

# Miso

ISSUE 1



**SERVICE  
FOODS**

BEHIND EVERY  
GREAT CHEF



## SUMMER BARBECUE

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Don't miss out on the best  
meats to enjoy this season.

## FROM FARM TO PLATE

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The farmers behind the  
Industry's favourite eggs.



## Authentic, handmade foods from around the world.

Designed to go from freezer to table in under 10 minutes. They're ideal for your food service customers.

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### STADIUMS & EVENT CENTERS

Suitable for large scale catering, cook/hold to serve ability & hot transfer.

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### HOTELS

Ethnic themed menus, offers function and conference menu diversity.

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### CATERERS

Ethnic themed menus, easy to manage large volumes, authentic & convenient.

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### RESTAURANTS

Convenient & easy to use, reduces labour costs allowing time to garnish with your flair and style.

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### FAST FOOD FRANCHISE OUTLETS

Ethnic short order menus, easy to manage large volumes, authentic and convenient.

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### HOT SERVE OVER COUNTERS (Café, Convenience Stores)

Suitable for serve & go, maintains heat and allows for quick service.

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### AGED CARE FACILITIES

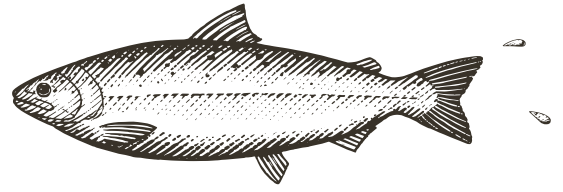
Suitable for cook/hold to serve ability & hot transfer.

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WELCOME

# A NOTE FROM THE MANAGING DIRECTOR



Welcome to our first edition of *Mise* – our new trade magazine. This has long been part of our vision to create a publication which can provide information on various topics across the industry. Farm to plate – provenance, exciting and innovative new products, industry happenings, how our customers are managing, new in season and other tips which can help add value to your business.

The Service Foods team, as well as suppliers, have gone to great lengths to launch this and we hope this regular publication will provide you with a bit more background into Service Foods and some of the people behind the scenes.

Just a bit of background to Service Foods. We have been around for 40 years, founded in Christchurch by my parents Stan and Vicki Balar, and with our team we have grown Service Foods to be a national business employing over 770 team members, and operating in excess of 210 trucks across NZ.

There is no doubt that 2022 was a challenging year for all of you. Delta, Omicron, labour shortages, escalating inflation – would you have thought this would all happen at once? Well it sure did! The hospitality

industry has really taken the brunt, but continues to show growth in a difficult environment.

The team at Service Foods appreciate the pressure you must be under. We have also had the same, and we hope that we have continued to add value to your business. Whilst it will take some time for all of these headwinds to run, it will pass and things will improve.

The name *Mise* comes from the french term *mise en place*, which is the prep of ingredients and dishes before service. We'd like to think this is linked to the purpose of our organisation in helping you to serve your communities. Please feel free to reach out if you would like to see any additional content shown in these publications – and we look forward to continuing to be of service.

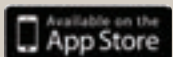


**Aneil Balar**  
Managing Director  
Service Foods

## INTRODUCING OUR NEW E-COMMERCE WEBSITE

YOUR NEXT ORDER IS ONLY A CLICK AWAY

VISIT [SERVICEFOODSONLINE.CO.NZ](https://SERVICEFOODSONLINE.CO.NZ)  
OR SEARCH **SERVICE FOODS** IN YOUR APP STORE TO DOWNLOAD



**SERVICE  
FOODS**

BEHIND EVERY  
GREAT CHEF

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**SERVICE  
FOODS**

BEHIND EVERY  
GREAT CHEF

# YOU'RE INVITED TO THE 2023 SERVICE FOODS TRADE SHOWS

Spend an afternoon refreshing your menu, discovering new ingredients and being inspired by the latest innovations and trends. We're giving away a \$1000 Service Food Voucher at every show - you'll have to be there to go in the draw.



Loads of moreish  
samples



Informative &  
tasty demos



Free entry &  
parking

## AUCKLAND

Monday, 12 June (1:00 — 4:00pm)

## HAMILTON

Tuesday, 13 June (1:00 — 4:00pm)

## GISBORNE

Wednesday, 7 June (1:00 — 4:00pm)

## HAMILTON

Wednesday, 21 June (1:00 — 4:00pm)

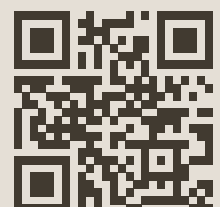
## CHRISTCHURCH

Monday, 19 June (1:00 — 4:30pm)

## PRE-REGISTER TODAY TO SAVE TIME ON THE DAY

To register scan the QR code from your smartphone

Or visit <https://portal.servicefoods.co.nz/customer-registration>





# FOODIE EVENTS

From indulgent wine tastings to food events showcasing the best offerings in the country, there truly is something for every food lover.

## **MATAKANA FOOD & BEER FESTIVAL** 28th January 2023 Matakana Country Park

An opportunity for Auckland food, beer, and entertainment lovers to get lost in the beautiful surrounds of Matakana, with a hand-selected range of food trucks, and breweries.

[matakanafoodbeerfest.com](http://matakanafoodbeerfest.com)

## **CANTERBURY WINE & FOOD FESTIVAL** 5th March 2023 Glenmark Domain

If you're looking for a great way to spend an afternoon, be sure to check out the Canterbury Wine and Food Festival. You won't regret it!

[ncwineandfood.co.nz](http://ncwineandfood.co.nz)

## **WILD FOODS FESTIVAL** 11th March 2023 Cass Square, Hokitika

The festival includes a wide range of wild foods, live music, cooking demonstrations, and food vendors.

[wildfoods.co.nz](http://wildfoods.co.nz)

## **THE FOOD SHOW** 26th - 28th May 2023 Sky Stadium Wellington

The Food Show is the perfect event to stock up on the best food, drink, and kitchen equipment and learn from top culinary talent.

[foodshow.co.nz](http://foodshow.co.nz)

## **SAVE THE DATE FOR SERVICE FOODS TRADE SHOWS 2023**

The countdown has begun! 2023 is a new year; what better way to celebrate than hitting the road showcasing what we do best, share the knowledge of some of your favourite new ingredients, flavours, recipes and don't forget some of the good old classics too.

RSVP your space to ensure you don't miss out on your favourite show. We are looking forward to seeing you offer at this festive South land winter event.

**Auckland** Monday, 12th June  
**Hamilton** Tuesday, 13th June  
**Gisborne** Wednesday, 7th June  
**Wellington** Wednesday 21st June  
**Christchurch** Monday 19th June

## **PLEASE RSVP BY 23RD MARCH 2023**

Use mobile App SF VENDOR or [portal.servicefoods.co.nz/supplier](http://portal.servicefoods.co.nz/supplier) to register. Search for SF VENDOR on your App Store or Google Play or scan the QR code



E: [cathy@servicefoods.co.nz](mailto:cathy@servicefoods.co.nz)  
M: 027 542 5218  
W: [servicefoods.co.nz](http://servicefoods.co.nz)

# WELCOME TO THE FAMILY

Service Foods is proud to announce the acquisition of Leonard's, an award-winning butchery and small goods producer.

With a rich history dating back to 1989, Leonard's is a homegrown family business. The award-winning range includes bacon, sensational sausages made from local and international recipes, succulent roast beef, exciting European-styled deli meats, and legendary Christmas hams with a manuka-smoked Kiwi twist.

"At Service Foods we are committed to providing our customers with quality products from New Zealand and around the world," said Managing Director Aneil Balar. "Leonard's has a long legacy of excellence in meat production, and we are excited to bring their expertise and passion for flavour to restaurants, cafes, hospitality venues and retail outlets around NZ".

The Leonard's story began as a dream in 1989 when two locals embarked on a mission to make high-quality, affordable meats. Over the ensuing years, the business has grown to employ over 50 staff, and



has won 27 awards at the Great NZ Sausage Awards including a silver for the pork flavoured sausages.

#### Recent Awards at the Great NZ Sausage Awards:

- 2019 – Silver – Pork Sausages
- 2018 – Silver – Old English Beef
- 2018 – Gold – black pudding
- 2017 – Bronze – pork flavoured
- 2014 – Silver – Prime pork

Production has resumed at the East Tamaki facility, and the loyal and dedicated team are now producing a range of food service quality ranges including:

Bacon - manuka-smoked flaked, diced topping, streaky (whole), shredded manuka-smoked ends

Manuka-smoked ham - half, sliced sandwich, champagne, buffet, whole, and leg. Sausage - kransky, cheese kransky and classic pre-cooked

Customers ordering a full pallet load or more will be serviced directly from Leonard's production facility. Customers ordering less than a pallet will now have orders fulfilled by Service Foods from our nationwide network of distribution centres.

The Leonard's range is available now through the Service Foods Trade Portal (online).

You can contact Leonard's on:

Phone: 0800 728 7243

orders@leonards.co.nz

Or speak to your friendly Service Foods Account Manager. Leonard's production / operational hours: 7am-3pm, Monday to Friday.

THE ACQUISITION WILL ALLOW LEONARD'S TO EXPAND THEIR PRODUCTION CAPACITY AND PROVIDE EVEN MORE HIGH-QUALITY PRODUCTS TO KIWI FAMILIES THROUGH SERVICE FOODS' NATIONWIDE DISTRIBUTION NETWORK.





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"Service Food's customers will still have access to our wide range of quality cuts of meat at competitive prices and likewise – Leonard's customers will gain access to the over 15000 SKUs we stock. And importantly for us, the entire team at Leonard's have been retained, and we're thrilled to have them as part of the Service Food's family" adds Balar.

EGGS

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# WILD ACRE **FARMS**

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Looking for ethically produced eggs with a focus on animal welfare? Look no further than Wild Acre. Ethically produced, free-range eggs are the chefs choice for the perfect poach everytime.





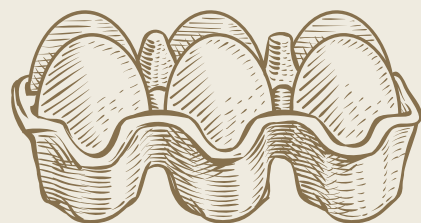
Wild Acre is known by respected chefs as the best eggs for poaching, featuring on menus at some of the most loved brunch spots around the country.

At Wild Acre, fresh air, mobility, and a high degree of animal welfare are the core focus. With over 36,000 birds and 300 acres, Wild Acre farms' are independently audited and all birds are handled with love and care. The free-range hens have spacious open-plan barns as their sanctuary at night and access to the great outdoors with the freedom to graze on green pastures in Horowhenua.

These hens are given the best possible food and housing, which results in them being healthy and happy and translates to an extremely high lay rate. The optimum yolk colour is a result of the unique feeding combination of maize and wheat. The distinctive yellow yolk is due to the presence of carotenoids which are yellow or orange pigments found in plants and animals. The most common carotenoid responsible for the yellow colour of egg yolks is called lutein. Other carotenoids that can be found in egg yolks include zeaxanthin and beta-carotene. Carotenoids are antioxidants linked to health benefits such as the reduced risk of certain cancers, improved vision, and reduced inflammation. Wild Acre egg yolks are also rich in flavour, boasting superb quality and a beautiful texture.



**THE LEGENDARY YELLOW  
YOLK IS DUE TO THE UNIQUE  
FEEDING COMBINATION OF  
MAIZE AND WHEAT.**





**“WHAT PEOPLE WANT IS THAT RUNNY, POACH-ABILITY–POKE THAT KNIFE IN AND THAT YOLK SHOULD JUST OOZE OUT, WILD ACRE EGGS DO THAT EVERYTIME.”**

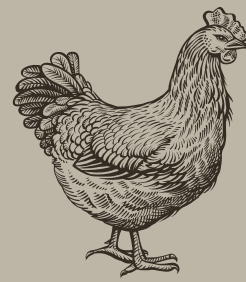
Crave café in Morningside, Auckland, is one of the country's top Wild Acre egg buyers. Crave was founded over seven years ago by a group of Sandringham residents who got together over food and drinks one night. They realized that their neighbourhood needed assistance fighting poverty, so they decided to open a café. Given that Crave heavily focuses on community and well-being, it made sense for them to select Wild Acre as their egg producer.

Crave Collection is not only a social enterprise doing good in the local community, but they also boast an excellent menu with items such as chilli cheese scramble, shakshuka with free-range poached eggs and of course, eggs benedict. The eggs benedict is Crave Cafe's best-seller. Served with free-range bacon on crispy potato hash with spinach, chimichurri hollandaise, chorizo crumb, chipotle hollandaise and of course poached eggs! The Crave Cafe menu is seasonal and the egg benedict flavours change frequently, but one thing that always stays the same is the Wild Acre free-range eggs.

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## WILD ACRE FARMS

 [wildacre.co.nz](http://wildacre.co.nz)



## NIGEL COTTLE

General Manager

CRAVE CAFÉ, AUCKLAND

“Eggs bennie is our best seller by a country mile. At its core the hero is the egg, not just in the egg itself but in the hollandaise that goes on top. So the bennie is an egg extravaganza. And a really good hollandaise is heaven. In terms of the egg, what's critical and what people want, and what you see on Instagram, is that runny, poach-ability—poke that knife in and that yolk should just ooze out. It can be tricky with some eggs—different brands, different types, different membranes—we find these free-range eggs hold their shape well, ooze well, they do everything you want it to do well. They are ethical and completely free-range. At Crave we are a do-good café, we give a lot of our profits back to the neighbourhood so for us our customers and neighbours would expect us to be good with all that kind of stuff.”



**103,680**

**WILD ACRE EGGS  
SOLD PER WEEK**



Eggs Benedict:  
free-range bacon on  
crispy hash with free-  
range poached eggs,  
fresh spinach, chimichurri  
hollandaise, chorizo  
crumb and chipotle  
cream

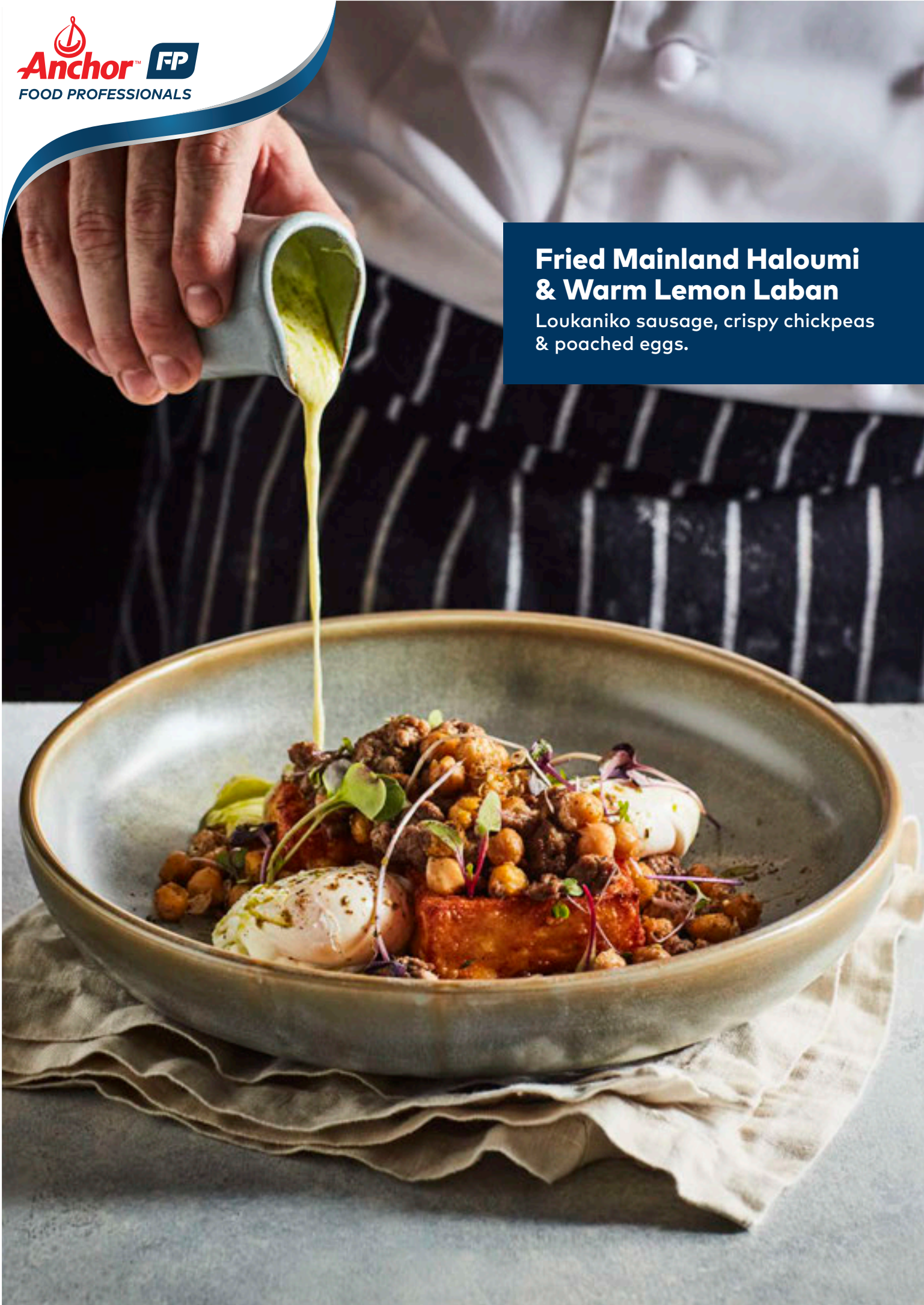
Chilli Cheese Scramble  
from Crave Café,  
Auckland using Wild Acre  
free-range eggs

Shashuka with poached  
free-range eggs, herb  
focaccia, chives



## **Fried Mainland Haloumi & Warm Lemon Laban**

Loukaniko sausage, crispy chickpeas  
& poached eggs.



# Same great flavour. Now in NEW Foodservice size.



3112563

## Mainland Parmesan Cheese 1kg

- Mainland Parmesan is New Zealand made and Vegetarian suitable.
- A hard dense cheese variety with a strong bite that embodies rich fruity tones.
- The hard texture and sharp flavour will bring any dish alive.



3112572

## KĀPITI TE TIHI PREMIUM AGED CHEDDAR 1kg

- Te Tihi, meaning peak, point or summit in Te Reo Māori, is befitting of our sharpest cheddar.
- It has been aged up to 3 years.
- Include in your dish to raise your creations with a bold, full flavour hit.



3112533

## Mainland Haloumi Cheese 700g

- With its salty taste and squeaky-to-the-bite quality, Mainland Haloumi Cheese says satisfaction in every slice.
- This firm springy traditional fresh curd cheese is a very popular and versatile ingredient to use in cooking.
- It is an ideal vegetarian option.

For AFP Chef created recipes and video inspiration visit  
[www.anchorfoodprofessionals.com/nz/en/inspiration/new-creations.html](http://www.anchorfoodprofessionals.com/nz/en/inspiration/new-creations.html)



In the world of takeaways, consumers are looking for eco-friendly packaging, and convenient delivery options.



# TAKEAWAY REVOLUTION



With a revolution in takeaways occurring over the past couple of years, takeaway packaging has become a key focus. The taste for takeaways continues.

Takeaways have become a popular go-to for food lovers around the world, but it wasn't until 2020 that their convenience was truly appreciated. With contactless ordering becoming essential during the pandemic, restaurants were forced to transition their menus and focus on sustainable takeaway packaging and dietary-friendly options to meet customer needs.

The growth of home delivery services allowed consumers to enjoy takeaway food without having to leave their homes – or generate any waste. According to a 2019 Kantar survey, one in ten Kiwis now lives predominantly or exclusively on diets.

In recent years, the takeaway industry has made a conscious effort to reduce its environmental impact. Instead of relying on plastic and foam packaging which pollutes our land and oceans, many eateries have shifted towards more sustainable alternatives such as paper or sugarcane pulp containers. The New Zealand Government took this one step further in October 2022 by announcing phase one of the single-use plastics ban.

Another popular trend as a result of the plastics ban is the rise of reusable takeaway containers. These can be reused to eliminate the need for disposable packaging. Many

cafes and restaurants are now offering discounts to customers who bring their containers, making it a win-win for both businesses and consumers.

Finally, we're also seeing a rise in the number of plant-based options available. According to Chef's Pencil, New Zealand is now one of the top five countries in the world for

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**TAKEAWAYS HAVE ALWAYS BEEN A POPULAR OPTION BUT CONSUMERS ARE NOW LOOKING FOR CONVENIENCE, ECO-FRIENDLY PACKAGING, AND DELIVERY OPTIONS.**

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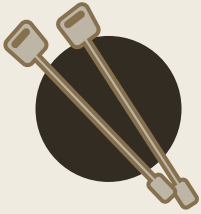
embracing a meat-free lifestyle. Whether you're vegan, vegetarian, or simply looking to reduce your meat consumption, there are now more takeaway options than ever before.

So what does the future hold for takeaways? It's hard to say for sure, but one thing is certain, thanks to the convenience, eco-friendly packaging, and delivery options, takeaways are here to stay!

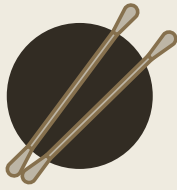


# PLASTIC BAN

On October 1st 2022, phase 1 of the New Zealand single-use plastic ban came into effect. These items are now banned:



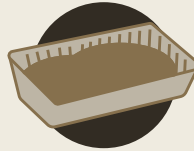
Plastic swizzle stick - drink stirrers



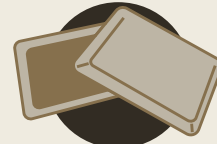
Plastic stemmed cotton buds



Oxo and photo degradable plastic products



Polyvinyl chloride (PVC) pre-formed food trays and containers



Polystyrene takeaway food and beverage packaging



Expanded polystyrene food and beverage packaging

Hand wash dispensing that doesn't cost the earth

ANTIBACTERIAL HAND WASH AVAILABLE NOW



For more information on ecostore hand wash dispensing and the wider ecostore range talk to your local Service Foods Representative.

**ecostore**  
+ safer for you



## DID YOU KNOW?

We are excited to share that The Ministry of Environment has given their stamp of approval for our latest range of containers. With their lightweight design, PET containers provide a safe and secure way to transport food. This 100% recyclable material is also food-safe, making it an ideal choice for those looking for an eco-friendly container solution!

# SUSTAINABLE SWAPS

BioPak products are the trusted sustainable choice with the upcoming plastic bans - are you ready?

## Plastic cups ✗

Plastic derived from finite fossil fuels.



## ✓ BioCups

Lining and lids are made with Ingeo™, a plant-based bioplastic that emits 70% less carbon in its production.

## Plastic takeaway containers ✗

Made from finite fossil resources.



## ✓ BioCane takeaways

Made from bagasse (sugarcane pulp) a reclaimed and rapidly renewable material.

## Polystyrene packaging ✗

Contains toxic substances Styrene and Benzene.



## ✓ BioBoard takeaways

Made from FSC™ certified board sourced from responsibly managed forests.

## Plastic straws & cutlery ✗

Major cause of ocean plastic and harm to marine wildlife.



## ✓ FSC™ paper BioStraws & wooden BioCutlery

Made from FSC™ certified paper and birchwood sourced from responsibly managed forests.

### Conventional plastic packaging



Toxic fossil fuels



Damages environment



Only recyclable if clean

### BioPak packaging



Made from plants



Certified compostable



Carbon neutral



# MENU PLANNING

A little over a century ago eating seasonally was the way of life. People were reliant on their own backyard gardens to supply most, if not all, of their fruit and vegetables.

More and more chefs are honouring the seasonal style of eating by way of cyclical menu changes. Not only does this approach to eating aid in controlling food costs, a reduced environmental footprint, and supporting local growers and communities, it's also beneficial for your creativity, your business's presence and resilience.

Changing a menu seasonally doesn't have to be a mammoth undertaking or a complete overhaul, nor does it have to occur every time a single vegetable goes out of (or comes into) season.

## WHY MAKE SEASONAL MENU CHANGES?

### Produce availability controls food costs

By using and consuming produce that is in high supply you're controlling your food costs (less rare = lower price), as outside of goods' relevant seasons they are near-on impossible to come by, and this decrease in supply directly relates to an increase in price.

### Environmental impact

Local seasonal proteins and produce also carry lower food mileage than out-of-season, imported goods. Not only

does this mean that your ingredients (i.e. you/your business, by way of the power of ordering decisions) have a lower environmental impact than their imported counterparts, due to less length of time spent in refrigeration and transportation they are also arguably healthier.

### Supporting local

Ivy Norbury, former head chef at Little Jimmy, puts it like this: "If we can't give farmers assurance that we're taking and using what they're growing, eventually, they won't grow it anymore." Support for local growers also means support for their communities and resources, as money spent in the local food economy generally stays in the local economy.

### Staff Engagement

For Samson Stewart, head chef at 5th Street, one of the main reasons he finds seasonal menu change necessary is to "keep [his] head in the game." To Samson, getting comfy with a menu that has been around for a long time equates to a loss of rhythm of creativity. For seasonal menu changes to be effective and efficient everyone involved (which, often, is the entire team) should have the chance to try out any ideas that are in their head, from a dream or something

**SAMSON ALSO WARNS THAT THE FIRST NIGHT OF A NEW MENU IS NEVER VERY SMOOTH; IT'S A LOT OF LEARNING ON YOUR FEET. IT'S ALSO A LOT OF FUN, SAMSON SAYS, "BE FLUID, IT'S EXCITING!"**

seen, to keep those creative juices flowing. At the tail end of an item's season, there is preserving and pickling that can be done with endless possibilities. An engaged back-of-house is palpable in the delivery of a menu to customers; "it's obvious when a chef is bored of a dish," notes Samson. "Love goes a long way in food."

#### **HOW OFTEN SHOULD YOU MAKE SEASONAL MENU CHANGES?**

Everyone has a different approach to menu planning and a different capacity for making these changes; it will depend on what you can manage financially, mentally, timewise, and so on. For some, the solution is to change four times a year, or once per season. For Samson, changing 5th Street's menu every three weeks is the go. This cycle was established from multiple factors, but mainly, how long it would sensibly take 5th Street's regulars to sample an entire menu, i.e., at their usual frequency of appearance and order amount.

#### **WHEN IS THE BEST TIME TO MAKE SEASONAL MENU CHANGES?**

Considering the question of 'when' to implement seasonal menu changes, the same individual approach applies; there is no correct or best time. But Samson did emphasise the importance of setting deadlines and boundaries. In other words, decide on a date and stick to it. Even tell others this date if you need assistance with accountability. With regards to boundaries, it would be prudent to start thinking and planning at least one season ahead.

#### **TIPS ON EFFICIENT SEASONAL MENU PLANNING**

##### **Accommodate all eaters**

Once you have the information about what will be 'in season' when, and approximately how long for, the next tip according to Samson is to think about what's coming off the menu. Like putting a puzzle together, it's necessary to maintain a balance, enough options for all dietary requirements so that "every style of eater can have a good time."

##### **Accurate food costing**

Monetary savings on the utilisation of abundant goods should be a decent motivation to enact seasonal menu changes. If, however, you're not setting boundaries for food costing, then you'll potentially be spending more than you

should on ingredients and/or charging less than you should. Make sure you've got systems in place to ensure accurate costings with each menu change, but remember that these don't need to be dish-by-dish calculations; "if there's one dish that is going to exceed your food cost limit because it's filled with expensive items or extensive prep then you could think about offsetting it with another menu item that uses by-products, or use the same component as another dish (so that prep time is being split)" offers Samson.

##### **Always record ideas, ask for and listen to suggestions**

Two things that Samson finds particularly helpful with preparing for and staying on top of seasonal changes are noting down ideas, whenever and wherever they come to you, and engaging everyone around you. An exciting combination of unsuspecting characters may pop into your head when you're absent-mindedly looking out a bus window, dreaming in the early hours of the morning, or trying to decide your ice cream order on a humid day.

#### **SO, DO YOU THINK YOU'RE READY?**

##### **Be honest with yourself, staff and customers**

Working to finalise a menu, right up to the very last minute, is something that many may hope to avoid, but Samson opines that "a menu is never 'done.'" After its release, it may well take another couple of days to figure out the plating, making minor adjustments to a garnish, etc. Samson also warns that the first night of a new menu is never very smooth; it's a lot of learning on your feet. It's also a lot of fun, Samson says, "be fluid, it's exciting!" Speed bumps could arise in the form of an unanticipated low supply of a particular protein or produce. Don't be afraid to let customers know that something on the menu has run out or has had to have been adapted at late notice; this shows you're using fresh, local goods and value these qualities above other sources' compromises on freshness and food mileage/carbon footprint. From reducing your environmental footprint and controlling food costs, to menu variety goals and supporting local growers, have you got an idea of what the next step for you or your business is? Seasonal menu planning could help.





# TENURE AWARDS

We had the pleasure of hosting 60 of our Auckland staff to celebrate their tenure and long service with us. Collectively, these people have over 400 years of working for us.

We honored 60 of our Auckland staff members who have been with us for five plus and ten plus years by hosting them at a tenure awards celebration. The day was filled with laughter, memorable stories and of course, delicious food.

As Service Foods grows and evolves over time, it is important to recognize the effort that has gone in from staff members in order for us to reach this point. From a small family-run business in Christchurch, we have grown into an enterprise of over 770 employees today. This journey would not have been possible without the presence and contribution of our amazing team. We thank you all for being part of our company history!

It is thanks to the staff's commitment, loyalty and hard work that Service Foods has been able to achieve great things over the past 40 years. Staff dedication and customer focus have enabled Service Foods to reach new heights, especially in the last 18 months. In addition to their hard work, it is the culture of Service Foods that has helped us stand out from our competitors. We thank our staff for contributing to our unique work culture - one that is built on loyalty, commitment, respect and trust. It is this sense of belonging and camaraderie that makes Service Foods a great place to work. "It took about a year to finalise the design of these awards so they are pretty special." Aneil Balar, Managing Director of Service Foods says. Service Foods hopes that these trophies serve as an acknowledgement of the staff's commitment and loyalty to the company.



Tapan Patel was one recipient honoured for ten plus years of service; he started working at Service Foods in 2011 as a pick packer. During this time there was just 41 staff members and 5 trucks covering the Auckland region. Today, there are over 410 personnel supported by 65 refrigerated trucks, 4 delivery vans and 40 SUVs and cars. Tapan has taken on numerous roles within the company since 2011 such as dispatch manager and operations manager. Gaining experience across different parts of the business, he now has wide-ranging responsibilities as Fleet & Asset Manager including the acquisition of new fleet vehicles, design of facilities as well as major maintenance decisions ensuring that all parties needs are catered too. Having joined Service Foods during a

**"WE REALLY APPRECIATE EVERYTHING YOU GUYS DO AND WE ARE ONLY HERE BECAUSE OF YOU"**

- Aneil Balar | Managing Director

period of rapid expansion, Tapan holds fond memories of December each year - when the business experienced its greatest levels of success and activity with new acquisitions coming on board.

Congratulations to all individuals who received their tenure awards! As Stan Balar, founder of Service Foods said in appreciation: "there are two words that come to mind, thank you!"



## KAI PASIFIKA



# KAI PASIFIKA

A celebration of Blue Pacific cuisine was held at Peter Gordon's famous Homeland Food Embassy in October.

The ingredients introduced by KAI PASIFIKA were acclaimed by New Zealand chefs and food writers who had a great time creating new and delicious recipes. The chefs look forward to sourcing the products locally - and using them in their menus! The products are now available in New Zealand.

The selection of 'star products' included: Bora Bora Sea Salt, Cacao Butter & Cacao Nibs from the Cacao Ambassador, Golden Ocean frozen albacore tuna, New Caledonian blue prawns, Niue Honey, Tukai Fiji snap frozen taro and cassava, Vanilla from Tahiti and Tonga, Koko Samoa Aunty Tommy's.

**Please contact [aude.douyere@pacifictradeinvest.com](mailto:aude.douyere@pacifictradeinvest.com) for full information on the products**



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# CLOVES OF GOLD

Garlic is the key to so many cuisines and delicious dishes. Here is a guide to the different types of garlic and when to use them.

There are so many types of garlic to choose from, it can be difficult to know which one to use in your cooking. But with this guide, you'll be a garlic expert in no time!

Fresh garlic is the most versatile type of garlic and can be used in a wide range of dishes. It has a strong, pungent flavor that mellows as it cooks. Fresh garlic can be stored in a cool, dark place for up to two weeks.

Minced garlic is ideal for adding flavour to sauces and dressings. It has a more intense flavor than fresh garlic and is also easier to add to recipes in small quantities. Minced garlic should be stored in the refrigerator and used within a few days.

Dried garlic is perfect for adding depth of flavor to soups and stews. It has a subtle, earthy flavor that enhances other ingredients without overpowering them. Dried garlic can be stored in a cool, dark place for up to six months.

Garlic flakes are a convenient way to add garlic flavor to a dish without having to peel and chop fresh garlic. They can be used in place of fresh or dried garlic in most recipes. Garlic flakes should be stored in an airtight container and used within six months.



**GARLIC IS RICH IN ANTIOXIDANTS AND HAS BEEN SHOWN TO BOOST THE IMMUNE SYSTEM, LOWER CHOLESTEROL LEVELS, AND IMPROVE HEART HEALTH.**

# DIETARY RESTRICTIONS

There are a lot of dietary restrictions out there, and it can be tough to keep up with all of them.

Eating preferences and trends are constantly changing. But, now more than ever, diners are interested in what they're eating. They are educated in and conscious of individual ingredients, from where and how things have been grown/produced, to how those components have ended up on the plate in front of them, and how their body responds to certain foods. Concurrently, dietary restrictions are on the rise.

There are a whole host of reasons for a diner to have one or more dietary restrictions. Many people suffer from food allergies or intolerances; two of the most common food intolerances are to gluten or lactose. In Aotearoa New Zealand, 1 in 10 people are gluten intolerant. Other people choose to follow a specific diet because of health or religious reasons, ethical concerns, or simply because they dislike particular foods.

**ONE IN 10 PEOPLE IN NEW ZEALAND ARE GLUTEN INTOLERANT, MAKING IT ONE OF THE MOST COMMON FOOD INTOLERANCES IN THE COUNTRY. GLUTEN IS A PROTEIN FOUND IN WHEAT, RYE AND BARLEY, AND CAN CAUSE A RANGE OF SYMPTOMS.**



One approach to accommodating dietary restrictions is to have pre-determined substitutions for certain ingredients on a menu. This really only works when the dish is made-to-order and a base ingredient or topping can easily be switched out, such as GF bread in place of (wheat-containing) sourdough and coconut yoghurt in place of Greek yoghurt.

If you're making condiments in-house consider what's going into them (and perhaps straying from the traditional) so that the end result is able to be consumed by a wider variety of diners, e.g., aioli; using aquafaba instead of egg makes it suitable for V, and pesto; nutritional yeast in place of parmesan and seeds instead of nuts makes it suitable for DF, nut-free and V. When making such substitutions it's equally important to think about what you're putting in as well as what you're taking out. For example, if a dish contains soy sauce (which often contains gluten) and you are making a GF version of that dish, using fish sauce in place of soy sauce is only suitable for a GF diner who eats meat; if they are also VG or V it's necessary to not only be aware of this but also to use an alternate substitution to cater to their requirements.



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Make sure to make it clear on menus what is vegan, vegetarian, gluten-free, nut-free and egg-free to help people with intolerance navigate the menu.



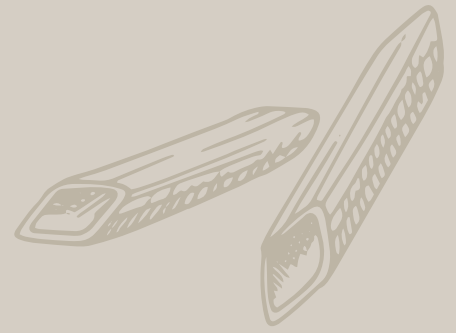
## THINGS TO NOTE

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Allergies and diet restrictions are on the rise. New Zealand's rate of plant-based food consumption has increased nearly 30% in five years as people become more aware of the impact of their everyday eating choices. Thus, you've got potential diners who are choosing to omit certain food products from their diets for a multitude of reasons, as well as those with dietary restrictions who don't have the luxury of choice. Awareness of all kinds of eaters (and what they are looking for) is the first step, while creating a balanced menu that enables those many different eaters to all have an enjoyable experience is the second. Don't be afraid to ask for help – from others in the industry, your colleagues and staff, even family or friends who have a dietary need. It's equally important to keep cooking and creating as per your business' ongoing story, so slot in a few puzzle pieces at a time, then step back and review what's working before going for the next piece.

- Ensure that your staff are well-trained and have appropriate knowledge of intolerances and allergens, and understand that they are a serious matter.
- Do your research; find out what restrictions/requests your wait staff gets asked about most often. And don't just do this kind of survey once - make a habit of checking in with your community, at least once a year but ideally more, as eating habits do tend to change across the seasons.
- Label stored ingredients clearly, identifying food that contains major allergens; eight foods cause 90% of allergies: milk, egg, peanuts, tree nuts, fish, shellfish, wheat and soy.
- If it will be too difficult to manage special requests and substitutions during busy periods, make sure this is known to the diners. You could add a clear, friendly note to your menu. To easily identify what dishes on your menu are suitable for certain dietary requirements you could also create dietary icons or letter symbols.
- A disclaimer, on the menu or elsewhere, that the kitchen also handles nuts, gluten, etc. is important; the human factor of food service does mean that mistakes can happen from time to time, especially with utensils or equipment that is used with allergens and non-allergens alike.

# DIETARY RESTRICTIONS — CHEAT SHEET



## GLUTEN-FREE

Gluten-free (GF) diet excludes gluten; wheat, barley, rye, and sometimes oats. Bread: (ready-made) GF bread, potato rösti. Pasta: (ready-made) GF pasta, zucchini or spaghetti squash. Noodles: black bean, buckwheat, edamame, rice noodles. Barley or rye: amaranth, buckwheat, millet, quinoa, rice or sorghum. Flour: almond, chickpea, corn/maize, rice or walnut. Soy sauce: tamari, coconut aminos, fish sauce, Worcestershire sauce, miso paste. Beer: GF beer, mead, lemonade, soda water.

## DAIRY-FREE

Dairy-free (DF) diet excludes dairy; milk or milk products from cows, sheep and other mammals. Cheese: DF cheese (nut-based), nutritional yeast, tahini. Yoghurt: coconut yoghurt, plant-based (oat) yoghurt. Cream/Milk: coconut, cashew or oat are great alternatives. Butter isn't allowed, however oils are.

## NUT-FREE

Nut-free diet excludes nuts and nut products. Nut flour: wheat, coconut, oat flour. Nut garnish: breadcrumbs, toasted seeds. Oil: nut-free (olive, avocado, citrus).

## KETO

Low-carbohydrate, high-fat diet. Starchy vegetables: broccoli, zucchini, spinach, cauliflower, capsicum, celery, kale. High sugar fruit: berries, avocado, tomato, rhubarb, melon. Grains: cauliflower 'rice', lettuce 'bun', zucchini 'noodles'. Legumes: mushrooms, ground meat, boiled peanuts.

## VEGETARIAN

Vegetarian (VG) diet excludes meat and fish. Meat: tofu, tempeh, lentils, beans, haloumi, vegetables (eg, mushrooms, eggplant, kūmara), fruit (eg, jackfruit, plantain). Seafood: (for

texture) tofu, banana blossom, jackfruit, (for taste) soy sauce, mushrooms, seaweed. Lard: butter, coconut oil.

## VEGAN

Vegan (V) diet excludes all animal products, often including honey. Meat and seafood: as above, sans haloumi. Eggs: (for baking) chia, flaxseed, aquafaba, (for eating) tofu, egg-free pasta eg, rice noodles. Dairy: as per 'Dairy-free' above. Confectionary, in particular marshmallows and chocolate: many dark chocolates (over 50% cacao content) are vegan.

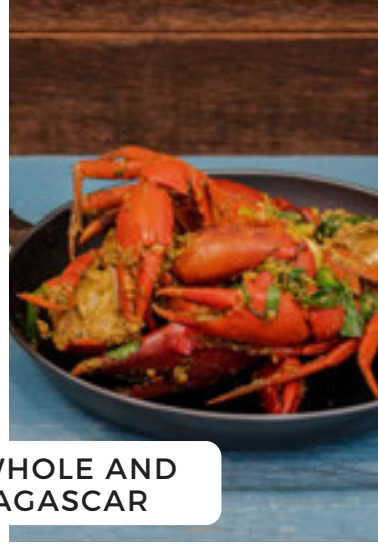
	GLUTEN FREE	DAIRY FREE	NUT FREE	KETO DIET	VEGE DIET	VEGAN DIET
MILK	✓	✗	✓	✓	✓	✗
CHEESE	✓	✗	✓	✓	✓	✗
OIL	✓	✓	✓	✓	✓	✓
BUTTER	✓	✗	✓	✓	✓	✗
EGGS	✓	✓	✓	✓	✓	✗
BREAD	✗	✓	✓✗	✗	✓	✓
PASTA	✗	✓	✓	✗	✓	✓✗
NOODLES	✗	✓	✓	✗	✓	✓✗
FOUR	✗	✓	✓	✗	✓	✓
SOY SAUCE	✗	✓	✓	✓	✓	✓
BEER	✗	✓	✓	✗	✓	✓
WINE	✓	✓	✓	✗	✓	✗



**FRESH WATER PRAWNS - VIETNAM**



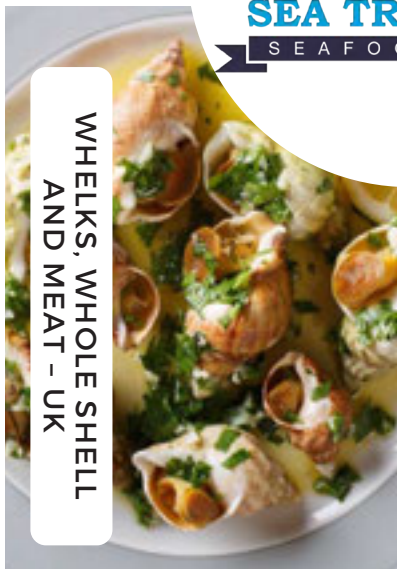
**MUD CRAB WHOLE AND CUT - MADAGASCAR**



**KING CRAB WHOLE AND CLUSTERS - CHILE**



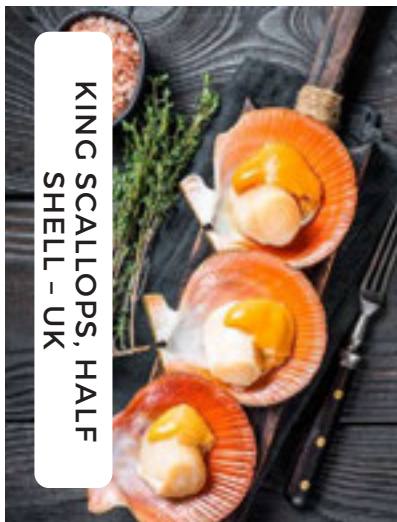
**LOBSTER TAILS - MAINE, USA**



**WHELKS, WHOLE SHELL AND MEAT - UK**



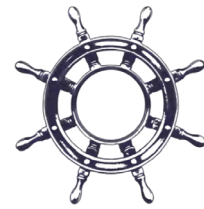
**OCTOPUS WHOLE AND TENTACLES - INDONESIA**



**KING SCALLOPS, HALF SHELL - UK**



**LANGOUSTINE - UK**



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# STONE FRUIT SEASON

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If you're looking for fresh, in-season produce, here is a guide as to what you can find right now.

## PLUMS

Plums are a sweet summer fruit rich in vitamin C, iron, antioxidants and dietary fibre. Plums come from the Rosaceae family and are generally hand-picked to protect their delicate flesh. Plums can be eaten raw and are often used in jams, preserves and other recipes.

## APRICOTS

Apricots have been around for over 4000 years and are a delightful summer treat, full of juicy sweetness and a unique flavour. But this fruit isn't just delicious – it also packs a punch when it comes to nutrition. Apricots are an excellent source of vitamins A, C and E.

## CHERRIES

With the warm weather comes cherry season. Cherry trees can produce fruit for up to 100 years. High in vitamin C and potassium, this stone fruit is the ideal addition to any summer menu!

## NECTARINES

Nectarines are a delicious and versatile summer fruit with a wealth of nutritional benefits such as vitamin A, vitamin C and fibre. Nectarines are the ideal addition to any summer menu!

## PEACHES

Peaches are ripe, sweet, and full of nutritional benefits such as vitamins A, C and potassium. Peaches come from the rose family and are hand-picked to avoid damaging the delicate fruit.







STONE FRUIT ARE A TYPE OF FRUIT THAT HAVE A SOFT INTERIOR. THE EXTERIOR HAS A HARD PULP OR STONE IN THE MIDDLE THAT HOUSES THE SEED. STONE FRUITS ARE NOT ONLY DELICIOUS BUT THEY ARE PACKED WITH VITAMINS THAT ARE ESSENTIAL FOR A HEALTHY DIET.

Eating stone fruit can also help to reduce the risk of developing some chronic diseases like cancer and heart disease. Additionally, stone fruits can aid in digestion and weight loss due to their high fiber content. Finally, stone fruits are a great source of energy, due to their natural sugars and carbohydrates. Eating fruit can give you the boost you need to power through your day.



# TURMERIC

When buying turmeric, look for fresh roots or powder that is a bright yellow colour.

Turmeric is a spice that has been used in India for centuries. It is made from the root of the *Curcuma longa* plant and has a distinct yellow colour. Turmeric is commonly used in curries and other Indian dishes, but its health benefits are what make it truly special.

Turmeric is a powerful anti-inflammatory agent and can help to reduce pain and swelling. It is also believed to boost cognitive function and protect against Alzheimer's disease. Turmeric can also help to improve digestion and fight off infections.



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# KAI IKA

Community at the core,  
the Kai Ika Project saves  
fish parts from landfills.

The Kai Ika Project collects recovered fish heads and frames so, instead of going to a landfill, the fish is distributed to communities who value these fish parts.

On average, 35% of a fish is consumed as a skinless, boneless fillet. The remaining 65% of the fish is often discarded. The parts of fish often discarded are considered a delicacy in many cultures and are full of nutrients such as omega-3 fatty acids, calcium, iron and zinc. Kai Ika has recovered and shared over 250 tonnes of previously unwanted fish heads and frames.

Kai Ika has recovered around 8,000kg of fish offcuts from Service Foods, feeding roughly 1600 families. At Service Foods, we are committed to our partnership with Kai Ika which reduces our fish waste whilst feeding families throughout New Zealand.



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