

# EMMANUEL ST. MICHAEL LUTHERAN SCHOOL



## CUSTOMER PROFILE:

Emmanuel-St. Michael (Fort Wayne, Ind.) provides a Christ-centered education for children in grades K-8. The school helps students achieve their personal best through the care and commitment of talented teachers, small classes and a structured atmosphere that builds on the basics, yet offers enough flexibility to meet specific, individual needs.

Emmanuel-St. Michael operates two campuses in Fort Wayne: one for grades K-2 and a second for grades 3-8. The school's goal is to make certain students are well equipped for high school and college, but to also ensure they have a solid foundation of faith to guide them throughout their entire life.

ROXANNE PRATT

Kitchen Supervisor,  
Emmanuel-St. Michael  
Lutheran School

"I haven't cooked anything in the Baxter Hybrid Convection Oven that hasn't come out 100 percent perfect. With our previous convection oven, I had to rotate everything and often had to transfer items from the top rack to the bottom rack to get an even bake. I don't have to rotate anything with the Baxter."

ROXANNE PRATT  
kitchen supervisor

“I’m amazed at how food, especially pizza, stays hot in the Baxter once it’s finished cooking. When we prepare food in the other convection ovens, it cools off quicker. In the Baxter, pizza is steaming. The pan is hotter. I can barely touch them, but they’re never overdone. Not one corner is brown.”

### CHALLENGE:

Emmanuel-St. Michael serves approximately 240 meals per day. The school has a small kitchen staff and an even smaller kitchen. The kitchen has a double convection oven, a single convection oven and two gas ovens. The school also uses a warmer to roast and keep cooked food warm until serving and a steamer to cook vegetables.

The kitchen supervisor was unhappy with food quality. Kitchen staff had to continually rotate food—often from the top rack to bottom rack—to get an even bake. Because the school’s ovens had no timer, staff was often overcooking or burning items. Furthermore, the staff was getting inconsistent results from the various baking equipment.

### SOLUTION:

#### Objective:

- Incorporate a new oven that does the work of multiple pieces of baking equipment.
- Gain more consistent cooking results.
- Eliminate the need to rotate food items while cooking.

#### Baxter Products Involved:

- Baxter’s Hybrid Convection Oven combines the best features of Baxter’s rotating rack oven and a traditional convection oven in a smaller footprint.
- The rack in the hybrid convection oven doesn’t rotate. Instead, the airflow does. A fan in the rear wall of the oven circulates heated air through the hybrid oven’s side panels and to the product.
- Diffusers in the side panels distribute the heat throughout the oven—top to bottom, front to back. This feature ensures consistent cooking results without ever rotating a pan.
- In addition to this powerful controlled airflow, the Baxter Hybrid Convection Oven includes the company’s patented steam system, which dispenses water from large openings onto two sets of spherical cast iron plates.



ROXANNE PRATT  
kitchen supervisor

“We are able to provide a better quality product now because we don’t have to put anything in a warmer, which was the case with the other convection oven. Now, everything comes straight out of the Baxter oven and goes directly to the serving line.”



**Actions Taken:**

- The school installed a Baxter Hybrid Convection Oven in the kitchen to serve as the primary baking oven.
- The kitchen staff prepares cookies, cakes, breadsticks, pizza and hot dogs in the Baxter oven. The school still uses its other ovens for overflow work.

**RESULTS:**

- **Serve higher quality foods:** Kitchen staff prepare higher quality food in the Baxter hybrid oven. Hot dogs are perfectly steamed on the pan. Breadsticks are softer. Pizza and desserts are evenly baked with no brown edges.
- **Achieve more consistent cooking results:** Using the Baxter oven, the school prepares more consistent food. The oven’s built-in timer alerts staff when food is done. They no longer have to worry about overcooking or undercooking because of uncertain cook times.
- **Save time; reduce labor:** Kitchen staff does not have to rotate food items in the Baxter oven to get an even bake. This step saves time and labor as staff is not idly counting the minutes until the next rotation. They can instead concentrate on other duties.
- **Decrease some cooking times by nearly 50 percent:** The Baxter oven cooks food faster. In the school’s previous oven, it took kitchen staff 30 minutes to cook hot dogs, a lunch favorite. With the Baxter oven, staff can cook hot dogs in less than 16 minutes.
- **Reduced food waste:** With its previous oven, the school often had to throw away some items because they were burnt or unevenly cooked. With the Baxter, the school has not had to discard any food items due to uneven cooking.



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