

# Compass News

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COMPASS GROUP NEW ZEALAND

## COMPASS TOP CHEFS SCOOP MEDALS

Four of our 'top chefs' brought their passion for cuisine and cooking to the annual NZ Hospitality Championships 2017, scooping six medals at the fiercely contested national event.

More than 800 competitors cooked their hearts out, with challengers from primary school age in the Kiwi Kids Can Cook competition through to professional chefs competing in over 74 classes.

"This is an outstanding result and we're incredibly proud of Korapin Sripong, Rangi Apera, Dwain Tokoara and Gyuyeon Hwang," says Compass Group New Zealand Managing Director Glenn Corbett.

"Many people don't realise how hard each chef has to work to get ready for the competition. It takes months and months of preparation and commitment – on top of their usual work. What makes these results even more rewarding is knowing how much support each contestant received from their colleagues, managers and families for them to succeed."

## Top Results

- Air New Zealand chef de partie Korapin achieved three awards including, Bronze for the Moffat Chef of the Year class (Live Cheese, Main and Dessert), Silver for Hot Entrée (cold) and Silver for Live Entrée (hot)
- Middlemore Hospital cook Dwain achieved Bronze in both the Senior Lifestyle and Live Beef Open classes
- Middlemore Hospital cook Rangi achieved Bronze in the Live Pork class
- Air New Zealand chef Gyuyeon achieved Bronze in the Live Pork class

"I love finding delicious ingredients and exploring new ways of cooking and presenting food. The competition taught me to manage pressure and I learnt so much from the judges' feedback. My friends, family, Executive Chef Chris Eickhoff, Sous Chef Ranjit Singh, and Compass helped me achieve my goals."

– KORAPIN



"When I was practicing, my colleagues were tasting my dish and said it was good. I tried different recipes and could feel my skills improving. Showing the judges my skills, watching them tasting my dish, and then getting the medal was most rewarding." – Gyuyeon

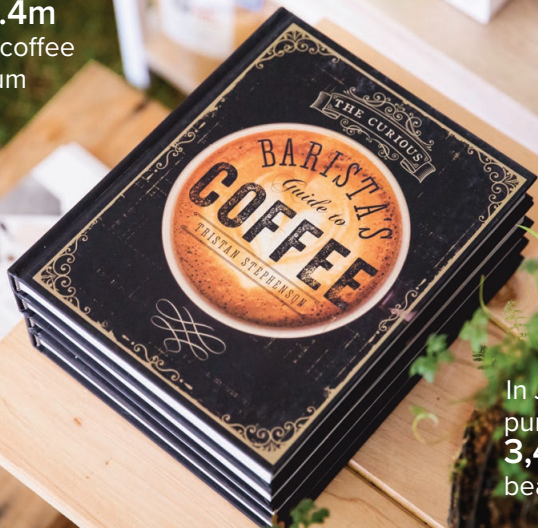
"I love cooking and wanted to try something 'new' and 'different'. It was so rewarding receiving two Bronze medals in both categories, after all the hard work from myself and my Manager Karen Reynecke. I will go back next year... to achieve a Gold medal!" – Dwain

"The pressure was a challenge – it took me an hour to calm down! I told myself before that I wouldn't participate next year, but I've changed my mind. I want to step up and go for a Silver or Gold. It was great learning new skills from Karen and getting a Bronze from respected chefs." – Rangi

*With our unique Kiwi flavour*



Compass serves **1.4m** shots of coffee per annum



In July 2017, we purchased almost **3,400kg** of coffee beans (30% Fair Trade)



## Leadership

Kia ora,

Working in food and support services brings many unique rewards.

Our dynamic industry provides myriad opportunities for people to showcase talents – from developing smart operational systems, to designing beautiful menus, to consistently providing clean, healthy environments to ensure we all go home safe each day.

One of our greatest rewards is being surrounded by people driven by a *real* passion for what they do. When these people successfully couple the love they have for their work with sheer determination and committed efforts, they achieve great things.

We share some of these stories in *Compass News*, including recent successes by our cooks and chefs Sripong, Gyuyeon, Dwain and Rangī (*Compass chefs scoop medals*), and barista Sina (*Tauranga barista showcases best brew*). In addition to their cooking and brewing skills, these talented people spent hours of their own time to achieve this recognition. They, in turn, were supported every step of the way by their managers and colleagues to achieve their goals.

This supportive approach to teamwork makes me proud. Thank you to everyone for supporting your peers and friends to 'love and live' what they do.



*Glenn*  
MANAGING DIRECTOR

## TAURANGA BARISTA SHOWCASES BEST BREW

Toi Ohomai Institute of Technology's caféX barista Sina Potaka achieved second place at the Tauranga Coffee Festival's barista competition.

Sina competed against eight local baristas to be shortlisted as one of the final 'top three'. "I entered to boost my confidence and to upskill. I learnt so much preparing for the event and then learnt even more at the competition," says Sina, adding that contestants needed to demonstrate high product knowledge and technical expertise, as well as make two espressos and two flat whites for the judges. "I'd encourage our other Compass baristas to participate next year – it's so much fun and they will learn a lot." Sina's top tips for a great brew include: take your time; learn your beans; learn flavours and aromas; focus on your extraction. Created by Little Big Events, the event was Tauranga's first dedicated coffee festival.

## COOKING, COFFEE 'N CAFÉS INSPIRE NEW MANAGER

Creating interesting dishes from simple products is the perfect creative challenge for our new National Army Museum's Home Fires Café Chef Manager Ruth Adams.

"My role gives me a chance to bring a little Kiwiana flavour and feel to the café, through good home-made food," says Ruth, adding that visitors will be treated to contemporary dishes as well as "wartime comfort food" served by a friendly team. "Around 99% of our Kiwi and international visitors are either travelling, visiting the museum, or simply stopping for a relaxing break. I would like to see people make this a regular stop on their journey." With more than 15 years' experience owning and running cafés, Ruth is all set to achieve her goals for Home Fires.

"I opened my first café, Vibes, in Whangamata when a flat white was a treat and cafés sold muffins and scones and some cabinet food. My husband Dave Scorrington and I grew the business by focusing on developing a really good coffee reputation."

After seven years, Ruth sold Vibes and worked in hospitality before returning to the beach to open and run Sands Café seven days a week for six years. As if that wasn't enough, Ruth bought and opened a local fish and chip shop. Lucky for Compass, Ruth then wanted to expand her managerial skills so joined Compass's ESS 'family'. In her free time, Ruth loves to walk and is planning adventurous tramps around the stunning Waiouru countryside that is her new home.



"Hospitality is all about providing good coffee, lovely food and creating a happy vibe with the team. This has a flow-on effect to customers who will remember our café for the next time they are on their journey north or south."

– RUTH



"Matthew is very much part of the team and there is an expectation on him to do his job well. He has been provided with challenges and been given opportunities to be successful."

– PETER AND ELIZABETH BUSH



Brightside cook Somporn Widgey and kitchen assistant Matthew Bush

## GREAT TEAM PLAYER CELEBRATED

Kitchen assistant Matthew Bush celebrated his 10-year work anniversary at Compass with his family, friends, and workmates.

In 2007, Southern Cross Brightside cook Somporn Widgey – who is also Matthew's caregiver and friend – brought him to work with her. And he loved it!

"Matthew was so helpful and enthusiastic, we were delighted he wanted to be part of our kitchen team and that he is still working with us 10 years on," says Chef Manager Dennis Gleeson.

Matthew's parents, Peter and Elizabeth Bush, add: "He feels part of a team and is accepted by the people he works with. They let him know they value what he does.

"Matthew really likes everyone and has a very good relationship with 'the Boss', Dennis. He looks forward to going to work in this supportive environment, as it gives him a real sense of purpose and achievement. Matthew has learnt a range of skills that he now practices at home, including the importance of hygiene in food preparation, time management and meeting deadlines."

Peter and Elizabeth give much credit to Somporn and her husband Eldon for Matthew's growing confidence. Matthew met the couple in 2002 and they became firm friends. He now lives with them and often joins them for holidays including to Thailand and Australia, with a trip planned for Queenstown later this year.

"Matthew is happy, confident and has a sense of self-worth that we attribute to this friendship, as well as to the way he has been treated at work for the past 10 years."

Matthew enjoys playing Indoor Bowls with Special Olympics, as well as swimming. He loves spending time with his family, playing table tennis and watching sport on TV, especially rugby, rugby league and cricket.

Every single person of the Compass kitchen team at Brightside has signed an agreement to support and help Matthew each day!

## Fun Facts

### SENIOR LIVING, MEDIREST

- By **2046** the number of people over 65 is to double to a total of **23%** of the population
- We have **57** Senior Living sites / villages, including private hospitals
- We run about **570** residents' theme days every year
- We employ **635**, including cleaning teams and support services at our national office
- Every year we serve up:
  - **5.5 tonnes** of beef mince
  - **100,200** eggs
  - **27,929** loaves of bread
  - **4,084** litres of milk.



CHT residents enjoy St Paddy's Day!

"It's an honour to serve people who have worked throughout their lives. When you have the privilege of meeting people with a lifetime of stories, heartache, and accomplishments all locked inside their memories ... that is special. Meeting a lady nearing her 100<sup>th</sup> year, in search of her husband who had passed three years ago, was an eye opener into the lives we get to become a part of. Every encounter is a special moment."

– SUMMERSET, MEDIREST SENIOR LIVING, AREA MANAGER JASMIN PRIOR

## Snapshot

### VICTORIA UNI BEATS PLATE WASTE

Compass's global *Love Food Not Waste* campaign has seen a huge reduction in plate waste at Wellington Victoria University's residence dining halls. "Compass introduced the campaign into our halls earlier this year – we've seen plate waste drop as much as 140mls per meal at some halls," says Compass Group Dietitian Margaret Thorson. "Our team saw a significant increase in plate waste after we moved to a self-service catering system in 2017. We wanted to encourage residents to be more mindful of the quantity of food they were plating up and believed *Love Food Not Waste* was the perfect solution." As part of the campaign, Compass's Eures team introduced the Kapiti ice-cream challenge – the hall with the least waste gets free ice-cream at the end of the month. "Our goal was to reduce food waste in a positive way as it's the catering practice with the greatest environmental impact."



Plate waste for the two months prior to starting the challenge was 36,214 litres

All sites reduced plate waste in July, with Katherine Jermyn Hall reducing plate waste two months in a row

Average plate waste per meal served over March / April was 200mls vs 120ml for June



"To become a really good chef there are two things you need: to care and take pride in what you are making; and, to have passion and excitement about what you are creating. What really drives us, is finishing a function and seeing genuinely happy, satisfied customers!"  
– MICHAEL



Working @ the NZ Beef & Lamb gala dinner



## CHEF BRINGS PASSION TO THE TABLE, TOWN HALL, 'N TURF!

A memorable dish is all about 'eating' with your eyes just before delighting in fresh flavours presented with an imaginative twist ... so says Dunedin-based Head Chef Michael Tomlinson.

Michael, along with his Eures team, creates, cooks and serves top cuisine at Forsyth Barr Stadium and Dunedin Town Hall for a variety of events that can cater for 12 to 1,200 people.

"My team and I are genuinely committed to delivering to each of our guest's table the freshest, most wonderful food we can, using ingredients sourced from the Otago region whenever possible," says Michael.

"No matter the function scale, we will fashion a menu to ensure it is of the highest standard to make every event memorable. Our vision and promise is to deliver quality, healthy food that

has been prepared well, looks great and tastes even better!"

Michael's passion for excellence began when he started as a chef apprenticeship with Air New Zealand, Christchurch. "I then worked at a winery, before travelling to Sydney during the 2000 Olympic games for valuable experience, before heading to London for three years."

Bringing this global experience back to our South Island shores, Michael returned to Dunedin with his wife Kelly and daughter Lexie to join the Compass 'family'.

He adds, "There have been so many highlights working at Compass as part of our Sport and Leisure sector, including cooking a three-course plated dinner for 1,200 on the stadium turf. Cooking for Rod Stewart and Fleetwood Mac was also brilliant."

Medirest Dietetic Manager Laura Mash, as a practicing dietitian for 11 years, is committed to the science behind food and how it can positively influence good health.

### What are the most common allergies?

Allergen management is a complex topic, but very simply put an allergy is when your immune system makes antibodies that identify a foreign substance or part of a food (an allergen) as harmful – even though it isn't to most people – and you have a reaction. In some cases, the most serious reaction is an anaphylactic shock.

### Why has awareness increased so significantly around allergens?

Advances in technology / diagnostic tools has had a huge impact around helping us diagnose allergies and the cause thereof. People also have greater awareness that without proper management of allergens they could experience significant long-term health impacts.

### New food allergens seem to keep being identified; will we ever get on top of them?

Reasons for the increase in food allergies are not known. There is a genetic component, with children of parents with allergies at higher risk, but it's generally acknowledged that environmental

factors associated with a westernised lifestyle are driving this. Factors being investigated include 'the hygiene hypothesis', which proposes that less exposure to infections in early childhood is associated with an increased risk of allergy; lifestyle changes leading to lack of Vitamin D; dietary changes; pollutants; and, the effect of stress on the immune system.

### How does Medirest manage allergens?

We take food safety very seriously and do myriad things to ensure our food is safe. Some things we do include: using our 'smart' e-menu program, Saffron, for all of our DHBs. Dietitians manage this program with our IT experts, by reviewing all food items, recipes and meals across the entire hospital menu including the 11 most common allergens; working closely with and / or providing training and resources to hospital and kitchen employees, site managers, menu processors, Food Service Associates, Caregiver Associates; and, working with our Supply Chain team to ensure our food is safe from 'paddock to plate'.



## Fun Facts

Hospital admissions for anaphylaxis doubled over 10 years in Australia, where admissions for anaphylaxis due to food allergy in children aged 0 to 4 years increased five-fold

Most allergic reactions are triggered by egg, cow's milk (dairy), peanuts, tree nuts, soy, wheat, seeds, fish and shellfish

## Spotlight ON ALLERGEN TRENDS

