



Cook's Role in Hygiene and Sanitation Improvement in Hot Kitchen at Ascent Premiere Hotel Malang

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DOI:

<https://doi.org/10.47134/ijm.v1i1.2471>

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Received: 01-02-2024

Accepted: 15-03-2024

Published: 30-04-2024



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Abstract: This study was undertaken to learn how the kitchen management at Ascent Premiere Hotel Malang attempts to improve the level of cleanliness and sanitation. The study method employed is a qualitative descriptive approach, with data collected through observation, interviews, and recording. The research subjects are sous chefs and junior sous chefs who can supply research-related information. The goal of this study is to focus on efforts to improve kitchen cleanliness and sanitation in order to provide a sense of security, comfort, and job efficiency for all staff members. According to the study's findings, several employees expressed dissatisfaction with the maximum execution of hygiene and sanitation requirements due to the low quality of the standard operating procedures (SOP) that were implemented. To address these problems, the cooks took immediate action by expanding the number of personnel, holding daily briefings before work, and doing other things that can help improve the hygiene and sanitation at the Ascent Premiere Hotel Malang kitchen.

Keywords: Hygiene, Sanitasi, SOP, Kitchen

Introduction

In recent times, the tourism industry, including hotels, restaurants, and other food businesses, has grown rapidly and demands the creation of a pleasant atmosphere from various perspectives in order to be offered as a product to potential consumers (Ikhsan & Prianthara, 2008). In general, hotel management offers two main types of products, namely tangible products such as hotel rooms, restaurants, and various other facilities, and intangible products such as comfort, service, atmosphere, and others (Yuniarsih & Suwatno, 2016).

According to (Prameswardani et al., 2019) (Yuliasri & Yulianto, 2013), hygiene and sanitation have a very crucial role in the food and beverage industry. Therefore, food and beverage departments need to ensure that all food and beverage production is safe and free from harmful bacteria that can threaten consumer health (Al Bataafi, 2006). To improve sanitation and hygiene in the food and beverage sector, several things need to be done: 1) Hygiene and sanitation training:

All food and beverage department staff should receive regular sanitation and hygiene training (Kurnia & Darnastuti, 2011). This training can help employees understand the importance of sanitation and hygiene and the proper techniques to ensure food and beverage safety. 2) Clear Standard Operating Procedures (SOPs): The food and beverage department must have clear SOPs in the food and beverage production process. These SOPs should cover all aspects of production, from receiving raw materials to shipping finished products (Bonita, 2016). This can help employees understand the correct procedures and ensure every step of the production process is done correctly. 3) Using safe ingredients:

The food and beverage department must use safe and high-quality raw materials (Damanik et al., 2022). Materials must be stored properly to avoid damage and contamination. 4) Regular cleaning and disinfection of equipment: All equipment used to prepare food and beverages should be washed and disinfected regularly to avoid contamination. Personnel should be trained in proper washing and disinfection techniques. 5) Maintain a clean working environment: The working environment should always be clean and tidy. Personnel should be trained to keep the work environment clean and perform regular cleaning (Prameswardani et al., 2019) (Yuliasri & Yulianto, 2013).

According to (and Telecommunications Director General of Tourism, 1993) sanitation and hygiene include three aspects, namely the individual, nutrition and the environment, and the main goal is to prevent disease, poisoning and other health problems. on human environmental factors.

Ascent Premier Hotel & Conference is a service industry that provides hotel and conference services (Gamal, 2002). They also provide food and beverages to potential customers and do a lot of work to ensure hygiene and sanitation in the dining process.

Ascent Premier Hotel & Conference, as a food and beverage company, strives to manage the services provided well with kitchen facilities, expertise, and equipment that conform to industry standards (Kodhyat, 1998).

Although they use culinary techniques that are appropriate to the ingredients and menus to be processed, it does not guarantee the cleanliness and purity of the food they produce. Therefore, this research is used to analyze, know and measure how much hygiene and sanitation is applied in the food processing of Ascent Premier Hotel & Conference.

Methodology

Here are some types of data based on their nature and examples:

- a. Qualitative data is information in verbal form expressed through symbols or images. For example, qualitative data can be the results of a questionnaire about customer satisfaction with a company's services.
- b. Quantitative data is data expressed in the form of numbers or numerical values. Examples are income data, stock prices, and the like.

(Arikunto, 2019) explains that the source of information is one of the objects where information can be obtained. It is also explained by (Sutopo, 2006) that the source of information is a place where information in the form of people, objects or documents can be obtained using certain methods. According to (Moleong, 2018), recording sources of information through interviews or observations is the result of a process of observing, listening, and asking questions. In qualitative research, these actions are carried out deliberately and purposefully, always with the aim of obtaining the information needed.

1. First-class sources of information

Primary data sources are sources that provide information directly to researchers. This primary information can be in the form of stories or information from eyewitnesses who witnessed the event, and the data is reported by observers or participants who were actually at the scene.

2. Secondary sources of information

Secondary data sources according to (Sugiyono & D., 2019), namely secondary sources can be said to be a type of source that does not provide information directly to data collectors, either through interaction with other people or through other document references. In this case, information is not obtained directly from the original source, but through intermediaries or other document references.

According to (Evans, 2018; Matavel, 2022), data collection techniques are a systematic process in scientific research that aims to obtain the necessary information. The data collection methods used in this study are:

1. Interview

An interview is a form of conversation conducted with a specific purpose. This discussion process involves two parties, namely the interviewer (interviewer) who is responsible for asking questions, and the interviewee (interviewee) who provides answers to these questions (Moleong, 2018).

2. Perception

The observation technique is used to make direct observations of kitchen operational activities at Ascent Premier Hotel Malang. Data collection through this observation technique is usually applied to research involving human behavior, work processes, or natural phenomena, and focuses on observations that do not involve a very broad scale (Sugiyono, 2010).

3. Documentation

(Sugiyono & D., 2019) explains that documents refer to written records, images, or monumental works regarding past events. The documentation method is simply done by collecting various documents, photos, and attachments that are relevant for research purposes. The tool used in this documentation process is a camera (Philippides, 2018). Documentary activities in research aim to obtain information about schools, including photographs and recordings of activities that occur.

Data analysis technology is a process of processing data into new information. This process is carried out in a way that facilitates understanding of the properties of the data and is useful as a solution to various problems, especially in the context of research (Farrer, 2019). There are various methods and techniques for conducting data analysis, depending on the industry and the purpose of the analysis. In general, all these data analysis methods are based on two types of techniques, namely quantitative and qualitative data analysis in research. The method used to analyze appropriate data is to systematically describe, explain, and illustrate the data obtained during training in the field (Beltran, 2020).

Result and Discussion

Analyzing the role of a cook in improving hygiene and sanitation means identifying key job functions related to food processing to prevent illness and keep food and beverages free from harmful hazards (Kashif, 2023). Improving food quality demands attention to food hygiene and sanitation, as this affects guest satisfaction (Rueda, 2022). Some examples of actions taken by a cook to improve food hygiene and sanitation include proper food storage, selection of good food ingredients, and proper storage methods for food ingredients. However, there are still shortcomings in the implementation of hygiene and sanitation in the hot kitchen by a cook. This lack of implementation can lead to complaints from guests if the food does not meet hygiene standards (Carrigan, 2023).

Conclusion

Based on the description of the discussion, the conclusions can be drawn, namely, ascent Premiere Hotel Malang is a four-star Convention hotel that can be used as a meeting place, launching, gathering, wedding and exhibition. A cook is still lacking in applying hygiene and sanitation to the hot kitchen. Lack of application of hygiene and sanitation can cause guests to complain if the food is less hygienic.

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