

**RESTAURANT
& CATERING**
SOUTH AUSTRALIA

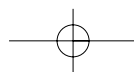
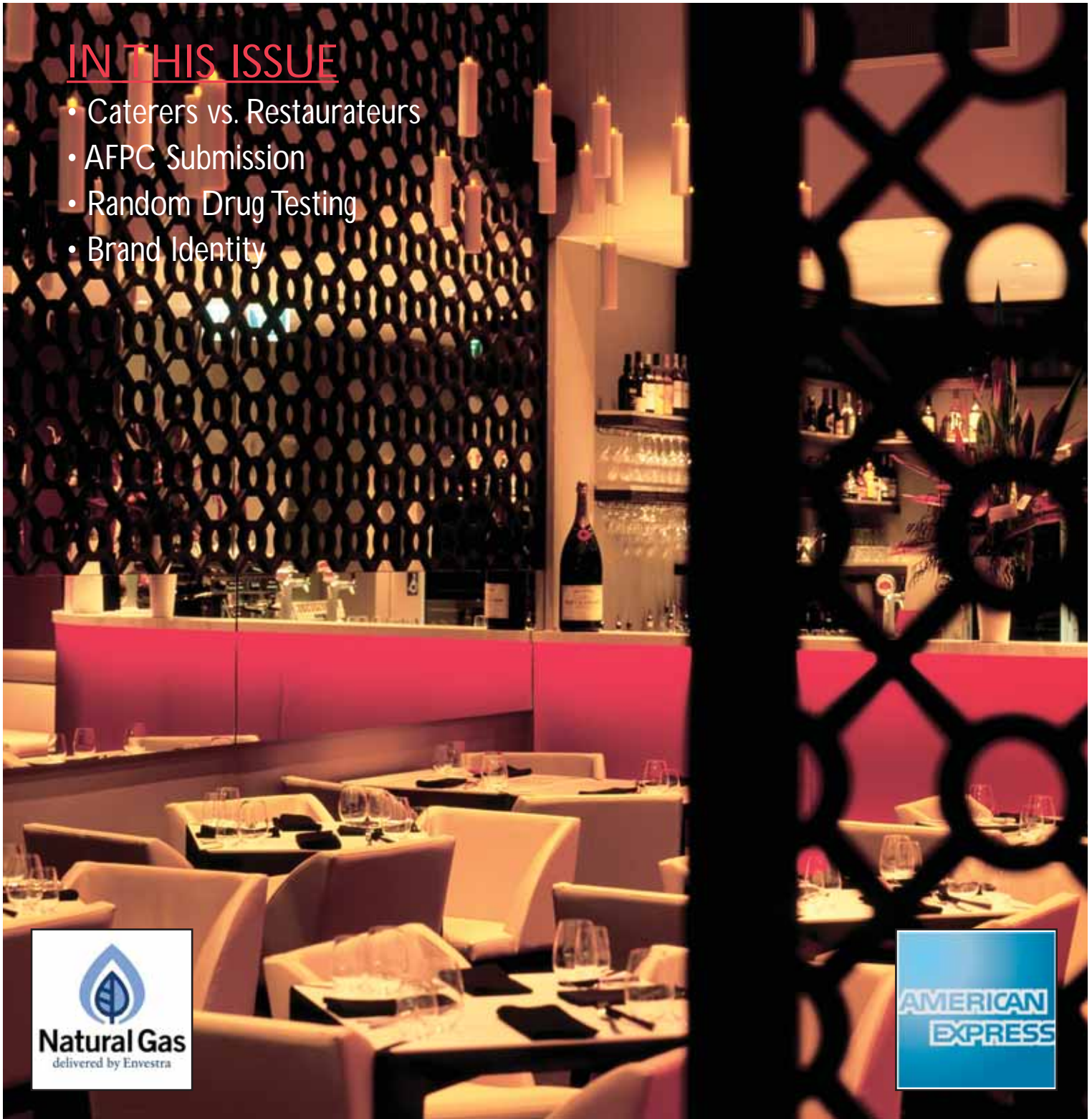
ESSENTIAL INGREDIENT

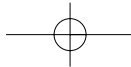
Cooking with Natural Gas

NEWSLETTER FOR RESTAURANT & CATERING SA • MAY 2007

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CEO:
 Sally Neville - Mb 0411 836 423

IMMEDIATE PAST PRESIDENT:
 John Khouzam - Mb 0418 836 316

This newsletter is intended to provide accurate and authoritative information in regard to the subject matter covered, and with the understanding that Restaurant & Catering SA does not pass legal opinion or interpretation or other professional advice. If you require a more detailed understanding of legislation referred to in this document, it is recommended that you seek legal advice.

THANKS TO OUR INDUSTRY PARTNERS

DIAMOND

Envestra

PLATINUM

Foster's Australia

GOLD

- Adelaide Produce Market
- Advertiser Newspapers
- Angelakis Brothers
- AON Risk Management
- American Express International
- AMJ Produce
- APRA
- Bowden Printing
- Casual Living Commercial
- Chaircovers Over All
- Channel 9
- Chesser Chemicals
- Coca Cola Amatil
- Cosmos Foods/King Island Group
- Curtin Foodservice Equipment
- Diner's Club
- Empire Liquor
- Festival City Wines & Spirits
- H&L Australia
- Harbottle On-Premise
- Holco Fine Meat Suppliers
- Host Plus Superannuation
- Icon Brands
- International Oyster & Seafood
- Macmont
- Meat & Livestock Australia
- Novatech
- Negotiants/Samuel Smith & Son
- Pernod Ricard Australia
- Power Direct
- Skycity Adelaide
- South Australian Tourism Commission
- TAFE SA – Regency International Centre
- Tassal Group
- Vittoria Coffee
- webmenu.com.au
- Westpac Banking Corp
- William Angliss Institute of TAFE
- Woodroffe Foodservice Equipment
- Woodstock Wines

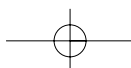
SILVER

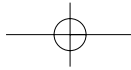
Possum IT

BRONZE

- Alsco Linen
- Built Perspective
- Caterfix SA
- Fine Wine Partners
- Foodservice News
- James Richardson Furniture
- Le Cordon Bleu
- Squid Inc

**Front Cover: XO Supper Club
 Hutt Street Adelaide**





A WORD FROM THE PRESIDENT

As this article is read, we are well underway with judging for the 2007 Awards for Excellence.

This year is our first year where we have moved to self nomination. The previous system of public vote has benefited some venues to the neglect of others; self nomination allows the opportunity for all members to be involved in the awards process by electing to enter. Entry guarantees a visit from a trained judge, and accordingly a copy of the judges' scores and comments on their visit. Past participants can testament to the value of the judging sheets as a staff training tool – to discuss the judge's comments with your staff and to act

on areas that could be improved. In our inaugural year for self nomination we are pleased to announce an unsurpassed number of participants -179 venues will be judged and the finalists will be the highest scorers within each category. Finalists will be announced at the Annual General Meeting and Finalist Cocktail Party which will be held at SKYCITY Adelaide from 4.30pm on Monday 18th June. Good luck to all entrants.

I encourage you to become involved in your association. We are all busy running our businesses but it is only by becoming involved by holding a place on the board of management



that you will truly have a voice. Nominations for the board of management close at close of business Monday 4th June. I hope that some of you will consider participating. See you at the AGM.

Frank Favaro
President
Restaurant and Catering SA

CATERERS vs. RESTAURATEURS

I have heard much debate over the years from both caterers and restaurateurs who each think they work harder than the other.

NEW MEMBERS

- Woodroffe Foodservice Equipment – GOLD
- Uccello – Murray Bridge
- Glen Ewin Estate – Houghton
- Chesser Café – Adelaide
- Windy Point Café – Belair
- Brighton Jetty Cafe – Brighton
- Eros Kafe – Adelaide
- Lion Catering – North Adelaide
- Mesa Lunga – Adelaide
- The Goose Gourmet Burger – Glenelg
- The Queens Head Hotel – North Adelaide
- Star Anise Catering – Hindmarsh
- Blanc Bistro – Adelaide.

Having run both restaurant and café businesses as well as catering companies I know that each sub-industry has its own opportunities and challenges.

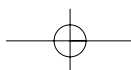
The beauty of catering is that, in the main, costs of running an event are subject to the cost of the contract, so there is less risk of running at a loss. The challenge is often associated with the transport step. I have worn a metre high croquembouche which dissolved in the humidity of a February day and fell on my chest due to an overly zealous van driver. We smuggled the disaster into the kitchen of the host and began spinning toffee madly at the last minute, saving the day.

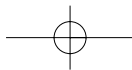
Then there is the drama created by restaurateurs trying to become



caterers for the many Gourmet weekends that are held throughout our regions. Our first such event was in 1989. We were young and inexperienced and eager to present a dish that had been one of our signature dishes and sold well in the restaurant. Duck neck sausage with star anise glaze, however, was not the ideal choice for the punter of the day,

(continued over.....)





CATERERS vs. RESTAURATEURS (CONT.)

so hundreds of serves sat sweating in the hot boxes over the day and were regularly turfed out and wasted. Our chefs, who had spent the week mincing and stuffing and baking were crestfallen, and mention of the dish still brings shudders and complaints from the horrors of that day.

I had prepared 500 individual chocolate puddings from home (no room in the restaurant ovens) in a domestic oven with 24 individual tins, washing and buttering each mould in between each batch. The novelty wore off after about the 200 mark, and there were tears.

The Gourmet weekends have brought about many tales of car breakdowns, where the car was loaded with staff and stock and out of telephone coverage. There have been broken down cool-rooms, forgotten coffee grinders (the Magimix is not an adequate substitute), frozen egg yolk pulp that was not defrosted in time for the 30 litres of



hollandaise that was required for breakfast, ovens that refused to light, power circuits that could not cope with the power required for the coffee machine so blew the power to the entire winery, etc etc etc.

As is common in human nature, the horror stories are the ones that are eventually fondly remembered. And the common bond between both the catering and restaurant sectors is that ability to turn the bad situations

around so that the customer has no idea about the trials and only sees the fun and camaraderie that hospitality can be.

We all contribute to that myth and that mystery – after all, one day we will want to sell!

Sally Neville
Chief Executive Officer
Restaurant and Catering SA

*I ran
 three miles
 today.*

*In the end I said,
 "Alright, lady,
 take your
 handbag".*

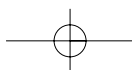
COMING UP...

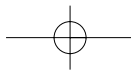
25th May
 Hospitality Award entries close

4th June
 Better Business Series – Understanding Your Lease –
 Avoid Future Problems

18th June
 AGM and Finalist Cocktail Party at SKYCITY Adelaide

30th July
 Awards for Excellence Gala Evening at the
 Adelaide Entertainment Centre





INTRODUCING CORPORATE PARTNERS



Cinch Marketing and Design will help you design and build a brand image for your business that will fit your target market. We will help you achieve your desired results with a strong identity and assist with increasing market share for your business.



Clarkson's Glass has been serving S.A. for over 150 years. Our company's vision is to be 'the exceptional service leader'. For all glazing/film/mirror needs, call the 24/7 SARC Priority No **1800 060 007**



Menulog.com.au - Australia's largest online restaurant guide and booking service visited daily by thousands of dining enthusiasts, corporate clients and concierge partners. Restaurateurs receive a free mini website to promote their restaurant showcasing menus, awards, critic reviews and special offers. Restaurants only ever pay for the service when they receive bookings from Menulog. To join 100's of other participating restaurants, please contact the Menulog Sales Team on **1300 664 335**



AMJ Produce prides itself on being a quality controlled and customer driven business that sources produce daily from Growers and the Pooraka Market. They understand the very essence to survival in this competitive industry of fruit and vegetable wholesale is:

- Professional Customer Service
- Pricing
- Quality of the Produce



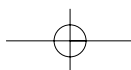
Woodroffe Equipment Australia is a subsidiary of Hills Industries Ltd with three main divisions:

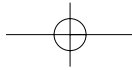
- Foodservice Equipment
- Plumbing and Stainless Products
- Precision Products

Additionally, our Urban 304 Finish range includes modular stainless steel benches, shelving and trolleys to suit many applications. Our customers purchase from us with confidence in our high levels of customer support, innovation and quality products.



Novatech is SA's premier supplier of audiovisual production services to the corporate events, meetings and entertainment industries. Novatech employs innovative techniques, and with reputation built on surpassing client expectations you can be assured your event will stand apart from the rest. It is this commitment, combined with passion and dedication that the team at Novatech partner many SA businesses to stage successful events, both locally and nationally





RANDOM DRUG TESTING

There is no specific legislation in place, either at the State or Federal level, that deals with drug testing in the workplace in this industry.

However, employers should be aware of their rights and obligations arising under the Occupational Health, Safety and Welfare Act 1986 (SA) and Privacy Act 1988. Employers must take reasonable steps to ensure a reasonably safe workplace. If drug testing does occur, the employer would need to ensure that test results are kept confidential and secure.

In essence, to be able to undertake random drug testing in the workplace,

there should be a workplace policy which allows such testing to take place. Consultation is advisable and an applicable policy would need to be created. Such a policy would need to stipulate, at a minimum, the basis on which the drug testing takes place, who is to conduct it, what methodology will be used, to whom the results will be made available and what drugs are being tested for. The policy would also need to provide a formal review mechanism and outline the consequences of a positive reading or refusal to take the test. In short, the policy would need to be reasonable in all the circumstances. "Suspicion" testing is usually deemed

by the courts to be a more reasonable approach however.

We do not recommend employers simply begin random drug testing. There should be formal consultation with the employees and a formal agreement/policy would need to be established.

Testing could be included as a condition of employment for new employees.

Amanda Green
Associate
Norman Waterhouse Lawyers

SERVING UP A BRAND IDENTITY

I have always considered myself a bit of an expert in food and wine and I don't mean preparing, cooking or serving it, but indulging in it. I really enjoy the wonderful array of food and beverages now available in South Australian restaurants and cafes. There are so many good restaurants where chefs are providing interesting ingredients, stylish preparation and a mouth-watering culinary experience, all in very pleasant surroundings.

But what motivates you to enter the restaurant in the first place?

If the consumer has never tried your food before, heard of the chef, been recommended by a friend or read the marvellous reviews in the press, then why should people give you a go?

Restaurant owners spend a much of their budget on freezers, cool-rooms and stock, that what is often overlooked is the brand image of the business, the face of the company,



especially when the business is new and no one has ever heard of you.

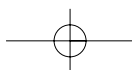
The problem is that after spending so much on establishing your business, fit-out, rent and wages, there is very little effort and money spent on the "icing of the cake" - the image that drives people to your business and sets you apart from your competitors. Good image sells and adds value to your business. It gave us great satisfaction, when in such a short period of time; Assaggio in Hyde Park was a roaring success. Cinch designed the logo and brand image for Assaggio last year together with the interior designers to achieve the best possible results for the client.

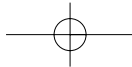
Typefaces and selection of colour is so important, as different colours have

various emotional meaning. Hospitals always use green in their décor as green is a soothing, relaxing colour, whereas red is passionate and warm, but is also used when you want a constant turnover of customers. This is why many fast food places predominantly use red, whereas blue encourages people to stay longer.

When good brand image is combined with a good marketing served up with a combination of quality food and beverage, sprinkled with talented staff and seared with good reviews, then all go together to make the entire experience enjoyable.

John Franklin
Cinch Marketing and Design





AFPC SUBMISSION

Recently Restaurant & Catering Australia lodged a submission to the Australian Fair Pay Commission.

The Submission calls on the commission to:

- Make use of its power award a lesser increase to employees of those businesses in the Accommodation, Cafes and Restaurants sector on the basis that they do not have the capacity to pay higher increases and the 2006 increase impacted on these industries to a greater extent.
- Should not alter the structure of junior rates in Australia.
- Should consider recommending ways in which the take-home pay of apprentices and trainees can be increased without providing a disincentive for employers to engage trainees by raising the proportional rates for these positions.
- Should lower the Casual Loading to 13% to reflect the purpose for the loading.
- Delay its 2007 review until at least 12 months of publicly available data on employment, economic



performance and trading is released by the Australian Bureau of Statistics.

Members will be kept informed on the outcome of the submission and will notify if any changes.

CHEFS IN THE CITY 2007

Restaurant & Catering SA in conjunction with SKYCITY Adelaide and Meat & Livestock Australia is pleased to invite regional members to participate in their inaugural initiative aimed at providing regional apprentices with the chance to broaden their industry experience.

Nominations are now open for the first "Chef's in the City" initiative. "Chef's in the City 2007" will see up to four apprentices from regional SA travel to Adelaide to learn and experience the broader hospitality industry. The apprentices will travel to Adelaide on Monday 4th June, staying for two nights at the Hyatt Regency Adelaide. They will cook with the acclaimed Jordan Theodoros (ex The Melting Pot Restaurant, Sumptuous TV and Sumptuous Magazine) and the SKYCITY Adelaide kitchen team to prepare for a special dinner and to participate in some special food and wine tours and experiences.

Successful regional apprentices will be invited to be the guests of Restaurant

& Catering SA, SKYCITY Adelaide and Meat & Livestock Australia to participate in a professional development opportunity in Adelaide.

The experience includes:

- A one day practical work placement within SKYCITY Adelaide's, North Restaurant;
- A day preparing for and learning from a young celebrity chef in collaboration with SKYCITY Adelaide staff;
- Tours of local specialty suppliers – Fishmonger, Adelaide Central Market, Bottega Rotolo;
- A tour of SKYCITY Adelaide's kitchen and broader food & beverage operations; and
- Dinner at Chianti Classico restaurant with the celebrity chef, Jordan Theodoros, with senior representatives of SKYCITY Adelaide, Meat & Livestock Australia and Restaurant & Catering SA.

Entries are open now!

CHEFS IN THE CITY DINNER

By Jordan Theodoros and Darren Ferrall

Tuesday 5 June at 7pm
North Restaurant at SKYCITY Adelaide
\$90 per head all inclusive



Amuse Bouche

St. Maure Goats Cheese, Roasted Beets, Chilli and Olive

Quail and Chermoula Sausage, Spicy Eggplant Puree, Quinoa, Avgolemono Sabayon

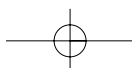
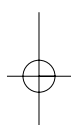
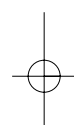
Caramelised Beef Rib, White Onion Pickle, Watercress, Bone Marrow Jus

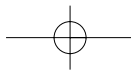
Passionfruit Souffle, Passionfruit Ice-Cream, Passionfruit Jelly

Wines by Rosemount



To book call Debra Friend
SKYCITY Adelaide
08 8218 4192





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two

Looking after our members has made us number one, twice

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We're also proud that looking after our members has made us number one. Twice. So if you're already with **HOSTPLUS**, relax. If not, call **1300 363 895**, 8am–8pm, Monday to Friday or visit hostplus.com.au



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