

## Chop Steakhouse & Bar.

Heightened consistency and flavour, requiring less space and labour.



# Originally intended for the Food Prep Hall, RATIONAL becomes a Central Part of the Kitchen at Chop Steakhouse & Bar.

Chop Steakhouse & Bar serves up the highest quality, sustainably sourced beef and fish at over 16 locations across Canada. When Chop's Executive Chef and Regional Chef initially installed a RATIONAL SelfCookingCenter®, it was intended for use at their food prep hall in Calgary. However, they quickly recognized that RATIONAL could be added to their traditional kitchen line to replace multiple pieces of single function equipment, elevating consistency and delivering outstanding results while taking up considerably less space. Today, RATIONAL equipment is central in Chop's kitchen design, and is the standard at new locations as they open (two so far, in Halifax and Saskatoon) and in conversions (in Richmond, Winnipeg, and Edmonton) as existing kitchens are renovated.



## About Chop Steakhouse & Bar

Chop Steakhouse & Bar brings together outstanding quality Canadian beef with modern culinary methods to serve up memorable meals in a social and stylish atmosphere. With 16 locations across Canada in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario and Nova Scotia, Chop Steakhouse & Bar is focused on culinary excellence and sustainable sourcing for all of its meat and fish dishes.

**Chop Steakhouse & Bar**  
Calgary, Alberta, Canada

## Goal

- › Maintain culinary excellence and exceptional consistency across multiple locations while maximizing use of space

## Approach

- › Test and install RATIONAL in their production area
- › Test and install RATIONAL in kitchen line
- › Streamline equipment package and replace single-function equipment
- › Include RATIONAL in new restaurants and kitchen renovations

## Equipment

- › RATIONAL SelfCookingCenter® XS
- › RATIONAL SelfCookingCenter® 61
- › RATIONAL SelfCookingCenter® 62

## Results

- › Elevated consistency across the chain
- › Improved labour model and employee retention
- › Reduced labour in the kitchen by 25 percent
- › Maximized use of space in the kitchen
- › Reduced training time at new locations from 10 days to three

Cover image:  
One of Chop's newest openings located in Saskatoon, Saskatchewan

# Consistent results that exceed expectations.

Chop Steakhouse & Bar began its journey with RATIONAL five years ago, when Executive Chef Stephen Clark and Regional Chef Garrett Jette were looking to equip their food prep kitchen in Calgary. They knew they wanted RATIONAL, but needed to show their team what RATIONAL combi technology was capable of, and prove that it could consistently prepare more food items in less time.

The RATIONAL Corporate Chefs worked with the team at Chop, dissecting the menu and testing to duplicate results in the RATIONAL combi. Chop then installed a consignment unit and got to work experimenting with different temperatures, climates and settings to build their own custom programs that recreated the rich flavours and strong presentation for which Chop is known.

The chefs at Chop immediately saw the potential to transform their restaurant kitchens with RATIONAL, and the Richmond location was the first to install a RATIONAL combi. When they brought the RATIONAL combi on the line, even Jette and Clark were surprised by the results. They were able to precisely and consistently replicate and exceed the quality of Chop's prepared poultry, fish, side dishes, appetizers, and desserts.

Next, they began to evaluate the concept of eliminating some of the other traditional equipment on the line in order to decrease the kitchen's overall footprint. "It didn't take long to prove that it worked," Jette said. "It was a bit nerve-wracking to take out each piece of equipment, but each time we learned that we didn't need it. It was an adjustment, but it made our lives easier. We had to move from what we were used to, to what was a better plan."



**"It's just a different way of cooking. Even other combi ovens don't have these results; they are just ovens spraying water. RATIONAL is a step above."**

Stephen Clark, Executive Chef,  
Chop Steakhouse & Bar

## Small but mighty.

A compact kitchen footprint is a must for Chop, especially at the newer locations. There was some initial concern that the RATIONAL combi 6-half size and XS would be undersized, but they readily met demand, even during banquets. The chefs are impressed by the quantity of food they can simultaneously prepare in the smaller units. They shared that the combi environment and quick recovery time allow them to execute far more dishes than the small size would suggest. Next they plan to up their quantities and try the RATIONAL iCombi® Pro 10-half size.

Having RATIONAL on the line enables Chop to remove a 10-burner stove, a six-burner stove, a salamander broiler, and a high-speed oven from the kitchen. This translates to a much smaller footprint, and significantly lower equipment costs.

At the same time, the cooking cabinet helps keep temperatures lower in the kitchen – literally and figuratively. It's cooler, and perhaps contributes toward a climate that's less stressful and exhausting.

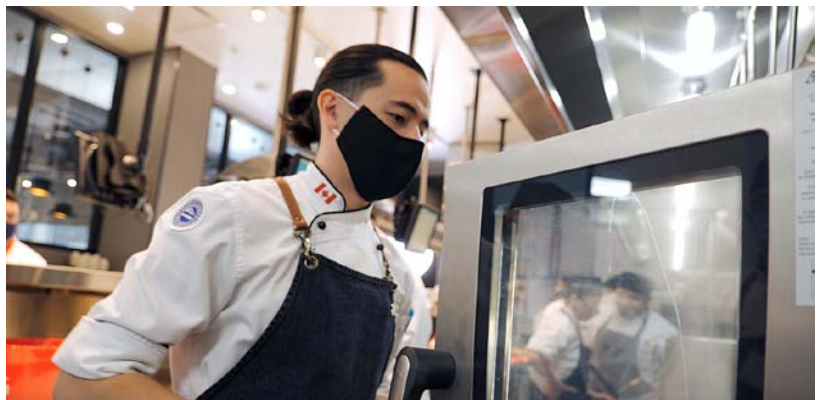
As Executive Chef Clark said, "RATIONAL lets us focus on the fun of the kitchen more."



Chop's famous prime rib rubbed with rock salt, cracked pepper & fresh herbs.

## Everything but the steak.

Chop Steakhouse & Bar uses RATIONAL combi technology to prepare almost everything on the menu that's hot – except steak. Their flagship steaks are cooked the old-fashioned way on a hot grill, each requiring individualized time and attention as it is seared to perfection. RATIONAL allows the kitchen staff more time to focus on grilling steaks and plating, while the unit works to capably handle everything else — from salmon, chicken, scallops and shrimp to baked potatoes, soups, and chocolate torte and cheesecake for dessert.



“It was a bit nerve-wracking to take out each piece of equipment, but each time we learned that we didn’t need it. It was an adjustment, but it made our lives easier.”

Garrett Jette, Regional Chef,  
Chop Steakhouse & Bar



# Stronger employee retention and a new labour model.

Labour is the largest expense at Chop, and the labour model is evolving where RATIONAL is in the kitchen. Cooks accomplish more, faster, with fewer people, yet achieve the same results. There used to be two people working each station; now there's one. When it is slow, one person can manage the entire kitchen. They estimate that they are using 25 percent less labour in the kitchens equipped with RATIONAL.

Because the learning curve is shortened, the time to train new staff at a new location is reduced from 10 days to three. There are fewer stations to learn, and team members can be cross trained on more of them. It takes less time to master the kitchen and understand how all the pieces flow together.

Driven by the evolution in the kitchen, Clark and Jette are testing a new schedule at the Richmond location where managers work four days a week, with slightly longer days, establishing a cadence they find to be more manageable, resulting in less stress and greater work-life balance. So far, the four-day work week has resulted in improved employee retention.



“We're able to schedule about 25 percent less labour than we did before.”

Garrett Jette, Regional Chef, Chop Steakhouse & Bar

“It allows everything to get better.”

“People who worked with our older equipment are blown away,” Clark said. “Now they know everything will be perfect every time, and look even better. It’s always perfect, so you can focus on other things.”

“One of the things we were worried about with putting RATIONALs in our kitchen, was that our cooks would feel like they had stopped learning how to cook. It couldn’t be further from the truth. Now they see how perfect the food is coming out, and they’re even more invigorated to learn how it happened, and dig a little bit deeper into the science of it.”

“It’s just a different way of cooking. Even other combi ovens don’t have these results; they are just ovens spraying water. RATIONAL is a step above ... it’s all in the steam generator.”

“It allows everything to get better.”



Smoked Baby Back Ribs, a Chop favourite.

“Green vegetables got brighter and crunchier; soups got easier to make. Having everything come out at the same time, or within seconds of each other, is a huge asset.”

Stephen Clark, Executive Chef,  
Chop Steakhouse & Bar



# The muscle in the kitchen.

The RATIONAL combi has a remarkably small footprint that takes up less square footage, while its multifunctionality significantly lowers equipment costs. For Chop, it means no more filling water. No more slow warm-up, cleanup and shutdown. Less grease. No more being limited to cooking one thing at a time. And lower energy consumption and utility costs.

When they require service or have questions, RATIONAL is there to help.

“RATIONAL has been amazing at providing support,” Clark said. “I can’t think of a time where we said, ‘This doesn’t seem right’ or ‘RATIONAL didn’t look after us.’ They get back to me within hours, if not minutes. They recently provided a walkthrough and made some amazing recommendations. I can’t think of a manufacturer that has provided better service and hospitality.”



“The smaller you can make the kitchen, the more efficient you can make it, it's easier to clean, it's less rent. Things that used to require maybe 12 steps before now take two or three.”

Garrett Jette, Regional Chef,  
Chop Steakhouse & Bar

**RATIONAL Canada Inc.**  
2410 Meadowpine Blvd.  
Unit 107  
L5N 6S2 Mississauga  
Canada

Tel. +1 877 728 4662  
Fax +1 905 567 2977

[info@rational-online.ca](mailto:info@rational-online.ca)  
[rationalcanada.com](http://rationalcanada.com)