

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



TSEBO
50
YEARS

BUILDING A LEGACY,
INSPIRING THE FUTURE

ISSUE 7
DECEMBER 2021
www.tsebo.com

TSEBO

JACK FERREIRA

PEOPLE AT THE HEART OF OUR SUCCESS

**Projects Executive,
Tsebo Catering Solutions**

As one of Tsebo's longest-serving executives, Jack Ferreira believes that people are at the heart of the company's success. From in-house training and mentoring to client centricity and the progressive passion Tsebo has for transformation and community development.

"Happy Birthday to an incredibly young and vibrant 50-year-old company. I wish you many more successful years. Keep treating your employees well, and they will respect and treat you well. To the employees of Tsebo, set your goals and strive relentlessly to achieve your objectives and never give up on your dreams. Life is short."



Flashback to where it all started for Fedics and Tsebo

Fedics is the partial acronym for Federale Volksbelegging (FED) and Imperial Cold Storage (ICS), forming a triumvirate partnership with Gardner Merchant – a subsidiary of Trust House Forte Hotels. “The first arrangement entered into was with Western Cape Province Administration to provide frozen meals to the then new Tygerberg Hospital. The factory was set up (at great expense) at Paarden Eiland to produce the meals. Various specialised staff was brought from Britain to assist. The head office was upstairs from the factory. ICS was going to be the distributor, but Tygerberg Hospital decided to set up its own factory, and plans went awry for Fedics.”

Fedics then broadened its horizons to obtain catering clients on a management fee basis, using the client’s facilities with the option of frozen meals. Growth in the initial stages was primarily through South African based partners. The catering financial model started to evolve to a risk-based model in the late 90’s, where Fedics took over more of the catering financial risk. “This made Fedics the contract catering pioneer in South Africa. The concept of contract catering did not exist in the country at the time.”

Jack’s Tsebo journey begins ...

Having started his career at the then iconic Carlton Hotel, which sent him overseas to gain international experience through Cornell University, Jack was well placed for a successful career in hotel catering. But with a keen eye on what the future holds, he decided to make the move to Tsebo, a decision he never regretted. “A friend at a placement agency suggested I speak to John Moore, then HR director at Fedics. I was hesitant because I had a false perception that Fedics was an ‘institutional caterer,’ but my friend convinced me to go for the interview. It lasted two hours, and at the end of it, I was offered a job as District Manager for a large client’s catering outlet.

Jack maintains that hotel school and the experience gained at a premier South African hotel were nothing compared with his formative years at Tsebo. “It was the best move I could have ever made. How wrong I was about institutional catering!”

A challenging first day that became an inspiring life lesson

Sometimes it is the challenges in life that positively define us. This was the case for Jack, who was thrown in the deep end with a 'prickly' client on his very first day as District Manager overseeing 13 outlets for Fedics. This experience, he says, defined how he treats new employees.

"It was 14 October 1985, a day before my birthday, and a day I will always remember because it was stressful. I arrived at the head office, was handed the keys to my company car – a well-used Toyota Cressida – and was told I was about to be late for a client meeting. On the way there I ran out of petrol and missed my first meeting. They had forgotten to give me the petrol card and the key to the petrol cap. It was a day that defined how I treated new employees.

I always try to make them feel special on their first day so that they will remember their induction period with fondness." At the time, Fedics was a young company. While this came with the advantages of fresh thinking and youthful vigour, Jack believes Tsebo has matured in the best way possible – optimising its care for colleagues and communities while maintaining a culture of fun and innovation.

Building a legacy

From District Manager to his current position as Projects Executive, Tsebo Catering Solutions, Jack has travelled the country and the continent to serve in a variety of challenging, creative, and affirming positions. His most notable achievement, and the one he is proudest of, was his position as Managing Director, Inland, which he held for 11 years – the longest anyone has maintained this title. "I have been truly fortunate to have fulfilled many roles at Tsebo. I have served on just about every task team and have moved from Johannesburg to the Eastern Cape and back again, as well as moved from Project Manager to Managing Director."

Another memorable achievement was when Fedics received a Guinness World Record, which Jack instigated by getting the team in the Eastern Cape to cook up 32.66 kg of fish and chips. Although the record has subsequently been broken, it was a proud and happy moment in Fedics' history.

"During my 36 years at Tsebo, I have never been bored, and I have been allowed to fulfil many roles in the company, so I never stagnated. Fedics has always been a learning and teaching company. I have benefitted significantly from this learning culture, from formal executive programmes to overseas exposure and direct involvement in several project teams. My current role in the company is perfect for me as it allows me to leverage my experience to give back to the up-and-coming management. It is no longer about me pursuing my next promotion; it's about me helping someone else to get their next promotion – and I'm happy with that."



The key to a 50-year strong heritage

From his current vantage point as one of Tsebo's longest-serving senior executives, Jack is uniquely placed to understand the ebb and flow of challenges that face every business, from economic downturns, and changes in political leadership to the current COVID-19 pandemic. He believes the key to Tsebo's success over the past half-century lies in the company's visionary leadership and the fact that its shareholders have passionately shared in this vision. Tsebo has also always adopted a 'people first' approach and has remained ahead of the curve when it comes to transformation.

Jack started working with the former CEO of Fedics, David Wigley, who was instrumental in driving transformation in Tsebo and the catering industry in the early 1980s. "He was the first person to start the transformation process way before 1994, way before anyone told us to do it. Tsebo's culture of care was personified by David, who was an astute businessperson with a focus on the upliftment of people."



Over the years and to this day, Tsebo has been fortunate to have forward-thinking leadership that sees past the humdrum of normal business, believes in the company's transformation journey and expansion into the rest of Africa. "On a personal level, Gunther Wecke was my mentor. He put me on an accelerated growth path in my early years at Tsebo and was extremely highly regarded. He taught me about risk management and client relationships. That was where my learning really started, with an individual who was so knowledgeable." Tsebo has always operated off a solid foundation and has stood the test of time as a result. Client centricity is at the centre of everything we do. I have always followed the three Rs of client retention – Relationships, Reliability, and Responsiveness. This is supported by engaged employees and a culture of innovation, operational excellence, and growth."

The future of catering

Although catering is an industry that COVID-19 has hit hard, Jack is optimistic about the future of catering at Tsebo. "What is exciting is watching the new leadership team embracing the challenges that we are facing. I see the likes of our newly appointed Culinary Director changing the landscape of catering to accommodate new and fresh ways of nourishing our clients' success. Fedics was the first catering company in the country and has always led the way when it comes to innovation, product offering, and robust systems. But it is our people that set us apart from our competitors. Our offering is just a byproduct of excellent people. In 36 years, I have received 432 pay cheques from Tsebo, and not once were they late or incorrect. I see this as a metaphor for the care Tsebo takes of its employees. Tsebo has been good to me. If I were given the opportunity to re-live my working life, I would do the same again."



LEVEL 1 B-BBEE

It is with pleasure that we announce that Tsebo has once again achieved Level 1 B-BBEE accreditation, providing procurement recognition for customers of 135% spend with our Group. We have also grown our Black ownership to 53.7%, and our Black women ownership to 45.9% – a significant achievement that stands as testament to our ongoing commitment to be a progressive corporate entity.

Tsebo regards transformation and B-BBEE as a business imperative; it is part of our DNA and is weaved into our business model, processes, culture, values, purpose statement and strategy. Nowhere is this more evident than in our commitment to people empowerment, enterprise development, socioeconomic development, and preferential procurement. This achievement would not have been possible without ongoing commitment and effort across all our business units.

Congratulations to everyone involved in making achievement happen!

“

Local development is ingrained in the company's DNA and we are committed to transformation in Africa.

”

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 black ownership of 53.7% and increase black women ownership to 45.9%



TSEBO

Tsebo Solutions Group is proud to announce that we are a B-BBEE Level 1 contributor

LEVEL 1 B-BBEE

53.7% Black ownership

45.9% Black Female Ownership

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

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



PREMIER VERIFICATION

B-BBEE Verification Certificate for Tsebo Solutions Group (Pty) Ltd
Including Subsidiaries as listed on Annexure A
Tsebo House, 7 Arnold Road, Rosebank, 2195
Company Registration: 2016/224394/07 | VAT: 4890275607

LEVEL ONE (1) CONTRIBUTOR
B-BBEE RECOGNITION LEVEL - 135%
Generic Scorecard
Amended BBBEE Codes of Good Practice | Government Gazette No. 42496 and 36298

Criteria	Result	Weight	Element	Result
Ownership	25.00	25.00	Black Ownership	53.73%
Management Control	13.16	19.00	Black Female Ownership	45.92%
Skills Development	11.88	20.00	Black Designated Group	2.10%
Enterprise and Supplier Development	45.00	42.00	Black Youth	0.55%
Socio-Economic Development	8.00	8.00	Black Disabled	0.14%
Overall Result	106.16	111.00	Black Unemployed	0.00%
Empowering Supplier		Yes	Black People Living in Rural areas	0.00%
Priority Elements Achieved		Yes	Black Military Veterans	0.00%
Discounting Principle Used		No	Black New Entrants	43.72%
Nature of Business		Multi Service Company	Modified Flow Through Applied	No
Measurement Period		31 December 2020	Exclusion Principle Applied	No
Certificate Number		PV_2110008	Participated in Y.E.S Initiative	No
Version Number		G02	Achieve Y.E.S Target and 2.5% Absorption	No
Re-issue Date		22 October 2021	Achieve 1.5 x Y.E.S Target and 6% Absorption	No
Issue Date		21 October 2021	Achieve Double Y.E.S Target and 8% Absorption	No
Expire Date		20 October 2022		

Bridget Ntombela
Technical Signatory

sanas
B-BBEE Verification Agency
BVA100

Company Reg: 2004/009802/01
Pretoria Suite 104, Private Bag 411, Coughal, 2024
Black C, 2nd Floor, Investment Park, 1001 Road, Hyde Park, Johannesburg, 2008

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TRENDS

WILL FOOD BECOME HEALTHIER IN 2030?

Source: <https://www.tastetomorrow.com/inspiration/will-food-become-healthier-in-2030-consumer-expectations-for-the-new-normal-/491/>

Seventy-three per cent of consumers worldwide state depression and mental health have a moderate to severe impact on their everyday life right now. A further sixty per cent say their household income has been impacted by the COVID-19 crisis. Consumer resiliency is stretched to the maximum in these unparalleled times, which is causing stress and anxiety. It will come as no surprise that the pandemic has added new dimensions to consumer expectations of health, food, and the foodservice industry.

Taste Tomorrow, the world's largest ecosystem for consumer understanding in bakery, patisserie, and chocolate, is continually monitoring food trends and consumption habits and has uncovered interesting statistics around consumer expectations for the future.



THE MOST SIGNIFICANT STATISTICS AROUND CONSUMER EXPECTATIONS FOR THE FUTURE

Thirty-four per cent of global consumers believe food will be healthier in 2030

Consumers have a strong belief in a healthier future. Most people are convinced that food in 2030 will be as healthy as today or even healthier. What constitutes a healthy product? Most people define healthy food as food that adds ingredients as well as removes them. Consumers want more and less at the same time. They want less ingredients such as sugar, fat and salt that are harmful to their health, and more of the good stuff, for instance fibres and proteins.

Sixty per cent of global consumers utilise food as a valuable tool to strengthen their health. During the pandemic we also noticed an increase in the awareness of the immune system. Online searches for immune boosting foods increased very quickly as fifty-eight per cent of the people spent time educating themselves on ingredients and procedures that can boost their immune system.

NAM



32%

51%

16%

GLOBAL



34%

43%

23%



MORE



THE SAME



LESS

Eighty-nine per cent of Chinese consumers wants to maintain the current hygiene measures

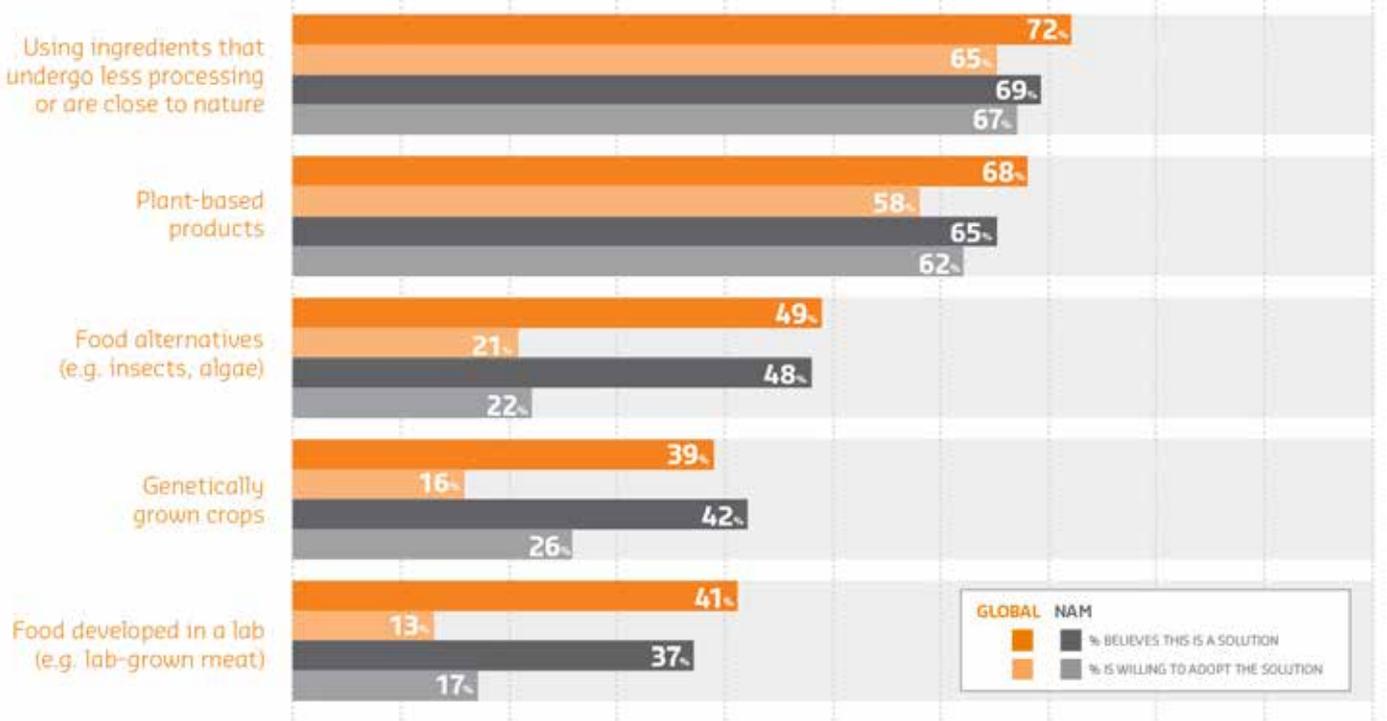
China is the first country to open again after strict measures and lockdowns, so it is interesting to see what consumers expect from the new normal there. If the results from China are indeed representative, the rest of the world will not have to put away its face masks and cleaning products any time soon. Hygiene remains especially important, even when the preventative measures are loosened.

Chinese consumers are increasingly aware of the importance of hygiene for their health, a number that has gone up from eighty-four to eighty-eight per cent between April 2020 (post lockdown) and January 2021 (in the new normal). Most Chinese (89%) are of the opinion that the hygiene measures should remain as they are, which goes hand in hand with a great demand for contactless payments in shops and restaurants.



Sixty-eight per cent of consumers see plant-based products as an option to feed the growing world population – and fifty-eight per cent is willing to adopt them

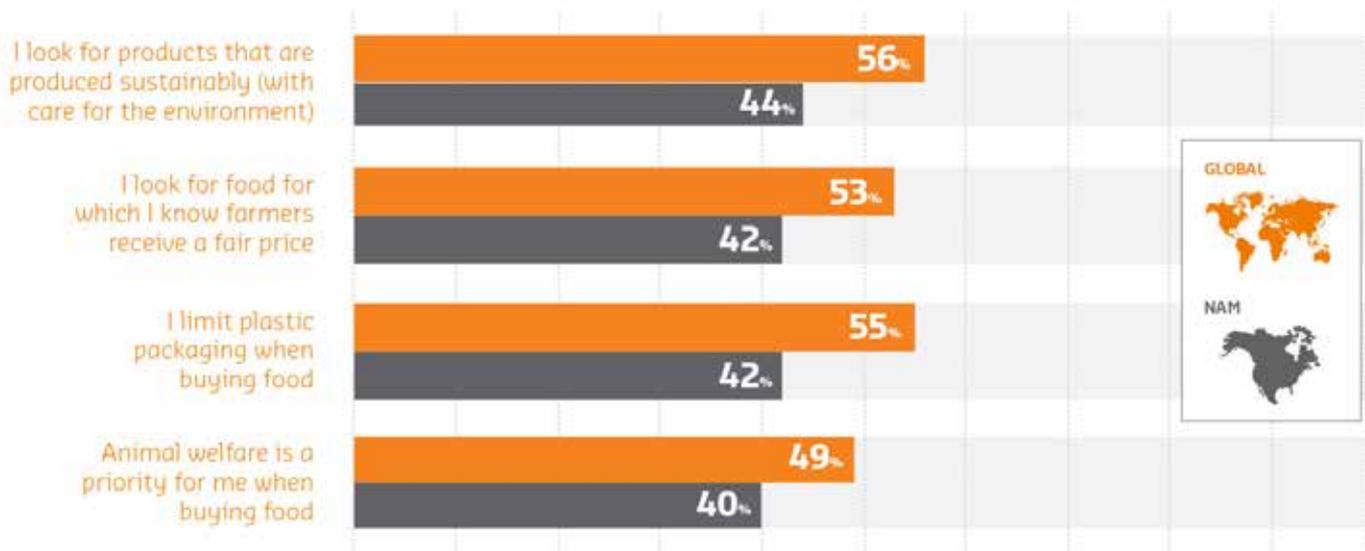
The future is looking green. Vegan and vegetarian diets continue their steady growth, but other consumers see the value of plant-based solutions as well. Thirty-eight per cent of consumers think a plant-based diet is healthier than a regular one, and forty-five per cent believe it has a positive impact on the environment. When the plant-based diet is framed as a solution for feeding the growing world population, it becomes even more popular. It is the second most popular means to maintain the food supply; sixty-eight per cent of consumers endorse the relevance of plant-based products. An impressive fifty-eight per cent is even willing to incorporate more plant-based items in their diet.



Fifty-six per cent of consumers look for items that are sustainably produced with care for the environment

A responsible diet matters. Half of consumers worldwide agree that the food choices they make reflect their personal values. “I am what I eat” is their motto. Food is intricately linked to ethics and lifestyle, so what you put in your mouth should say something about what you stand for.

Consumers are focused on making ethical choices and their scope goes beyond their personal benefits. The care for people, animals, and our planet matters. Factors such as fair prices for farmers, animal wellbeing, packaging and local sourcing are all being considered. But the most crucial factor for today’s consumers is environmental sustainability, with fifty-six per cent of people stating they prefer products that do not harm our planet.



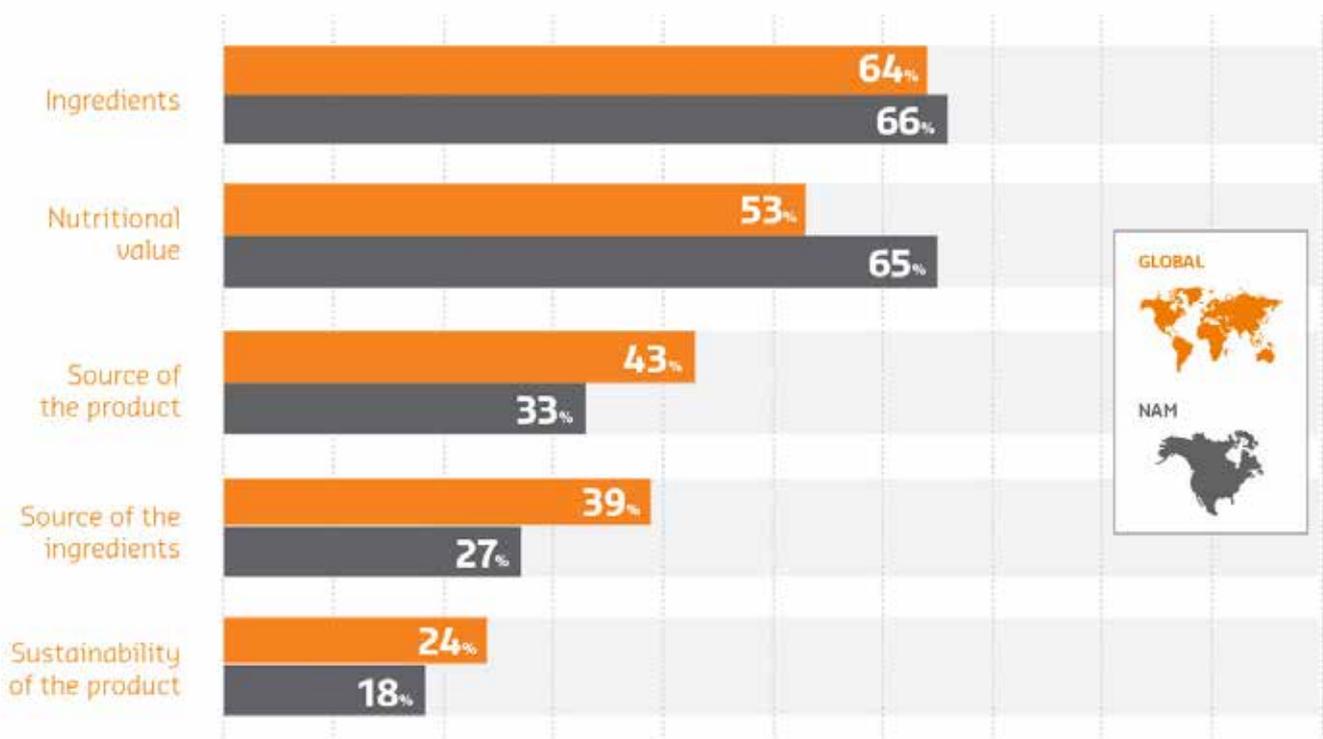
Up to seventy-five per cent of consumers agree all shops and restaurants should deliver at home

Online ordering and home delivery of food is here to stay. Consumers want food outlets and retailers to provide ultimate convenience to ease their busy lives. Groceries and meals must be delivered at the front door, preferably without waiting or compromising on quality and selection. The home delivery trend has of course been accelerated since the pandemic, but the demand for food deliveries will remain high. In China, fifty-two per cent of consumers state that they will continue to order food online after the pandemic.



Forty-three per cent of consumers check the product source on food labels, making it the third most important piece of information

The call for transparency in the food industry is growing. Consumers want to know what is inside their food, where it is from and how it is produced. Ingredients are still the most important piece of information on a food label and the nutritional information comes in second. But the more in-depth product details are becoming increasingly important: forty-three per cent of consumers read the product label to find out more about the source of the product, thirty-nine per cent check out the source of the ingredients and twenty-four per cent are interested in the sustainability.





TSEBO

CUSTOMISED CATERING SOLUTIONS BUILT UPON 50 YEARS OF PROVEN EXPERIENCE

Tsebo Catering Solutions is the market leader in contract catering in Southern Africa. With 50 years' experience, we are skilled at producing tasty, nutritious and cost-effective meals. Our drive for innovation means we regularly re-engineer our menus and cooking methods to conquer meal fatigue.

Our talented teams seamlessly integrate with our clients' operations, working diligently to support their on-site productivity initiatives.

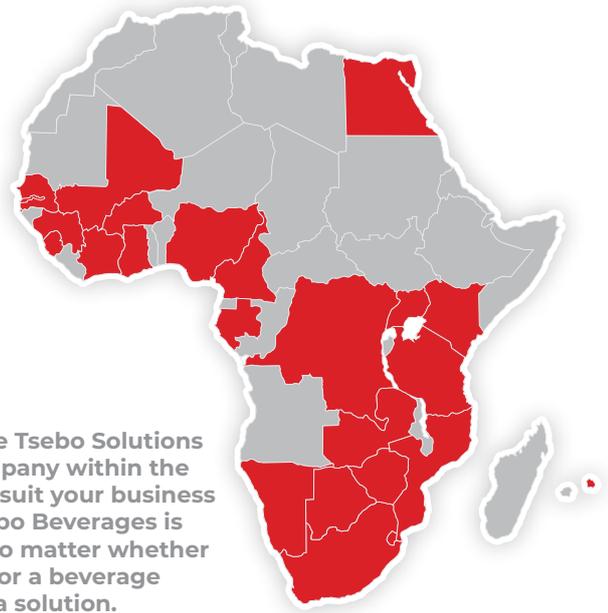
OUR SOLUTIONS

 CORPORATE CATERING	 COMMERCIAL CATERING	 SITE SERVICES	 TSEBO BEVERAGES	 FUNCTIONS AND EVENTS
Our premium restaurant, deli and convenience food offering for corporate offices	Innovative and seasonal food service offering for healthcare, retirement, education, business and industry	Designing, developing and servicing remote camps, including catering, cleaning, accommodation and camp management	Provision of coffee, tea, water and convenient grab-and-go beverages for your facility	Catering for meetings, workshops or bespoke events
			Vending provision and management of beverages	Boxed meals for virtual meetings
				Agile and pop-up catering solutions



WHY TSEBO?





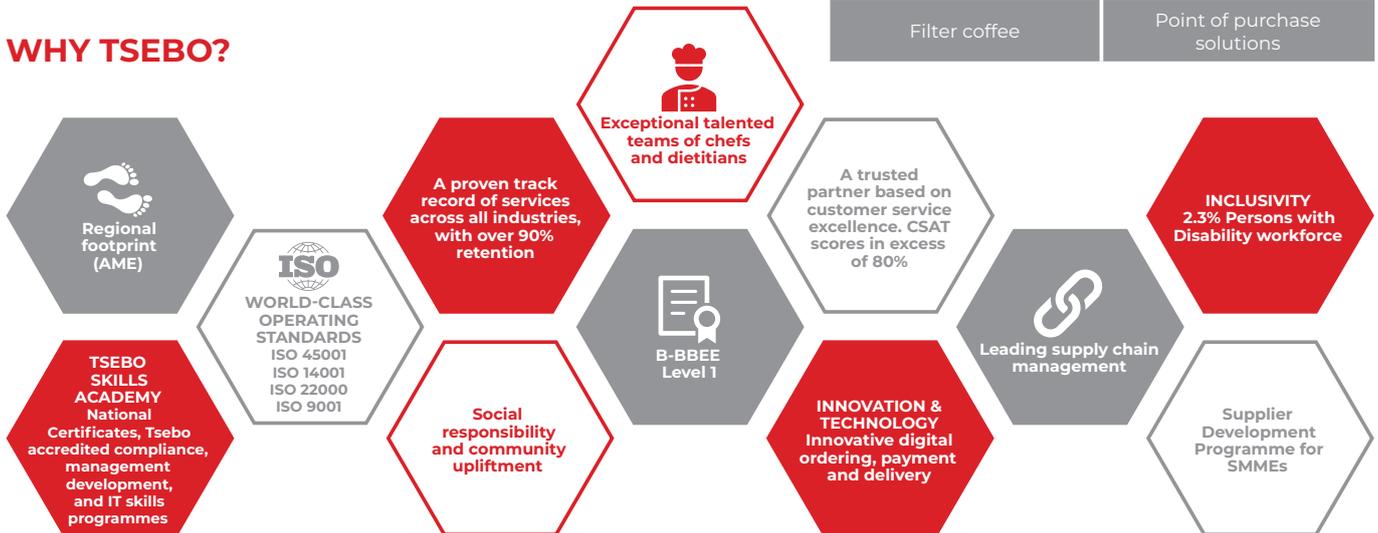
A RANGE OF BEVERAGE SERVICES TO SUIT YOUR BUSINESS NEEDS

As a leading workplace solutions provider for more than 50 years, the Tsebo Solutions Group identified the need to create a full beverage and vending company within the group. Tsebo Beverages was launched to offer a range of services to suit your business needs. From coffee and tea to water and everything in-between, Tsebo Beverages is fast becoming the market leader in full turnkey beverage services. No matter whether you are looking for a vending machine for hot beverages and water, or a beverage service for pause areas, C-suites or functions – Tsebo Beverages has a solution.

OUR SOLUTIONS

COFFEE SHOPS	DRINKING WATER	OTHER	HOT BEVERAGES	TECHNOLOGY
In-house brands	On-site premium water-bottling system	Turnkey shop designs	Vending	Touchless vending
High-street brands	Point-of-Use (POU) water coolers	Pop-up carts	Pause area beverage supply	Telemetry – tag, card or cashless payment systems
	20 Litres water supply for coolers	Tuk-tuks	Boardroom and C-suite	Credit or debit card
		Barista tricycles	Professional barista solutions	Closed loop cashless payment system
			One-touch fresh milk coffee machines	Phone tap and go
			Filter coffee	Point of purchase solutions

WHY TSEBO?



HOW TSEBO ACHIEVED CATERING CONTINUITY FOR 11 MAJOR KZN HOSPITALS OVER A PERIOD OF UNREST

When a 10-day unrest broke out in South Africa in July 2021, parts of KwaZulu-Natal became isolated due to road closures and traffic blockades.

This negatively impacted regular supply chain activity into and out of the province. For Tsebo Catering Solutions, who provides catering for nine large private and four major public hospitals in some of the worst affected areas in KZN, the situation necessitated quick thinking and teamwork to ensure all patients and employees remained safe and fed over the period.

THE CHALLENGE

As a result of the unrest, patient numbers increased. At the same time, public transport came to a halt and petrol shortages and safety concerns limited the movement of private vehicles. This resulted in many employees who were unable to get to work. Large food distributors and suppliers could not travel freely and could not access hospitals, and many staff (from medical to catering, cleaning and security) could not return home safely and was forced to remain on site. Operating with only skeleton staff, at a time when the third wave of COVID-19 was at its peak, presented a lot of challenges for Tsebo, including:

- guaranteeing service continuity
- assuring stock availability and consistent supply
- pledging staff safety, transport, and accommodation
- maintaining COVID-19 protocols
- assisting stranded employees who wanted to come to work
- enduring a crippled supply-chain and halted transport system

OUR SOLUTION

With a strong background in risk mitigation, Tsebo began mobilising its support structures and extensive supply chain network as soon as it became apparent that unrest was brewing.

Staffing

Where possible, reservations were made for catering staff to have accommodation close to the hospitals, others were accommodated on site, or colleagues privately transported their co-workers. Tsebo made use of WhatsApp groups to communicate with employees and worked out strategic plans to get staff to work where it was safe to do so.

Despite these efforts, the Catering division still operated on skeleton staff. Whereas about 320 catering employees usually operate across the 11 hospitals, the number of employees was reduced to 100. Tsebo employees rallied together, working long hours and, thanks to their extensive training and adaptable attitudes, were able to reliably multi-task and take on roles outside of their normal scope of work.

Supply chain management

Tsebo prides itself on its partnerships with small to medium-sized suppliers in the communities it operates in, and these relationships came into significant effect over the unrest. Six local produce and dry goods suppliers went out of their way to ensure that the hospitals receive food. Temporary distribution centres were set up at healthcare facilities in Durban and Ballito to receive goods, and Tsebo management and senior staff used their personal vehicles to deliver food to the hospitals in outlying areas.





Menu planning

While it was still essential to provide special diet meals to patients with specific requirements, the overall menu plan was streamlined to make fewer offerings available. This allowed Tsebo to function with minimal staff and to stretch the available food stocks, while still providing patients with three meals and two snacks a day. Because staff could not leave the premises, Tsebo provided additional meals to frontline workers.

TEDICS



Despite operating at third of staff capacity, Tsebo was able to serve **7 211** meals over the unrest period. This equates to more than **1 000** additional meals, because of increased patient load and the need to provide staff meals.



FEELING

Festive

'Festive Season' is a phrase used to describe the period leading up to the holidays, such as Christmas, Hanukkah, Kwanzaa and New Year.



The festive season is finally upon us. As anticipated, it will be marked by one family celebration after the next! What makes this period extra special is friends and family travelling across the country, and the world, to create special holiday moments.

Fortunately South Africa has one of the warmest festive seasons in the world. We have the advantage of travelling with ease, as well as experimenting with a wide variety of cuisines.

Here are some recipes that will add to your festive cheer!

STUFFED

Turkey Breast





INGREDIENTS

40 g	Unsalted butter (plus extra to brush)
1	Onion (chopped)
100 g	Pancetta (chopped)
1	Garlic clove (finely chopped)
¼	Sourdough loaf (torn into small pieces)
2 tsp	Chili flakes
1 Tbsp	Sage leaves (chopped)
150 g	Dried cranberries
50 g	Pistachio kernels (roughly chopped)
1	Egg (lightly beaten)
1 kg	Boneless turkey breast (skin on)

For the gravy (makes 300 ml)

40 g	Unsalted butter
1	Onion (large, finely chopped)
2 Tbsp	Plain flour
500 ml	Chicken stock (heated)
1 Tbsp	Brandy (optional)
2 Tbsp	Thickened cream

METHOD

1. Heat butter in a large frypan over medium heat. Cook onion, stir for 3-4 minutes until softened. Add pancetta and cook, stir for 5 minutes or until cooked through.
2. Add garlic and cook, stir for a further 1 minute.
3. Tip the onion mixture into a large bowl with the bread, chili flakes, sage, dried cranberries, and pistachios. Season well, then stir in the beaten egg. Allow to cool completely.
4. Preheat the oven to 190°C. Place the turkey breast, skin-side down, on a board. Spoon half the cooled stuffing down the middle of the breast, then roll up the turkey to enclose the stuffing. Tie with kitchen string at 2 cm intervals to secure, then place in a large roasting pan.
5. Brush the turkey with extra melted butter. Roast for 25 minutes, then remove from the oven and scatter the remaining stuffing mixture around the turkey. Return to the oven and cook for a further 15 minutes or until the turkey is golden brown and the juices run clear when you pierce the thickest part with a skewer. Cover loosely with foil and let it rest for 15 minutes.
6. For the gravy, melt butter in a frypan over medium heat. Add onion and cook. Stir for 10 minutes or until golden and caramelized. Add the flour and cook, stir for 1 minute, then add the stock. Simmer for 10 minutes, stir occasionally, until thickened. Season, then stir in the cream and any resting juices from the meat. Press through a fine sieve, then gently reheat before serving, adding more stock or water if it is too thick.
7. Carve the turkey and serve with the gravy and the extra stuffing.

GINGER BEER

Glazed Ham





INGREDIENTS

8 kg	Whole leg of ham on the bone
1	Honeydew melon (seeds removed and cut into wedges)
8	Figs (quartered)
1 bunch	Basil leaves (freshly picked)
1 tsp	Dijon mustard
60 ml	Olive oil (extra virgin)
2 Tbsp	White wine vinegar

For the ginger beer glaze

440 g	Brown sugar
250 ml	Soy sauce
5	Whole cloves
2 cm	Ginger (fresh, peeled and sliced)
375 ml	Ginger beer
3 pods	Star anise
1 quill	Cinnamon
1 bulb	Garlic (halved horizontally)
250 ml	Red wine
2 tsp	Mustard seeds

METHOD

1. For the glaze, combine all ingredients in a saucepan over medium heat and bring to a simmer. Reduce heat to low and cook for 40 minutes or until reduced by two thirds. Set aside to cool completely. Strain glaze into a bowl, discarding the solids.
2. Preheat the oven to 150°C. Using a small sharp knife, cut around the ham shank in a zigzag pattern. Carefully run the knife under the skin, around the edge of the ham.
3. Gently lift off the skin in one piece by running your fingers between the rind and the fat. Discard skin, then score fat in parallel lines, 1 cm apart. Baste fat with some of the glaze and place ham on a rack in a large roasting pan. Roast ham, basting with remaining glaze every 20 minutes, for 2 hours or until caramelised.
4. Place the melon pieces, fig and basil in a large serving bowl. Combine the mustard, oil, and vinegar in a small bowl. Season and drizzle over salad.
5. Slice the ham and serve with the salad.

Stuffing

BALLS





INGREDIENTS

1 Tbsp	Olive oil
1	Red onion (small, finely chopped)
2 cloves	Garlic (crushed)
2½ cups	Stale white breadcrumbs
⅓ cup	Dried cranberries (chopped)
⅓ cup	Dried apricots (chopped)
1	Egg (lightly beaten)
1 Tbsp	Parsley (freshly chopped)
50 g	Butter (melted)

METHOD

1. Preheat the oven to 200°C. Heat oil in a non-stick frypan over medium-high heat. Add onion and garlic. Cook for 3 minutes or until soft, stirring occasionally. Transfer to a bowl.
2. Add breadcrumbs, cranberry, apricot, egg, parsley, and butter. Season with salt and pepper. Mix well to combine.
3. Shape mixture into 16 balls. Place on a tray lined with baking paper. Bake for 15-20 minutes or until browned.
4. Serve piping hot.

RECIPE

CHEESY CRISPY

Potato Casserole





INGREDIENTS

1 can	Condensed cream of Chicken soup (or any cream soup of your choice)
2 cups	Sour cream
2 cups	Cheddar cheese (shredded)
1 tsp	Salt
½ tsp	Black pepper powder
1 tsp	Garlic powder
1 tsp	Onion powder
1 tsp	Dried basil leaves
2 Tbsp	Coriander leaves (freshly chopped)
1 tsp	Red chili powder (vary to taste)
1 package	Hash brown potatoes (shredded)

For the topping

2 cups	Crushed corn flakes
¼ cup	Butter (melted)
¼ tsp	Garlic powder (optional)
¼ tsp	Dried basil leaves (optional)
¼ tsp	Red chili powder (optional)
¼ tsp	Salt (optional)

METHOD

1. Preheat the oven to 180°C. Grease a 33 x 22 cm baking pan or multiple pans of any desired shape and keep it aside.
2. In a large bowl, whisk together soup, sour cream, salt, black pepper, garlic powder, onion powder, basil leaves, coriander, and red chili powder. To this add cheese, hash brown potatoes, and stir until it is mixed. Spread this evenly onto the baking pan. In another bowl, mix butter, corn flakes, garlic powder, basil leaves, red chili powder, and salt until combined well. Sprinkle this evenly on top of the hash brown mixture.
3. Bake uncovered for 50-55 minutes or until it is heated through. Let it rest for 5 minutes before serving.
4. Top with spring onions and serve.



RECIPE

MARSHMALLOW

Sweet Potatoes





INGREDIENTS

3 kg	Sweet potatoes
5-6 tsp	Vegetable oil
4 tsp	Lime juice
2 tsp	Ground cinnamon
75 g	Butter
1 tsp	Maldon salt
1 packet	Mini marshmallows

METHOD

1. Preheat the oven to 200-220°C. Prick the sweet potatoes with a fork and place them each on a piece of foil large enough to wrap them in. Sweet potatoes cook best when wrapped in individual parcels. Be prepared to make a lot of them.
2. Divide the oil between the foil sheets and rub or turn the sweet potatoes in it and wrap into baggy but well-sealed parcels. Place them on a baking sheet, or two, and roast until the potatoes are soft and cooked through, 1-1½ hours.
3. Once cool enough to handle, strip away the sweet potato skin and fork, or squeeze and scoop the flesh into a large bowl. Pour in any syrupy juices from each of the foil parcels.
4. Add all the other ingredients, except the marshmallows, and mix to make mash.
5. Spoon the sweet potato mash into an ovenproof dish. Smooth the top of the mash and cover with the mini marshmallows.
6. Bake for 10-15 minutes until marshmallows colour to bronze on top.



Christmas Pudding

WITH CRANBERRY
TOFFEE SAUCE





INGREDIENTS

TT	Zest of 2 oranges (finely grated)
TT	Juice of 2 oranges
100 g each	Dried mango, prunes, dried apricots, dried cranberries, and sultanas
60 ml	Rum
100 g	Panettone (or fresh crumbs)
75 g	Plain flour
2 tsp	Mixed spice
55 g	Blanched almonds (chopped)
200 g	Light-brown muscovado sugar
100 g	Unsalted butter (softened)
2	Eggs

For the iced rum sauce

300 ml	Thickened cream
80 ml	Rum
125 ml	Custard (good quality)
90 g	Golden syrup
TT	Zest of 1 orange (grated)

For the cranberry toffee sauce

125 g	Caster sugar
300 ml	Thickened cream
100 g	Cranberries (frozen)
2 Tbsp	Brandy

METHOD

1. Chop the dried mango, prunes and apricots into small pieces and place in a bowl with remaining dried fruit. Add rum, orange zest and juice. Cover and leave at room temperature overnight.
2. The next day, grease a 1.2 litre pudding basin and place a small circle of baking paper in the base.
3. Add the remaining pudding ingredients to the bowl of soaked fruit, beat well to combine, then spread into the pudding basin. Cut a 30 cm square of baking paper and a 30 cm square of foil. Place the paper on the foil and fold to make a pleat in the centre. Place over the basin, foil-side up, then tie with kitchen string to secure. Place the pudding basin in a large saucepan and pour in enough boiling water to come halfway-up the side of the basin. Cover and simmer over low heat for 5 hours, topping up water, as necessary. Transfer the pudding basin to the fridge and chill for at least 2 days, or up to 1 month, to allow the flavours to develop.
4. For the iced rum sauce, using electric beaters, beat cream to stiff peaks. Fold in remaining ingredients, place in a plastic container and freeze for at least 4 hours (you can freeze the sauce for up to 1 week).
5. For cranberry toffee sauce, place sugar and 2 tablespoons of water in a pan over low heat. Stir until sugar dissolves. Increase heat to medium-low and cook, swirling pan occasionally (without stirring), for 3-4 minutes until a golden caramel. Remove from heat.
6. Slowly add cream, taking care as it may splatter. Return to low heat and stir until smooth. Add cranberries and brandy. Cook for 5 minutes until berries soften, stirring occasionally. The sauce can be made in advance and kept chilled for up to 3 days.
7. A few hours before serving, bring pudding back to room temperature. Place the pudding basin in a large pan and pour in enough boiling water to come halfway up the side of the basin. Simmer, covered, over low heat for 1 hour or until heated through, topping up water, as necessary.
8. Remove iced rum sauce from the freezer 15 minutes before serving to soften. Gently reheat toffee sauce. Serve pudding warm with iced rum and toffee sauces.

Chocolate Pavlova

**WITH SPICED PEARS AND
BUTTERSCOTCH SAUCE**





INGREDIENTS

1 tsp	Cocoa powder
1 tsp	Corn flour
1 tsp	Cream of tartar
1 tsp	Ground cinnamon
100 g	Dark chocolate (very finely chopped, plus extra to sprinkle)
9	Egg whites
440 g	Caster sugar, plus 2 teaspoons extra
1 tsp	White vinegar
120 g	Slivered almonds
500 g	Mascarpone cheese
2 Tbsp	Thickened cream
1 tsp	Vanilla extract

For the spiced pears

4	Pears (peeled, cored, and cut into 8 wedges)
4 pods	Star anise
2 quills	Cinnamon
5 pods	Cardamom
400 ml	Ginger beer

For the butterscotch sauce

250 ml	Thickened cream
65 g	Unsalted butter
150 g	Brown sugar
1 tsp	Vanilla extract
1 tsp	Amaretto liqueur (optional)

METHOD

1. Preheat oven to 180°C. Line 3 baking trays with baking paper and draw an 18 cm circle on each sheet.
2. Sift cocoa, corn flour, cream of tartar and cinnamon into a small bowl, add the chocolate and stir to combine. Set aside.
3. In a large bowl, whisk egg whites with electric beaters until frothy. With the motor still running, slowly add the sugar, 1 tablespoon at a time, whisking constantly and allowing each spoonful to be incorporated before adding the next, until stiff and glossy. Fold in vinegar and chocolate mixture.
4. Divide meringue among the trays and spread to cover the circles, smoothing the tops. Bake for 5 minutes, then reduce the oven to 150°C and bake for 1 hour and 10 minutes. Turn the oven off and allow meringue to cool completely in the oven.
5. Meanwhile, for the pears, place all the ingredients and 375 ml water in a saucepan. Bring to the boil over high heat, then reduce heat to low and cook for 8-10 minutes until the pears are tender when pierced with a knife. Transfer pears to a bowl, then return the poaching liquid to medium-high heat and simmer for 15 minutes or until reduced by two thirds. Strain over the pears and set aside to cool.
6. For the butterscotch sauce, place all the ingredients in a pan over medium heat and bring to just below boiling point. Reduce the heat to medium-low and cook for 5-7 minutes, stirring until sugar dissolves and the mixture is slightly thickened. Allow to cool.
7. Place almonds in a frypan over medium heat and sprinkle over the extra 2 teaspoons of caster sugar. Cook and stir for 5 minutes or until golden and caramelised. Remove from heat and allow to cool.
8. To make the mascarpone cream, place mascarpone cheese, cream and vanilla in a bowl and whisk until smooth and combined.
9. Place 1 meringue on a platter and top with one-third each of the cream, spiced pears, and nuts, then drizzle with a little butterscotch sauce and pear syrup. Repeat the layers 2 more times, then sprinkle with extra chopped chocolate, to serve.



Gingerbread Men





INGREDIENTS

125 g	Unsalted butter (softened)
100 g	Brown sugar
115 g	Golden syrup
1	Egg yolk
450 g	Plain flour
1 tsp	Ground ginger
1 tsp	Mixed spice
1 tsp	Bicarbonate of soda
150 g	Icing sugar (sifted)

METHOD

1. Preheat the oven to 180°C. Line 2 large baking trays. Place butter and sugar in a stand mixer fitted with the paddle attachment and beat until thick and pale. Beat in syrup and yolk, then use a spoon to fold in flour, ginger, mixed spice, and bicarbonate of soda until a stiff dough forms. Divide dough into 2 even portions, enclose in plastic wrap and shape into a disc. Chill for 30 minutes.
2. Bring dough to room temperature. Roll out pieces between baking paper to 5 mm thick. Use gingerbread man cutters (7 cm and 12 cm) to cut out shapes. Transfer to prepared trays, spacing out a few centimetres apart (you may need to bake in batches) and bake for 10 minutes or until golden. Remove from the oven. (If inserting a ribbon for decoration, quickly make 5 mm holes with a skewer at the top of the warm biscuits.) Cool completely on a wire rack.
3. For icing, stir icing sugar with 2-3 teaspoons of warm water to make a stiff icing. Transfer to a piping bag with a small plain nozzle (or place mixture in a snap-lock bag, push icing into a corner, then snip off the corner). Decorate to preference.
4. The biscuits will keep in an airtight container for up to 2 weeks.



CLASSIC

Snowball

COCKTAIL



INGREDIENTS

10-15 ml	Lime juice or lime cordial (optional)
50 ml	Advocaat
50 ml	Sparkling lemonade
TT	Ice (to serve)
1	Maraschino cherry (to garnish)

METHOD

1. Fill a glass with ice and add up to 15 ml of lime juice or lime cordial (or to your taste). Pour the Advocaat and lemonade over the ice and stir gently until the outside of the glass feels cold.
2. Garnish with the maraschino cherry.



FESTIVE

Punch



INGREDIENTS

1 bunch	Red grapes
750 ml	Prosecco sparkling wine
1 L	Cloudy apple juice
TT	Ice
250 ml	Gin
50 ml	Herbal liqueur (like Jägermeister)
1 stem	Ginger in syrup (finely sliced, plus 2 Tbsp of the syrup)
3-4 sprigs	Rosemary (fresh)
1	Clementine (finely sliced)

METHOD

1. The day before making the punch, place the grapes in the freezer for 8-12 hours until frozen.
2. Chill the Prosecco and apple juice in the fridge.
3. When ready to serve, put the frozen grapes and a generous handful of ice in a large 2-3 litre punch bowl and pour all the remaining ingredients on top.
4. Stir gently to combine, then serve immediately. (Sits well for up to 3 hours before putting the ice in.)



TSEBO'S ALL-NEW, FRESH, AND FABULOUS CATERING SOLUTIONS AT **COUNTRY LIFE RETIREMENT VILLAGE**

The residents of Country Life were treated to festivities when Living Lifestyle, powered by Fedics, launched The Bistro and a new and improved Perk Up in the heart of the retirement village.

The launch that took place on 1 November 2021, marks the culmination of best-in-class culinary leadership, chefs and dietitians who contributed their extensive knowledge, experience, and passion to Tsebo Catering Solutions' rebrand. By continually upskilling and keeping an eye on international trends Tsebo ensures its ongoing commitment to providing excellent nutrition through tasty, healthy, and creative food offerings.

Marketing material in the form of mailers and social media teasers were developed to stir up excitement prior to the launch, and residents were delighted with the superior presentation, freshness, creativity, and variety of food on offer at the launch as well as the new and improved décor and ambiance at the restaurants. The business model behind The Bistro and Living Lifestyle has been updated to allow better value for money and a wider menu offering to suit all tastes and budgets. The varied daily menus ensure that multiple options are available at affordable prices.

An agile meal booking system means that our customers have the flexibility to pick and to choose meals as and when it suits them. No meals are compulsory, and residents only pay for the meals they want. By taking time to understand our clients' and customers' needs Tsebo Catering Solutions has once again proven its creativity, agility, and ability to provide solutions that pre-empt the changing needs of our environment and markets.





PRESIDENTIAL VISIT TO TOYOTA

BY MARILIE KALP

On 26 October 2021, President Cyril Ramaphosa visited Toyota Prospection in Durban to launch the first-ever hybrid vehicle manufacturing line in Africa.



Team KwaZulu-Natal (KZN) was tasked with preparing food for 15 presidential representatives, including the President himself, as well as the Japanese ambassador. A total of 160 guests attended the main event, including Ethekezi Mayor, Mxolisi Kaunda, several other industry leaders and the media.

On the lunch menu were the following carefully curated dishes: Smoked Duck Agnolotti and Thyme Sabayon, Kingklip Pea Foam and Barley Tabbouleh. A Ginger and Chili Sorbet to cleanse the pallet and a Celebration of Chocolate to end the dining experience. Regional Executive Chef, Oliver Reddy, crafted the menu. The design, plus the look and feel were the brainchild of Marilie Kalp. Assisting the team were chefs Luke Reddy, Regional Executive Chef Healthwise, Bevan Swartz, Lungelo Zungu, Lucas Nzama, Felix Vilekati, and Shivan Govendar as well as Toyota's very own acclaimed function chef Sanele Gqele.

The menu was inspired by KZN's environmental elements — an infusion of the ocean's salty air with the richness of the forest. The food was prepared according to the chefs attempts to express a sense of time, space, and nostalgia to the diners. Just a few metres away, the rest of the guests were treated to bowl-to-fork dishes and drinks, which were mini flavour explosions that embodied the essence of each main ingredient.

The event was our first post-COVID social gathering. Careful focus was placed on single-use utensils, individually plated portions and enforcing social distancing guidelines. The setup created a sense of safety and comfort for both guests and service staff. Following a memorable lunch, President Ramaphosa requested a group photo with our team. The day was certainly one to remember for all who attended.



THE LAST WORD

BY KESHNI DEACON

The COVID-19 pandemic has touched us all in significant ways. Many have been directly affected by the more than 5,2-million deaths globally. Many of us have lost parents, friends, relatives, and children, and we all know someone who has lost their job because of the pandemic.

The past two years have tested our personal and professional values and boundaries; they have changed the way in which we work and socialise. Although many of us feel tired and frustrated by the constraints of multiple lockdowns and health and safety protocols, it is important to acknowledge the resilience and creativity of our people.

As a team we accepted the limitations and found ways around them, effectively shaping the future world of work and creating a brighter, more people friendly and productive way of life after the pandemic. Something we realised even prior to the pandemic is that the world needs more innovation, not less. COVID-19 has proven our ability and willingness to provide this. We have continued our proud tradition of developing people, serving people, and uplifting society.

This year we celebrated our 50th anniversary, a true testament to our enduring success, human spirit, and service excellence, regardless of what the economic and physical environment throws our way. Tsebo was strong heading into the pandemic, we are strong today, and we will be strong in the future. Our people are our strength.

As we wrap up the year, we wish you all a safe and happy Festive Season.

