

## **Nugget Markets.**

An extraordinary grocer with fresh fare made from scratch.



# Chefs on staff ensure high quality.

“ConnectedCooking is the wave of the future, and the ability to communicate with your equipment and pull relevant data is what’s going to keep us ahead of the competition.”

Stazi Dulman, Corporate Executive Chef,  
Nugget Markets



Founded in 1926, Nugget Markets is one of Northern California’s premier natural and organic grocers. Owned and operated by the fourth and fifth generations of the Stille family, the stores offer a complete grocery shopping experience along with grab-and-go fare and catering platters. Teams of classically trained chefs work in-store and in the central kitchen every day, preparing food made from scratch using quality ingredients. About 85% of the food to go is made from scratch, vital to their quality standards. Roughly 3,500 grab-and-go offerings are served daily across all stores (this number spiked upwards of 5,000 a day during the 2019 California wildfires). Menu selections include lasagna, roasted salmon, herbed pork loin, roasted vegetables, chicken salad, meatballs, sandwiches, and salads topped with tri-tip, flank steak, or grilled chicken.

Stazi Dulman, Nugget Markets Corporate Executive Chef, first noticed RATIONAL at food shows and heard Chef Thomas Keller talking about them. Then in 2016, when Nugget Markets acquired Glen Ellen Market and Sonoma Market, he inherited three RATIONAL combi ovens. He immediately saw what combi technology could do for them; experimenting with the RATIONAL, he made the determination to purchase additional units. His initial concern that RATIONAL cooking systems were cost-prohibitive was quickly dispelled when he calculated labor savings and ROI. Today, Nugget Markets uses RATIONAL combi-steamers to prepare many menu items including all the proteins it serves, with the exception of rotisserie chickens, which are prepared in dedicated rotisserie ovens – that is, until the rotisseries die, when Chef Dulman plans to replace them with RATIONAL combi ovens.



**Industry:**  
Retail

**Core business:**  
Supermarket

**Location:**  
Davis, CA



# Efficiency, consistency, technology.

Nugget Markets owns 11 RATIONAL combi ovens, and it plans to purchase additional cooking systems in the future to outfit 7 more locations. "The RATIONAL allows us to be more effective and efficient," Chef Dulman says. "We are not standing and probing and watching and rotating, we're utilizing the oven for its smart, intelligent cooking."

RATIONAL's after-sales support and the ConnectedCooking app makes choosing RATIONAL easy for Chef Dulman. ConnectedCooking allows him to access HACCP data in seconds for the health inspector, and he uses it to push new menu programs to all the stores. He can troubleshoot when it comes to service (and the service partner can diagnose the problem remotely and bring the part with him, reducing downtime).

But ultimately, it is food quality and consistency that matters the most to Chef Dulman. "The RATIONAL has allowed us to standardize operations in the most vital and delicate areas, especially with proteins," he said. "The RATIONAL combi oven is able to capture skill and finesse, and replicate it across all skill levels."



## The challenge:

- › Standardizing operations and increasing efficiency and consistency.

## The solution:

- › 1× SelfCookingCenter® 61
- › 7× SelfCookingCenter® 102
- › 2× SelfCookingCenter® 202
- › 1× iCombi® Pro 10-full size

## Customer benefit:

- › iCookingControl:  
Detects product status and size as well as load quantity.
- › HiDensityControl:  
The precise distribution of heat ensures exceptional uniformity from the first rack to the last, without drying out food.
- › iLevelControl:  
Intelligent mixed loading lets you prepare different foods at the same time.
- › Efficient CareControl:  
Automatically cleans and descales overnight and unsupervised.



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