

CHAPTER IV

CONCLUSION

The fourth chapter is the conclusion of the overall chapter. I would like to present the best solution to the problem. The problem is the preparing staff at X Hotel did not follow some rules of the Food Safety SOP properly. There are three causes and three effects of the problem. The causes of the problem are the head chef did not strictly establish and monitor the implementation of the Food Safety SOP, the preparing staff were overwhelmed with the working load during Fasting month in the hotel and vendors were not fully informed about the unloading procedures of the goods by the preparing staff. The effects of the problem are some fruits in the chiller were rotten because the plastic wrap were not taken out, the preparing staff had to spend longer time to prepare the fresh fruit to be served in the restaurant and the purchase order of the goods exceeded the needs and the capacity. I proposed three potential solutions to solve the problem, namely Human Resources Management will educate the preparing staff by providing a training regularly, the F&B manager will held an internal audit at kitchen department to evaluate the work performance regularly and there should

be positive and negative consequences for the hotel preparing staff in implementing the Food Safety SOP.

The best potential solution to solve the problem is the combination of all three potential solutions. First, Human Resources will provide a training regularly that help the preparing staff to have regular practice about Food Safety SOP. After that, the F&B manager will held an internal audit so the preparing staff will improve their work performance. The last is there will be positive and negative consequences that can motivate the preparing staff in implementing the procedures at kitchen department. Thus, the three potential solutions can be used more effectively because they support each other. Using only one or two potential solutions might not give the best result to overcome the problem.

The conclusion is this problem solving will help the preparing staff who did not follow some rules of the Food Safety SOP properly. Furthermore, this Term Paper can be useful as a reference for the hotel staff at kitchen department who have the same problem.