

## Inspirational design, space to create.

Waldorf **Bold** delivers a new aesthetic approach enhancing the Waldorf 800 Series' widely appreciated speed, power and efficiency.

When your kitchen needs to attract and enthrall, this range is sleek, seductive and sophisticated right down to the custom plinth mounting. And, while we started with a dramatic black vitreous enamel finish, Waldorf **Bold** is also available in burgundy and chilli red.

So get in touch and get ready to make a bold impression.



For further information on the creative possibilities of Waldorf **Bold** contact [www.moffat.com.au](http://www.moffat.com.au) or phone 1800 023 953.

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## The secret of MysteryCooking

Björn Grimm FCSI and his team have created an innovative system for operators to get an honest, behind-the-scenes insight into how their kitchens are being run – by enlisting the help of an undercover chef

**P**icture the scene: the chef of Homeland, a German countryside hotel, was summoned to meet his boss in his office. The chef was also greeted by 'Daniel', who had worked as a trainee in the kitchen a couple of days earlier. In fact, Daniel had been engaged by Homeland's owners to act as a 'mystery cook' and deliver an assessment of the daily working process in the hotel's kitchen.

As an experienced chef and coach Daniel knows about the challenges involved in running a modern and professional kitchen, and he is looking for concrete and relevant measures to improve financial and economic performance. His targets are to optimise the workflow and processes, to increase efficiency and quality, create better figures and improve job satisfaction.

In my company, Grimm Consulting, we specialise in the consultancy of hotel and catering projects. After noticing a demand in the market, we created the concept of MysteryCooking®.

The system is clear and works according to the principle of a classic 'mystery check' in the hospitality industry. But in this case, the anonymous tester does not act like a client but as a colleague. They are invited by the manager or owner of the property to join the crew of the hotel or restaurant kitchen and work there for a couple of days. Explanations for the unexpected co-worker range from job search to relocation in the specific town.

Needless to say, only experienced cooks and professional chefs are engaged for such a job. They are highly efficient and able to work independently. Special calculation tools are used to help them to deliver comparative figures.

### Changing demands

We have created MysteryCooking® for hotels but it works everywhere, from a place where just two or three cooks are working to one with 50 or more, in restaurants, casinos, catering and public healthcare. The daily business of hotels has changed a lot within the last 20 years – previously the main function of a hotel manager was to be a good patron and host. Today, leadership and distribution are required too. First thing in the morning their focus is on the night audit report and the revenue per available room. No wonder the kitchen can end up being neglected.

The consultant knows not every manager of a hotel, public or corporate restaurant or healthcare institution can be a kitchen expert too. They may recognise possible undesirable developments, but to discuss this topic with the chef can be a different

story. On top of this, so many changes – from legal developments to cooking techniques – have occurred in the kitchen that someone trained as a cook from a young age may not understand.

The mystery cook is there to give support and advice. They point out the weak spots, but also encourage strengths. Their main target is to provide a neutral and moderating look from the outside. Of course, they take a close look at costs and waste and will speak frankly about any problems they encounter.

Experience has shown that suggestions from a colleague are more valued than these of an exterior consultant. The co-working between the mystery cook and chef improves the potential of the kitchen team.

Guidelines and workflow can be easily described. The objective is to improve the overall efficiency of products and service, and to lower costs in food prices and salaries. ■

*Björn Grimm FCSI is the owner of Grimm Consulting in Hamburg, Germany.*

*Visit [grimm-consulting.com](http://grimm-consulting.com) to watch a video that explains how Mystery-Cooking® works.*



For more go to [foodserviceconsultant.org](http://foodserviceconsultant.org)