

# on trend



with  
*aitkens*

HOSPITALITY EXPERTISE

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## **VICTORIA FOOD SERVICE, CHCH**

A MARKET-LEADING CATERING  
BUSINESS SHARES ITS FAVORITE  
EVENTS & INDUSTRY TRENDS.

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## **ROYAL ALBATROSS CENTRE, DUD**

AN INFORMATIVE INTERVIEW WITH  
FOOD & BEVERAGE MANAGER,  
PANIA PAERATA.

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## **HUGS & MUGS CAFE & BISTRO, AKL**

FOH RENOVATIONS  
& EQUIPMENT UPGRADES.

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## **GOING GREEN?**

POPULAR PRODUCTS THAT TICK THE  
ETHICAL & SUSTAINABLE BOXES.

AUTUMN 2020



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Victoria Food Service

With clients such as the University of Canterbury, LIME and Air New Zealand and access to top-end Christchurch event spaces, there is no doubt that Victoria Food Service is the go-to caterer for those wanting no-fuss, premium food styles with flexible service options.

## PAGE 10



A very informative interview with the Food & Beverage Manager from the Royal Albatross Centre, Pania Paerata.

We talk staff, menus, catering and the diversity of the customers at the iconic tourist venue.

## PAGE 13



Going green?

We've selected some popular products that tick the ethical & sustainable boxes.

Once you've read Pania's story on page 14 you'll be inspired!

## PAGE 19



Trawl through the long aisles in Auckland, or delve into the chef jackets in Dunedin!

Head to page 26 to see what our Auckland, Christchurch and Dunedin showrooms are up to. Each showroom will share their current inspirations.



## PAGE 4

First impressions.

How do you serve water?

We've got some beautiful glass and stainless steel vessels for you to browse through whilst considering how you can better your service.



## PAGE 5

Our most popular share platter. For sharing, tapas or cabinet display.

In 9 fabulous colours!

Which is your favourite?



## PAGE 16

What's new?

At Aitkens, we have loads of new products coming through the door on a regular basis.

Keep up to date with new arrivals in-store & on page 16.

## DATES OF IMPORTANCE

### MONDAY 9 MARCH

Taranaki Anniversary Day

### MONDAY 23 MARCH\*

Otago Anniversary Day

### WEDNESDAY 1 APRIL

April Fools

### FRIDAY 10 APRIL\*

Good Friday

### MONDAY 13 APRIL\*

Easter Monday

### TUESDAY 14 APRIL

Southland Anniversary Day

### SATURDAY 25 APRIL

ANZAC Day

Public holiday observed on:

### MONDAY 27 APRIL\*

### SUNDAY 10 MAY

Mother's Day

\* Denotes a public holiday. Aitkens showrooms will be closed on public holidays, including their local Anniversary Day.

## PAGE 14

Hugs & Mugs Cafe & Bistro

Currently under going kitchen updates and FOH renovations, we touch base with friendly owner, Harvinder Oberoi, about the newest edition to his lineup – the UNOX Cheftop Mind.Maps Electric Countertop Combi Oven and UNOX Ventless Extraction Hood.





STILL OR SPARKLING?



What message are your bottles sending?

It may seem like a no-brainer, but pouring water is one of the earliest displays of your skill as a server, so you want to make sure you're getting it right.

- 1. Village Carafe, 500ml/1ltr, \$9.90/\$12.42+GST, CC743814
- 2. Kilner Dispenser with Tap, 8ltr, \$69.30+GST, MC0025/403V
- 3. Stainless Steel Water Jug in a Mirror Finish, 1.5ltr, \$57.90+GST, K74601
- 4. Moresca Swing Top Bottle, 1ltr, \$9.52+GST, GC9450
- 5. Helio Bottle, 850ml/1.2ltr, \$18.57/\$18.32+GST, GLU 92138
- 6. Oriente Swing Top Bottle, 1ltr, \$14.30+GST, GC9476
- 7. Stainless Steel Water Jug in a Satin Finish, 1.5ltr, \$57.90+GST, K74612
- 8. Timeless Stirring Glass, 725ml, \$8.36+GST, GC4810
- 9. Ypsilon Carafe, 500ml/1ltr, \$14.34/\$23.91+GST, GC4950



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# Victoria Food Service

## CHRISTCHURCH

42 LEEDS STREET,  
PHILLIPSTOWN  
@VICTORIAFOODSERVICE

With clients such as the University of Canterbury, LIME and Air New Zealand, and access to top-end Christchurch event spaces such as Isaac Theatre Royal, The Piano and the Christchurch Art Gallery Te Puna o Waiwhetu, there is no doubt that Victoria Food Service is the go-to caterer for those wanting no-fuss, premium food selections with flexible service options.

Victoria Food Service is estimated to have opened 35 years ago. In November of 2018, Mark and Philippa Cowan took over the helm, with a focus on creating a family-style team environment amongst their 40 experienced staff that have a genuine passion for food and an in-depth knowledge of the industry's latest trends. Mark and Pip are passionate foodies in their own right, often spending their spare time amongst new Christchurch hospitality developments such as Riverside Market and The Welder, grazing numerous menus and tasting local wines.

Director and General Manager, Mark, recalls

his favourite event to date:

"We catered for 360 delegates from all over the world at the LIME Conference; three full days of all-day catering including coffee carts, mini mains and an open bar on the last day - all from a marquee at The Piano in November 2019. Our goal for the event was to not only highlight quality New Zealand produce, but to provide quick and reliable service with fast responses and problem solving to anything that arose throughout the duration of the event- very important attributes for a caterer! This event was such a success and a great motivator for us all."

Head Chef, Adam Pack, has been working across some of Canterbury's top restaurant's for over 12 years. His love for family and food is reflected in the amazing food he creates daily - making the business a real contestant for wedding events.

Mark continues:

"Corporate catering, events, weddings, conferencing - we're equipped and ready

to do it all. We've noticed more requests for 'dietary-conscious menus,' for example; vegan, paleo and keto. The trend is for more focus on diverse healthy options, presented in a more relaxed style of eating, a kind of 'elevated street food.' Adapting the required methods and variety to our offerings doesn't present any problems. We cater for all dietary requirements with ease, packaging and labelling separate meals for individuals or larger groups."

"But as I've already mentioned, catering is more than turning up and providing food. We have to be conscious about the way we transport and prepare food for optimum presentation and flavour. Timing is everything. Clients rate our best quality as reliability, our quick response times, accuracy, and being on time on the day - throughout the day."

The Victoria Food Service chiller van is an integral part of being able to provide those service standards. (See pictured.)



Above: Grazing tables are created onsite by our talented chefs.

Right: Canapes and platters

Below: Victoria Food Service chiller van.

Photography:  
@emilyhugo.photography  
& @hannahbirdphotography



"When it comes to the favourites, there are some traditional dishes that are solid winners, such as our roast vegetable, orange, spinach and cashew salad that we make daily. Our crumbed macaroni cheese bites and steamed pulled pork bao buns are a new addition, and have proven to be great crowd pleasers."

"Leaving a good impression, is one of our surefire ways of finding new business - word of mouth. We also keep up on social media, focusing the content not only on mouth-watering pictures of food, but showcasing staff profiles, internal research events and client success stories. We recently launched a new e-commerce website, making it super easy for our clients to order on the go from wherever they are."

Aitkens assisted Mark and Pip in the full fit-out of their commercial kitchen in early 2019. "Aitkens are a great company to work with. Our rep, Richard, has provided excellent service. Nothing is ever a problem and with the backing of superior products,

along with the ability to source anything we've needed with a quick turnaround, this enables us to focus more on internal tasks."

Richard Page, based in Christchurch, managed an expansive selection of equipment to be installed at Victoria Food Service HQ alongside the timely deliveries of kitchenware, glassware, tableware and buffetware.

Under the guidance of Pack, the team are now making the most of their Blue Seal gas combi steamer & bratt pan, two electric Turbofan ovens and the Bakbar fryer. There is kitchenware aplenty - most of which is colour coded, and although presentation varies, melamine platters are a staple. Small crockery bowls in all shapes, sizes and colours allow Victoria Food Service to accent any client's chosen theme.

Discover more via:  
Instagram (@victoriafoodservice)  
Facebook (/VictoriaFoodService)  
Online ([www.victoriafoods.co.nz](http://www.victoriafoods.co.nz))





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- 2



Squall 444ml  
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GLU 3616
- 3



Napoli Grande 458ml  
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GLU 1619
- 4



Embassy 355ml  
\$3.84+GST  
GLC 3725
- 5



Catalina 251ml  
\$8.38+GST  
GLU 5293



# Royal Albatross Centre

## OTAGO PENINSULA

1260 HARINGTON POINT ROAD

DUNEDIN

@ALBATROSSCENTRE

*The Royal Albatross Centre; an iconic destination for those visiting the Otago Peninsula for over 50 years.*

Having recently passed a milestone of 100 years since the first Albatross egg was laid on the Peninsula's headland, this sanctuary offers perfect conditions for some of the world's most outstanding wildlife.

Pania Paerata, Food and Beverage Manager of the onsite eatery – The Toroa Café – can't help but share facts about the birdlife flying past the large windows as we sit down over a cup of hot peppermint tea.

Proud of her surroundings, we take the opportunity to ask Pania about her experiences catering to visitors to such an iconic venue.

"As a part of the Otago Peninsula Trust (alongside Glenfalloch and Fletcher House) the café is based inside the Royal Albatross Centre. With seating for 60 and catering

packed lunches for day-long tours our kitchen is kept very busy.

We open at 10.15am each morning, and don't close until the last Penguin tour – which does vary based on the time of dusk each night, but can be as late as 9:30pm in the peak of summer. Our staff provide an all-day menu, hot and cold drinks, and an ever-changing selection of cabinet food. Although I act as the Food and Beverage Manager first and foremost, I also play a large part in food preparation and am the kitchen's Executive Chef.

Our visitors are varied, with Australian, German, American and Chinese tourists aplenty. Our operations are kept steady throughout the day because we find tourists aren't keeping to strict (or traditional) eating times. It also means our kitchen is continuously prepping food throughout the day, rather than bulk preparation during a closed period. Fresh

sandwiches, cheese toasties and omelettes are popular with couples, and families tend to order lots of small items to share amongst themselves if they're dining in.

We are very lucky to have a vegan chef on board that bakes scones, muffins and pies. By fermenting soy milk with lemon juice he creates a yeast that produces outstanding results and our coeliac, gluten-free and lactose-intolerant customers are very appreciative!"

In fact, Pania goes on to tell us just how flexible her food service is when adapting to such a diverse crowd. She notes one of the most important qualities her staff can have is the ability to read the customer, interpret what they need or in some cases predict it.

For example, "If an English visitor orders fish and chips, we ask them if they would like vinegar with it. It's the small things that can make a difference to these visitors.



We're lucky to work in a very positive, exciting environment that leaves us with very few disgruntled customers." Pania and her team work hard to give accurate waiting times to those that are due for tours to start soon. During busy times she uses key staff in the FOH who know the menu back-to-front and puts quick-moving staff out on the floor to turn over tables efficiently.

The group of 10 staff will dwindle over the winter season, as students head back to university and visitor numbers also drop. Selecting new staff each summer is always bound to be a struggle, and Pania admits it's somewhat of a gamble.

"Experience is always a bonus – it's not a requirement. Currently we have 4 young staff that have never worked in the hospitality environment. I never know if it will work, but I hire based on cohesive personalities, and any sort of good







impressions that can be made early on. For example, one staff member showed up half an hour before her interview, and now 15 minutes before every shift. She is on the ball, willing to dig her heels in and get the dirty jobs done.”

The café is situated some 30kms out of Dunedin, and doesn’t have quick and easy access to fresh produce. Consequently, Pania has a very strict ordering schedule, premium storage to keep produce at its best and a flexible menu that allows for very little wastage.

Speaking of wastage, the team is promoting their efforts to reduce plastic throughout the venue – taking it further than the ban of single-use takeaway cups. They have created sturdy wooden table numbers, rather than replacing plastic numbers. Their table menu stands are made of wood. They rid their tables of sugar sachets and replaced them with raw

sugar housed in Weck jars. Glass water bottles are available for purchase with a free water dispenser onsite, and stainless steel straws instead of plastic. They’re now using butter ramekins rather than pre-packaged spreads contained in plastic and a slimline glass-door fridge of Karma Cola sits at the entrance to the café.

The Toroa Café will now be developing an exciting winter menu that they hope will entice more locals to enjoy the Sunday drive out to the centre. For some it needs to be about the journey and not the destination. The drive along the coast, or up the high road, is stunning. They hope that locals see them as a place to come and enjoy lunch or afternoon tea amid nature’s wonders and wildlife.

*If youre in the Otago area and would like local rep, Livi Stevenson to visit, call her on 027 223 3930.*



# AN ETHICAL CHOICE

		
1	2	3
		
4	5	6
		
7	8	9

Choose goods made from natural products.

Start on the right foot with the A, B & Cs of sustainability:  
Acacia, Bio Wood & Canvas!

1. Bio Wood Disposable Plate, 220x120mm, 10pkt, \$12.02+GST, K475120
2. Fresh Kraft Greaseproof Paper, 190x310mm, 200pkt, \$30.03+GST, K74209
3. Moda Rectangular Paddle Board, Acacia Wood, 430x320mm (inc hndl), \$46.79+GST, K76846
4. Mini Round Bowl, Acacia Wood, 80mmØx45mmH, \$11.34+GST, K76892
5. Moda Round Bowl, Natural Acacia Wood, 240mmØx130mmH, \$98.81+GST, K76701
6. Moda Canvas Bread Bag in Grey & Cream, 250x180x90mm, \$25.60+GST, K41645-CC
7. Dorf Wooden Tray, Beechwood, 325x120x22mm, \$30.19+GST, K74870
8. 2-Tier Designer Shelf, Ash Wood, 430x400mm overall, 700mmH, \$1044.75+GST, K73798
9. Evo Mill in Natural, Height 150mm, \$32.17+GST, K408156





# Hugs and Mugs

## AUCKLAND

367 GREAT NORTH RD  
GREY LYNN  
@HUGSANDMUGSNZ

The wonderful owner, Harvinder Oberoi, of Hugs & Mugs in Grey Lynn, Auckland came to us with **a problem:**

"We need to upgrade our kitchen equipment in an effort to better utilize the small space, without having to delve into large renovations that will influence our opening times or the need to pour money into costly council approvals."

### The solution:

The UNOX Cheftop Mind.Maps Electric Countertop Combi Oven installed with a UNOX Ventless Extraction Hood.

Serving a variety of premium hot and

cold drinks, Hugs & Mugs Café & Bistro appeals to the local residential market in the apartments above by also offering an all-day breakfast menu. Their new UNOX Cheftop Combi Oven allows them to produce quality, crispy bacon, perfectly poached eggs & delicately wilted spinach day after day – the online reviews are a testament to their consistency!

"We have an extraction hood currently sitting over our gas grill and fryer, but extending it cut into our renovation budget more than expected. We were thrilled when Sunil, our Aitkens Rep, told us about the ventless extraction hood attachment that was council-approved for our space."

"We're now looking to upgrade some of our FOH equipment and presentation pieces with the money we've saved."

Contact Sunil Dass on 021 995 751.



UNOX Cheftop Combi Oven 7x1/1 GN \$9100.00+GST  
UNOX Hood with Steam Condensor \$2800.00+GST

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### INGREDIENTS

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2 frozen bananas  
3 Medjool dates  
1/4 tsp cinnamon  
1 tbsp maca powder  
Goji berries and chia  
seeds to garnish

### DIRECTIONS

1. Blend all ingredients.  
2. Pour into a glass and top  
with some goji berries and  
chia seeds to finish.



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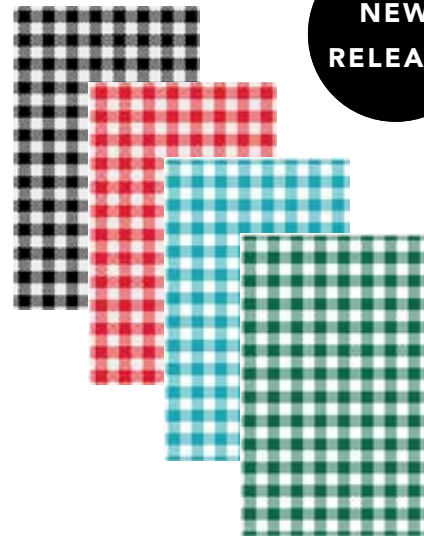
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## PEANUT BUTTER LATTE

### INGREDIENTS

1 cup MILKLAB® Almond  
1 tbsp smooth peanut butter  
Chocolate powder to sprinkle



### DIRECTIONS

1. Mix peanut butter and MILKLAB® Almond together and steam until 65°C.
2. Pour hot mixture into a latte glass.
3. Sprinkle with chocolate powder and serve straight away.

MILKLAB®



## akl SHOWROOM

The Auckland showroom took it upon themselves to give the Winterhalter polish-free glass washer a run for its money!

Stacks of glassware, ready for you to take straight off the shelf and place on your tables.

Drop in and say hello to the friendly local team.



## chch SHOWROOM

Inspired by the arrival of Dudson crockery, our Christchurch showroom is bursting with colour yet again.

Great stocks of kitchenware essentials are now available for quick and convenient shopping.

Take a break from the daily grind and pop out for a look.



## dud SHOWROOM

Silverchef NZ have made themselves known!

You'll now spot labels on all of our equipment with daily finance cost options. Now it's easy to see how quickly you can cover your outlay.

The big Dunedin windows are brimming with fun dining settings which change almost weekly.

Come in for a peek.

## HOT PRODUCTS



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991911-J



Japanese Jigger  
30/60ml split  
\$17.05+GST  
K70754-BK



Platter Stand  
190x250mmØ  
\$12.50+GST  
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**Aitkens Auckland**

19 Newton Road

AKL 1010

09 222 3141

**Aitkens Christchurch**

1 McTeigue Road

CHCH 8025

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**Aitkens Dunedin**

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