

THE **ALC**^{He²}**MY** OF **F**^{O⁸}^{O⁸}**D**



TSEBO
50+
YEARS
FROM 1971 - 2023

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TSEBO

MEET TSEBO'S 'KING OF JAVA'

As Tsebo's newly appointed Head of Coffee (Beverage Solutions), Richard Hime, knows his beans and is passionate about fuelling businesses with liquid gold.

Any self-respecting coffee aficionado knows, there's more to coffee than a caffeine buzz. There are the beans, where they are from and how they are grown; the roast, light, medium, or dark, washed vs natural process and many nuances in between. There is also a unique coffee culture that includes inviting décor, good music, a cosy ambience and of course a favourite barista to greet, entertain and brew the perfect cuppa Joe.

As Tsebo's recently appointed Head of Coffee (Beverage Solutions), Richard Hime has embarked on a journey to bring the joy of coffee culture (and other exciting beverages) to South African boardrooms, office complexes, canteens, lifestyle estates, hospitals and more. The offering ranges from kiosks and coffee shops to pause areas and automated solutions that offer mass vending. Smaller bespoke self-serve offerings and high-end espresso machines with branded coffee blends are also available for boardrooms and executive offices.

"Essentially, Tsebo can formulate a bespoke solution that exceeds the expectations of anything our clients can dream up," says Richard. "Traditionally coffee and beverages fell under catering, but we've recognised for some time that coffee culture is evolving and South Africa's expectations have become more sophisticated, which is why we've decided to amplify our focus on quality beverage solutions. Coffee has always been a passion of mine, so when this new role came about, I jumped at it."



RICHARD HIME
Head of Coffee,
Beverage Solutions



TSEBO
BEVERAGES

COFFEE | WATER | VENDING

FAST FACTS

Half of coffee consumers drink their coffee at their workplace.

Coffee experience and atmosphere are in the top three drivers for choice of coffee.

Cold coffee is growing faster than hot coffee and generates greater value.

DID YOU KNOW?

Coffee is often referred to as 'a cup of Joe' but no one knows exactly where the term comes from. Three leading theories include:

- In the 1900s, Navy Secretary Josephus (Joe) Daniels imposed a ban on alcohol on US naval ships, resulting in black coffee being the strongest drink available. The result was that sailors began referring to the beverage as a 'cup of Joe'.
- Some linguists believe 'Joe' is a shortened version of jamoke, which was a popular term for coffee in the 1930s and derived from one of the world's oldest coffee blends, mocha java.
- Coffee was traditionally considered a 'common man's drink' and the slang for 'fellow, guy or chap' was Joe.

The division is energising from a strong base, Tsebo has already established vending solutions and coffee shops in businesses, hospitals and lifestyle estates across South Africa. Richard's job now is to put those offerings "on steroids" and grow the division through unique, tailored solutions that bring about the warmth and comradery of coffee culture. "We aim to build on the strong foundation we've already established, fully integrating a rich coffee culture into our business. Our focus will be on an unyielding commitment to quality, consistency and exceptional customer service," Richard explains. "There is a significant opportunity to venture into an untapped market segment – smaller workplaces that can't support a full-scale cafeteria. Our coffee shops are perfectly poised to cater to this niche. Moreover, in an era where businesses are exploring innovative ways to make workplaces more attractive, especially considering the shift towards hybrid models, our offering becomes even more relevant. The presence of a friendly barista, access to great coffee, and a comfortable spot to retreat to within the workplace is not just an amenity, but a welcome addition to any business environment."

Central to the success of this initiative, Richard believes, is sourcing, recruiting and training talented baristas. By sourcing self-motivated people with the technical know-how, a passion for brewing and training in Tsebo's high standards of service excellence, you have all the elements you need to create an in-house 'coffee tribe'. "If you are a coffee drinker, you choose your favourite coffee shop based on the experience you expect to have there. By visiting regularly, ordering a particular coffee and getting to know the barista, people become associated with that café and form part of a 'coffee tribe'. Coffee is a point of pleasure in people's work days. They're looking for convenience and they're looking for a brand they can identify with, they're looking for a friendly barista, and they're looking for great coffee," Richard explains.

Branding is essential to creating the right atmosphere and Richard and his team have taken the time to refine the look and feel of Tsebo's offerings. "You must have a welcoming atmosphere that you can relax in. We've put a lot of effort into creating an ambience that is contemporary and comfortable."

We've moved away from the traditional dark, heavy woods to lighter colours and modern textures, and provided a mix of communal and smaller seating arrangements."

Another aspect that attracts patrons to a coffee brand is the sustainability of its products. Tsebo sources 74% of its tea and coffee offerings from Rain Forest Alliance certified partners, with the aim of increasing this percentage, while simultaneously pursuing its growth targets. "Coffee culture is about being aware of where your coffee bean is coming from, it needs to be Fair Trade as a minimum so that you know that the coffee farmers are getting their fair allocation of the revenues. In terms of beans, there's a huge variety. Different blends and roasting techniques create different intensities and flavours," says Richard, who is quick to point out that good coffee doesn't only come from coffee shops.

Vending solutions have come a long way since the days of murky lukewarm drinks with a splash of long-life milk. These days you get machines that offer optimal-temperature coffee prepared using freshly ground beans, with the option of real milk and a variety of flavour additions. You can also add beverages such as chai tea, hot chocolate and sparkling water. Advanced technology brings the experience of a skilled barista right into a self-serve automated coffee machine. Tsebo has sourced a series of cutting-edge self-serve coffee solutions, designed to provide the taste and quality of a coffee shop, without having to leave your office. In a world where time is of the essence, these coffee machines are more than just a convenience, they are a solution to elevate your beverage experience.

As 2024 begins, Tsebo Coffee and Beverage Solutions will accelerate its efforts to bring new and existing clients a better coffee experience with exciting new options and tailored solutions to ensure that no one ever has to endure a sub-par coffee fix.



WELL HELLO NEO Q!

Neo Q, an all-in-one quality water and hot drinks vending machine, is currently the best-available beverage vending machine on the market. By promoting the option to use your own cup or bottle, the new Neo Q promotes sustainable practices while offering quality fresh filtered water and coffee in a single machine. Neo Q has been carefully designed, down to the last detail, to provide a machine that is both aesthetically appealing and customisable. Its interactive display has been engineered to make it easier to operate and programme to improve the user experience.



LEVEL 1 B-BBEE

TSEBO SOLUTIONS GROUP ACHIEVING B-BBEE LEVEL 1 AND DRIVING EQUITABLE TRANSFORMATION

We are pleased to share with you a significant milestone in our ongoing commitment to transformative business practices at Tsebo Solutions Group. Our strategic vision, centred on equitable ownership, enterprise development, socioeconomic advancement, and preferential procurement, has propelled us to attain a distinguished Level 1 Broad-based Black Economic Empowerment (B-BBEE) rating once again. This achievement holds substantial significance for our valued customers, as it translates into substantial procurement recognition benefits.

Specifically, it affords our clients 135% recognition of their spend with our Group. Our commitment to empowerment is evident in our ownership statistics. Our black ownership stands at 51.53%, while our black women ownership represents 31.19%. These percentages set us apart within our industry, presenting numerous advantages to our clientele, including the potential to earn up to three times the score in the areas of Black Ownership (BO), Black Women Ownership (BWO), Preferential Procurement spend with Qualifying Small Enterprises (QSE), and Exempt Micro Enterprises (EMEs).



ELANIE KRUGER
Group Chief HR Officer

TSEBO'S TRANSFORMATION JOURNEY

| | |
|------|---|
| 1983 | First affirmative action programme launched |
| 1983 | We sponsor SA chefs to develop Black chefs |
| 1995 | We win the Black Management Forum Progressive Company Award |
| 1996 | Conclude our first B-BBEE transition with Nozala |
| 2007 | Achieve Level 3 B-BEE status |
| 2009 | Achieve Level 2 B-BEE status |
| 2010 | Reach 94.21 out of 100 points achieving one of the highest Level 2 industry scores for a company our size |
| 2015 | First large corporate to achieve Level 1 B-BEE status |
| 2016 | Black Women Ownership of 37.91% |
| 2018 | Increase our Black Women Ownership to 43.03% |
| 2019 | Increase our Black Women Ownership to 44% |
| 2020 | Increase our Black Ownership to 54.42% and Black Women Ownership to 45.63% |
| 2021 | Achieve Level 1 B-BBEE status - Black Ownership 54.42%, Black Women Ownership 45.63% |
| 2022 | Achieve Level 1 B-BBEE status - Black Ownership 53.73% and Black Women Ownership 45.93% |
| 2023 | Achieved Level 1 B-BBEE status - B-BBEE status Black Ownership 55.15% and Black Women Ownership 33.84% |
| 2024 | Achieved Level 1 B-BBEE status - Black Ownership 51.53% and Black Women Ownership 31.19% |

Tsebo Solutions Group is proud to be a B-BBEE Level 1 contributor

**LEVEL 1
B-BBEE**

51.53%
Black ownership

31.19%
Black women ownership

Call or visit our website to receive a copy of our certificate.

+27 (0)11 441 5300 | info@tsebo.com | www.tsebo.com

As a qualified accredited training institution that offers training and small, medium, and micro enterprise (SMME) supplier development, we are ideally positioned to facilitate the integration of small businesses from local communities into our operations. Our quality assurance function complements our fundamental services, ensuring that we deliver excellence consistently.

Our overarching mission is to foster sustainable growth and development in Africa. We firmly believe that investing in people is a cornerstone in achieving sustainable progress. Tsebo has initiated various programmes that have generated a positive social impact, and we remain steadfast in our commitment to creating meaningful and prosperous futures for generations to come. We thank you for your continued support and partnership as we strive to make a difference in the realm of equitable transformation and empowerment. Together we can build a brighter future.

TRENDS IN THE FOOD AND BEVERAGE INDUSTRY

<https://trinitylogistics.com/blog/trends-in-the-food-and-beverage-industry>



LIMITED TEMPERATURE-CONTROLLED STORAGE A CAPACITY CONUNDRUM

The escalating need for refrigerated warehouses, crucial for various sectors including pharmaceuticals and perishable goods, faces challenges in construction and expansion. Despite the soaring demand, material shortages and rising costs impede efforts to build more facilities, prompting innovative solutions within existing structures.



COLD CHAIN GROWTH

ENSURING QUALITY AMIDST RISING DEMAND

The cold chain market, valued at USD 233.2 billion in 2022, is set for impressive 18.6% CAGR growth from 2023 to 2030. Rising demand for temperature-sensitive drugs, improved food quality, and food waste reduction drive this trend. Precise temperature control is vital for less processed, immunity-boosting foods. Sectors like frozen foods and logistics are adapting. Frozen foods are now restaurant staples, with 72% of consumers favouring the blend of frozen and fresh ingredients. Sustainability is key, given food waste's significant greenhouse gas emissions contribution. Initiatives like the Zero Food Waste Act and the Food Donation Improvement Act aim to cut waste. Companies like UPS Healthcare and Amazon innovate in cold chain logistics for environmental impact reduction.



SUPPLY CHAIN TRANSPARENCY

MEETING CONSUMER EXPECTATIONS

Consumers increasingly seek transparency, scrutinising product origins, ingredients, and manufacturing processes. A preference for natural, minimally processed items fuels this demand for transparency, prompting businesses to align with consumer values.



LABOUR SHORTAGES

EMBRACING TECHNOLOGY AMIDST WORKFORCE CHALLENGES

Labour shortages loom as a challenge in the food and beverage industry, paralleling broader industrial concerns. These shortages, exacerbated by evolving consumer preferences, necessitate the adoption of advanced technologies to supplement human labour. The integration of newer technologies is vital to alleviate the strain on manufacturing sectors.

COFFEE PRICE SURGE

NAVIGATING CHALLENGES IN A KEY COMMODITY

Coffee prices have soared to a 10-year high due to weather related issues in Brazil, a primary coffee supplier. Global supply constraints compound inflationary pressures, impacting the cost of this beloved commodity.



EVOLVING CONSUMERISM

A COMPLEX LANDSCAPE SHAPING INDUSTRY DYNAMICS

Consumer preferences continue to evolve, steering the industry towards an intricate array of products that demand meticulous temperature control. Online grocery shopping, food delivery, and subscription boxes have become mainstays as consumers seek convenience. Inflation and rising costs prompt a reconsideration of purchasing habits, leading to a shift in spending patterns.



ARTIFICIAL INTELLIGENCE

TRANSFORMING INSIGHTS AND OPERATIONS

Artificial Intelligence (AI) emerges as a pivotal tool, offering insights into consumer preferences, streamlining supply chain management, and aiding product development. Its potential to revolutionise operations in the food and beverage industry is extensive.

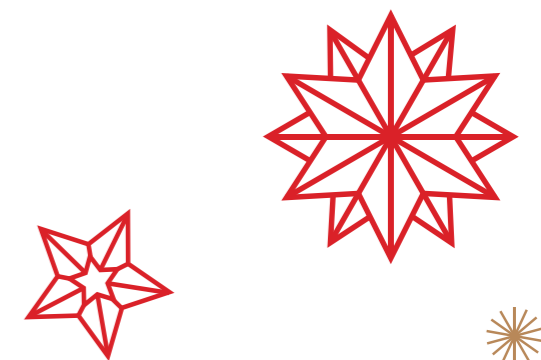


NAVIGATING FESTIVE FEASTING: A DIETITIAN'S GUIDE TO HEALTHY HOLIDAY EATING

The holiday season is a time of joy, celebration, and indulgence. However, amidst the festive cheer, maintaining a balance between enjoying delicious treats and honouring your health goals can be challenging. As a registered dietitian, I am here to share some insightful tips on how to embrace healthy eating while savouring the delights of the season.



ANNELIZE ZEELIE
Tsebo Catering Solutions
Dietitian



Mindful moderation

Portion control

Rather than depriving yourself, focus on portion sizes. Enjoy your favourite holiday dishes in moderation. Savour the flavours and take time to appreciate each bite.

Balanced choices

Aim to create a well-balanced plate. Incorporate plenty of colorful fruits and vegetables alongside your festive treats. This helps to boost nutrients and fiber intake. Aim to make half your plate vegetables and salad, before filling the rest of your plate up with the other dishes on display.

Smart substitutions

Healthier alternatives

Explore healthier ingredient swaps in your recipes. Replace heavy cream with Greek yogurt, opt for whole-grain versions of bread or pasta, and go for leaner protein options.

Lighter cooking methods

Choose healthier cooking methods such as baking, grilling, or steaming instead of deep-frying. This reduces unnecessary added fats.

Prioritise hydration

Water intake

Stay hydrated! Amidst the celebrations, it's easy to forget to drink enough water. Aim for at least 8 glasses a day to keep yourself feeling energized and curb unnecessary snacking.

Mindful alcohol consumption

If you choose to drink alcohol, do so mindfully. Opt for lighter options, stay hydrated between drinks, and be mindful of the calorie content in festive cocktails.

Embrace physical activity

Stay active

Incorporate physical activity into your holiday routine. Go for a family walk, play outdoor games, or engage in fun activities that get you moving.

Mindful movement

Find moments to sneak in exercise. Offer to help with meal preparation, take the stairs, or organise a post-dinner stroll with loved ones.

Plan and prioritise

Strategic eating

Plan your meals around festive gatherings. If you know there is a big dinner in the evening, opt for lighter, nutrient-dense meals earlier in the day.

Listen to your body

Pay attention to your hunger cues. Eat when you are hungry and stop when you are satisfied, avoiding mindless eating.

Remember, the holidays are a time for enjoyment and connection. Embrace the festivities while making conscious choices to support your health. By practicing mindful eating, incorporating nutritious options, and staying active, you can strike a balance between relishing the seasonal delights and maintaining your wellbeing.

Wishing you a healthy and joyful holiday season filled with love, laughter, and delicious, nourishing food!



Maas (Amasi)

CREAM CHEESE WITH CAPERS, RADISHES AND HERBS

Ingredients

| | |
|--------|-------------------------------|
| 1 L | Full-cream maas (Inkomazi) |
| TT | Baby herb leaves, to garnish |
| ½ | Lemon, finely grated zest |
| TT | Flaky sea salt |
| TT | Black pepper, freshly milled |
| 250 ml | Small radishes, halved |
| 4 Tbsp | Baby capers |
| 4 Tbsp | Fruity extra-virgin olive oil |
| TT | Squeeze of lemon juice |

Method

1. Line a large sieve with a fine cloth (e.g., cotton dinner napkin or clean dish cloth/tea towel). Position the sieve over a bowl, pour in the maas, and let it sit for about 10 hours or overnight. The clear whey will drip into the bowl; avoid stirring or scraping the cheese.
2. Gather the cloth's edges, twist tightly, and secure with an elastic band.
3. Hang the bundle over a bowl or suspend it from a tap over the sink for 12-16 hours, or longer for firmer cheese. For extended hanging, especially in hot weather, finish draining in the fridge. Clip the cloth's knot to a fridge rack and place a bowl underneath.
4. Release the cheese from the cloth onto a plate or press it into a small mold (e.g., a bowl or ramekin) a few hours before serving, then unmold onto a plate.
5. Sprinkle with baby herb leaves, lemon zest, salt, and pepper. Add radishes, capers, and other accompaniments. Drizzle generously with olive oil and a spritz of lemon juice.
6. Serve with melba toast, crackers, or celery and carrot sticks for a low-carb option.

INDIVIDUAL SMOKED MACKEREL

Pate Parcels

Ingredients

| | |
|----------------|--|
| 2 | Smoked mackerel fillets |
| 600 g | Philadelphia cream cheese |
| 1 bunch | Finely sliced spring onions, leaving some to garnish |
| TT | Lemon juice |
| TT | Black pepper, freshly ground |
| TT | Sliced smoked salmon |
| 4 | Greased ramekins |

Method

1. Mix flaked mackerel fillets with cream cheese, pepper, chopped spring onions, and lemon juice.
2. Grease ramekins and line them with clingfilm, ensuring plenty overhangs for covering later.
3. Overlap slices of smoked salmon to line each ramekin neatly.
4. Fill ramekins with smoked mackerel pate, leaving no gaps. Optionally, top with a round of smoked salmon if available.
5. Fold clingfilm over to cover the pate completely, stack the ramekins to compress gently, and place a small round tin/bottle on top. Refrigerate for a couple of hours.
6. To serve, unwrap clingfilm, invert each ramekin onto a plate, and gently lift, using clingfilm to unmold. Remove clingfilm, garnish with chopped spring onions and a lemon wedge.
7. Serve on mixed salad leaves with crackers or melba toast.

GLAZED

Christmas
Gammon

Ingredients

| | |
|-----------------|---|
| 2.5-3 kg | Large gammon, bone in or out |
| 330 ml | Ginger ale |
| 330 ml | Beer |
| 2 | Whole star anise |
| 3 | Bay leaves |
| 3 | Whole cloves |
| 1 | Large onion, peeled and quartered |
| 1 | Thumb-length quill of cinnamon |
| 1 | Large blade of mace |
| 5 ml | Whole black peppercorns |
| TT | Water, to cover |
| TT | Whole cloves, to stud |
| 330 ml | Coca-Cola |
| 4 tsp | Dijon mustard |
| 1 tsp | Hot English mustard powder |
| 100 ml | Brown sugar |
| 1 tsp | Good instant coffee |
| 1 Tbsp | Freshly squeezed lemon juice |
| 3 Tbsp | Brandy (Klipdrift, if you want to be authentic) |

Method

1. Note the gammon's weight and place it in a large pot with ginger ale, beer, star anise, bay leaves, cloves, onion, cinnamon, mace, and peppercorns. Add enough water to cover. Bring to a boil, then simmer. Boneless gammon cooks for 30-40 minutes per kilogram, while bone-in gammon takes 45-55 minutes per kilogram. Check and add water as needed.
2. Let the gammon cool in the liquid, preferably overnight.
3. Preheat the oven to 220-240°C. Reduce Coca-Cola by half in a shallow pan, then whisk in Dijon mustard, mustard powder, sugar, and coffee powder. Boil for 5-7 minutes until slightly syrupy. Add lemon juice and brandy.
4. Pat the gammon dry, remove the rind, and score in a diamond pattern. Stud with cloves.
5. Pour the glaze over the gammon and roast in a hot oven for 20-30 minutes, basting every few minutes until it forms a mahogany-brown crust. Brush remaining glaze over the top and sides.
6. Rest for 10 minutes and serve hot with boiled new potatoes and a green salad. If serving cold, store uncovered in the fridge for up to four hours.

VEGAN

Butternut Wellington

Ingredients

| | |
|----------|----------------------------|
| 1 | Medium butternut squash |
| 150 g | Vegan sausage mix |
| 105 ml | Water |
| 9 sprigs | Thyme |
| 50 g | Cranberries |
| 40 g | Dried onions |
| ¼ tsp | Nutmeg |
| ½ tsp | Smoked paprika |
| 1 Tbsp | Fresh sage, finely chopped |
| 200 g | Toasted almond flakes |
| ½ tsp | Chili flakes |
| 3 Tbsp | Garlic, grated |
| 1 | Small orange (zested) |
| ½ tsp | Wholegrain mustard |
| 200 g | Kale |
| TT | Olive oil |
| TT | Salt and pepper |
| 1 | Garlic head |

Method

1. Preheat the oven to 190°C (fan oven 170°C).
2. Halve the butternut squash, remove seeds, oil, season, and roast cut side down for 45 minutes until tender.
3. Cool for 20 minutes, scoop out insides, leaving a 2 cm border, and mix with mustard and orange zest.
4. Combine sausage mix, almonds, cranberries, seasonings, and chill in the fridge for 20 minutes.
5. Remove kale leaves, wash, and dry.
6. Fill squash halves with sausage mix, top with remaining squash.
7. Tie halves with kitchen string, return to roasting tin.
8. Bake for 20 minutes, add garlic heads, thyme, and oil, then bake for 30-40 minutes until tender.
9. Rest for 20 minutes with tinfoil before serving.

SOUTH AFRICAN BILTONG

Roast Potatoes

Ingredients

| | |
|--------|----------------------|
| 10 | Medium-size potatoes |
| 150 ml | Cooking oil |
| 100 g | Butter |
| 55 g | Brown onion soup |
| 100 g | Powdered biltong |

Method

1. Preheat oven to 180°C. Peel potatoes and par-boil for 20 minutes, or until half cooked. While they are boiling, melt butter and mix with oil and brown onion soup powder. Mix in half the grated biltong and set the other half aside.
2. Grease a 15×30 cm glass or Pyrex baking dish. Place par-boiled potatoes inside.
3. Score whole par-boiled potato with a sharp blade to two thirds deep, 1 cm apart. Baste generously with biltong and oil mixture, and place in the oven for 1 hour, or until outsides are golden brown and crispy. Take out halfway through and re-baste, if desired.
4. Serve with remaining grated biltong sprinkled over.

French Beans

WITH TOASTED ALMONDS AND GARLIC

Ingredients

| | |
|--------|------------------------|
| 500 g | Green beans |
| 2-3 | Large cloves of garlic |
| 1 Tbsp | Salted butter |
| ¼ cup | Flaked almonds |
| TT | Salt and pepper |

Method

1. Steam the beans in a steamer until just beginning to be tender.
2. While the beans are steaming, toast the almonds over medium heat in a dry non-stick frying pan. Watch closely and turn frequently so that they do not burn. Remove from the heat when they start to brown.
3. Remove the beans from steamer and pat dry. Melt the butter in a frying pan over medium high heat, sauté the beans and garlic until the ends start to shrivel slightly.
4. When the beans are done, place them in a serving bowl together with the toasted almonds. Drizzle the butter in the pan over them, add a generous dose of salt and black pepper, and serve immediately.

Charred Watermelon

AND MARINATED FETA SALAD

Ingredients

- 4 wedges** Watermelon (about 400 g)
1 Small red onion, peeled, cut into wedges, root end intact
TT Olive oil spray
2 Tbsp Extra virgin olive oil
1 Tbsp Red wine vinegar
125 g Drained marinated feta
2 Tbsp Pistachio kernels, chopped
TT Young parsley sprigs or micro parsley, to serve

Method

1. Heat a lightly oiled chargrill pan on high heat. Cook the watermelon for 1 minute each side or until lightly charred. Transfer to a plate. Add red onion to the grill. Spray with oil. Cook, turning, for 10 minutes or until charred.
2. Combine the extra virgin olive oil and vinegar in a small jug. Season with pepper.
3. Arrange the watermelon, onion, feta, pistachio and parsley on a plate. Drizzle with the dressing and serve.

ROCKET, CAPSICUM AND TOMATO

Salad

Ingredients

| | |
|----------------|---|
| TT | Olive oil, for greasing |
| 1 clove | Garlic, crushed |
| 100 ml | Olive oil |
| TT | Salt and black pepper |
| 1 | Medium red capsicum, deseeded, trimmed, cut into eighths lengthways |
| 4 | Ripe roma tomatoes, quartered lengthways |
| 1 Tbsp | Balsamic vinegar |
| 1 bunch | Rocket |

Method

1. Lightly brush a chargrill pan with olive oil and preheat on medium heat.
2. Combine the garlic and 50 ml of the olive oil in a small bowl. Season with salt and pepper. Brush both sides of the capsicum and tomatoes with the oil mixture. Cook the capsicum for 2-3 minutes on each side or until just tender and keep warm. Cook the tomatoes on the preheated chargrill for 1 minute on each side or until warm. Set aside and keep warm.
3. Combine the remaining oil and balsamic vinegar in a small screw-top jar. Season with salt and pepper and shake until well combined. Arrange the rocket on serving plates and top with the chargrilled vegetables.
4. Drizzle with the balsamic dressing and serve.

ICE CREAM

Christmas
Pudding

Ingredients

| | |
|--------|--|
| 4 | Large free-range eggs |
| 120 g | Castor sugar |
| 300 ml | Double cream |
| 120 g | Mix of sultanas, stoned raisins, glacé cherries, chopped almonds, currants, and candied peel |
| 3 Tbsp | Brandy (optional) |
| 2 tsp | Mixed spice |

Method

1. Combine the fruit mix and two tablespoons of brandy and leave to stand for a few hours or overnight.
2. Separate the egg yolks from the whites, being very careful not to break the yolks. Beat the yolks with the sugar until thick and creamy. Add the mixed spice and a tablespoon of brandy.
3. Whip the cream until it's firm.
4. Whisk the egg whites until they stand up in peaks.
5. Stir the whipped cream into the yolks and sugar and add half the fruit mix. Then, using a metal spoon, gently fold the whisked egg whites into the mixture and add the rest of the fruit.
6. Pour into a greased plastic bowl or mould and freeze overnight. Just before serving the pudding, remove it from the freezer, briefly run some hot water over the sides of the bowl and then turn out onto a serving dish and place back in the freezer. Remove from the freezer a few minutes before serving so it softens.
7. Serve with a chocolate drizzle, mixed berries or halved strawberries (optional).



FEDICS: BRINGING A CULTURE OF CARE TO THE RETIREMENT SECTOR

A recent rapid mobilisation highlighted the power of corporate culture and community when employees from various Tsebo Catering Solutions units across the Western Cape pulled together to shopfit serving areas and prepare kitchens for Fedics' launch at Die Strand Naastediens, a large retirement estate in the Helderberg Valley.

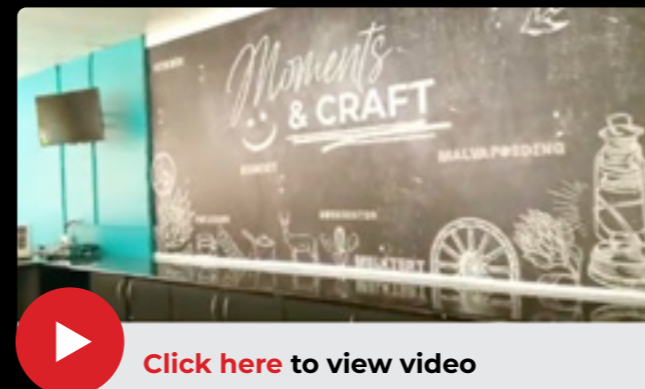
Generally, when we talk about corporate culture, we tend to focus on what happens internally in a business – how employees and management interact, business hours, benefits, recycling policy etc. All of which ultimately spill over into customer care.

As part of the Tsebo Solutions Group, however, Fedics incorporates integrity, care, diligence and enterprise into everything it does, and the Group's values and culture inform its business relationships. By partnering with like-minded clients who share its aim to constantly innovate and improve, Fedics can meaningfully contribute to sustainable, productive and caring lifestyle environments. For Adele Jansen Van Vuuren, Tsebo Segment Director: Retirement, this involves taking the time to find out not only what the client wants, but talking to residents to find out who they are and what Tsebo can do to bring a touch of home and personal care to their lives.

"It's about those special moments we create with the residents. It can be something as simple as stopping to talk to somebody who is sitting alone in the dining room, or touching somebody's hand when you see they are really not having a great day," says Jansen Van Vuuren. "In the case of Die Strand Naastediens it was about getting to know the residents a bit better before we mobilised. Asking people what changes they'd like to see and what their favourite meals are, and incorporating their suggestions into the menu where possible."

The retirement complex comprises three separate estates with a mix of 970 independent living and frail-care residents aged between 65 and 102 years old. Given the variety of nutritional requirements and short mobilisation period, Die Strand Naastediens was one of Fedics' largest and most challenging mobilisations to date.

"I'd say this is one of the biggest and most complex mobilisations we've successfully pulled off in a short period of time," says Jansen Van Vuuren. "Not only in terms of the need to create menus that cater for everything from sit-down meals to specialised diets for various health concerns and frail care menus, but also because we literally recreated the serving spaces overnight. When residents arrived for their meals the next day they were greeted with fresh contemporary serving spaces and beautifully presented meals."



[Click here to view video](#)

ABOUT DIE STRAND NAASTEDIENS NPC

Die Strand Naastediens NPC provides quality affordable accommodation and care in the Helderberg Valley across three interlinked but separate lifestyle complexes. Residents are aged between 65 and 102 years old.

Ametis is the original complex comprising a high-rise building providing single- and double-unit apartments for about 150 residents. Serenitas is a village estate accommodates about 300 self-sufficient residents in single and double garden units and a frail care unit which provides single and double units for 94 residents.

Altena is also a high-rise building offering accommodation to approximately 220 residents in single and double units. The Frail Care Unit can accommodate 38 residents. Residents in frail care receive three specialised meals a day while those living independently receive lunch and dinner.

The challenges

For starters the lifestyle complex is run as three individual estates – Ametis, Serenitas and Altema – each with their own budgets and specifications for independent and frail care residents. This meant that the Fedics dietitians had to spend time getting to know the various health concerns and dietary requirements of residents before they could compile special menus.

Fedics received notification that it had been awarded the contract for Die Strand Naastediens exactly one month ahead of launch date but inherited 74 kitchen, cooking and serving employees, which it only had access to for the first time a few hours ahead of the launch date. Die Strand Naastediens specified that it wanted Fedic's Moments and Crafts restaurant and Ambrosia coffee shop branded lifestyle offerings.

"We took over from the previous caterer at 18:30 pm on a Tuesday and were open for service at 07:00 am the next morning with new branding and shopfitting. To achieve this, we had to call on the support of Tsebo Catering Solutions colleagues from other units to help us," says Jansen Van Vuuren. We deep cleaned the spaces, organised the kitchens, prepped the meals and pulled together the shopfitting overnight, thanks to the help and support of our incredible colleagues."

Happy customers and happy clients

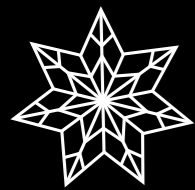
By investing time, effort, branding and shopfitting into the Moments and Crafts and Ambrosia concepts at Die Strand Naastediens, Fedics has introduced a welcoming and nostalgic atmosphere where residents feel comfortable to mingle and relax. The 74 catering employees have been onboarded and are receiving on-the-job-training to meet Fedics' high standards of health and safety, and customer service excellence.

Prior to launch there was nowhere on site for residents and their families to meet and have a cup of coffee and a slice of cake. The result being that the Ambrosia coffee shop has been well received and has become a thriving social venue. "We've had a lot of positive feedback about the changes and the food," says Jansen Van Vuuren. "One resident cancelled his off-site dinner plans to celebrate his 57th wedding anniversary with his wife, opting instead to set a romantic table at home and organise a take-away dinner prepared by Fedics, because in his words, 'it's better than restaurant food!'"

SERENADING OUR PRAISES

It's not every day that our chefs are serenaded, but a Serenitas resident was so inspired by the excellent food that she dedicated a piano rendition to Tsebo Culinary Director, Chef Nick Madhura and his team.

"I'd very much like to say thank you to Chef Nick and Fedics and I want to extend a hearty warm welcome, because these people are so friendly and helpful and it's such a pleasure having them ... they have made a big difference ... we heartily appreciate you," she says.



[Click here to view video](#)



THANKFUL

CHANEEN COETZEE, Assistant Catering Manager: Waterkloof Marina

I realise that sometimes in our line of work, we do not get a lot of recognition. It is a thankless job mostly, to be honest.

There are so many things that can, and at the least convenient times, probably will go wrong. It can be a supplier who for some reason forgot to process your order, a customer who finds fault with every dish you serve, or that pot of custard that you just burnt again for the third time today. Sometimes you wake up, and within the first fifteen minutes of your shift you just stare up at the ceiling and think, "I should have stayed in bed." Sometimes you find yourself standing in the walk-in and crying your eyes out. Sometimes you find yourself sitting and staring at your ice-cold cup of coffee and wondering what possessed you to go into the catering industry. Sometimes you just feel like throwing your hands in the air, giving up, and walking away.

In these moments it is so easy to lose hope. To lose your focus and the vision you have built around the future you want. I find that in these times, when you are at your lowest, and ready to just give up, the smallest of gestures can make such a huge difference. A co-worker who reaches out and means it when they ask you how you are. A customer who smiles from ear to ear when they greet you, because they know you really do care for them. Someone you look up to who tells you they are proud of you. These moments are sometimes few and far between, but so important to cherish and hold onto, to carry with you and remember on those days that just seem intent to break you.

The past couple of months of this year have been a complete roller coaster for me. I think I have had more downs than ups so far, and every time I think I am coming up for a breath of air, life throws a curve ball that leaves me clutching my chest and gasping. It would be so much easier to just give up. To let it all go and stop chasing your dreams. There's a quote by Dr Seuss that I usually repeat to myself in these moments:

*"But on you will go
though the weather be foul.
On you will go
though your enemies prowl.
On you will go
though the Hakken-Kraks howl.
Onward up many
a frightening creek,
though your arms may get sore
and your sneakers may leak.
Oh! The places you'll go!"*

It was one of those "I should have stayed in bed" days. Right in the midst of my chaotic panic mode activity, a waiter came to me and told me a resident wants to speak to me. My first reaction was to throw my hands in the air and ask what now? In my mind's eye I suddenly saw my mentor mocking me by mimicking my facial expressions and hand gestures as I always do, and I started laughing at how ridiculous I probably look. I took a deep breath and went to find the resident, all the while wondering what this might be about.

When I got to the table, I saw it was a resident with a lot of special dietary requirements. In my head I started running through all the possible mistakes that might have been made with her food. Instead, she told me that she wanted to introduce me to her old boss, and that he wanted to give me a pen. I was a bit confused at first, but she explained to me that he works for Pilot, and she told him that I always take notes of all the things my residents tell me, and of any requirements or enquiries they might have, and so wanted to give me a pen. That night, as I took the pen out of my jacket, I took a moment to just look at that pen. To anyone else it might just look like a normal pen, but to me, it means so much more. It means recognition, it means appreciation, it means being thankful.

I keep reminding myself to try and find the good in all the difficult situations. Easier said than done, I know. But I would like to challenge you to try and do the same. Perhaps if all of us find a way to take a step back and just take a deep breath, and find that one good thing, we might find ourselves feeling collectively lighter, and a little less prone to overreact.

I hope every day you wake up and continue to fight the good fight, you will find something that will give you that same feeling. And if you don't find that 'something', be the one who gives that 'something' to someone else!



CHEF OF STEEL

COMPETITION

The much-anticipated Chef of Steel Competition once again captivated the culinary community this year, delivering an intense showcase of talent and skills.

Spanning three regions over the course of four thrilling weeks, the culinary battleground culminated in a gripping finale hosted at the Nestle Head Office in Johannesburg. Among the best chefs in the country, the race for the prestigious title of Chef of Steel 2023 was fierce.

Amidst this culinary clash, Chef Kagiso emerged triumphant, securing the coveted crown of the competition. Hailing as a young and rising culinary star, Chef Kagiso's journey to claiming the esteemed Chef of Steel 2023 title is a testament to his perseverance and dedication. His culinary creations, marked by their innovation, creativity, and flawless execution, propelled him to the forefront of the competition, clinching the top honour.

Throughout its history, the Chef of Steel Competition has served as a prominent stage for TsAfrika's culinary maestros, and this year was no exception. The event brought forth the epitome of culinary excellence, showcasing the finest talents in the industry. Chef Kagiso's triumph stands as a resounding testament to his commitment, passion, and exceptional culinary prowess.

Heartfelt congratulations are due to Chef Kagiso for his thoroughly deserved victory. Anticipation brims as we eagerly await the culinary delights and innovations he has in store for the future!



[Click here to view video](#)



MERCEDES BENZ EAST LONDON UNIT ACHIEVES LANDMARK ISO 22000 CERTIFICATION

In a ground-breaking achievement that resonates across both the food services and automotive industries, the Mercedes Benz East London unit proudly announces its attainment of the ISO 22000 certification. This significant milestone marks the first instance in the country where this prestigious certification has been conferred upon an establishment, setting an unparalleled benchmark for excellence and operational standards.

The ISO 22000 certification, renowned globally for its stringent requirements in food safety management systems, underscores the commitment of the Mercedes Benz East London unit to uncompromising quality and safety across its operations. This accreditation not only solidifies the unit's dedication to maintaining the highest standards in food services but also highlights its pioneering stance within the automotive industry, exemplifying an unwavering dedication to excellence in all facets of operations.

Russell Jordan, the Managing Director of Fedics Catering Solutions, expressed heartfelt gratitude to everyone involved in this monumental achievement. He emphasised the collaborative effort and dedication of the entire team who made this accomplishment possible, acknowledging their commitment to upholding unparalleled standards of quality and safety.

The attainment of the ISO 22000 certification by the Mercedes Benz East London unit serves as an inspiration for the industry at large, signalling a new standard of operational excellence and setting a remarkable precedent for others to follow.



FEDICS

FEDICS HEALTHCARE: ELEVATING CULINARY EXPERIENCE IN HEALTHCARE

Experience the transformative journey led by our dynamic Fedics healthcare team, reshaping healthcare catering with passion and innovation.

From pioneering out-of-the-box patient and doctor experiences to innovative plating methods, and our endearing mascots bringing smiles to pediatric wards—discover how we're redefining the healthcare culinary landscape. Great food is integral to healthcare, and we are committed to delivering an exceptional culinary experience. Our in-house brands—Nutricare, Nutrikids, and Well Care—are the driving force behind our mission to elevate Healthcare to unprecedented heights in 2024 and beyond.





SEASONS GREETINGS

As the year draws to a close, we extend our heartfelt gratitude to each one of you for your dedication and commitment to our collective success. Your hard work and collaboration have been the driving force behind our achievements this year. Without the collective effort and positive spirit within our organisation, reaching our goals and milestones would not have been possible.

To our esteemed clients, we express our sincere appreciation for your steadfast support throughout the year. Your trust and partnership mean the world to us. We wish you and your families abundant joy and happiness during this festive season. May it be filled with moments of relaxation, rejuvenation, and cherished time with your loved ones.

Here's to unwinding and embracing the warmth of the holiday season. Happy Holidays to you and your families!

KESHNI DEACON
Group Marketing Manager