

The Role of Pastry Section Crew in Maintaining the Quality of Pastry Products of Eastparc Hotel Yogyakarta

¹Filipus Neri Darmin, ²Calvin Ngguli Maramba, ³Prihatno, ⁴Gunawan Yulianto

^{1,2,3,4} Sekolah Tinggi Pariwisata AMPTA Yogyakarta
fherydharmyn@gmail.com

Abstract. The purpose of this study is to determine the role of pastry section crew in maintaining the quality of pastry products at Eastparc Hotel Yogyakarta. This study focuses on the role of the pastry section crew which covers six aspects, namely quality, quantity, timeliness, effectiveness, independence and work commitment. The method used by researchers in conducting this research is a qualitative descriptive method. Meanwhile, the data collection methods were taken and collected through observation, interviews, documentation and literature study. The informants of this study were chef Fauzan as sous chef, Dirfas as pastry commis and Hastuti as daily worker. Furthermore, the analysis techniques used are using data reduction, presenting data in the form of narrative text, and drawing conclusions. The findings of this study indicate that maintaining the quality of a pastry product is something that has been done well in the Pastry Section of the Eastparc Hotel. The pastry section crew role indicators cover six aspects, namely: quality, quantity, timeliness, effectiveness, independence and work commitment. The role of the pastry crew has been carried out well, starting from implementing SOPs for each pastry crew, the crew understanding of pastry knowledge, selecting good quality ingredients, equipment cleanliness standards, ingredient storage standards, implementing recipe standards with appropriate processing stages, and cleanliness of the work site. Quantity is the number of products produced which is seen from the Occupancy, BEO, and par-stock. Punctuality is ensuring discipline of the pastry crew by referring to the job description of each shift, maximizing the effectiveness of using materials and tools to maintain product quality, independence of each pastry crew, and committing to always maintaining the quality of pastry products.

Keywords: crew pastry section; pastry product quality, role

RESEARCH BACKGROUND

Hotel is an accommodation service business which includes lodging, food services, drinks and other facilities needed for those who are traveling, doing business or just staying overnight for family or holiday purposes. Guests who stay overnight definitely need food, therefore the hotel has a restaurant which also sells food to guests even for guests not staying at the hotel. Providing and making food is the task of the Food and Beverage Department, especially in the food and beverage product section, namely as a provider and processor of food that will be consumed by guests. In food and beverage products there is a kitchen department which is divided into several sections including main kitchen, cold kitchen, butcher and pastry with duties and responsibilities according to each section Desmafianti & Fauzzia (2021:44).

At Eastparc Hotel Yogyakarta which is located on Jalan Laksda Adisucipto KM. 6.5 No.1, Ngentak, Caturtunggal, Kec. Depok, Sleman Regency, Special Region of Yogyakarta, really optimizes product sales from Food and Beverage Products. This can be seen from the advertisements and promotions presented by Eastparc Hotel to sell hotel Food and Beverage products through various media, both print media and the internet. Due to the large number of new hotels emerging in the city of Yogyakarta, Eastparc Hotel has to make creations and innovations to present the best products in order to compete with other hotels. The Food and Beverage Product Department contains several sections, one of which is called the Pastry Section. The pastry section is a very important division, because it is a requirement for a hotel and as additional income apart from main food processing such

as the main kitchen. The pastry section has the task and responsibility of providing and processing various types of cakes, bread, snacks and desserts for various hotel events such as breakfast, lunch, dinner, wedding, birthday, coffee. breaks, buffets and others Desmafianti & Fauzzia (2021:44). According to Indra & Cecilia (2022:54) the development of pastry products is very diverse, both traditional, modern and even modifications or a combination of traditional and modern. The Pastry Section at Eastparc Hotel Yogyakarta plays an important role and is responsible for preparing various types of desserts. The pastry section at Eastparc Hotel Yogyakarta also manages its own pastry products to ensure quality.

The food production is more maintained and guaranteed. To produce good quality pastry products that are satisfying for guests, it is very necessary to have a pastry section crew play a role in maintaining product quality, both in terms of ingredient selection, processing, and presentation. According to Desmafianti & Fauzzia, (2021:44) the quality of a product is very important for a company, including hotels that provide various kinds of food and drinks. Maintaining product quality is maintaining the standards of a product in the form of goods or services with the aim of continuing to provide satisfaction for customers. Apart from the selection of materials, factors for maintaining product quality require skills, experience and mastery of knowledge in this field. However, in practice, not all of the pastry crew can maintain product quality. still not implementing standard recipes in product processing, such as using different ingredients than the standard recipe, processing at different times, lack of communication between fellow pastry section employees, shortage of ingredients when needed, hampered product processing operations due to limited pastry equipment, employees or trainees Pastry staff do not immediately clean and tidy up tools and materials that are no longer used, other section staff do not put them back to their original condition after using pastry tools and materials, due to a lack of awareness and supervision in maintaining the quality determined by a hotel.

REVIEW OF RELATED LITERATURE

The Definition of Hotel

In the tourism industry there is a connection with supporting facilities, namely accommodation. According to Ismayanti (2011:72) "accommodation is a means of providing lodging services, and is equipped with food and beverage services as a means of supporting tourism for tourists." There are several types of accommodation, namely: Hotel, Motel, Cottages, Guest house, Bungalow, Mess, Home stay, Inn, INN, Camping. The rapid development of the tourism industry globally means that tourists need a lot of accommodation facilities. So accommodation was established in the form of hotels, hostels, bungalows, and so on to meet the needs of tourists. Talking about accommodation, there is one type of accommodation that is very popular in the world, namely hotels. According to Tuloh (2021:48) "hotel comes from the Latin word "hospes" which means a stranger staying in someone's house. This is different, according to Nazmi (2017: 7), who states that hotel comes from the Greek word "hosteis" which means providing shelter to foreigners who pay wages to the owner. Based on the definitions of the experts above, the author concludes that a hotel is a service business which is a means of supporting tourism activities, where the management is carried out professionally and supported by workers who have good skills in the hospitality sector.

The Definition of Pastry

Pastry or patisserie is knowledge in processing and serving food, especially processing and serving various types of cakes. Patiseri comes from French, namely "Patisserie" which means cakes. Thus, patisserie is defined as a science that studies the ins and outs of cakes, both continental, oriental and Indonesian cakes, starting from preparation, processing, to presentation. Desmafianti & Fauzzia,

(2021:44). The pastry section is a section or division under the auspices of the main kitchen which is responsible for handling various hotel events such as weddings, birthday parties, coffee breaks, breakfast, lunch, dinner and others. The pastry section is a kitchen division that manages the manufacture of cakes, bread and desserts Desmafianti & Fauzzia, (2021:44).

Duty and Responsibility of Pastry Section

According to Putri & Mayasari in Desmafianti & Fauzzia, (2021:45) the Pastry section has duties and responsibilities in making and providing various desserts, snacks, cakes and bread. In large hotels, to maintain product quality and work efficiency, the pastry section is divided into two parts, namely pastry and bakery. Pastry is responsible for providing desserts, snacks and cakes. Bakery is responsible for making various types of bread, croissants, danishes. In pastry, precision is needed in the selection of ingredients, measurements and the baking process so that the resulting product will be of high quality in terms of appearance and taste

The Definition of Product Quality

According to Schiffman and Kanuk in Sukawati (2019:32), product quality is the ability of a company to provide an identity or characteristic to each of its products so that consumers can recognize the product. According to Kotler and Armstrong in Sukawati (2019:32), product quality is a potential strategic weapon to beat competitors. The ability of product quality to demonstrate various functions including durability, reliability, accuracy and ease of use

Factors Affecting the Quality of Pastry Products

The benchmarks for determining the quality of a meal are:

1. Food Taste
The taste of food is one of the factors that determines the taste of food. The aim of managing and cooking food is to produce high-flavor food
2. Food Aroma
The aroma emitted from a dish is a very strong attraction and is able to stimulate and arouse the appetite
3. Food Consistency
Consistency is a condition related to the texture and consistency of a material which influences the resulting taste.
4. Food Freshness
Freshness is defined as a statement of freshness of food which is related to texture, taste and aroma
5. Food Appearance
Food appearance is a way to present food to consumers to eat as a whole which contains a composition that has been arranged and adjusted
6. Food Maturity
The level of maturity of food in cooking must be cooked until it is completely cooked according to the level of maturity of the ingredients being processed.

RESEARCH METHOD

The research design carried out by the researcher was qualitative analysis research using a descriptive approach. In qualitative research, the sample or sampling technique that is often used is purposive sampling with the criteria for respondents being employees or pastry cooks who work at the Eastparc Yogyakarta hotel, where they have worked for at least one year. Data collection methods in this

research are observation, documentation, interviews and literature study. The key informant in this research was the pastry chef of the Eastparc Yogyakarta Hotel, while the additional informants in this research were three Pastry Commissioners. The research method in this study is the Miles and Huberman approach (in Sugiyono, 2018:247) which consists of data reduction, data presentation, data verification and drawing conclusions.

RESULTS AND DISCUSSION

Eastparc Hotel Yogyakarta

Eastparc Hotel Yogyakarta is a five-star hotel located on Jalan Laksda Adisucipto KM. 6.5 No.1, Ngentak, Caturtunggal, Kec. Depok, Sleman Regency, Special Region of Yogyakarta 5528. This hotel has many facilities ranging from swimming pools, ATVs, horse riding, outbound, movie rooms and many other facilities. In 2011, on July 26 2011, the company was founded with the aim and purpose of operating in the field of five star hotels, four star hotels, houses, restaurants, drinking houses or cafes and event organizers

The Role of the Pastry Crew in Maintaining the Quality of Pastry Products at Eastparc Hotel Yogyakarta

The Crew Pastry section at Eastparc Yogyakarta plays an active role in supporting the smooth operation of the hotel. This was created to increase hotel income with quality products produced by the pastry section. In maintaining the quality of pastry products, of course, the role of each pastry crew is needed, starting from the Sous Chef, Pastry Commissioner, Pastry Staff, Daily Worker, and Trainee. The roles given by group members are due to their position in the group, there is direct involvement from superiors and subordinates in maintaining pastry products. The results of the interview show that the role of the pastry section crew at Eastparc Yogyakarta is to provide and prepare various kinds of bread, cake, snacks and various market snacks for breakfast, lunch, dinner and coffee breaks. In accordance with the wishes of hotel management and guests, this is used to build the hotel's positioning in the community which is characterized by various kinds of traditional Indonesian food. Based on observations made by researchers, each pastry crew has a very important role in maintaining pastry products because the role consists of three components, namely: conception, expectations and implementation, so that when each pastry crew does not carry out their role well then there will be no continuity and smoothness in maintain the pastry product. In this research, the role of the pastry crew covers aspects of Quality, Quantity, Timeliness, Effectiveness, Independence and Work Commitment. The following are the results of the research in the form of primary data from interviews with informants regarding six aspects, namely:

1. Quality

The quality of pastry products is very important to maintain, because it can build an identity or characteristic for each product so that guests can recognize the products of a hotel. At Esatparc hotels, the quality of pastry products is very important to maintain and even make it number one, because Eastparc does not want to serve poor quality pastry products to guests. The factors that influence the quality of a pastry product range from taste, aroma, consistency, freshness, appearance and maturity of a product.

2. Quantity

In managing pastry products, the first thing to look at is the exact quantity or number of pastry products that will be produced and produced, so that the pastry crew will look at hotel occupancy and determine how much must be produced for breakfast, so that the pastry products available during breakfast are sufficient for everyone. guests ranging from various

sweet breads, donuts, puddings, astortet cakes, pancakes, waffles, market snacks and many more. Then, for events that will be held at the hotel, the pastry crew will look at the banquet event order (BEO) so they can determine what products will be made and in what quantities, so that when producing for the event the products made can be sufficient and not excessive. Likewise, the stock for the ala'carte menu provided by the hotel for guests, the pastry crew also stocks around fifteen ala'carte items for each day, such as the banana fritter menu, lava cake and ice cream trio. Thus, it can be explained that apart from quality, quantity is also very important in the pastry crew's role as an indicator. It can be seen from how much the pastry crew can produce. So in the production process the pastry crew does not produce as they wish, but rather by looking at hotel occupancy and banquet event orders (BEO). So that the amount produced is neither short nor excess so that no product is wasted

3. Punctuality

Using time as best as possible is very important in a job. Assessment of punctuality is one of the role indicators, which is used to measure the performance of the pastry crew. Ensure that discipline begins to arrive on time or does not go home over time due to unfinished work. Apart from that, punctuality can be seen from what has been done in one shift. Then how much over handling is given to the next shift. In this case, the boss or leader has determined what is done in each shift. The Pastry section at Eastparc Hotel has three shifts starting from morning at 6.00 WIB, afternoon at 14.00 WIB, and evening at 22.00 WIB with each job description. The following is a table of activities for each shift in the pastry section of the Eastparc hotel

Table 1. Schedule Shift

Morning Shift (06.00 – 14.00 WIB)	Afternoon Shift (14.00 – 22.00 WIB)	Evening Shift (22.00 – 06.00)
Kegiatan yang dilakukan		
Membaca <i>logbook</i>	Mempersiapkan kelengkapan <i>breakfast stall</i> esok hari	Mengoven produk <i>sweet bread, croissant, danish</i> dan <i>muffin</i>
Mempersiapkan dan menyediakan produk <i>breakfast</i> untuk <i>buffet</i> dan <i>stall</i>	Mempersiapkan <i>dinner</i>	Mempersiapkan dan menyediakan produk <i>breakfast</i> untuk <i>buffet</i> dan <i>stall</i>
Mempersiapkan dan menyediakan produk <i>a'la carte</i>	Membuat <i>Sweet Bread</i>	<i>Refill buffet</i>
Mempersiapkan dan menyediakan produk jika ada <i>coffe break, birthday cake, welcome cake, honeymoon cake</i> atau <i>anniversary cake</i> .	Membuat donat, membuat <i>croissant</i> dan <i>Danish</i>	<i>Cleaning area Pastry</i>
<i>Refill buffet</i>	Menyediakan produk <i>a'la carte</i>	
Mempersiapkan <i>lunch</i>	<i>Cleaning area Pastry</i>	
<i>Cleaning area Pastry</i>		

Sumber: Data sekunder, 2023

It can be concluded that punctuality is a very important role indicator, because it can be used to see the level of activity in completing a job and the discipline of the pastry crew at Eastparc Hotel. So that the pastry crew can maximize the time available to process pastry products and produce quality products and maintain the quality of the products

4. Effectiveness

Effectiveness is the level of use of resources starting from tools and materials, maximizing their use with the aim of maintaining the quality of the pastry products produced. When using ingredients, crew pastry applies first in first out (FIFO), so that the use of food ingredients can be well controlled. At Eastparc Hotel, the pastry crew is required to fill in a bin card when picking up ingredients at the dry store, so that the stock of existing ingredients can be

controlled. Use ingredients according to standard recipes determined by the hotel. Recipe standards are written instructions that contain various information regarding things that need to be prepared, equipment preparation, and manufacturing steps in accordance with operational standards, so the pastry crew in each product processing must comply with the recipe standards because this will affect the quality of the pastry product. Food storage has a big impact on effectiveness, if the storage process is carried out incorrectly, the food ingredients can easily be damaged so that they cannot be used, even if they are used, the quality of the pastry products will definitely not be guaranteed. Therefore, the pastry crew is required to separate raw and cooked food and store it in accordance with the storage provisions for the existing ingredients. Cooked ingredients that are stored must also be labeled by the pastry crew, so that we can know when the product will be shipped. It can be concluded that effectiveness is an important part due to the use of quality ingredients, processing the product according to recipe standards, then supported by tools. with good performance, it is certain that the quality of pastry products can be maintained

5. Independent

The pastry section crew is required to be independent and responsible in the process of processing pastry products. To ensure the independence of each crew, each crew is given responsibility for processing pastry products without relying on help or guidance from superiors. So, each crew must actively ask their superiors to minimize failures when processing pastry products. When conducting observations, the researcher saw something like the picture above. Pastry section trainees at Eastparc Hotel were left to be independent in making a product, but when there was something they did not understand they would ask seniors at Eastparc Hotel. Then the pastry crew will also communicate via logbook, which is an important liaison record from one shift to another so that what is conveyed is not forgotten. When independence is implemented, small things can be seen, namely honesty from each pastry crew, accuracy when processing products, initiative to ask superiors so that communication can be established, self-motivation and orientation towards the set targets can be achieved. It can be concluded that independence is an important part of the role indicators because the pastry crew is given the responsibility to process pastry products independently, even though they are entrusted to process the products independently, the pastry crew must have the initiative to ask superiors to establish communication to reduce product failures

6. Working Commitment

Work commitment is the level at which the pastry crew has a work commitment to the pastry section and responsibility for the Eastparc Hotel. Each pastry section crew is definitely committed to continuing to maintain the quality of the pastry products produced. The pastry crew is also committed to completing the products made to completion so that the quality can be maintained. By maintaining product quality, guests who visit Eastparc Hotel will definitely give the hotel positive comments about pasty products. In this way, many other guests will come who also want to taste the pastry products at Eastparc Hotel. . It can be concluded that work commitment is a very important role indicator because when the pastry crew does not have commitment and responsibility for a product being made, the product will experience a decline in quality, but with commitment the pastry crew has the responsibility to maintain the quality of the pastry product. which has been processed

CONCLUSION

Based on the research results described in the previous chapter, it can be concluded that the role of the Pastry Section Crew in Maintaining Pastry Products at Eastparc Hotel Yogyakarta is considered quite good. Every pastry crew plays an active role in maintaining product quality, starting from the

sous chef, pastry commis, pastry staff, and pastry trainees at Eastparc Hotel. The quality of pastry products is always maintained by implementing SOPs for each pastry crew, crew understanding of pastry knowledge, selecting good quality ingredients, equipment cleanliness standards, ingredient storage standards, implementing recipe standards with appropriate processing stages, and cleanliness of the work location. Quantity is the number of pastry products produced, calculated by the pastry crew by looking at occupancy, BEO, and par-stock. So that products are not made excessively and are wasted. Punctuality means applying discipline to each crew by determining the job description for each shift so that they can make the best use of their time to produce products with maintained quality. Effectiveness is a resource in the form of materials and tools whose use is maximized to maintain product quality. Independence is in the form of responsibility given to the pastry crew to manage the product independently, they must always take the initiative to ask the leader, so that communication can be established between fellow crew members. Apart from that, the logbook must always be filled in at every shift change to provide written communication between shifts. Effectiveness is a resource in the form of materials and tools whose use is maximized to maintain product quality. Independence is in the form of responsibility given to the pastry crew to manage the product independently, they must always take the initiative to ask the leader, so that communication can be established between fellow crew members. Apart from that, the logbook must always be filled in at every shift change to provide written communication between shifts. Eastparc Hotel's pastry crew is committed to maintaining the quality of pastry products. When processing the product, it is processed until the product is finished. Then give attention, thought, energy and time during the processing of pastry products so that the quality is maintained. Eastparc Hotel's pastry crew is committed to maintaining the quality of pastry products. When processing the product, it is processed until the product is finished. Then give attention, thought, energy and time during the processing of pastry products so that the quality is maintained.

REFERENCES

- Claudia, Ima. 2022. "Perapan food safety managemen terhadap kualitas pengeloan makanan di the Alana hotel Yogyakarta" Sekolah Tinggi AMPTA Yogyakarta.
- Desmafianti, G., & Willma Fauzzia. (2021). "Peranan Pastry Section dalam Menjaga Kualitas Produk Pastry di Best Western Premier La Grande Hotel Bandung". *Jurnal Kajian Pariwisata*, 3(2), 43–52. AKPAR BSI Bandung. Tersedia: <https://doi.org/10.51977/jiip.v3i2.628>
- Indra, F., Christabel, V. N., & Cecilia, C. (2022). Pengembangan Kue Sus Dengan Cita Rasa Jajanan Tradisional INDONESIA. *Jurnal Bangun Manajemen*, 1(2), 53-62. Vinaya, N. L.,
- Ismayanti. 2011. *Pengantar Pariwisata*. Jakarta: Grasindo.
- Nazmi, M. N. (2017). *Peranan Receptionist Dalam Meningkatkan Pelayanan Tamu Pada Front Office Departement Di Mataram Square Hotel (Doctoral dissertation, Universitas Mataram)*. <http://eprints.unram.ac.id/9148/>
- Sukawati, L. P., Widiastini, N. M. A., & Rahmawati, P. I. (2019). "Meningkatkan Kualitas Produk Pastry Di Anantara Seminyak Bali Resort Melalui Pengolahan Bahan Baku". *Jurnal Manajemen Perhotelan Dan Pariwisata*, 2(1), 30. Tersedia: <https://doi.org/10.23887/jmpp.v2i1.22084>
- Sugiyono. (2018). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta
- Tuloh, S. H. (2020). Upaya Meningkatkan Profesionalisme Room Attendant Untuk Menunjang Kebersihan Dan Kerapian Kamar Di Hotel Hyatt Regency Yogyakarta. *Jurnal Pariwisata Indonesia*, 16(2), 45-55. <https://jurnal.stpsahidsurakarta.ac.id/index.php/JPI/article/view/320>