	To taste

Method for both

1. Place all ingredients (except roasted vege if using) in mixing bowl with paddle.
2. Add seasoning.
3. Mix on first speed until combined.
4. Mix second speed 2 minutes.
5. Fold through vege if using in your recipe.
6. Follow **Make up recipe** on opposite page.

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Comfort Food

End of an era with new generation now at Jimmy's Pies

By Sue Fea

He's had a finger in every pie for more than 50 years, but the son of 'Jimmy' from southern institution, Jimmy's Pies, has hung up his apron...well, sort of.

Dennis Kirkpatrick was supposed to retire at the start of the year, but he can't help himself. Rising early has been part of his life for nearly 60 years. He's still nicking over the fence before dawn each morning to help his sons in the bakehouse. Wife Jean is also still on hand very early in the mornings to help with the bread rolls.

Dennis's father Jimmy Kirkpatrick is a legendary baker in the south, who started out as an apprentice in Invercargill before World War II. When serving overseas on the battlefields of Italy and Egypt his baking talents didn't go unrecognised. "He worked in the field in the soldiers' camps baking bread for the troops," says Dennis. Once they knew Jimmy could bake he was "out of the firing line and into the food tent". "They made ovens out of old oil drums. He made thousands of loaves to feed the Army and was there for two or three years," says Dennis, who believes his father served near the Battle of Monte Cassino.

Post war Jimmy returned to Invercargill. "In those days you just worked enough hours and the boss signed the apprenticeship papers so he came back qualified," says Dennis. "That's when he got the idea to make pies."

Always a man before his time, Jimmy had tried to launch 'Jimmy's Shortcuts' – packets of baking pre-mixes, but back post-war that didn't take off. Ill health saw Jimmy relocate to Roxburgh for the drier Central Otago climate where he gave his pies a go. "It really took off with so many visitors passing to and from skiing and ice skating," says Dennis. "Buses from Invercargill and Dunedin would stop at his Roxburgh bakery, buying a pie on the way up and a pie on the way back." In summer, with so many families camping in the area, Jimmy's Pies were a staple for holidaying mums wanting a break from cooking. Demand was such that in 1960, Jimmy was asked to bake his hearty pies – a southern favourite, for the wholesale market.

Dennis and his late brother, Rodger, found themselves helping out in the bakery as young as 10, before and after school, starting at 7am, breakfast at 8am, then resuming after school until 6pm. "There was no pay. It was a family business and in the holidays we had to work full-time while the permanent staff had their holidays," he says. "We whinged and moaned as all of our friends were out fishing, but other kids had to help out in local family fruit orchards, picking and pruning, too."

It was all part of an early apprenticeship for Dennis, who was, in his late 20s, thrust into the head baker role when Jimmy passed away unexpectedly after suffering a stroke in 1976.



Jimmy Kirkpatrick during WWII



Dennis Kirkpatrick and those famous pies

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MEXICAN HABANERO PIES

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INGREDIENTS

- 15g olive oil
- 15g butter
- 160g finely diced onion (1 medium brown onion)
- 10g finely diced garlic (2 cloves)
- 250 lean beef mince
- 250g diced beef
- 30g all purpose flour
- 260g Barker's Professional Mexican Habanero Sauce
- 125g lager beer
- 50g tomato puree
- 3g salt
- 7g pepper
- 200g Colby cheese, grated

METHOD

1. Heat oil and butter in large saucepan. Add onions and garlic, cook until translucent.
2. Add mince and beef. Cook until meat is well browned.
3. Add flour. Stir through until mixture thickens slightly.
4. Add lager and Barker's Professional Mexican Habanero Sauce, stir until boiling.
5. Stir through tomato puree, salt and pepper. Reduce heat to simmer for 10 to 15 minutes.
6. Remove from heat and cool.
7. Deposit filling into pre-lined (short crust pastry) pie tins, leaving 2 -3mm gap from rim. Sprinkle approximately 25 grams grated cheese over each pie.
8. Cover pies with flaky puff pastry, crimp edges and brush with egg wash. Make two ventilation holes in top of pastry then sprinkle with chilli flakes and paprika.
9. Stand for 2 hours before baking at 220°C for approximately 25 to 30 minutes or until golden brown.

For more information or a **FREE SAMPLE** please contact your local Barker's Professional representative, customer support on 0800 227 537 or contactus@barkersprofessional.nz

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Comfort Food

By now he'd learned his craft off the best. "Dad just had a knack for flavours and always used real ingredients," says Dennis. "We still use the same recipe – four to five simple, quality ingredients, and his secret seasonings. It's all natural, nothing artificial."

Like Jimmy before them, they use 98 percent "real" lean meat, slow cooked, ensuring a rich flavour. "The meat sits and rests and then you bring it up to the boil again to thicken. Dad did that in old 10 pound jam tins that raspberry jam came in."

Jimmy's famous pastry was all handmade, and while obviously they need a machine with the quantities they produce now, it's the same original recipe. "We've just moved from five kilos to 100 kilos in a bigger mixer," says Dennis. It's necessary. On a busy weekday a third generation of Kirkpatrick Jimmy's Pie descendants – Dennis's sons, chef Bernard, baker Daniel and daughter, front of house manager Kate, turn out 12,000 pies with their team. Freshness is the key.

The late Jimmy is mere legend to Dennis's children, who sadly didn't get to enjoy him. "Apparently, he used to cool the pies outside under the carport and shoot any birds that came near," grins Bernard. While they've advanced from that method now, Bernard says everything else is still hands on and they use Dennis's original pie machine and stone-based ovens.

"Bernard is all computerised now and I'm lost. I've got no idea about that," says Dennis.

There have been some adjustments to make to the way they run the business during the past two years. "We've had to go back to the 1950s style – the basics, a hot pie, cream bun, custard square and lamington," says Dennis. "The milkshakes have been replaced with a coffee and the kids still get a fizzy drink in the back seat."

Bernard cut back on the likes of his beautiful, time consuming pork belly and lamb shank pies as the team became too busy meeting huge demand from the supermarkets during Covid restrictions and lockdowns. "Demand from supermarkets and dairies have gone out of this world," says Dennis. "People aren't just buying a pie for tea, they're buying a dozen to take home and put in the freezer in case of another lockdown." With the huge increases in food costs pies have become a cheap substitute for meat. "People are serving them up to the family for tea with a spud and some peas."

Jimmy's mutton pies – another good, meaty Southland tradition, and sausage rolls, are also still rolling out the door, while Dennis says gingerbread, banana, date and nut loaves and sultana cake have also been hot sellers.

He should know. He's still in the bakery early most mornings. While he got the 'Don't come Monday' from his kids back in January, Dennis just can't quite call it quits.

As for the fourth generation, two granddaughters already work in the bakery shop during the university holidays.

Daniel (left) and Bernard take a break from turning out multitudes of Jimmy's Pies



Dennis outside Jimmy's Pies bakery



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60 mins



Medium

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INGREDIENTS

VEGAN ROUGH PUFF PASTRY

500g High grade flour
2tsp Salt
500g Vegan butter
250ml Ice cold water

FILLING

80g Chopped carrots
150g Chopped onions
30g Chopped celery
20g MAGGI Vegetable Booster
500g HARVEST GOURMET Sensational Ground Mince
Black pepper to taste
Coconut oil to brush

METHOD

VEGAN ROUGH PUFF PASTRY:

Place the flour in a large bowl and mix in the salt.

With a course grater, grate the butter into the flour making sure to constantly mix it in so it doesn't stick to itself.

Add the cold water and mix the dough (do not over work it) until it starts to come together.

Flour the bench surface and turn the dough out on to it .

Press the dough in to a square block and wrap it in cling film. Refrigerate for 30 minutes (minimum).

After refrigeration, flour bench, rolling pin and block of dough, and roll it out for use.

FILLING:

Place chopped vegetables and MAGGI Vegetable Booster in a food processor and further chop till fine.

Add the vegetables to the **HARVEST GOURMET Sensational Ground Mince**, mix thoroughly and season. Form the mix into sausage / cigar-shaped rolls.

Place the formed vegan mince mix on to the rough puff pastry and roll into sausage rolls.

Place the sausage rolls on baking paper and brush with coconut oil.

Bake the sausage rolls at 180°C until golden brown.

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INGREDIENTS

- 2000g Champion Pizza Base Mix
- 1100g Water
- 40g Dried Yeast

METHOD

1. Blend all ingredients on slow speed for 2 minutes in a spiral mixer
2. Develop the dough on fast for approximately 5 to 7 minutes or until developed
3. Scale dough into 400g pieces. Mould round, cover and rest for 10 minutes
4. Pin out dough in a round shape (approximately 28cm diameter)
5. Dock all over dough piece, place in a greased pizza pan
6. Proof for approximately 20-30 minutes, until dough rises approximately 1/2 pan height
7. Add topping and bake



Ideal dough temperature is 28-30 degrees C



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Comfort Food

Original recipes keep an Ohakune institution alive

By Sue Fea

They've got the recipe just right at Johnny Nation's Chocolate Éclair Shop in Ohakune where they're still using age old secrets to tantalise the taste buds.

On any peak ski season day there can be queues up to 100 metres long stretching outside this popular, winter-only Ohakune institution.

For the late Johnny's son, Allan Nation, now 67, this winter will be the end of an era as he steps aside from the iconic family business to allow fresh blood into its veins.

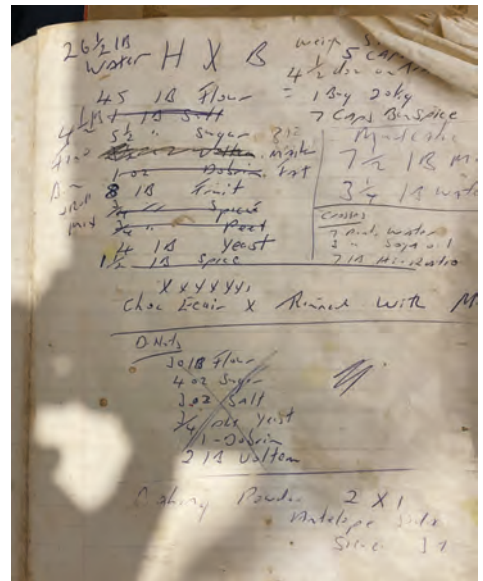
Allan, and his brother Steve Nation, have been rising early, just like their father's original bread loaves, to work at the bakehouse since they were kids. After the passing of his father and founder, Johnny Nation, who died not long after suffering from a stroke in 2003, Allan donned his father's apron as head baker. They'd already worked together for years with Steve running the front of house, and while Allan says there was a bit of fine tuning, they've stuck to Johnny's original winning recipes all these years. "Dad didn't write anything down and he'd say a handful of this and a handful of that. He knew it all by heart."

"Dad had his own little baking secrets," says Allan, and he's been sure to pass those on to the new owner, Hamilton-based retailer and wine merchant Geoff Henderson. Just to ensure there's plenty of Nation in the bakehouse, Allan's chef son Scott will continue working at the bakehouse and Steve will stay on for this season managing front of house and business affairs.

When you're turning out 1500 to 2000 delicious choux chocolate eclairs on a daily basis it's important to get it just right.

Customers can now travel from as far away as New Plymouth and Auckland for the day just to savour a famous Ohakune chocolate éclair, oozing with freshly whipped cream and donned with chocolate icing.

Johnny Nation's original post World War II recipe has stood the test of time, so have his ovens. "All of our recipes are from scratch and the secret is in the oven," says Allan.



Johnny's original Hot-X-Buns recipe.

Geoff will carry on the annual Nation tradition of giving out some 360 dozen free buns to the community each Easter

The Chocolate Éclair Shop



Allan Nation and the team at Johnny Nation's Chocolate Éclair Shop



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Comfort Food

"No one can do it like us because we still use the original big cast iron ovens that arrived here by boat." Prior to electricity being wired in they were fired by briquettes.

"My grandfather was a printer and he built the bakehouse about 1939 - the start of the war, and leased it out. During the war he supplied fresh bread - half a pound per man, per day, to the Army base in Waiouru," says Allan. "At the time the Army was commandeering private vehicles and said they were taking his bread van. Dad said they could take it but if he had no bread van there would be no bread delivered to the Army base every day. So they went next door and took the butcher's van." Johnny delivered fresh bread daily in his van all over the region, stopping at every community.

Johnny's father died when he was only a teenager so he worked at the bakery seven days a week, year round, soon experimenting with his own chocolate eclairs which have been famous ever since. On one occasion Johnny had made cheese straws and accidentally put double the quantity of cayenne pepper into the mixture. "A chap walked past and pinched one. They all saw it happen but the chap couldn't spit it out and had to pretend nothing was wrong," smiles Allan.

When Allan and Steve took over they targeted the ski market, working 15 to 18-hour days, seven days a week for six months, which enabled them to close the rest of the year. "We had a great clientele, great product and a fair price," he says.

While they're definitely the highlight, it's not only the generously over-sized chocolate eclairs that are in demand. Allan and the team turn out 300 jelly donuts and raspberry buns every day during the ski season, plus sausage rolls, fruit turnovers and fruit and meat pies.

While Allan's "a bit sad" letting it all go, he's over getting out of bed at 2am to walk next door to work and is ready to enjoy family and fishing.

He just can't fully retire.well, not just yet. Allan's kindly offering his advice and mentoring to Geoff's new head baker from overseas for several months, free of charge, just to help with the transition.



The famous Johnny Nation's chocolate eclair

"It's just getting too big and too busy for us, even Scott, to manage on his own," he says. Since joining the business, after selling his restaurant five years ago, Scott has created a full-time job for himself just making eclairs.

For Scott too, who has fond memories of helping Grandad Johnny fill his piping bag, the sale is the end of an era.

"People have been coming here for generations.

We've even shipped and couriered chocolate eclairs to Auckland. People from the South Island ring and ask, but we have to say, 'no.'"

Head bakers of Allan Nation's calibre just don't come along every day and Geoff's had to search far and wide to fill the role. He scored a good Filipino head baker from the Cook Islands, who was awaiting his visa approval ready for the late May opening for the season.

"Allan and his family have provided something quite exceptional for visitors and locals over a long period of time," he says. "Having a chocolate éclair at Johnny Nation's has become a rite of passage, something you've got to experience when you come to Ohakune," says Geoff, who has long ties with the town. "While the quality of the product won't diminish, from the start we won't be able to match the volume and full range of product offering that Allan and his team have been producing for decades," he says. "They're just so good at what they can turn out day after day. We won't be able to replicate that so best people get in early each day so they don't miss out."



Johnny Nation's famous raspberry buns



The original ovens still used to bake Johnny Nation's chocolate eclairs



Carrying on the legacy - Allan Nation and his family in Grandad Johnny's bakehouse



MAURI

Yeast Raised Donut Mix 10kg

Ingredients

MAURI Yeast Raised Donut Mix	2kg
Prime Dried Yeast	34g
Water - Variable	920mL

Method

1. Place the water, MAURI Yeast Raised Donut Mix and then yeast into a mixer fitted with a dough hook.
2. Mix on low speed for 2 minutes. Scrape down.
3. Mix on high speed for 4 minutes or until dough reaches peak development.
4. Aim for finished dough temperature of 26-28°C.
5. Rest for 5 minutes and scale off as required.
6. Proof at 30°C and 80% humidity until double in size.
7. Remove from proofer and allow to rest on bench for 10 minutes.
8. Deep fry at 175-185°C for 1 minute per side.

Note: Dough can be retarded in a covered rack overnight.

Batter Weight: 2.954kg

Yield @ 65g: 45 donuts

Product Code: 100133





COFFEE CULTURE

Thinking of adding coffee to your menu?

By Sarah Beresford



Customers queuing for their morning coffee fix has become a ubiquitous sight throughout New Zealand, so it's tempting to think that at \$4-\$5 a cup, offering espresso coffee at your bakery might be a nice easy little earner.

It's estimated that the average Kiwi coffee drinker splurges \$1800-\$2200 each year on their fave fix, but the willingness to fork out for a flat white or long black comes with a catch. New Zealand's coffee scene has earned a global reputation for being top-notch for a reason — it is — so if you're thinking of squeezing an espresso machine on your bakery's counter-top and training a member of your staff as a barista, there is plenty of research you need to do first.

Getting started

There's two essential things you need to make good espresso coffee – beans and equipment, and they often go hand in hand. Before you go out on coffee tastings and splurge on a flashy machine do some solid research. There are a wide range of premium blends, offering a variety of taste profiles, and many of these suppliers also offer lots of extra services. This ranges from online advice sessions and personal mentoring, right through to supplying machines and equipment, maintenance and ongoing training. If you're a newbie, it's worth checking the support options available before deciding to fly solo. Brands from boutique roasters to global players offer a raft of options to get you started. Whatever you do, you need to ensure the service is professional and efficient from day one, and the coffee is up to standard.

Your brand

When you choose your brand of coffee, don't think 'cheapest'. Coffee drinkers are discerning and most Kiwis have developed sophisticated palates over the years. Take time to check what is on offer near your location, what premises are doing well, and where you can offer added value. It's a crowded market. Often the blend may ultimately be decided by other variables such as services offered by suppliers, but the key markers to hit every time are premium quality and consistency. Rather than offering a full range of espressos, you might want to get your flat whites, short blacks, cappuccinos and lattes sorted before you steam into mochas,

macchiatos, and all the other variations. Consider the extent of your plant-based milk offerings from the get go. Repeat business is vital to success and research has shown most coffee drinkers will only suffer a couple of flops at most before they decide to queue at another counter.

Making magic

The barista is the person who makes the magic happen. Invest in training and up-skilling to ensure you have enough staff who know the ropes so that someone is always on hand to man that machine. Set recipes and quantities for baristas to follow for consistency, so there's no second guessing and customers get what they expect every time. High-calibre coffee is vital but so equally is efficiency —make sure you have experienced staff to avoid annoying long wait times. Ensure there is a dedicated space for the machine set-up so staff can work at speed and within safety guidelines.



Added extras

Having customers coming for their daily coffee fix is a great way to tempt them to sample more from the cabinets. Loyalty schemes which offer free coffees or discounts are popular with customers, as are daily specials that offer a sharp price for a coffee and baked goods, such as muffins or slices. Taste teasers are a great way to give customers a reason to come back.



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APPRENTICE BAKER

Talented apprentice much more than meets the eye

By Cynthia Daly

When Keryn O'Brien bought the Baker's Delight franchise in Mt Maunganui part of her required preparation was to learn some basic baking skills unique to the business, which she undertook at Hamilton's Baker's Delight.

One of her tutors for this process was Scott Siakia, a young man that she came to admire and respect. Her parting comment was to offer him a job at her bakery if he was ever interested.

"Scott was just so patient and his product was always brilliant.... I think I said to him and to one of the other bakers 'if you ever need a job, if you ever want to come to Mt Maunganui, and then a little while later he contacted me. He wanted to come and work for me and he really wanted to do his apprenticeship. So I said we would support him with that," says Keryn.

The opportunity Keryn gave Scott is one that will open doors for him in his career as a baker with a recognised qualification and a small part of her hopes that one when he's seen some of the world he'll come around her way again. Maybe he'd even buy her business. She hopes she's giving him the chance to achieve whatever he dreams of because you only live once and you've got to live your life the way you want, she says. Scott really had made a big impression on her.

When I phoned Scott to interview him I was yet to speak to Keryn but like her I came away very impressed.

Scott started to tell me that he had gone to university on leaving school but he had decided after the first year it just wasn't for him.

He did a course in hospitality and then became quite desperate to find work. He was walking past the Baker's Delight in Hamilton one day when he decided to go in, hand them his CV and ask if any jobs were available. "They said can you start tonight! It was a difficult start because legally I'm blind. I'm registered with the New Zealand Foundation for the Blind. I'm on the higher end of sight. Though for me personally I feel it has taken a long time to gather the experience I have with scratch baking."

Scott can see "very well", he just struggles to see finer detail, which for most of us, that's a very crucial part of our vision.

"I can read recipes and with working with dough, it's not always about sight. It's about using all your senses. You hear the dough starting to bubble up in the machine so you know it's slowly getting there. You do a window test, you check the temperature. It's all the senses."

When you put it into perspective, for Scott to apply for that job at Baker's Delight with vision impairment and absolutely no knowledge of baking, it took a lot of courage. He admits it was pretty scary initially. "I started with nothing, no previous training or anything like that."

He struck it lucky though with a good franchise owner who taught him everything he knew and gradually Scott developed the skills he needed.

"I met Keryn when she bought the Mt Maunganui franchise, she was sent to Hamilton and we taught her baking for a couple of weeks."

Scott says that after a couple of years at Baker's Delight in Hamilton he decided to ask Keryn if a position was available and as soon as it was he moved to Tauranga, somewhere different and closer to the beach. "It's a wonderful place, not bitterly cold like Hamilton in winter."



Scott Siakia

He's now been a baker for 10 years and while his key role is operating the mixing bowl and doing bench work, he can do all tasks in the bakery.

"There have been times through Covid where we've only been able to have one baker in the bakery and I've been able to manage by myself doing a small production, mixing, processing and baking everything off just in order to keep the bakery open," says Scott.

Keryn says that when you consider Scott's limited vision it's rather inspiring how capable he is as a baker. "When he was training me he just knew what was right, what was wrong and he could easily diagnose if it wasn't right. So when he said he wanted to come and work for me I offered him the apprenticeship and we got the process underway straight away." Scott is Keryn's first apprentice.

Last year in March he began his apprenticeship training in the NZ Certificate in Trade Baking – Bread strand at Level 4 at NZ Bakels Training School.

APPRENTICE BAKER

"Keryn offered me the apprenticeship and I decided it was time to put my experience in, and further it a bit, and make it more official. And I've actually really enjoyed it so far. What I've found through all the course work and going to the block course is that there is stuff that you know but you don't know why or how. And then you learn it in these courses. It just reinforces everything which is good."

Scott says he is learning from other people on the course and they're learning from him because he's had experience in the bakery. "There were people on the block course that came from plant bakeries and it's a whole different thing for them looking at even molding a piece of bread. I mean, I do it all the time whereas in a plant bakery it's just handled by a mechanical arm."

The first year of Scott's course covered off on health and safety, legislation codes for baking, rules and regulations and Food Control Plan requirements along with information about the history of flour milling. "We learnt about different grains and different yeasts for different types of operation in the baking process as well as different sugars, fats, the improvers, glutens and the implications and balances of each product ingredient that goes into a loaf of bread. There are different types of flours for different types of bread as well and environmental factors such as temperature and humidity. All that has to be taken into account"

"I've learnt things that have helped with problems we've had in the bakery. Like sometimes when we get our wholemeal flour in it doesn't perform well and I've found that sometimes it doesn't have enough gluten mixed into it. Wholemeal flour is blended with gluten added back into it and sometimes there's a bit less gone into it. A few times we've been able to call up and diagnose the problem with the supplier. Gluten is important in a wholemeal loaf because it helps bind the grains together."

This year Scott's course is looking at quality management; at all the quality processes and procedures that are formed and developed in the bakery such as storage control and time management.

Keryn says as Scott has progressed with the apprenticeship she has noticed changes in him. A lot of her staff are Indian and their goal is to gain New Zealand residency. "We've had two get their residency and leave, which is what happens. They were with us for four years so I'm very grateful to them. So we've got new bakers and it's kind of the first time that Scott has been able to take a lead and to teach the new boys. I've seen a real change in his confidence with that because he's quite a quiet man but he has this really lovely way with the bakers. We've got a young baker whose English is very poor and when my old bakers were there they would translate. But I'm like 'no you guys, he has to start to understand me' and he turns to Scott and him and Scott



understand each other perfectly," chuckles Keryn. "I just think Scott has this lovely, calm manner. So he's a quiet high achiever."

"Scott is someone who is passionate about baking and he just wants to be a baker. And you know, he is a baker but he's never had the piece of paper to say 'I'm a baker'. That was one of his goals and we're really proud to support him to do that."

Keryn says when his course is over she doesn't want to hold him back. "Like everyone, go live your dream and if it's not here, go live your dream. Life's short!"

"I'd love him to buy our bakery one day. He'd be an amazing business owner."

For Scott, once the apprenticeship is over he says it's time for more practical learning experiences.

"In time I'd like to get into a Baker's Delight franchise or own my own bakery. If you've got the training and the knowledge, going into my own business would be the next step or a franchise would be something I'm definitely keen on doing, after a bit of travel of course. I'd love to go overseas to look at what people are doing with bread around the world starting in Europe – France and Italy, Germany to see how they do breads. Yeah."

Scott says he's really grateful for the help he has had along the way that has made it possible for him to do this job. One support group in particular is Workbridge, a not-for-profit organisation that helps match people with disabilities or health conditions with employers and provides assistance so that people can work without disadvantage.

Scott says his baking career gives him the life he really loves. He works from around 1am until about 8.30am which gives him time to enjoy the beach in the afternoons after a rest.



The excitement of a possibly is ingredient for success

By Cynthia Daly

In life Rebecca Rolls has always looked at finding solutions through ingenuity. One situation, to her surprise, led to creating her own bread baking empire.

She'll be the first to tell you though, that it was never her intention to own a commercial bakery which today employs 10 staff and produces 1500-1800 specialty loaves a week – 16-17 varieties for a range of dietary needs.

Did it start with a coal range oven and a need to feed her growing family? Maybe it was the computer request from her technology talented son. Whatever the first spark of excitement was, Rebecca says each request to meet a need for nutritious bread when it seems an impossibility is what keeps her focused and contented.

Her business, Thoroughbread Foods Ltd now employs her family and the circle continues, something she has every reason to be proud of.

Rebecca says: "I've had a love of healthy food ever since I was a child. As I grew up I just loved learning about that kind of thing."

As a young mother she moved to a large block of land in Northland that was isolated and without power. A coal range, with a wetback, heated the house while Rebecca spent hours in the kitchen making food from scratch. "I never had tinned food in the cupboard. I had a passion for good food. I was studying under the Australian College of Herbal Studies at the time. It was here I learnt and loved how you could use nature to influence people's bodies into health.

"It was on the coal range that I baked my first loaf of bread.



BAKING INNOVATION

I loved satisfaction gained from starting from scratch and taking the raw dough to the point of the final baked product."

Rebecca, who has no formal baking training, says that first loaf was made using store-bought wholemeal flour. "At that time it was just my understanding of where you got flour from at that point. I never ever considered the possibility of grinding flour like we do now."

With her family growing to four children, and now living in the Horowhenua, Rebecca made a decision, based on nutrition, not to buy bread anymore. She would bake six loaves each week to feed them.

In a homeschooling environment her eldest son, at seven years of age, became very interested in computer language. "I started teaching him to read at two years old, so language came easy to him. I didn't like computers back then and was resistant to having one in the home." However, this didn't stop her young son from learning what he could about computers and reading thick computer programming manuals in bed at night. He began writing his own computer programs, but it wasn't until he was nine that, much to Rebecca's disappointment, he was given a computer. He then started loading in his programs.

By the time he was 16 he was really enjoying the deeper sides of programming and he was wanting to get into computer animation but was frustrated at the limitations of his current computer. If he was to pursue a career in this field, Rebecca knew he would need a bigger computer to render his work. However, these were very expensive, and they could not afford one. Feeling responsible for taking her son to this next level in his education, Rebecca determined that she would do whatever it took to raise the money for him. "It did something inside me and I thought I'm going to do anything I can do to make money to get him this computer."

Unbeknownst to Rebecca at the time, this would be the catalyst to the future Thoroughbread Foods Ltd.

Acting on memories of her childhood where she would cook fudge to sell at the Cook Street Market in Auckland, Rebecca decided to make fudge and sell it at fairs. This proved successful, however in time, the unhealthy ingredients in the fudge didn't sit well with her.

"Friends had suggested I sell my bread, but I couldn't see why anyone would want to buy it. I knew the amount of work that would be involved, because I hand kneaded them and I thought I couldn't compete with the price of loaves that were out there.

"But one day I decided to try it out. I took 11 loaves of bread along with the fudge. I made them with white flour as I thought no one would want to buy my wholemeal bread. And they sold! I was rapt. I made more white loaves the following weeks and then soon people started asking if I made wholemeal loaves."

The same loaves as she was making for her family became a hit at the market. She got to a point where she was making 36 loaves for the stall. Her oven would cook six at a time so it took all day to make them. "At times I was awake at four o'clock in the morning wrapping the bread, getting it ready for the market. There were some crazy hours. I was not in a business mind stage at all. It was just that people were going to come for the bread and I wanted to meet their need. That was a driving force. I was baking something that others loved to eat. It was a really lovely transaction between us. I felt I would have been letting people down if I just stopped."

Rebecca bought an old German grinder on TradeMe and began grinding her own wheat flour. "I was amazed at how dough made from freshly ground wheat flour tasted. It was so different than with flour from the shops. I realised dough from old flour actually tasted a bit rancid in comparison. I put it down the fresh oil, in the freshly-ground flour, giving it that silky smooth sweetness.



Paleo Gold Gold Winner



Paleo fruit loaf



Activitied seeds

BAKING INNOVATION

I'd never tasted it before and that really sparked a passion for me to freshly-grind flour. It took me back to that 'from scratch' process which I loved."

In time, she would discover that she could grind her own flour using everything from rice to seeds and grains, even implementing a coffee grinder for some of the processes.

And that might have been where the story ends. But then people started asking for more specialised breads and the idea to research, experiment and develop according to the need became an all-encompassing drive.

"I started to experiment with some seeds here and there. And people started asking 'do you do gluten free'? For me, gluten was the key to a really nice loaf. The way it holds the gas in the bread giving it the lovely texture, was crucial. So, I said 'no' and dismissed it, however, over time, more people began asking. It got to a point where I felt bad that I wasn't catering to the need and so I began to look into it."

Her research led to her buying every gluten free loaf variety that she could find but on trying them she was dissatisfied with them and never finished a loaf. This experience only confirmed to her that you couldn't make a good loaf without gluten. For Rebecca, making bread had become a passion where she wouldn't sell something she wasn't happy with. However, the requests continued until eventually she decided to give it a go; and the journey began.

"With the knowledge I had of baking bread, it helped somewhat but there were many other discoveries needed to be made that had nothing to do with the way bread works at all and it became a real challenge." Another research trip to the supermarket, the gluten free flour purchased was white as snow so the realisation came that if she was going to make a gluten free loaf to her standards, she would have to grind her own flour. If it worked for wholemeal flour, why couldn't it work with gluten free flours?

"There were some really exciting moments of achievement and others where I almost cried because I was bringing a loaf to the market that I felt embarrassed with. I received a really good response from my customers even though I was looking at a loaf that was sinking in the middle."

Grinding rice on her stone mill was tough going and damaging the grinding stones so she switched to a coffee grinder to grind the various flours including flour from seeds and nuts. "I was just looking for any grinder that would work and searching for another, better, grinder became a big part of the passion of the journey.



Amber Crossing the Easter buns

The only problem was as I was making more and more bread and the grinders would end up burning out." She moved to purchasing semi-commercial grinders from TradeMe and was then able to grind more at one time.

With a change in health regulations, Rebecca had to move from her home kitchen to a commercial kitchen. She found one at a performing arts theatre that had three domestic ovens. It meant she could increase production. She quickly out-grew it and moved to another place and then a larger place. Her mother would come and help along with her nine year-old daughter who had shown an interest.

She created her own labels and would print them out in black and white and her children would colour them in. "It became quite a little family industry. The children would come to the markets every weekend."

Eventually she moved to a Wellington market where she continued trading for seven years before moving to one outside Te Papa where she continues to trade today. The interaction with her customers is an essential element to her sense of purpose.



Buns in the oven

BAKING INNOVATION

"At the time, I was only baking for the markets but then I got a call from a place in Napier called Chantals. They said: "We've heard about your bread and we'd be really keen to sell it." I said: "I don't mind but I couldn't sell it any cheaper than what I sell it for at the markets." They said: "That's fine." Chantals added their mark up and Rebecca thought people wouldn't buy it at that price, but it sold really well. Cornucopia, in Hastings, then started buying her bread. Her business continued to grow through word-of-mouth and more businesses approached her.

"When I was only selling wheat bread, the owner of Commonsense Organics came to the market one day and said, 'when you can make a gluten free loaf, let us know, we'd be really interested'. So, a few years later when I'd developed a gluten free loaf that I was happy with I got back to them. They stock a large part of our range now."

Rebecca says that while getting her son a computer was the initial spark that launched her business, now it is the possibility of providing bread to those who have dietary needs. Firstly, it was gluten free then a loaf that was yeast free, then another that was egg free, then no grains, then sugar free etc.

"I had a family come to me and their children were reacting badly to salicylates and were getting symptoms like ADHD. I didn't know anything about salicylates." Armed with a list of foods that their children couldn't eat; Rebecca developed a loaf for them which was a great success. "That became part of our range, our Natural Loaf. It also works well for the FODMAP diet."

"Every time someone would come along and ask whether I could make bread without a particular ingredient my mind would be thinking, well, I've already taken out this and that thing, I don't think it's possible. But then over time, especially after I get a few people asking the same thing, I get this thought in my head, think, it must be possible. It then becomes like a discovery, a journey. It creates an energy and an excitement, and I am then in the mindset that it must be possible. I love working in that place. That's the thing that I really love."

Rebecca says their Seven Seed Loaf came about through that same process. "Our gluten free loaves contain egg. I was asked if we could make an egg free loaf. I initially thought egg helped make a good gluten free loaf so I didn't think that was possible. But after many trials it became a great loaf and is now our biggest seller.



Paleo loaves



At the market with helper Sarah Frampton

"Our latest development came after many requests for a low carb loaf. Our Keto Loaf is gluten, wheat, dairy, soy, and grain free and low carbohydrate." In developing the Keto Loaf, Rebecca moved away from commonly used keto ingredients such as pea and chickpea flour because the taste wasn't right and instead freshly milled a seed and nut combination of sunflowers, sesame, linseed and almonds. "I knew this is not going to be a cheap loaf but I needed to be really satisfied and excited with the result. I knew that there would be people that appreciated its quality. They are the ones that I would be making it for." She realises her products may be too expensive for some, but she never sets out to compete with pricing but rather quality.

Rebecca says the benchmark for any loaf development is the excitement she feels when she hits just the right spot with taste, texture and chew. "It was always just following that thing where I'm excited and passionate about something that I love doing. It's not a business decision kind of thing for me. It's more about conquering an area of need and pioneering new ground. That's a huge amount of satisfaction for me.

"We stock lots of specialty stores around the country, but the market is where my heart is. I get my finger in the vibe and that's what keeps it alive for me. I had one lady who had a three-year-old daughter, who was not eating food due to her reactions to so many foods. She was losing so much weight and was going to have to go into hospital to be put on a drip. After the mother telling me the foods her daughter couldn't eat I gave the daughter a slice of bread that I was developing at the time and that didn't have any of her allergens. She ate the slice then reached out for another piece. The woman was so surprised and cried. That was such a lovely feeling. I get lots of stories like that... That kind of satisfaction, I can't beat that."

In 2018 Rebecca's loaves started winning awards. Firstly, in the BIANZ Bakery of the Year where their Paleo Seed Bread won a gold award. She then entered their Paleo Seed Loaf and Paleo Rustic Loaf in the New Zealand Artisan awards. They won first prize in their category.

And in 2019 their Paleo Fruit loaf and Paleo Gold won first prize in their category at the Outstanding Food Producers Awards, and their Paleo Seed won second prize.

With her second son now assistant manager in the business, her daughter looking after the social media, a baker who cares for her products with the same passion she has, Rebecca has the support she needs to continue doing what she loves, developing products to meet a need.

Giving to your community gives back to your business

By Cynthia Daly

“Please mister, can I have some bread?”

It takes a lot of encourage and desperation to walk into a bakery and ask for a loaf of bread to feed you and your family.

If you, as a baker, were asked that question how would you respond?

For Mike Faulkner, owner of Baker's Delight in Pukekohe there is no hesitation. He gives the loaf every time. “You don't know what people are going through. There are a lot of hungry people out there and that one loaf could change a life. It could help your business through your customers seeing it. And who knows, when that person has got their life together they could become a customer.”

This year Mike and his wife Natasha will mark nine years as owners of the bakery which originally opened in 2003. He started as an apprentice with the first owner. And if in their time there you asked every person whose life they have touched through their generosity it would likely fill more than their local rugby field.

How is that possible and still have a successful business, one of the top Baker's Delight bakeries in New Zealand?

Mike stated at the beginning of his interview with *Slice* that what he does for his community is not about him but rather using what he has to make a difference. As he has gone on giving, the reward has been for people to support his business more and that has enabled him to give more. Without community support that won't be possible, so it is as much a credit to the community, as it is Baker's Delight.

As part of its operational systems, Baker's Delight stores prefer customers to be able to walk into a store right up until the end of the day and not see empty shelves. In Pukekohe, that equates to about two of their large racks filled with a mix of loaves and buns.

Right from when it first opened, the Pukekohe store gave away the end of day bread to groups in the community for distribution to those in need.

“When I first started, at the end of the night we were giving away all the leftover to charity and we were doing the occasional sausage sizzle (supplying the bread) here and there. I started managing the business in 2005 and from then on I've just got really into it and I say 'yes' to everything I can,” says Mike.

That saying 'yes' has lead to supporting (with products, rebates and monetary donations) everything from sports teams to schools, local clubs, national fundraisers for KidsCan, the Special Children's Christmas Party, and even an animal welfare charity which a staff member suggested.

Among the end of day recipients are: Pukekohe Youth Centre, Tuakau Budgeting Service, local churches, Food Pantry from Huntly, a Port Waikato community support group, Te Marama Hou Ministries in Waiuku, and Drug Arm in Auckland.

Mike says when it comes to the end of day donations it's actually about not being wasteful.

“It's just like a side effect to me, like a side effect of the business. We have waste and we might as well not waste it. We might as well give it to people who need it. There's nothing wrong with it so why not feed hungry people?”

Beyond feeding hungry people, community support is where Mike gets the most satisfaction.



Mike Faulkner

“We're just getting involved in everything now. I guess growing up in this area, I grew up in Patumahoe, I know a lot of people and people know that I'm there and we've just built a relationship on that and do whatever we can to get in behind everything. When I took over and I actually owned the business I got more involved in different aspects. The previous owners didn't give monetary donations whereas I'll try and sponsor a club shirt here and there or a school fundraiser. One school went on a trip to one of the Pacific Islands and I sponsored shirts for them to wear while they were there representing their school.”

In New Zealand, Baker's Delight, as an organisation of franchise owners has partnered with KidsCan as its national charity. Each year they run a 5-6 week campaign selling iced finger buns. Last year they raised \$50,000 for the cause.

“For us at Pukekohe we started donating 100% of our finger bun sales to KidsCan and the last time we raised \$12,000 for KidsCan. We decorate them with pink icing and blue and red sprinkles, which are the KidsCan colours. Some bakeries were doing a percentage of their sales of finger buns to KidsCan but I just thought, 'bugger it, just go all out' because the portion we raised was going to local schools. We had a poster on the wall in the store of our local schools so people knew what schools it was going to. For me, I'd much rather support my local community because that's who supports me. So I felt that because that money was

spotlight on

going specifically to our local community, that sort of dragged me in a bit more to say 'well let's give them a bit more'.

Mike says for the KidsCan campaigns he encourages his flour supplier, Mauri to get onboard too and they usually donate some free flour.

"Baker's Delight, as a company, they also support KidsCan by doing big fundraisers like at Christmas time they partner with ASB and we sell fruit mince tarts for them. KidsCan get a cut of that. We also did it with hot cross buns last year."

Mike says the feedback from his customers when they do the KidsCan fundraisers is always very positive.

"Our regular customers come in and they love that sort of thing. They thrive on it. Often they'll say 'give us two then or give us four'. We generally get very good feedback about most things that we do. It does get noticed. We don't necessarily do it to get noticed but it does help the business. It's all swings and roundabouts, locals supporting locals."

Mike says the quality of the Baker's Delight products attracts customers who can sometimes afford to go a bit further still and give a cash donation on top of their purchase.

"We've got a few customers that when we're doing those big campaigns they'll actually come in and just say, 'here's 50 bucks. Put it through your till as a donation!' We get a lot of people doing that and for the last few years we've had a \$1 donation button on the till and we just put it through there."

When staff member, Hannah became very passionate about the charity, Chained Dogs, which helps rehabilitate and re-home dogs that have lived as chained dogs, Mike was happy to get involved.

"We have a tin on the counter and it's just something that Hannah and I really look after. It's similar to people who need looking after; dogs that aren't being looked after. That usually brings in \$200-\$300 bucks a month through people donating their change and we've got a few regulars who'll drop \$10 in there."

When it comes to helping with a local fundraiser Mike says his hot cross buns initiative is hugely popular and this year helped push hot cross buns sales to their highest year yet.

How it works is the club, organisation or school send out order forms to all their members or staff and families. They collect the orders back and if they sell 100 or more six packs they earn \$2 per



Puni School hot cross buns order being picked up

six-pack through Mike discounting the six-pack and the organisation selling them at the normal retail price to their members.

This year Pukekohe Baker's Delight also set up a gazebo outside its shop on two occasions and did a whole-day promotion for certain schools. "Every six pack we sold on the day, \$2 of it went to that school. That was just something we organised for this year and it was a bit rushed. I've had a lot of interest from other schools, so I think we'll do a few more next year. It's almost easier for us because it's a lot of hot cross buns but it's throughout the day, whereas the other way it's a lot all at one time. The biggest one we did was Puni School with 750 six-packs. To get that all baked and bagged ready for a 12 o'clock pick up was a bit of a mission. But it was a fantastic effort for such a small school. Between Bombay, Patumahoe and Puni schools we did 1750 six-packs. That's a lot of six packs. We also did five other big schools, a whole lot of daycares, clubs and probably at least another 10 smaller groups."

It's not surprising then that Mike was glad when Easter was over.

Mike says he doesn't really ever stop to think about the people he's helped. He simply feels that it's awesome to be able to do it. "One of the values of Baker's Delights, when I first started, was to give back to your community. I just grabbed that by the horns and made it my own."

"It's hard for me not to do it. Like if someone asked for help I'd never turn them down. It's just natural for me now, just to be like 'yep sweet, if we can help we will'. I guess to a certain extent I might stop and think about it but I don't give myself a pat on the back. I just sit there and enjoy it. I know the staff often comment that we give away a lot of stuff and they'll come and say 'so and so needs this' and I'll just tell them to give it to them. They'll often do a double-take and say 'are you sure' and I'll say 'why not?'"

He says that giving has become almost second nature to his staff now too.

"There's a line between, I do it because it makes me feel good and I do it because it helps my business grow. At the same time, the more my business grows, the more I can afford to do it. They build on each other."



Mike with customer Kerry Chane



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SERVES 12

PREP TIME 10 MINUTES

BAKE TIME 15-20 MINUTES

INGREDIENTS

GROUP 1

1000g Pin & Peel Cake Blend

800g Castor Sugar

900g Whole Eggs

GROUP 2

1350g Flour

200g Baking Powder

2800mL Whole Milk

METHOD

1. Cream together Pin & Peel Cake Blend and sugar, slowly add eggs to mixture.
2. Combine with Group 1 and 2 to form a rough style batter.
3. When mixed 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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HOUSE-MADE BAKED BEANS

SERVES 12

INGREDIENTS

20ml vegetable oil
150g bacon, diced
1 onion, diced
3 cloves garlic, minced
300g cooked black turtle beans
600g cooked haricot/cannellini beans
300g Barker's Professional Tomato Meal Base
300ml water
45g molasses*
40ml cider vinegar
1 tbsp American mustard
10ml Worcestershire sauce
½ tsp cayenne pepper
table salt
freshly milled pepper

METHOD

1. Heat the vegetable oil in a saucepan. Add the bacon, onion and garlic. Lightly fry for 3 minutes.
2. Add the beans, **Barker's Professional Tomato Meal Base**, water, molasses, cider vinegar, mustard, Worcestershire sauce and cayenne pepper.
3. Bring to the boil, then cover with a lid and simmer for 1 hour.
4. Adjust the seasoning. Garnish with chopped parsley.

*if molasses unavailable, use 30g brown sugar.

Handy hints

- Use this recipe to make a delicious breakfast pie.
- For extra 'wow', pop an egg on top of the filling.
- Remove bacon to create a vegetarian pie filling.

For more information or a **FREE SAMPLE** please contact your local Barker's Professional representative, customer support on 0800 227 537 or contactus@barkersprofessional.nz

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Spanish Bread

Recipe by: Darryl Burton
@Farmers Mill



Method

(Makes approximately 20 single rolls)

Stage: 1

In a mixing bowl add in, all dry and ingredients mix on slow for 1min. Then add in liquids, mix on slow for 2min then fast for 6-8min or until dough is properly formed.

Stage: 2

Remove and cut dough into half. Mould into French stick shape (do this to both).

Rest like this for 2-3min then cut into 20 pieces (about 55g each). Hand mould into balls. Leave to rest.

Stage: 3

Place softened butter, brown sugar, cinnamon, milk and breadcrumbs into a small mixer and blend until combined, may need more or less milk, you want to achieve a firm crumbly texture.

Flatten out dough balls (oval shape 10-15cm approx.) Place crumb mix in the centre and roll up like a scroll. Lightly wash with milk or water, dip into plain breadcrumbs, place on baking tray (ensuring the seam is down to prevent it from opening during proofing stage) proof product until ready.

Stage 4

Bake at 180C fan bake (+/-) depending on your oven. Until golden and soft.

(Please note, this is a no time dough process, if using different yeast (dried or active yeast) you will need to rise dough before starting stage 2 and proof again prior to stage 4).

Ingredients:

Dough

Yeast	20g
Farmers Mill Summit Flour	1Kg
Water	236g
White Sugar	200g
Salt	10g
Milk	254g
Egg	200g
Unsalted Butter (melted)	226g

Filling

Unsalted Butter (soft not melted)	226g
Brown Sugar	220g
Cinnamon	5g
Milk	12g
Breadcrumbs	160g

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- Heat 700g Barker's Professional Cream Style Meal Base DILUTION.
- Stir in 300g blanched, diced pumpkin.
- Season and serve as it is or puree in a blender. Add garnish and serve.

Dilution hint


In a saucepan, whisk 500g of Barker's Professional Meal Base with 500ml of water or stock. Bring to a simmer and then add your ingredients.



See our recipe book
for more ideas



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