



Food Hui - Radhika Pande, *Senior Teacher Technology, Te Aho O Te Kura Pounamu - The Correspondence School*

Soft, slow music combined with a fresh basil scent creates the ambience of the restaurant..." I will have your salad thanks!" now increase the volume and the rhythm combined with woodfire scents..." burgers, fries and a drink thank you!" That is right, we eat with our ears and nose, the softer the music and the fresher the smells, the healthier the food choices!

Day 1 of the food hui- A pretty busy day that even my iPad decided it was enough by the final session... a day of lots of questions around the future of the hospitality industry post Covid and the changes in the consumer needs, driving lots of food for thought in terms of practices, production, and sustainability.

Schedule for Day 1 - Monday 19th October presented by the Restaurant Association of New Zealand

- The new future of dining postCode Covid19 / lockdown – changing dining habits and service styles
- Establishing where tech works best: fitting technology into your customers journey
- Preparing for the future: diversification & alternative revenue streams
- What if this happened again? Business contingency planning for another world event
- Personalisation through Automation - How to do mass personalisation in the age of Covid
- What do consumers want from businesses in 2020/21 - the trends that will have the biggest impact
- Sustainability panel - plant based | line caught | traceability | ethical trends are not trends - they are here to stay.
- Revisiting our national food strategy.

More Information on the speakers and their backgrounds <https://mailchi.mp/restaurantnz.co.nz/food-hui>

Context

We are a small country with a big voice, and when we speak, more often than not, the world listens. So, we are gathering up some of the best local and international speakers who bring with them tools, stories, and ideas to educate and inspire! If we stand together, we have the power to create enormous change for good. Come and be part of the event that moves beyond the walls of establishments and into the community and nation.

Brief: Whatever it is - plant based, NZ experience, seafood showcase, wine, and cheese

These are the key questions

- ❓ Who is the target audience and what are their needs/wants?
- ❓ What is your feature dish and how do you wish to showcase it?

- ❓ What is your story on that plate? Historical, ancestral, moral, cultural?
- ❓ How are you showcasing your region, values, beliefs, or Aotearoa?
- ❓ What is the experience you want the diners to leave with as this determines whether they come back or not?
- ❓ How are you helping the local economy?
- ❓ Do you need to have a wide variety of dishes on the menu? Or if you had a reduced menu would minimizing wastage yet retaining your clientele still work?
- ❓ Do you have at least a few dishes that can cater for alternate dietary requirements as that is where the growth is happening?
- ❓ Do you forage? And if we all foraged would we be able to sustain it or would we need commercial suppliers?

Context Considerations

What are your ethical/ cultural and moral obligations/considerations?

How are you preserving the environment through ingredients sourcing or in-house practices and processes?

How are you managing waste? As zero wastage is the goal the industry wants to achieve- using every part of the produce

What is your business model? And if all digital systems go down are you able to operate on pen and paper?

How is your data being backed up and is it cybersafe?

Data is important in growth and innovation so what are you tracking and tracing legally?

What are the global and local trends? Veganism, plant-based diets

Can you package sustainably yet provide a high level of food safety and hygiene practices?

It was fresh, sustainable, local, and catered to all the dietary requirements including coconut milk with tea and coffee 😊



The key messages for me

- Technology education empowers Akonga to help make decisions in their Tech practice and think in a designerly manner and those skills are essential
- Food and Science go hand in hand, so to have a fantastic culinary experience you need a marriage between the two which means not only do we need to be creative with ingredients but we need to find out ways in which the characteristic of the food can be manipulated and enhanced to give it that WOW factor!
- People need to be versatile and Covid has reinforced this message as managers were delivering food, packing, shopping, taking orders online, creating websites
- Know who your supplier is and what their practices are so if something goes wrong you are able to track the sources and at the same time if the food is amazing you can promote the local supplier
- Less is more- have fewer dishes, prepared quickly, using simple tools and equipment, and making the most of the floor space you have available.
- Companies that are doing meals for schools are bringing back the hangi and replacing it with the fried chicken etc. options – Kapura doing 3000 meals a week to schools
- Marae gardens being revitalized as Tamariki need to value self-sustainability and address issues of poverty in the communities
- The coffee industry in NZ is huge so companies are developing an online system of loaning a glass cup and only being charged if not returned by a certain time frame- Coffee library!
- Millennials will pay for an experience; they are not a group that is into asset acquiring and very much into sustaining the environment so what will the future look like?
- Look after your team, build, and nurture them, take time out to show them that they are appreciated and valued as sometimes the industry fails to do that

The burning issues in the industry

How can we make our industry attractive as people chose to enter other trades as they pay well and makes owning a home affordable?

On that day there were 150 chef jobs in the capital alone so do you hire 4 chefs at 50 hours a week or 5 at 40hrs a week because the minimum wage is no longer attractive!

My favourite presentation: The restaurant of the future <https://www.youtube.com/watch?v=FEfqu9zslUI>

We are lucky in NZ as we are doing well in the industry but rather than taking NZ to the world, people are always looking abroad hence fail to see that the true gems are right here in Aotearoa, so now is the time to showcase ourselves to the globe!

Thank you TENZ for giving me this opportunity

Arohanui Radhika Pande