



Food Service Essentials P/L

**Food Service Essentials (FSE)** was born out of market demand to offer the hospitality industry fully independent consulting services in design and management. FSE has the facility to source a range of products and provide the assurance that the total food and or beverage system is seamlessly integrated. The Consulting team of the FSE group offers a unique service to the hospitality industry that combines visionary creativity and cutting edge technology at both operational and strategic levels.

The introduction of new technologies in the Australian market over recent years has resulted in a new paradigm for hospitality. To facilitate this change we have developed a structured analysis reporting system to target effective and efficient beverage services.

In 2007 FSE integrated its expertise with the Metropolis Group of Companies to offer a diverse range of additional design and management services to our clients.

## Company Objectives

In an increasingly regulated industry, our aim is to assist the broader food service industry to achieve a competitive advantage in meeting the expectations of the market in quality of product and service at a competitive price.

## Targeting your Needs

Our goal is to work with the client to develop a strategic plan and implementation program that will allow for the latest technology, concepts and solutions to provide cost effective business objectives.

FSE has assisted organisations to plan sustainable businesses, achieve financial targets, implement food service processes and meet expansion plans for a diverse range of operations. Our capacity is to integrate an innovative food service solution with broader business goals, and achieve financial targets.

We achieve these targets by:

- Working with the client to define the objectives
- Applying a disciplined planning process to client issues
- Combining best practice principles and industry experience to the project in a hands on process
- Developing and implementing result-focused concepts and operational solutions that target the client's competitive position in the industry.
- Adopting a holistic and integrated approach that delivers results on time and on budget.

## Typical Kitchen Section



## Where we can assist

FSE provides assistance in design and management to;

Hotel and Resorts,  
Convention centres and entertainment complexes,  
Food manufacturing,  
Restaurants,  
Cafes,  
Hospitals,  
Aged care facilities,  
Fresh food concepts,  
College and universities,  
Teaching kitchens,  
Special event and function catering operations,  
Sous vide and cook–chill food processes,  
Food courts and food halls,  
Supermarkets and home meal replacement.

## Consulting Services We Offer

### 1. Preliminary Planning

Preliminary planning is a scoping process of establishing a set of broad objectives. This scoping exercise involves:

- A review of the current operations, plant and equipment inventories, space allocations, menus, staff and equipment efficiencies, and the standards by which the facility and organization will be measured;
- Identification of what the organization expects to achieve; and
- Agreement on overall project goals and constraints.

### 2. Design Concept

The preliminary planning phase allows development of the design concept. The design concept will outline the broad features of the proposed facility, building size and including the function and location of the kitchen, the role of satellite kitchens, service points and the functional relationships between the proposed facility and the rest of the facility.

### 3. Process Selection

Once the general design concept has been accepted FSE will define the most appropriate systems – or combination of systems – and details of the actual process and method of operations.

### 4. Economic Evaluation

Economic evaluation is possible once the process has been selected. This study is a detailed financial evaluation that will provide estimates of investment outlays, likely revenues and costs and economic benefits that can accrue to the organisation as a result of successful implementation. The data developed at this stage can be used later for a post-completion audit of the project and as a means of financial control of the facility.



## **10. Post Commissioning**

In order to ensure that the anticipated benefits are realised, a program of follow-up activities should include staff training to fine-tune skills; quality control review to enforce compliance with standard operating procedures, especially temperature and time controls; development of a menu and recipe designed to take full advantage of the new system and its capacity to deliver quality food service. This could potentially involve routine follow up on a regular basis.

## **11. Food Safety**

Assist clients by providing food safety audits and food safety plans to meet legislative requirements. Provide audits and food safety plans to meet production plants to meet client requirements.

## **12. Operational Review**

Whether the site is new or requires an analysis of its current operating procedures FSE can offer site reviews including production audits, staff roster, duty statements, policies, procedures and assist in developing job descriptions, writing menus and recipes specific to the corporate needs.

## **13. Management Services**

Our team of professionals can provide a range of management services including menu and recipe design, staff rosters and duty statements, Occupational Health & Safety, defect liability, quality control, policies and procedures review, financial review of operations and the implementation of change management strategies. FSE will provide our resources as an interim measure to manage the food service operations, and assist in the ongoing improvement of the meal delivery system. The service provides the client with on site management by our consultant chef(s) and access to our full team of food service professionals to improve the operations and provide independent analysis and feedback on your operation.

## **14. Training and Development**

Organizational success is derived in part by the capacity of staff at all levels to be able to demonstrate the skills required to meet customer expectations. FSE offers organizations educational programs for all levels of staff targeting improved business processes and management effectiveness. The training courses can be tailored to suit individual organizations or offer nationally accredited training programs.

## **Merrill Lynch – Governor Phillip Tower (restaurant kitchen and bar)**



## References

The following examples demonstrate the size and variety of projects FSE been involved with:

### Convention Centres / Hotels:

|  |                              |
|--|------------------------------|
| National Convention Centre Canberra  | Shoalhaven Exhibition Centre |
| National Gallery of Australia  | Parramatta Stadium           |
| Old Parliament House Canberra  | Trans Media Group            |
| Crowne Plaza Hotel Canberra  | Rydges Hotel Group           |
| Sydney Convention & Exhibition Centre  |                              |
| The Haven Eco Retreat & Conference Centre – Yeppoon                              |                              |
| Shandong Province China – 4 ½ star Beach side Resort Hotel and Convention Centre |                              |

### Restaurants:

|                        |                           |
|------------------------|---------------------------|
| Ampersand              | The GPO Restaurants & Bar |
| No 1 Harris Street     | Wildfire                  |
| Boronia House - Mosman | No 1 – Circular Quay      |

### Private Hospitals:

Mater Private Hospital, Rockhampton (Central Kitchen)  
St. George Private Hospital  
St Vincent's Private Hospital  
St Vincent's Hospital Toowoomba

### Government Hospitals:

New Lithgow Hospital Campus  
Kikuna Hospital Japan  
Shinkoshigaya hospital Japan  
Jiai Hospital Japan

### Retirement Villages:

Anglican Retirement Village Group  
Aged Care and Housing (S.A.)  
Lutheran Homes (S.A)  
Elderly Citizens Homes (S.A) sub contract to Curtin  
Baptist Community Services  
Sisters of China - Regina Coeli Gardens & Carramar  
Conform Health Group- Concord, Sylvan Woods, Greenwoods  
Minda Inc (S.A)  
Calvary Group - Cessnock, Ryde & Canberra  
Catholic Health Care (including corporate strategic planning for 22 sites)  
Our Lady of Consolation  
Pioneers Village Griffith  
St Catherine's Aged Care Services  
Marian Grove

### Industrial / Retail / Government:

|   |   |
|---|---|
| Greater Union Cinemas   | Royal Agricultural Society of NSW – Asset Revue |
| The Yum Group   | Latrobe University Food Court                   |
| Blue Mountains Hotel School   | Kinros Wolaroi Boarding School                  |
| The Commissary Company  | Catholic Education - Mt Erin Boarding School    |
| South Sydney Council  | Sydney City Council                             |
| Real Foods  | Fresh & Wild                                    |
| Woolworths Supermarkets   | Corrective Service Industries                   |
| Reliance Petroleum  | Advance Petroleum                               |
| QANTAS Snap Fresh   |   |
| Nissin Foods (JAPAN) – 50,000 meals per day                                     |   |
| Qantas Flight Catering (Caterair) – Strategic merger of resources, asset review |   |

## Ampersand Restaurant Kitchen



### Key Personal Profiles

#### **Mati Jaas - Managing Director FSE**

Mati offers the senior management experience in the hospitality industry of over 30 years, 11 years experience as food & beverage manager in the convention and restaurant industry, 18 years in healthcare (including St Vincent's Private Hospital - Sydney as food and retail service manager and operations manager at Anglican Retirement Villages), food manufacturing, project management, design and consultancy.

Mati was the founding member and inaugural president of the Australian Cook Chill Council (ACCC) and represented the ACCC in the development of cook-chill and related codes of practice published by AQIS, the National Food Authority and NSW health department. His work has been at a federal and state level within the healthcare industry, as well as a contributing author to several papers within healthcare and food safety. In the latter form his expertise extended to the Australian Quarantine and Inspection Service, 1992. Code of Hygienic Practice for Heat-treated Refrigerated Foods Packaged for Extended Shelf Life, which was adopted by the WORLD HEALTH CONGRESS.

#### Industry Experience

Independent member of Sutherland Hospital Selection Panel  
Member, Industry Advisory Committee Ryde TAFE Colleges  
Associate Fellow Catering Institute of Australia  
Associate of the Institute of Hospital Caterers  
Guest Lecturer Blue Mountains Swiss Hotel Management School  
Australian Cook – Chill Council Advisor to NSW Health Department HACCP Food safety  
Australian Cook – Chill Council Advisor to ANZFA HACCP Food safety  
Editorial writer for the "International Health and Aged Care Journal"  
The Myer Foundation 2020 - A Vision for Aged Care Project  
Director - Metropolis Group of Companies

## Sri Soerono – Director Urban Planner

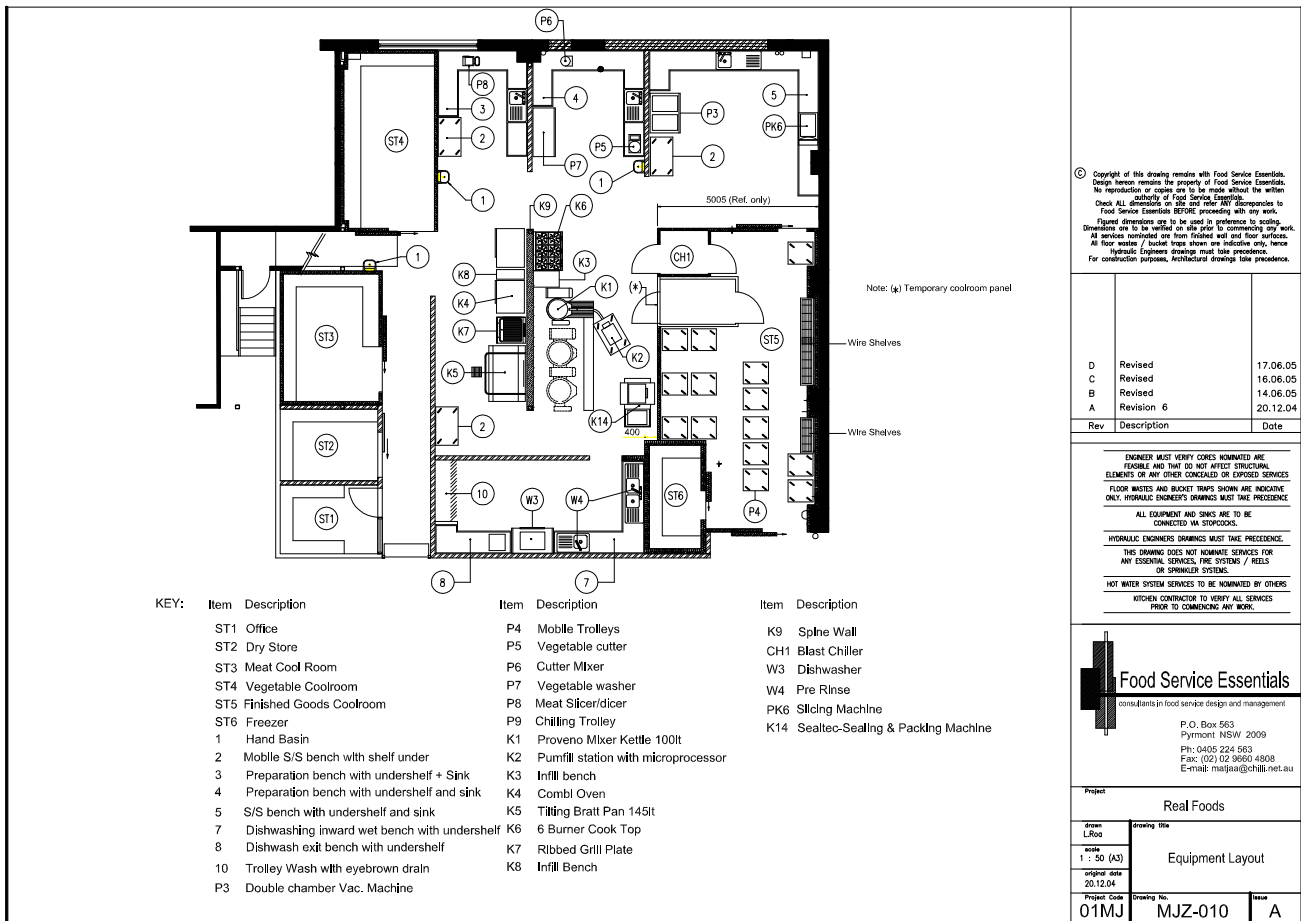
Sri until recently worked in a leadership position at the Department of Planning with extensive experience in both urban and coastal planning.

During her 5 years there her role was to:

- Provide a high level of technical and merit-based assessment and advice on development and urban planning in some 60 LGA's working under part 3A and Part 4 of the EP & A Act
- Co-ordinate a number of projects and ensure deadlines are met
- Represent the Department at on site/pre- DA meetings and workshops
- Conduct site visits on north, south coast and metropolitan Sydney
- Provide precise information and assist in the interpretation of planning legislation to the public and clients
- Produce Ministerial briefs

Sri has also held positions in project management for a number of companies and was director of a landscape design company in Victoria. Sri is fully conversant with legislative requirements for NSW, Victoria, South Australia and Queensland. FSE can offer full planning documentation for approval.

## Production Kitchen – Sous Vide / Cook Chill Systems



## Company Profile FSE Consultants in Design & Management

## Lisa Owens – Consultant Training and Development

Lisa's qualifications including a Certificate Three in Commercial Catering, and Hospitality Operations, Diploma in Training and Assessment (Distinction), and Bachelor of Education (Distinction). She is an accredited food safety auditor and specializes in food safety education, for retail and commercial and health care catering.

Lisa has a proven record in the delivery of Hospitality, Management and Training qualifications. She is a past recipient of AITD training design awards. Her facilitative style enables her to communicate with all levels of staff in areas including orientation, equipment and process training, supervision or task management skills.

## James Shepherd – Consultant Chef

James has a diverse background as executive chef, with international exposure in the United Kingdom, France and Australia. His experience in the hospitality industry ranges from Resorts, Hotels, corporate catering, restaurant operations and extensive experience in the healthcare industry. With a career spanning over 20 years he has been exposed to various food service systems include cook chill and sous vide. James is a qualified chef and Environmental Health Inspector.

Combining this industry knowledge with current practices James is able to bring to clients cost effective and practical solutions. Understanding all aspects of kitchen production enables him to communicate to all levels of staff in a consultative way, assisting any change management program.

FSE additionally employs two qualified CAD drawers

## Nursing Home Kitchen Layout

