

# THE **DINER**

10

For the cafe, coffee shop and restaurant professional



*Gaslink's Victor and Bronwyn van Heerden: Lots of challenges to setting up a legitimate BP Gas outlet*

**Starting an LPG outlet is no picnic: GasLink**

**Show report: Pick N Pay's Taste of Johannesburg**

**Growing restaurant profits : - Do not ignore maintenance**

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# OUR TENTH ISSUE...

Denise Bottger: Chief coffee maker



A big welcome to our tenth issue. It's been pretty active for us as it's the season of food and wine shows with Durban kicking off first, quickly followed by events in Gauteng that have included the Johannesburg Good Food and Wine show and the Pick N Pay Taste of Johannesburg show. Both were well attended.

Whilst the shows have provided grist for Rod Hill's humorous adventures, our experience with the Good Food and Wine show at the Dome was not a success, hence the zero coverage, even though we had planned to write up the SCASA barista championship and the show itself.

Oiling the show mechanism to embrace the media is not a difficult job and adds huge value to an event, its sponsors and customers, especially when launching new product. The coverage is usually worth thousands of rands and it's normally free. Coffee industry individuals who are unable to make this simple connection should not be placed in positions where they are required to deal with the press. We have subsequently dropped all our dome editorial after being told our media passes were a 'favour'. Having had years of media involvement, some of it a high level, we did not know if we should laugh or cry at this. We decided to laugh it off and hope that next year we'll have another opportunity to cover this wonderful event.

One of the activities we love most about this publication is making personal calls on almost all our readers. We are surprised at the generally low level of sales representation across all suppliers so we like nothing more than chatting about industry suppliers. We are in a unique position that we don't want anything from a restaurant or takeaway establishment other than to give them a free subscription to the magazine. Once the ice is broken, restaurateurs love to chat about their successes and failures and the more human aspects of being in the industry. We really enjoy adding more subscribers to our continually growing mailing list and we've managed to turn it into a rich aspect of the business.

No matter the size of the establishment, by far the biggest headache is managing staff and containing theft. However, we must be careful not to give recognition to those who are valuable assets to a business. We interviewed a famous hospitality industry family last month and they agreed that their biggest business mistake was once or twice not taking enough care of their most valuable employees and losing them over relatively small matters. We'll be taking a look at this next issue.

A big thanks to our contributors again this month with a special appreciation Marco da Silva and Chris Verrijdt of Dark Horse Communications Thanks for making our Taste of Johannesburg experience a good one.

**The Diner Magazine: 011 782 1562 or 084 487 4211: [denise@privateflight.co.za](mailto:denise@privateflight.co.za)**



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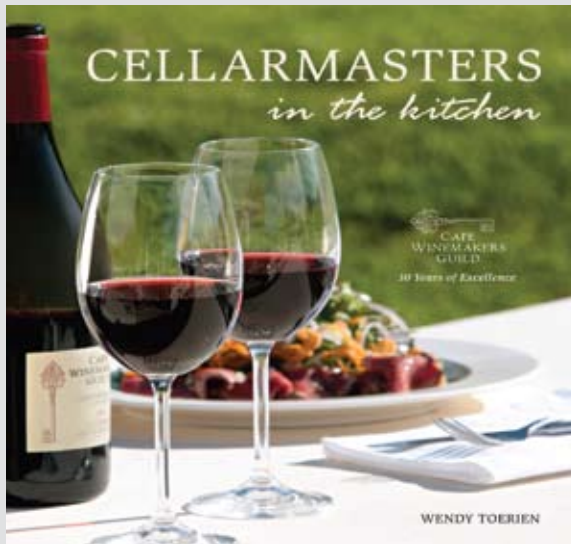
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## A GREAT NEW WINE BOOK



The Cape Winemakers Guild is 30 years old and its members have gathered to mark the occasion with this beautifully written book by Wendy Toerien.

The Guild is an association committed to the quality of their wines as well as upholding South Africa's worldwide reputation for producing some unique product. Each of the 45 Guild members is featured with their own profile that includes entertaining anecdotes and insights into their food and wine experiences. Each contributor features their favourite recipes matched with top wines.

The book also focuses on the association's role in the industry as well as its philosophy and approach to raising new winemakers.

Wendy Toerien will be known amongst some restaurateurs as being one of the founders of Wine magazine in 1993. In 1998 she went freelance and has written a number of coffee table books on wine and related subjects as well as writing contributions to the famous Platters Guide. Cellarmasters in The Kitchen is published by Random Struik, is to be launched this month and cost R395.00.

## OPENINGS AND CLOSINGS:

### OPEN FOR BUSINESS



**Il Risotto, Elmpark, Johannesburg.**  
Walter Pirinanzi has just opened up at the Orion Centre in Elmpark, near OR Tambo Airport. His restaurant looks very inviting from the outside and we are sure he will do well in attracting local residents.



**Blue Nile Ethiopian Restaurant, Bedfordview, Johannesburg:**  
This photo was taken 14 days after opening. Owner Gezealito Mulushow, from Addis Ababa, is hoping the local Bedfordview residents will take a shine to his Ethiopian cooking

### FAREWELL:



**Olives Restaurant, Bedfordview, Jhb.**  
Trying to run an engineering company and relying on managers did not work for this owner who finally closed shop two months ago having run his restaurant for well over 20 years.



**The Place Cafe and Bar, Linden:**  
Hoping to present an attractive venue for Linden's growing 'arty' and TV production residents, this street level restaurant on the corner of 7th St and 4th Av lasted just over six months before closing its doors.

## OBIKWA LAUNCHES 2012 VINTAGES WITH A NEW LOOK

We always receive such lovely media releases from Cape Town's GC Communications and they always include flowery and wonderfully over the top descriptions that sometimes make us wish we had our own cellar. Their press photographs are always to a high standard and the producer's latest photos show new labels.

We're not certain this is a South African product but love the ad copy that describes it as being 'fun loving', 'uplifting', 'adventurous', 'crisp', 'exuberant', 'quaffable', 'strutting', 'rich' and 'ethnic'.

Obikwa is a low-alcohol and affordable dry variatal wine that re-sells for just under R30 per bottle in retail outlets. We're unsure of the wholesale price but are reliably told it is ideal to accompany pasta, chicken and seafood dishes.

Obikwa produce this Pinotage Rosé as well as a Sauvignon Blanc, Shiraz and Merlot. The range won the Best Value Awards for wines under R80 per bottle bestowed annually by Ramseys in the Cape.

Obikwa's 2012 Pinotage Rosé.



# Pick n Pay

# Taste of Johannesburg

## Monte Casino Sept 2012



SAB's Redds fruit beer hospitality tent.

The organisers of the 2012 Taste Of Johannesburg, sponsored and nicely supported by Pick N Pay said it would be an opportunity to engage with restaurants and their suppliers aimed at Gauteng's enthusiastic foodies. The reality wasn't quite as advertised but it was a lively, well run and well attended event that turned into a reason to party, like so many shows where wine and other liquid temptations perhaps prevail more than the food.

One of the first consumer product practical demonstrations was carried out by Caroline McCann of Braeside Butchery. With cook, Donovan Van Rooyen, Caroline enjoyed showing the guys in her audience how to cook a great steak. The presentation was filled to capacity in Pick N Pay's purpose built Fresh Living Chef's Theatre.

The event provided a further opportunity for a number of Cape wine estates to exhibit products. Not many have the budget to market in the nation's largest consumer area

and some struggle to promote in Gauteng so those that booked space were at least rewarded with a high level of interest from the public if not the hospitality industry. Likewise for food vendors, some of whom did a roaring retail trade like Premier Food's Snowflake flour. The corporate wine and beverage industry obviously took good aim at the Taste of Johannesburg, evidenced by busy stands sampling well known brands like Fleur du Cap, Jägermeister, Nederburg and JC le Roux, to name a few.

Those Independent vendors taking a brave step to market to Gauteng foodies included Wayne Rademeyer from the Cape. Wayne raises water buffalo and sells his milk-derived cheeses to restaurants. Swedish company, Falksalt was also present and working hard to educate consumers on its range of crisp and flaky Cyprus-produced salts that encourage decorative use and some health benefits. Local agent is Cerebos.



Left: Wayne Rademeyer has raised 94 water buffalo cows to produce his high protein, low cholesterol range of cheeses

Right: Francois Webb and his sister, Jacqueline were working hard at educating the public on their attractive Falksalt range of Cyprus salt.



Left: Polish Meat's Andre Vorster (Left) and Vrzamek (could not get the surname spelling), loved sampling their extensive product range to the public.

Right: Cook, Donovan Van Rooyen and Braeside Butchery's Caroline McCann enjoyed showing the guys how to cook steak.



# Coffee grind distribution

By Mokador Coffee's Marco da Silva

Distributing coffee grinds is always at the centre of many baristi debates. A Barista is the public face of speciality coffee and it is up to him or her to translate the coffee's best characteristics into the cup for the customer.

A café barista can only be expected to work with what is available to them, meaning that decisions about machinery and coffee supply are extremely important for owners. The basics of coffee preparation, things like grinding to order, not re-steaming milk, pre-heating cups, cleanliness and so on, have, for the most part, become common practice. This makes techniques such as distribution, dosing and particle size very valuable, as they are some of the few variables that remain open for barista interpretation.

Firstly, before considering what technique to use, we must understand that the goal of distribution is to create a uniform bed of coffee in the portafilter basket ('PF'). Assuming we achieve this, combined with correct particle size and dose, the following application of pressurised water would then result in an even saturation and thus an even extraction of the coffee grinds. If you have ever used a bottomless portafilter, I am sure you will concur that this is much easier said than done! However, baristi must remember, the success of the extraction is directly responsible for achieving the correct flavour profile in the cup. Many times, flavours associated with over or under-extraction, such as bitterness, sourness, burnt or watery coffee, are wrongly attributed to the bean or the roast.

The focus of this article is distribution and here I take a quick look at two of the more widely known distribution techniques. I have another two next month.

## Chicago Chop

Begin by slightly over-dosing the PF so that you have a small mound of coffee on top. Use the back of a butter knife or a similar coffee tool to 'chop' across the coffee bed in a single direction and then repeat in the perpendicular direction. Scrape across the basket to level the grounds, tamp and insert. This method is obviously much easier to explain and, most importantly, has a high level of repeatability among baristi. It might be a bit less flashy; however, it's likely to be a more effective way of achieving consistency in a café. Although this technique is dubbed the 'Chicago Chop' or 'Intelligentsia Method', I have seen many baristi and even first time home users instinctively use a variation of this method when handed a knife to dose.

## Schomer's NSEW

Begin by slightly over-dosing and using your finger or coffee tool to push the grinds in a North / South and then East / West direction, swiping off any excess in the last move. This is another easily learned and repeatable method. However, using your finger can sometimes lead to different baristi applying variable amounts of pressure, thus affecting the dose. If you decided to use this method in your café, I would suggest using a knife or coffee tool, as using your finger does not always create the right image in the eye of the consumer!

Next issue we look at the Stockfeth Move and Shyndel method.

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# Growing restaurant profits



*IN PART TWO OF A THREE PART ARTICLE, ANKERDATA GIVES US TIPS TO A MORE PROFITABLE RESTAURANT. WE LOOK AT MAINTENANCE ISSUES.*

## **MAINTENANCE**

### ***Appliances and equipment***

Properly maintaining kitchen equipment and appliances will make these items last longer and work more efficiently. Maintenance can also reduce energy and water costs, while lessening the likelihood of kitchen disruptions due to equipment or appliance failure.

Try these maintenance suggestions;

Follow manufacturers' recommendations for equipment care and suggested maintenance schedules. Train staff to do the same.

Schedule routine cleaning and maintenance for all refrigeration and HVAC (heating, ventilation and air conditioning) systems. Change refrigerator and air conditioning filters regularly.

Prevent refrigerated air loss. Make sure that doors to walk-in and reach-in coolers and freezers close tightly. Install vinyl strips inside of walk-in doorways to prevent cold air loss by up to 75%

Keep oven equipment calibrated to prevent

overcooking. Extend the life of your fryers and fryer oil by cleaning the filters and filtering oil on a daily basis. Use a test kit to determine when to change your fryer oil.

Prevent plumbing backups by installing and regularly maintaining a grease interceptor at sinks where grease may be washed down the drain (there's an advert for a great product on the opposite page).

Save big money on lighting. Switch to fluorescent lighting. These lights use a quarter to a third of the energy that standard incandescent lights use, saving up to R200 per year per lamp on your lighting bill. And, because fluorescent lighting does not create heat, for every watt saved in lighting, you can also save a watt in air conditioning.

If kitchen areas have old four foot, t12 technology fluorescent lamps and magnetic ballasts, they should be changed with more efficient electronic ballasts and t8 lamps.

Convert exit lighting to LED technology. This alone can save you R150 per year per sign... a saving of up to 88%.

Switch to high pressure sodium or low wattage metal halide lamps for outdoor lighting.

One of the best ways to lower your energy costs is to turn things off when they're not in use.

### ***Water heating***

Fully load the dish washer. It takes just as much heated water to wash a partially full dishwasher as it does a fully loaded one. Install low flow pre rinse spray nozzles. Set the water heater thermostat no higher than you need it to be: 140F for dishwashers but only 110F for hand washing. Consider a gray water heat recovery system.

### ***Kitchen ventilation.***

Retrofit exhaust hoods with a two speed blower. When

**Left: Scheduling regular maintenance should include calibrating your ovens, which can prevent overcooking.**





the entire grill/ fryer is not being used you may be able to lower the ventilation rate over the appliance and reduce both make-up air and the energy needed to condition it. Locate exhaust hoods on walls. Wall mounted exhaust canopies require lower air velocities to do the same job. Install smart exhaust hood controls. Most kitchens operate at less than 25% during the day, but the exhaust hood runs at 100% capacity. These controls sense when the exhaust hood needs to be on, based on exhaust air temperature and smoke load using a temperature and optical sensors.

### Heating and cooling

Use the thermostat factory set points. Leave the thermostat settings at 76F for cooling and 68F for heating. Each degree of heating or cooling can cost 4 to 5 % in energy costs.0

### Bar and beverage service

*Reduce waste when ordering supplies for serving beverages. Choose what would work best for your operation, based upon your daily volume of customers, available space and style of service.*

Replace bottled and canned soft drinks and beers with fountain or draft drinks. This will eliminate the need to store and then recycle or redeem bottles and cans.

Regularly clean beverage dispenser heads and check syrup-to-water calibration. This will ensure that you are providing a consistent quality beverage.

Buy bar mixes in concentrate and other beverages in bulk. This will save money and reduce packaging waste. Products purchased in bulk are often sold at a discount.

*Purchase a milk dispenser, and replace cocktail napkins with permanent coasters. Also, replace disposable paper coffee filters with reusable metal or nylon filters.*



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## OPEN FOR BUSINESS

# GasLink: Beyers Naude Drive, Johannesburg



*GASLINK RECENTLY OPENED FOR BUSINESS TO SUPPLY BP GAS TO JOHANNESBURG'S NORTHERN SUBURBS. WE FIND OUT HOW THEY STARTED.*

**Left: Gaslink's Victor and Bronwyn.**

It takes a brave person to open a business during one of the world's worst recessions. However, this has not deterred husband and wife team: Victor and Bronwyn van Heerden from taking the plunge in April this year to start their own BP gas distribution outlet in Johannesburg's northern suburbs.

Located in Honeydew, the businesses day to day responsibilities are handled by Bronwyn. Her husband has a full time job with a Midrand multinational but has supported his wife's entrepreneurial skills every step of the way.

The LPG industry is a tough one and is faced with numerous rogue's who manage to pop up everywhere with no direct ties to any particular brand. There are many hoops to jump through for those wanting to establish a legitimate gas outlet and most of the barriers are safety related. Those risking an informal supplier are often at the mercy of illegal and 'short-filled' bottles. Moreover, the filling systems and bottle condition can expose users to the real risks of an explosion.

"We spent a year obtaining all the necessary paperwork and certificates before legally opening our business," Bronwyn explains. "The paperwork

was a major barrier and we had to satisfy both the city engineers and fire department that our premises and business plan is legitimate. The departments wanted to see the gas plans for our storage and re-filling areas and these had to be approved and signed off. This was a lengthy process. Our GasLink Team had to complete courses in fire-fighting as well as gas safety. We also all completed a course in dangerous goods in order to upgrade our driving licenses to a Professional Driving Permit (PRDP) status. The traffic department also insisted we needed to pass a medical examination before they gave us the PRDP.

"Some things you just don't plan for, like our specially-equipped delivery truck being in an accident. That cost us R75,000.00 it's in the process of being fixed and we had to loan a vehicle so that we could carry on operating and not let any of our clients down" says Bronwyn;

"Regulations determine that our location is well away from residential areas. We found one place close to a very quiet factory. Unfortunately, when BP arrived to inspect it, the 'quiet' neighbour suddenly became busy for the day and was welding

and grinding metal structures so there were sparks everywhere", laughs Bronwyn. "We then came across our location on Beyers Naude Drive, which is ideal to serve the Northern suburbs and West Rand, we do however serve the whole of Johannesburg, we also look forward to establishing strong relationships with the Zandspruit informal settlement, on the refilling side of things.

Victor is sports crazy. "I'm a Stormers supporter", he says with a big grin. "But it is important we are open for business on a Saturday so I sometimes have to forgo some matches to deliver bottles to customers over a weekend". Bronwyn is also a mom of two boys: a five and two year old. Victor steps in when Bronwyn works late. This business is for our family and mainly our two boys, working together as a team and pulling together as Husband and wife is very important to make this business work and grow, says Bronwyn.

The couple has managed to establish themselves with three break-even months out of five. They plan to open alternative markets in addition to traditional restaurant customers and their level of commitment to the business has already been proven by the challenges of convincing BP their brand and service is going to be upheld in the district.

# ROD HILL

## Knowing your wine (business)!

*THE SEASON OF FOOD AND WINE SHOWS HAS STARTED AND FOLLOWING THE DURBAN EVENT WRITTEN ABOUT IN OUR LAST ISSUE, ROD HILL HAS RETURNED TO GAUTENG TO PREPARE HIMSELF FOR THE GOOD FOOD AND WINE SHOW IN JOHANNESBURG AND IS REMINDED OF A FAR EAST TRIP HE RECENTLY MADE.*



**Nixan Wines', Rod Hill**

The wine show season has now set in following the Durban Good Food and Wine exhibition, which traditionally kicks it off. The many others fall in, in quick succession. Durban coincides with Southern Sun's Sauvignon Blanc showing at Summer Place and at the end of September there was a Sauvignon Blanc/Cabernet showing at the Proteas Fire and Ice at Melrose Arch in Johannesburg.

Invitations to the Fire and Ice tasting are clearly marked 'Sauvignon Blanc' but I guess it is inevitable to welcome Ripley's Believe it or Not guests. A lovely lady approached my painstakingly built display and asked for Chardonnay. I smiled with my best 'Yes ma'am, but maybe read your invite' smile and reminded her that this wasn't really the time and place to make such a request. She was somewhat embarrassed to find that her favourite wine was not available. I suggested she visit Johannesburg's Good Food and Wine show at the North Riding Dome during late September.

The dome appears like a big spot on Johannesburg's northern suburbs skyline. It's deceptively large and not unlike Doctor Who's tardis: small on the outside but huge once inside. The Good Food and Wine show is always fun. It has all the necessary elements for a great visit: great food,

some lovely wines, cooking lessons and some fascinating demonstrations. This year it reminded me of a wine showing I participated in, in Kuala Lumpur, in Malaysia.

There, I was part of a team representing South African wine farms. We happened to be holed up in central Kuala Lumpur's Hilton Hotel and found ourselves discussing wine with some highly enthusiastic buyers organised by the Department of Trade and Industry. One of the great pleasures of the subsequent discourse was that our guests had no knowledge of wine at all. Whilst this might be horrifying to some high-falutin' Cape producers, I found it a refreshing and unique pleasure and opportunity.

Many of the 'buyers' hadn't a clue that there was such a thing as a white grape. Surely they are all red, they believed. It was an ideal occasion to introduce some humor. The DTI wouldn't have approved: "Of course sir, because we have such unreliable electricity service, we almost always crush the grapes with our feet". They had no problem with this so I went on to explain the 'Three S'es'. and how important they are. Fist 'sniff', then 'swirl' and lastly 'spit'. The first two were fine and it was the last 'S' that was hard to accept. "What a waste of good wine Rodney-san. I cannot do

this!"

Chefs inevitably came to our stand and they are often challenged by food pairings. The Malays make extensive use of lemons in their cooking. In fact don't even think about making food without lemon in Malaysia. Finding an appropriate wine is always a difficulty but can be easily solved by suggesting a white grape derived variety.

It was during this trip we were directed to the Out of Africa Restaurant by one of our Malay guides. "Just down the road", we were reassured before walking for an hour to realise we had been given duff directions.

We eventually located the establishment to discover it was run by ex-Aussie batsman, David Boone. He was very welcoming and maintained a wonderful food menu with plenty of Castle lager on tap.

David wound up accompanying us to a questionable joint called the 'Tin Mine' and proved to be as good a party goer as he was a batsman. Best leave the evening at that!







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