

Brookhaven Marketplace.

Speciality grocer with
grab-and-go meals.



Far beyond traditional grocery store fare.

“I was sold on the hardware, software and support elements that I saw during my first demo.”

John Peter Bertakis,
Director of Operations,
Brookhaven Marketplace

Brookhaven Marketplace is a specialty grocery store with three locations on the outskirts of Chicago. Its roots go back nearly 50 years when two cousins emigrated from Greece to Chicago and opened successful produce, bakery and deli establishments. A generation later, their sons combined the stores and in 2004 Brookhaven Marketplace was born. It remains independent and family owned today.

Three locations serve about 500 grab-and-go meals daily. Brookhaven Marketplace Executive Chef Roman Zarycki has led the kitchen from the start, and with his 43 years of experience and Eastern European influences, he has established a distinctive offering of gourmet, ethnic and specialty dishes.

“We have a rotisserie lamb that we’ve been doing at my dad’s store since 1980,” says second-generation owner and Director of Operations John Peter “JP” Bertakis. “Not every grocery store is going to have freshly roasted lamb for Christmas and Easter.”

One of their core values is delivering old fashioned, exceptional customer service. Another is using technology to simplify processes and elevate consistency. This is the thinking that led them to RATIONAL when they evaluated new kitchen equipment. In early 2020, they deployed a new RATIONAL iCombi Pro at each store and added two more – for a total of five – in the months that followed.



Industry:
Retail

Core business:
Grocer, specialty

Location:
Burr Ridge, Illinois



Consistency and technology.

Chef Roman and his team at Brookhaven use the iCombi Pro all day – and all night. They make a variety of items such as salmon, tamales, Italian beef and rotisserie chicken. They prepare double-baked potatoes in a fraction of the time, and use the VarioSmoker to render savory brisket, smoked ham and pork butts overnight. Meanwhile, the baking team uses it for cookies and pies.

About 80% of food is prepared in Chef Roman's central kitchen, and the remaining 20% is made at the stores using recipes saved in the RATIONAL. "Having the ability to develop the recipe in one kitchen and deploy it at all three locations across five units, and knowing we are going to get a consistent product, is a win-win," Bertakis says.

They use ConnectedCooking to upload and update recipes in each iCombi Pro. "Not everyone here has a culinary background, and sometimes front of house people need to perform certain kitchen functions. So, being able to program the units with exact parameters for consistent outcomes is important."

When they have a question about what setting to use, they don't hesitate to call the RATIONAL ChefLine for support.

Bertakis values the self-cleaning function and notes the labor savings. "Any oven takes at least an hour to break down and clean on a nightly basis," he says. "That's an easy calculation if you take the average hourly rate and multiply by 365."

"It's a solid investment," he concludes. "Yes, it is an expensive piece of equipment. But when you factor in what it can do for you and if you embrace the technology and systems, it can do a lot."



The challenge:

- › Update kitchen equipment and elevate consistency and efficiency among three locations.

The solution:

- › 1× iCombi Pro 6-full size/
10-full size iCombi Duo
- › 2× iCombi Pro 6-full size
- › 1× iCombi Pro 6-full size

Customer benefit:

- › ConnectedCooking: digital kitchen management.
- › iCookingSuite: cooking intelligence to achieve specific desired results.
- › ChefLine: support line answered by Corporate Chefs 365 days a year.



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