



EASE OF USE FEATURE: MICROWAVES FOODSERVICE EQUIPMENT JOURNAL JUNE 2016

Please attributes any quotes to Ray Hall, Managing Director, R H Hall

If an operator is looking for the most user-friendly microwave available, what sort of user friendly features and functionality can they expect it to have?

When looking for ease of use, some operators will automatically assume that manual, dial controls are the simplest option. However, touchpad models can actually offer a much easier solution, provided that the right training is given. Pre-programming is key to getting the most out of these ovens – and understanding the benefits available from certain features. Touchpad models for example in the Sharp range include Express Defrost, Double Quantity, Countercheck and Extra Menu – all of which can be explained and demonstrated by the experienced nationwide R H Hall dealer network.

Consistency is vitally important for any chain operator looking to deliver the same uniformity of product across multiple sites. How can the latest commercial microwaves on the market assist with this challenge?

Understanding and fully utilising preset controls or menu creation programmes will ensure that each site has identical cooking times and therefore deliver consistent results. Larger chains will often have staff to manage these menu settings and make any changes required. However, the R H Hall Food Solutions division can offer menu development for multi site operators – and even arrange for the units to be pre-programmed before they are sent to site. There is also the capability to create custom control panels, offering a completely bespoke finish.

What technological developments are you seeing that will ultimately make microwaves easier to operate for chains, bearing in mind the high levels of staff turnover that some chain businesses encounter?

More and more microwaves are now using advanced menu software to allow upload of cooking programmes to machines, via USB or more recently, SD card. This allows testing and trialling of cooking times by development chefs, who are either employed by the chain operator or even the manufacturer. Once every menu item is assigned a preset number, there is no need for a skilled operator to use the machine.

Leading brands are always looking to develop new functionality in response to the needs of many consumers. The Maestrowave iWave® system is a prime example of this development. Using the latest microwave technology, the system provides a unique, fully encrypted, bar coded meal solution which is suitable for a number of applications. Each menu item has an associated barcode containing the specific cooking times and full menu data for each menu item, reducing any chance of human error. The latest version also has a temperature probe option to ensure that the food is always cooked / reheated to the required temperature. This information can also be logged and reported via the internet. The product is a world first, and available exclusively through R H Hall.

Tell us about a specific model of microwave that you supply and the main reasons that make it user friendly and easy to operate?

The Maestrowave Combi Chef 7 is able to operate in a variety and combination of cook modes making it the most flexible, efficient and easy to use oven yet! It can bake, roast, grill, steam, defrost, regenerate, microwave, boil or simply keep food warm - this is the oven that can do it all. This high speed oven features Menu Creator 2.0™ software. Packed with features, the oven will produce the best results at the simple touch of a button – a total combination of 11 cooking modes can be used to achieve top quality results. Up to 99 menus can be pre-programmed to ensure consistency time after time. But don't be daunted, the Menu Creator 2.0™ is extremely easy to use; however, if required, full technical support is available from RH Hall. There is a web video available on line which demonstrates the benefits of combination Microwave ovens - visit www.rhhall.com and follow the link on the home page.

Does a commercial microwave become less user-friendly the more high-end and feature rich it becomes?

With more and more features becoming available, this could easily become the case. However, with the right training – provided to the right people, these more advanced machines are actually remarkably simple to use. However, operators should carefully consider their requirements to ensure they actually need to purchase these more costly machines. The R H Hall Food Solutions team can provide expert advice on the right machine to suit any catering operation.

R H Hall are the Sole UK & Eire Distributor for the Sharp range of Commercial Microwaves and Exclusive Worldwide Distributor for the Maestrowave Combi Chef 7 and iWave® Automated Foodservice Solution.

For more information:

www.rhhall.com www.maestrowave.com

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