

# WHAT'S HOT!

www.colbeck.co.uk

Issue 125 January/February 2019



The leading exhibition for  
Fish & Chip Takeaways and  
Fish & Chip Restaurants!  
**PLUS!** Pizza Products, Kebabs  
and Burgers too!

**Over 80 Stands!**

**Exclusive Offers –**

**Only available at What's Cooking?**

**Money-making ideas for your menus**

**Prize Draws and Competitions**

**'Chip-in!' – we want your views!**

**Don't Miss Out!**  
**Sunday March 3rd**  
**Royal Highland Centre**  
**Edinburgh**

**IN THIS ISSUE**

**NEW!**

**Bacon Patties**  
**Meat Koftas**  
**Page 15**



**Don't forget**

Follow us on

**twitter**

@HenryColbeck

Like us on

**facebook**



# the hallmark of an exceptional frying oil

Your frying oil is a precious part of your business. So when you choose your pure vegetable frying oil, be sure to choose the best. Q Silver is a sterling example of excellence, boasting an exceptional frying life by coping with even the harshest frying conditions. That's less waste, less hassle and more reliable results every time.

- Unique blend of 3 all-vegetable frying oils
- Exceptional frying life - blend withstands breakdown at high temperatures and performs in the most robust frying conditions
- Distinctive savoury taste and aroma that appeals to fryers who use dripping and want to change to vegetable oil
- Available in 12.5kg packs
- Eligible for Save & Select loyalty points



**12.5kg**  
Code 001768

For more information please talk to your  
Henry Colbeck sales contact.



**We are Proud Sponsors of  
The National Fish & Chip Awards 2019.  
At the time of going to press, nearly  
every category finalist had been  
announced! The winners will be  
revealed on January 24th at the  
National Fish & Chip Awards  
ceremony in London.**

**EXCLUSIVE PRIZE – WIN A FREE TICKET TO JOIN US AT THE  
FINALS! – simply send your name and account number to  
[marketing@colbeck.co.uk](mailto:marketing@colbeck.co.uk) and we'll randomly draw a lucky  
winner on January 10th.**

### **Fish & Chip Shop of the Year**

Angel Lane Chippie, Penrith, Cumbria  
Low's Traditional Fish & Chips, Westhill,  
Aberdeenshire

Mister C's, Selby, North Yorkshire

Deciding who makes it in to the top 10 shops isn't as easy as just tasting the delicious fish and chips. Each shop is also assessed on sustainable sourcing, menu innovation, marketing, staff training and customer service.

Marcus Coleman, Chief Executive Officer at Seafish, the awards organiser, said: "It's not possible to reach this stage of the competition without displaying true quality in every aspect of running a fish and chip business, so these 10 shops should be extremely proud of what they've achieved so far. It's that commitment to quality in all areas that make The National Fish & Chip Awards such a great experience for all involved!"

### **Fish & Chip Restaurant of the Year**

Trenchers Restaurant, Whitby,  
North Yorkshire

### **Drywite Young Fish Frier of the Year**

Maria Magdalena Ganea,  
Papas Fish & Chips, Scarborough,  
North Yorkshire

Alex Walker, Lows Traditional  
Fish & Chips, Westhill,  
Aberdeenshire

James Workman, Millers Fish  
& Chips, Haxby, North Yorkshire

### **Best Mobile Operator**

The Little Fishy, Newcastle,  
Tyne & Wear

Dodson's Fresh Catch,  
West Yorkshire

### **Healthiest Fish & Chip Businesses**

Papa's Fish & Chips, Willerby, Hull

### **Best Fish & Chip Newcomers**

Hook & Line, Leeds

Bearded Sailor, Leeds

The Friary, Beaulieu, Inverness-shire

### **NFFF Quality Award Finalists**

Mister C's, Selby, North Yorkshire

### **Staff Training & Development**

Mister C's, Selby, North Yorkshire

Papa's Fish & Chips, with branches  
in Hull, North Yorkshire, East  
Yorkshire and Scarborough

### **Marketing Innovation**

Fish Hoose, Thornton, Fife

Mister C's, Selby, North Yorkshire

Papa's Fish & Chips, with  
branches in Hull, North  
Yorkshire, East Yorkshire and  
Scarborough

### **Foodservice Operator**

The Woodman's Arms,  
Whickham, Newcastle

*If you'd like to be part of the awards next year visit [www.fishandchipawards.com](http://www.fishandchipawards.com)  
for full details of each of the categories, how to enter and what it could mean for your  
business, or speak to your Henry Colbeck Sales Manager or Telesales Partner.*





**CONGRATULATIONS**  
TO ALL OUR WINNERS & RUNNERS UP

HERE'S TO 2019

[www.italianawards.co.uk](http://www.italianawards.co.uk)

## Scottish Italian Awards 2018

Including the Best Scottish Italian Fish & Chips  
proudly sponsored by Henry Colbeck!

### The Winners!



*Giovanni's, Broadway, Edinburgh*



*Mario's, Giffnock*



*The Café Royal, Dumfries*

The Hilton Doubletree in Glasgow was the venue  
for the 2018 6th Annual Scottish Italian Awards!

600 guests were wine, dined, entertained and  
awarded at the gala final on Sunday 11th November.

The Best Scottish Italian Fish & Chips was contested by  
no less than 15 finalists!

**Giovanni's Fish Bar**, Broadway, Edinburgh scooped the  
honour, with **The Café Royal, Dumfries** and **Mario's,**  
**Giffnock** awarded as very worthy Runners-Up!

### The Winners!

**Giovanni's, Broadway, Edinburgh**

**Best Scottish Italian Fish & Chips**

**Mario's, Giffnock** Runners Up

**The Café Royal, Dumfries** Runners Up

The awards recognise the very best that Scottish Italian  
businesses have to offer. If you want to get involved  
next year visit [www.italianawards.co.uk](http://www.italianawards.co.uk) for more  
information.





**We're looking forward to  
welcoming you to  
What's Cooking? 2019**

**Sunday March 3rd 2019**

**Royal Highland Centre  
Edinburgh**

### **What's On?**

Come along and find out about all the latest new products and ideas for the Fish & Chip Market, plus there'll be pizza products, burger and kebabs too!

Make sure you don't miss it, there'll be so much going on!

- Find out about money-making ideas for your menu.
- Get advice about packaging that can help you to increase your profits.
- We'll reveal the latest innovation in corrugated box packaging.
- Sample products specifically for Scottish Fish & Chip Shops.
- "Chip-in" and take our survey! We want your views and feedback.
- Be the first to find out about the exciting new rewards we're launching as part of our Save & Select Customer Loyalty Scheme.

**All this, plus over 80 stands giving you lots of opportunities to taste products and take advantage of exclusive offers only available at the exhibition!**

**We'll be posting out your FREE OF CHARGE entry tickets a few weeks beforehand; if you're not yet a customer please email [marketing@colbeck.co.uk](mailto:marketing@colbeck.co.uk) with your shop name and address and we'll be happy to send you some FREE tickets.**

### **For further information contact:**

**Jackie Pearson, Head of Marketing** [jackie.pearson@colbeck.co.uk](mailto:jackie.pearson@colbeck.co.uk)

or **Heather Ainsworth, Marketing Co-ordinator** [heather.ainsworth@colbeck.co.uk](mailto:heather.ainsworth@colbeck.co.uk)

or, ask your Henry Colbeck Sales Contact

**Henry Colbeck**  
*More Than Just a Supplier!*



# Increase Your Sales –

Debit card payments have overtaken cash as the most popular form of payment in the UK for the first time, according to banking industry figures. If you don't offer card payments, you'll almost certainly be missing out on valuable sales.

## Did you know?

- Debit cards were used 13.2bn times last year, up 14%, whilst cash transactions fell by 15%, according to UK Finance, the UK banking and financial services sector trade body.
- Contactless card use almost doubled to 5.6bn transactions.
- Contactless is more popular than UK chip and pin transactions reports Worldpay, the payments technology company.
- 63% of people in the UK now use contactless payments.
- 3.4m people almost never use cash and rely on cards.

## What does this mean for your business and what are the benefits of offering card payment?

- 1. More customers.** Accepting any card payment, whether it's contactless or chip and pin, will increase your customer base. You could be losing potential sales where customers pass you by on impulse to choose another outlet that accepts cards. More customers mean more sales!
- 2. Remain competitive.** Your competitors are already accepting cards! Offering the same service will help you to remain competitive and profitable.
- 3. More sales.** Cards encourage impulse buying. Customers want to complete their purchases quickly and easily without having to run to a cash point machine. Studies have proven that customers spend more when they're paying by card, especially when it comes to impulse purchases.
- 4. Customer Service.** Your customers want to choose the method of payment that's most convenient and beneficial for them. Cards are not only easy, but can also offer points, mileage or rewards that encourage customers to use them for as many purchases as possible.





# *It's written in the cards!*

Offering card payments makes great business sense, but don't just take our word for it – if you would like to speak to another Henry Colbeck customer that has found the success of accepting card payments just email your name and account number to [Marketing@colbeck.co.uk](mailto:Marketing@colbeck.co.uk) and we'll put you in touch.

## **Find out more**

If you would like support in setting up card payments, Chip & Pin Solutions are associate members of the NFFF and can help to get you started. Visit them at [www.chipandpinsolutions.co.uk](http://www.chipandpinsolutions.co.uk)

NFFF members can receive discounted rates on machines alongside a £25 voucher which they can redeem against their membership.

We're here to support you and have created a **free of charge A4 double sided poster** for you to advertise that you take card payments, just ask your Telesales Partner when you speak to them next.







# Allergens – *what you need to know!*



Over the past year there have been several tragic cases reported of the consequences of food allergies in catering establishments. It's always worthwhile revisiting the rules relating to allergens which are a **LEGAL REQUIREMENT**.

**ALL Food Takeaways and Restaurants must be able to identify to their customers if any of the 14 key allergens are contained in the food items that they serve, including food which is home delivered. It is a legal requirement.**

## The 14 allergies are;

- celery
- cereals that contain gluten – including wheat (such as spelt and khorasan), rye, barley and oats
- crustaceans – such as prawns, crabs and lobsters
- eggs
- fish
- lupin
- milk
- molluscs – such as mussels and oysters
- mustard
- tree nuts – including almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts
- peanuts
- sesame seeds
- soybeans
- sulphur dioxide and sulphites





## Where to start;

- Check the packaging of all food that is delivered into your business.
- It's a legal requirement for food manufacturers to make sure that any allergens in their products are listed in bold in the ingredients panel on the packaging.
- Think about anything you prepare from scratch and make sure you have a recipe sheet which highlights any of the 14 allergies.
- Thinking about the recipe is different to knowing what are in your ingredients. For example, Worcestershire sauce is an ingredient you might use in a recipe and while it may not sound like it has an allergen, it contains anchovies which are fish.

## Communicate Allergens to your Customers;

Details of these allergens have to be listed clearly in an obvious place such as a Menu, Menu Board, Chalkboard or Information Pack.

- If you choose to have an information pack / file available, you will need to signpost where it can be found. The signpost or poster could simply state "Allergens and Food Intolerances - before ordering please talk to a member of our team about your requirements."
- If you choose to put up a signpost/poster and then provide verbal or written information by referring to recipes or the ingredients label on products you buy, you must have a process in place so that all members of your team provide the information in a consistent and accurate manner, which involves staff training.
- And remember that if you take orders over the phone for collection or delivery that you need to provide allergen information during the call or in a written format when the food is delivered.

## Keep Checking Regularly;

- Check ingredients on a regular basis to make sure your customer information is kept up-to-date - how often you do this will depend upon how often you change recipes or ingredients products or suppliers of pre-packed foods.
- We are happy to provide you with product specifications upfront and give you advice, but it's important to remember that the law states that the caterer is ultimately responsible for what is served to the customer, so to play it safe always follow the allergens list on the packaging.





# Meet our Customer Service Team

Our experienced teams in Gateshead and Coatbridge are dedicated to delivering you an excellent customer service experience, whether it's when you place an order with us or if you have a query.

Our teams are both knowledgeable about the wide range of products we sell and the Fish and Chip/Catering sector. Managers Helen and Carol not only ensure that orders are processed efficiently, but that the teams are well placed to provide advice and guidance that makes our customers businesses more profitable.

Our Advisors have a schedule of calls and will call you on the day and at the time that suits you – if you would like to amend the day or time just let us know. If we don't call you and you would like us to, please get in touch and we'd be happy to arrange that for you.

Some of you may have already met the team member that calls you, but if you haven't then it would be good to meet you at the What's Cooking? exhibition on March 3rd.

## ENGLAND



*Helen*

Telesales Manager



*Sharon*

Telesales Advisor



*Jill*

Telesales Advisor

## Happy to help!



0191 482 4242



sales@colbeck.co.uk



*Lynn*

Telesales Advisor



*Ashlea*

Telesales Advisor



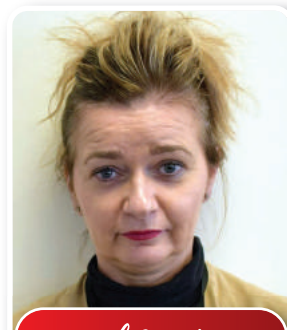
*Kelly*

Telesales Advisor



*Jayne*

Telesales Advisor



*Linda*

Receptionist

# SCOTLAND



*Carol*

Telesales Manager



*Paula*

Telesales Advisor



*Joanne*

Telesales Advisor



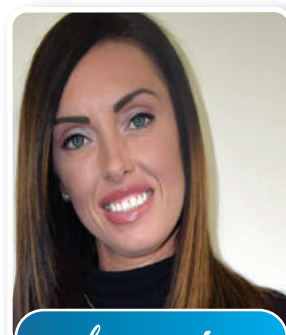
*Josephine*

Telesales Advisor



*Christine*

Telesales Advisor



*Lorraine*

Telesales Advisor



*Liz*

Telesales Advisor



*Melissa*

Telesales Advisor

**Happy to help!**

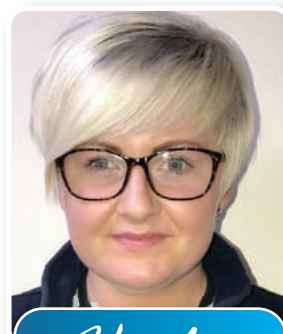
 01236 425 656

 [coatbridgesales@colbeck.co.uk](mailto:coatbridgesales@colbeck.co.uk)



*Lynn*

Receptionist



*Hayley*

Telesales Advisor





## 2 oz Classic Sausage

80 x 2oz

Code 900013

Collect  
Save+Select  
2 Points

Only  
**£9.50**

## 2 oz Sausage

80 x 2oz

Code 900009

Collect  
Save+Select  
2 Points

Only  
**£9.50**

It's all about the  
*ingredients*



Delicious, deep filled pies wrapped in a golden, shortcrust pastry

*Henry's Pies have been specially developed for The Fish & Chip Market.*



Free Posters  
Available  
Just Ask!



Mince & Onion

Only  
**£8.50**

Only  
71p  
each

12 x 217g  
Code 900191



Steak

Only  
**£9.50**

Only  
79p  
each

12 x 217g  
Code 900192



Chicken & Mushroom

Only  
**£8.80**

Only  
73p  
each

12 x 160g  
Code 900190

## Colbeck Catering Sausage

Only  
**£9.50**

80 x 2oz  
Code 900006

## Bravi 15mm Frozen Chips

Only  
**£11.60**

4 x 2.5kg  
Code 900184





Illustrative purposes only.



## McMillan Haggis

24 x 5oz

Code 890132

**Only  
£9.90**


## McMillan Jumbo Haggis

30 x 220g

Code 890136

**Only  
£11.90**


## MacTavish White Pudding

24 x 142g

Code 890120

**Only  
£7.50**

## MacTavish Black Pudding

24 x 142g

Code 890121

**Only  
£7.95**

## MacTavish Haggis

24 x 142g

Code 890122

**Only  
£7.95**

## Ready Made Beef Lasagne



Layers of lasagne, meat bolognese and béchamel sauce topped with grated cheese.

**Only  
£1.73  
each**

Handy pack sizes  
of 4 x 400g  
Code 900275

**Only  
£6.90**

## Ready Made Macaroni Cheese



Macaroni in a thick and creamy cheese sauce

**Only  
£1.48  
each**

Handy pack sizes  
of 4 x 400g  
Code 900276

**Only  
£5.90**

## Ready Made Macaroni Cheese



Macaroni pasta in a creamy cheese sauce topped with Cheddar cheese.

**Only  
£1.99  
each**

10 x 450g  
Code 900282

**Only  
£19.90**

# No Maximum Quantities!



## Super Green Dried Marrowfat Peas

Only  
**£10.90**

Collect  
  
1 Point



12.5kg  
Code 019073

## Q Dried Marrowfat Peas

Only  
**£9.90**

Collect  
  
1 Point



12.5kg  
Code 019060

## Q Tinned Mushy Peas

Only  
**£14.90**

Collect  
  
4 Points



6 x 3kg  
Code 019057

## Dinaclass Irish Curry Sauce Mix

Collect  
  
2 Points

Only  
**£23.90**



12 x 500g  
Code 014164

## Dinaclass Curry Sauce Mix (No Fruit)

Only  
**£27.00**

Collect  
  
4 Points



10kg Bags  
Code 019019

## Q Curry Sauce Mix (No Fruit)

Only  
**£25.00**



10kg Bags  
Code 019033

Collect  
  
4 Points

## NEW! Bacon Patties



Only  
30p  
each

NEW!

Only  
£2.40

8 x 100g  
Code 915374

## NEW! Meat Koftas



Only  
19p  
each

NEW!

Only  
£1.90

10 x 50g  
Code 915375

## Henry Colbeck Old Fashioned Fishcakes



Our Old Fashioned Fishcakes are created from **50% cod** blended with diced **Maris Piper** potatoes seasoned with parsley and white pepper in a crisp golden crumb.

*Give your customers the taste of a real old fashioned fishcake!*

Only  
27p  
each

24 x 113g  
Code 900038

Only  
£6.50

## Scottish Haddock Fishcakes



Illustrative purposes only.

Only  
£6.50

Only  
27p  
each

24 x 113g  
Code 900027

## Luxury Cod & Parsley Fishcakes

Made with cod and rosti potato, lightly seasoned and coated in a crispy breadcrumb.



Only  
£12.90

Only  
54p  
each

24 x 114g  
Code 900050

Collect  
**Save+  
Sauce**  
2 Points

**No Maximum Quantities!**



## Tango Orange

Only  
£5.70Only  
24p  
per can24 x 330ml  
Code 021077

## Tango Apple

Only  
£5.70Only  
24p  
per can24 x 330ml  
Code 021075

## 7UP

Only  
£6.90Only  
21p  
per can24 x 330ml  
Code 021098

## Zodiac Sparkling Drinks 12 x 330ml

Only  
£1.50Only  
13p  
per bottle

Bubblegum Blue 021502  
Lemonade 021503  
Orangeade 021504

Cola 021505  
Raspberry 021506  
Dandelion & Burdock 021507

## Nescafe Granules

Only  
£20.50750g, 416 cups approximately  
Code 021491

## PG Tips Tea Bags

Only  
£8.90460  
Code 021489

## Bio Knives (Large) Bio Knives (Large)

Only  
3.5p  
eachOnly  
£34.90Approximately 167mm, 6.5"  
1000  
Code 027017Only  
3.5p  
eachOnly  
£34.90Approximately 167mm, 6.5"  
1000  
Code 027018

## Bio Fri Forks

Only  
£14.50Only  
3p  
eachApproximately 127mm, 5"  
500  
Code 027023

## Coca Cola 1.5 litres



Only  
£10.90

Only  
£1.81  
per bottle

6 x 1.5 litres  
Code 021120

## Diet Coke 1.5 litres



Only  
£11.50

Only  
96p  
per bottle

12 x 1.5 litres  
Code 021121

## Coca Cola 500ml



Only  
£14.50

Only  
60p  
per bottle

24 x 500ml  
Code 021197

## Diet Coke 500ml



Only  
£11.90

Only  
50p  
per bottle

24 x 500ml  
Code 021131

## Pepsi 500ml



Only  
£2.69

Only  
45p  
per bottle

6 x 500ml  
Code 021156

## Pepsi Max 500ml



Only  
£1.99

Only  
33p  
per bottle

6 x 500ml  
Code 021155

**No Maximum Quantities!**



## Deepio Powder



**Only  
£10.90**

**6kg**  
Code 050085

## Deepio Washing Up Liquid



**Only  
£6.90**

**5 litres**  
Code 050579

## Deepio Spray



**Only  
£1.70**

**750ml**  
Code 050087

## Vileda Scouring Pads



**Only  
£6.50**

**6kg**  
Code 052062

## Rice Weave Tea Towels



**Only  
£6.50**

**FOR 10**

**100% cotton**  
**47 x 70cms**  
Code 051200

## Coarse Dishcloths



**Only  
£3.50**

**FOR 10**

**Packed in 10s**  
Code 049587

## Nilco 1 litre sprays

**ALL  
Only  
£2.50**



**Glass Cleaner**  
Code 051575



**Kitchen Grease Buster**  
Code 051578



**Anti-Bacterial Spray**  
Code 051576



**Cleaner Degreaser**  
Code 051579



**Toilet Cleaner**  
Code 051580

## Nilco Glass Cleaner



**Only  
£6.90**

**Refil for 1 litre spray**  
Code 051585

## Nilco Anti-Bacterial Cleaner Sanitiser



**Only  
£5.90**

**Refil for 1 litre spray**  
Code 051586

## Drywite Mop Head (Red)



Code  
045505

**Only  
£4.50**

## Drywite Red Handle



Code 045536

**Only  
£7.50**

## Larry's Cheese & Onion Savouries

Only  
**£6.50**



Only  
**27p**  
each

24 x 113g (4oz)  
Code 900185

## Larry's Corned Beef Savouries

Only  
**£6.50**



Only  
**27p**  
each

24 x 113g (4oz)  
Code 900186

## ClasSeaco Batter Flour



12.5kg  
Code 011337

Only  
**£9.90**

## Q Rice Cones

Only  
**£9.90**



12.5kg  
Code 011576

## Whitworths Rice Flour



25kg  
Code 011583

Only  
**£18.90**

## Long Grain Rice



20kg  
Code 009650

Only  
**£14.90**

## Top Sail Cooked Ham

Only  
**£17.90**

11lbs  
Code 019087

**No Maximum Quantities!**



# NEW! Hellman's Squeezy!



**Only  
£15.40**

**Only  
£1.93  
per bottle**

**Real Mayonnaise Squeezy**  
8 x 430ml  
Code 023917



**Only  
£10.50**

**Only  
£1.31  
per bottle**

**Tomato Ketchup Squeezy**  
8 x 430ml  
Code 023918



**Only  
£19.90**

**Hellman's Real Mayonnaise**  
10 Litres  
Code 024076



**FREE Hellmann's Caddy with purchase.**  
**Ask your Henry Colbeck Sales contact for details**

## Henry Colbeck Limited

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