



iWave[®], Bon Appetit and ISS combine to create “High Speed Catering For High Flyers!”

Bon Appetit is one of the leading providers of hot food vending in the UK supplying clients such as Honda, Unilever, Virgin Atlantic and the John Radcliffe Hospital.

By combining Bon Appetit’s unique food products and the latest in vending technology, the company offers a healthy, cost effective, 24/7 automated catering service delivered on site through its award winning ‘Little Tasty Food Outlet’ concept.

R H Hall has been working closely with Bon Appetit and have been instrumental in their vending success by supplying the microwave technology needed to regenerate and cook the frozen snacks and meals. Up until now, the ‘Outlet’ has, in very basic terms, comprised of a frozen food vending machine that displays up to



25 selections, a Maestrowave commercial microwave oven and a storage chest freezer. Further developments have led to the introduction of the new revolutionary iWave automated foodservice system being incorporated into the Tasty Food Outlet concept.

The first recent success with this new configuration is at the Princess Royal Barracks

at Deepcut in Surrey, where it is on site in the Lower School, which houses the military pilot training school. A total vending solution of six vending machines has been installed by ISS, who operate the site. Incorporated into this run are two new iWave systems, which feature bar code scanner technology. These scanners allow for specially packaged snacks or dishes to be scanned and then their optimum cooking temperature and timings are automatically registered on the iWave and all the customer has to then do is place their choice into the iWave, press a start button and wait (typically 60-100 seconds for breaded products) for their food to be cooked to perfection. It's so extremely easy, super quick and convenient.

From the client's viewpoint, it has the additional benefit in being fool proof, as users cannot enter the wrong cooking time and only the Bon Appetit food can be cooked in the iWaves!

Bon Appetit's innovative new 'cook-in' bags have been enhanced by the addition of iWave's special bar codes to the packaging. Even tricky breaded products can now be perfectly cooked in the system due to the revolutionary new 'cook in' bags, which have embedded a special coating that Bon Appetit has pioneered.

Although Deepcut was the first site with the new iwave system, it is being offered on all new installations, which already include hospital sites such as John Radcliffe Hospital in Oxford, and workplace environments such as GSK in Dartford. The feedback from customers is very positive, particularly as the service is available 24 hours a day, seven days a week.

iWave®

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