



**TOTAL FOOD
NETWORK**



"For Everything Fresh"





“What I saw of TFN, it’s principals & structure over my visits was enough to convince my Board, the management team and myself to re-strategize our methods of purchasing, structure & policies in PNG & Australia.”

- Jerry Musolok Chairman FCS

“The Team at Total Food Network are passionate about delivering the freshest product together with premium customer service and value for money.”



**TOTAL FOOD
NETWORK**

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We're just a click away

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"The TFN Promise is to -

Exceed Customer Expectation and
Create Magic Moments through
Product Care and over all **Customer Value"**

The TFN Guarantee

- » *Quality Products*
- » *Best Value*
- » *Great Service*

TFN supplies an extensive range of fresh produce, meat, smallgoods and dry goods to the retail and resource sectors, both domestically in Australia and via our export division to PNG.

TFN believes in teamwork. We think of our clients as partners, their customers as our customers. So we work hard to make your business more successful. Each client's needs are assessed and a supply program is designed and implemented that meets these needs. Whether it be export or domestic supply, TFN provide expert advice to meet your specific requirements to ensure success.

The TFN buying team are amongst the most experienced and respected in the business. Having years of experience in retail, food service, wholesale and buying on the market floor and direct from growers, ready to service export and domestic markets.

Each member of the TFN buying team are constantly updating the retail / food service division on what is in season, what new varieties are available and the best special buys in the marketplace.

You can be assured that Total Food Network's buyers are working hard to get you the best possible outcomes.





"I've been buying from Total Food Network for many years. They were the first fresh produce wholesaler I bought from, and I will continue to buy from them as long as I'm in business. They have always been easy to talk to and order from. Always willing to help me find what I need even if they don't carry it, which has made me a loyal customer of theirs. I've always enjoyed the personal approach the staff take and their genuine concern for me and my success."

- **Daniel Packer** *Owner Welcome Mart*



"Our quality of produce and above all quality of service has been second to absolutely none since placing all of our business with Total Food Network."

- **Fintan Rafferty** *Managing Director, Salthouse*



"As Executive Chef, and having worked at the Pacific Hotel for over 10 years, I oversee all activities within the Pacific kitchens including cost, quality and supplier service management of all foods received. I have found Total Food Network's fruit and vegetable supply to be very competitive in all three of these key areas."

- **Ben McCarthy** *Executive Chef, Pacific Hotel Cairns*

"TFN is a family within a business. It's service with a gigantic "S" and the customers really do matter. One would almost expect it to be a Mum & Dad corner store business, nothing is too small."

- *Managing Director, FCS Ltd*

*What our customers
have to say...*



Supply Base (TFN's PartnerUp Programs)



We have direct access to some of the best growers, producers and processors in Australia and we have built strong working relationships within the TFN Grower PartnerUp programs to service our customers efficiently.

Brushed potatoes and pumpkin from the Atherton Tablelands in Far North Queensland. Potatoes from Victoria and New South Wales. Onions from South Australia, Tasmania and Queensland growing regions are all utilised in their peak seasons to ensure our customers receive the best quality produce.

Beef, lamb, pork, chicken and small goods are

sourced from market leading producers and processors throughout Australia to meet our customers' needs.

TFN's dry goods and general merchandise range is serviced by a professional network of suppliers.

Our Logistics partners provide the best service possible to enable us to service domestic and export markets efficiently.

Our supply chain network provides access to and from Queensland, New South Wales, Victoria and Northern Territory growing regions, Central markets and distribution centres domestically and PNG.



Total Food Network *Principal Team*



Lui Garozzo

Managing Director



Lui Garozzo holds a formidable knowledge base in all things “food” in both hospitality and the retail sector. Going straight from school into his family food service business he has learnt the industry from the ground up.

His passion for food continues as well as his love for the wholesale food supply industry.

Lui offers the care factor about the quality of supply to his customers and is continuously bringing new and better ways to improve the customer offering.

Lui has a broad based focus on both Retail and food service distribution so you can rest assured that the guy at the top has your best interest at heart and will do whatever it takes to maintain his company's mantra of **“quality products, best Value and above all great service”**.

Ray Scicluna

Group CEO



Ray Scicluna - Self-employed for 42 years and in this time has trained 1000's of people in customer service and how-to manage and build better businesses.

Author of “Crossroads and Roundabouts: life is full of choices”, a popular and very sought after consultant and speaker in the business arena.

On Rays watch as CEO, he is dedicated to improving systems and the overall offering to the Total Food Network customers.

Highly motivated and convicted, Ray has created through training, a very unique “can do” team culture. This guarantees to exceed customer expectation and deliver customer satisfaction, by creating those “magic moments”.

“Ray knows all too well that survival and success depends on the people around you” **www.rayscicluna.com**

“Great service”.

Rebecca Heilbronn

2IC



Rebecca Heilbronn holds a Bachelor of Business and Marketing degree (Bond University).

On completion of her degree, she jumped straight into the family business.

Rebecca's sound business stability allows her to continuously search the horizon for new ways of improving the overall product offering to our customers.

“Best value”.

Her main goal as TFN's 2IC is to ensure customer / supply longevity through healthy business relationships by applying her focus on every aspect of productivity for a smooth supply delivery to our customers.

Total Food Network *Management Team*



Richard Maxted

General Manager



Richard Maxted started his career obtaining a certificate in Tropical Agriculture at Burdekin Agriculture College.

With 14 years of service with Caterair and Qantas flight catering, Richard has a vast amount of experience in the Food Service arena.

Richard, as company GM and through his diverse product knowledge and strong relationships with our integrated stakeholders (farmers) proves to be a winning combination for quality product supply. This also guarantees that the TFN customers receive nothing but the very best in products.

"Quality products".

Paul Povey

Business
Development Manager



Paul Povey has over 40 years experience in the catering and international food industry and with over 30 years extensive working experience as an international consultant in both the Wholesale and Export Sectors.

Managing in excess of 400 employees and feeding 3000 men a day in mining camps, Paul comes with a wealth of international business knowledge.

Within Paul's role in TFN, he leads the team with his impressive negotiation skills that give a very competitive edge for all the TFN's international export clients.

Paul prides himself on running a shipshape operation.

Suresh Jay

Financial Controller



Suresh Jay comes with over 25 years experience in hotel finance, of which 12 years in the capacity of Director / Financial Controller of prominent hotel chains like Hyatt, Starwood and Accor.

Suresh's role at TFN as company financial controller is to oversee all finance investments, acquisitions across all entities and is responsible in implementing streamlined administration efficiencies, greater productivity and overall sound business advice.

Total Food Network *Management Team*



Greg Rashleigh

Export Manager



Greg Rashleigh, Export Manager, specialises in more than one category.

His knowledge of the liquor industry over many years of experience in sales, Territory manager and finally as State Manager of Samuel Smith and Son helps the TFN team provide 'best value' to our international clients.

Having worked both sides of sales business, he prides himself on having a good understanding on what our customers want, and his years of management experience ensure that the export team are meeting those demands daily.

*John Waugh
& Phil Sheen*

Purchasing Managers



Phil Sheen – Export Purchasing Manager & John Waugh - Domestic Purchasing and Warehouse Manager are responsible for purchasing of all product for both domestic and export supply.

Both have 20 years of excessive purchasing experience.

John sleeps and breathes fresh fruits and vegetables and has a real hands-on understanding of the best practice for maintaining optimum freshness from an operational and logistic prospective. **"Quality products"**.

Phil's knowledge within the dry goods procurement and export logistics arena provides TFN with a clear understanding within procurement that ensures our international customers receive **"best value"**.

Both John and Phil play a significant role in the company mantra of **"quality products at best value!"**.

Tania Angell

Human
Resource Manager



Tania Angell provides a comprehensive HR service across all divisions of the Total Food Network Group. With over 25 years in the workforce, Tania has acquired operational knowledge and experience across all aspects of business in various industries including manufacturing, construction, retail, education and not for profit.

Tania heads up the TFN administration team to deliver accurate documentation.

Total Food Network PNG DC



In 2016 TFN Australia signed a partnership share agreement with PNG FCS/TE (landowners) for 30% shareholding in the total TFN group.

This includes TFN Australia, TFN PNG, Port produce as well as Boroma Piggery in Port Moresby.

It made good sense to align TFN with a PNG in country based food service provider to OK Tedi mine who share a common vision and goal for the future supply of PNG clients.



Morea Vele

Sales &
Operation Manager

Elsie Norman

Sales & Import Manager

Total Food Network's distribution centre/warehouse in Port Moresby is headed up by our Sales & Operation Manager Morea Vele and Sales & Import Manager Elsie Norman.

We are proud of the achievement that both Morea & Elsie head up. An all Nationals PNG team that have been well trained to service many large PNG customers for all their total supply needs, both in country and/or via Australia.

This division supplies many large hotels as well as the largest mining camps and companies in PNG.



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