

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

From May to August 2017 I did my internship at X Hotel. I was assigned at Finance Department as a Receiving Clerk. Finance Department consists of Financial Controller, Chief Accountant, Credit Manager, Income Auditor, General Cashier, Account Payable, Purchasing Supervisor, Cost Control and Receiving Clerk. My responsibilities were receiving goods from the vendors such as fruits, vegetables, dairy products and groceries, making daily receiving reports, doing data input of market list and labelling the date of groceries. My working hours were from 9 a.m. to 6 p.m. I worked together with five preparing staff at Kitchen Department in X Hotel.

When I did my internship, I noticed that the preparing staff had problem in implementing some rules related to Food Safety SOP. It happened during Fasting month and there was an audit about the implementation of Food Safety Standard Operating Procedure (SOP). On June 22<sup>nd</sup> 2017 the internal audit was held in the Kitchen Department for all the kitchen staff and it lasted for three hours from 3 p.m. to 6 p.m. The auditor was the F&B manager who was responsible to check the

Food Safety procedure and evaluate the work performance. The definition of SOP according to Prasanna (2013) is as follows, “A routine or repetitive activity [which] is documented to form a set of written instructions, such manual which provides individuals or the employees to perform the job properly which facilitates integrity and quality in the end or service is called as SOP” (para. 3). Prasanna (2013) also states that, “The main purpose of having a hotel SOP is to improve guest experience. Hotel SOPs help in educating the hotel staff in dealing with the given situation in a best way possible” (para. 5). In addition Prasanna (2013) explains that, “Hotel SOPs ensure that the guest get the same quality service and treatment each time they visit the hotel” (para. 6). Therefore, it is important for the preparing staff to implement SOP properly.

Related to Food Safety SOP, there are list of 43 Kitchen Assurance Checklist (see Appendix B) that was displayed near the Kitchen Department about Food Safety procedure. The five preparing staff violated some rules related to FIFO (First-In-First-Out), food contacts, food contacts packaging and cleanliness of the floor. First, I will explain the rule related to FIFO. The rule says that, “Ensure proper implementation of the FIFO principles in food production and storage areas.” Based on *Managing Food Safety: A Regulator’s Manual For Applying HACCP Principles to Risk based Retail and Food Service Inspections and Evaluating Voluntary Food Safety Management Systems* (2006), “First-In-First-Out means that the first batch of product prepared and placed in storage should be the first one sold” (para. 105). During the internship, I noticed that FIFO principles were not implemented properly because the noodles in the dry store were nearly expired. Moreover, there were some fleas inside the flour because the preparing staff did not take the groceries by following the FIFO rules. Second, related to food contacts. The rule says that, “Food and food contact surfaces protected from potential microbiological, physical and chemical hazards.” (see Appendix B)

However, I noticed that some of the pineapples and papayas in the chiller were rotten because that preparing staff forgot to take out the plastic wrap before putting them in the chiller. Third, referring to food contact packaging, the rule states that, “Food and food contact packaging must be property stored at a minimum of 15 centimeters (6”) off the floor.” Nevertheless, I observed that some juices and milks were stored on the floor rather on the aluminum rack chiller. Fourth, related to the cleanliness of the floor. The rule states that, “Floor, walls, and ceilings are clean and free from the excessive dust, debris and standing water.” During my internship, I was informed that the preparing staff got scolded by the head chef and I also noticed that they did not clean the water leakage from the chiller properly.

Referring to the previous explanation, I would like to discuss about the preparing staff who did not follow some rules of the Food Safety SOP as the topic of my Term Paper. It is important to discover the solution for the situation because SOP helps in implementing and performing the particular functions or activities of the process effectively and efficiently. I would like to analyze the problem to find the causes, the effects, and the best solutions.

## B. Identification of the Problem

The problem being analyzed is formulated in the following questions:

1. Why did the preparing staff at X Hotel not follow some rules of the food safety properly?
2. How did the problem influence the work performance and quality service of the preparing staff in the Kitchen Department?
3. How should the preparing staff overcome the problem effectively?

### C. Objectives and Benefits of the Study

The objectives of the study is to present the causes, the effects, and the best solutions to the problem. This study will be beneficial for the writer, the readers and the institution. The benefit for the writer is I will gain knowledge in implementing the Food Safety SOP in the hotel. For the readers, they can use the best solutions as a reference to solve the same problem. And for the preparing staff at X Hotel, this study will give some information about the importance of following the Food Safety SOP in the hotel.

### D. Description of the Institution

The data is based on the hotel website and the information from Human Resources staff. X hotel is located on Ir. H. Djuanda Bandung, West Java 40115. The soft opening was in 2016. This hotel is a special four-star hotel to stay for tourists and local guest that equipped with facilities such as an ergonomic chair, wireless internet and 42” LCD screen TV. In addition there are 162 stylish guest rooms, 4 gorgeous suites, 3 dining venues, 8 types meeting room, disability accessible facilities, free 25 MBPS Wi-Fi in public area and 24-hour fitness center.

The core values of this hotel are honest, uncomplicated and comfort. The vision is becoming the world’s favorite travel company. The mission is bridging cultures and inspiring discovery around the world.

## E. Method of the Study

The data that I used for my study is taken from the field research and the library research. The field research is based on the internship journal and the observation that I did during my internship at X Hotel from 16<sup>th</sup> May to 15<sup>th</sup> August 2017. I also used the library research to find relevant theories from the electronic and printed sources. The data is used to support the analysis of the causes, the effects, and the best solutions.

## F. Limitation of the Study

The focus of the study is on the problem solving for the situation occurred during my internship at X Hotel. The problem is the preparing staff who did not follow some rules of the Food Safety SOP properly. The period of time was from 16<sup>th</sup> May to 15<sup>th</sup> August 2017. The subjects of the study are five preparing staff at Kitchen Department aged 30 to 40 years old.

## G. Organization of the Term Paper

This Term Paper starts with the Abstract, Declaration of Originality, Acknowledgements, Table of Contents and there are four chapters. The first chapter is the Introduction that includes Background of the Study, Identification of the Problem, Objectives and Benefits of the Study, Description of the Institution, Method of the Study, Limitation of the Study, and Organization of the Term Paper. The second chapter is Problem Analysis to analyze the causes and the effects of the problem. The third chapter is Potential Solutions along with the positive and negative effects. The fourth chapter is Conclusion of the overall chapter. In the last part there are the list of References and Appendices.