

The Implementation of Standard Operational Procedures (SOP) Hygiene & Sanitation in Pastry Food Processing at Alana Hotel and Convention Center Yogyakarta

¹Yasinta Oktaviana Greis, ²Septiana Nugraheni, ³Saryani, ⁴Fitri Dwi Kusumawati

¹⁻⁴Sekolah Tinggi Pariwisata AMPTA Yogyakarta, Yogyakarta, Indonesia
gokta8149@gmail.com

Abstract. This study aims to determine the implementation of hygiene standards, storage, cooking utensils, food processing and serving SOP in Pastry Food processing at Alana Hotel and Convention Center Yogyakarta. This type of study is descriptive qualitative research. Meanwhile, the data sources in this study include Executive Chef, Sous Chef, Cook Helper, Chef de Partie and Daily Worker. This hotel is located on Jl. Student Army Palace No. KM. 7, Yogyakarta. The methods of this study are interviews, documentation and field observations. The data were obtained by reduction, presented in a descriptive data display and then conclusions are drawn. Furthermore, the method used to obtain data validity uses source triangulation and technical triangulation. Based on the results of the research and discussions carried out, the researchers concluded that the existence of standards for implementing good hygiene and sanitation in pastry kitchens can improve health and cleanliness standards if carried out in accordance with existing procedures. In implementing several aspects of hygiene such as personal hygiene, equipment and environmental hygiene, it is known that the kitchen pastry at The Alana Hotel and Convention Center Yogyakarta has implemented hygiene according to standards. In implementing sanitation, several aspects such as sanitation in the selection and processing of food ingredients, equipment, environment and presentation have also been implemented by the majority of hotel employees. However, it is still necessary to carry out regular evaluations on aspects of food storage because there are still several systems that have not been implemented routinely, such as FIFO (First in First Out) and labeling dates for each product.

Keywords: Food Processing, Hygiene, Pastry, Sanitation

RESEARCH BACKGROUND

Hygiene in the hospitality sector is an effort to maintain preventive health that focuses on employees and guests in hotels. According to the Ministry of Health of the Republic of Indonesia (in Rahmadhani and Sumarmi, 2017:292-293) Personal hygiene in hotels is no less important, especially in the hotel industry in the service sector which interacts a lot with humans in terms of service to guests. Maintaining clean uniforms in a clean condition and a healthy and fresh personal appearance at all times are daily activities that should not be overlooked when working. Moreover, working in a hot place will make your body sweat more easily, therefore, shower every day and use deodorant to avoid body odor.

Everyone involved in the food chain is obliged to control the risk of danger that can arise from food raw materials, equipment used, facilities, production processes, and individuals so that safety can be guaranteed and sanitation requirements are met. The principles of food processing that must be adjusted consist of 6 stages, namely selecting food ingredients, preparing and processing food, storing finished food, transporting food, and serving food (Ministry of Health of the Republic of Indonesia, 2004 No. 715). All of these stages must be ensured that they have been implemented because if one of the standards is not appropriate, it has been implemented because if one of the standards is not appropriate.

According to Google reviews, there were several adverse incidents related to both parties experienced by guests and hotels at The Alana Hotel and Convention Center Palagan Yogyakarta. The bad experience was regarding the hygiene of the food served, namely, there were insects in fried foods and hair in their food. Based on the background described previously, the researcher decided to research this problem scientifically through a study to find out the extent of the implementation and principles of Standard Operating Procedures. (SOP) hygiene & sanitation in food processing. This is the researcher's reason for studying it in a study with the title: "Analysis of the Implementation of Hygiene & Sanitation Standard Operating Procedures (SOP) in Food Processing in the Pastry of The Alana Hotel and Convention Center Yogyakarta.

REVIEW OF RELATED LITERATURE

Understanding Food Hygiene and Sanitation

Food hygiene and sanitation is an effort to control factors in food, people, places and equipment that can or may cause disease or health problems (Ministry of Health of the Republic of Indonesia No. 1098, 2003). According to Ekotama (2015:40) humans are one of the many places that can cause disease in food. The benefits of hygiene for food handlers are that it can improve the quality of food processed, avoid cross-contamination, maintain food cleanliness and health and comply with mandatory procedures for food handlers (Amalia Pasanda, 2016. 6).

Understanding 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).

Food Storage

According to Pudjirahardjo (2013: 80) good storage must meet the existing requirements according to the provisions for storing an item or material and also the provisions of the storage location. According to Bakri, Intiyati & Widartika (2018:21), if food ingredients are to be used directly, after being weighed the food ingredients are taken to the food preparation room, the requirements for storing food ingredients. According to Azizah (2023), a warehouse is a place or building that is used to stockpile, store goods, whether in the form of raw materials, semi-finished goods (work in process) or finished goods (finished products) and warehouses are divided into 3 types. as follows:

1. Dry Food Storage (Dry Food Warehouse)
This warehouse functions to store dry food ingredients that are not easily damaged. Examples of dry food ingredients are rice, sugar, flour, nuts, oil, soy sauce, canned food, cereals, kitchen spices
2. Cold Store or Refrigerator

Warehouse for storing foodstuffs that are not durable and easily damaged, such as fresh vegetables and fruit, foodstuffs in the form of liquids, dairy products such as eggs, butter and milk

3. Freezer

A warehouse where frozen food ingredients are stored such as ice cream, danish sheets, puff pastry, frozen meat, seafood and other food ingredients that do not last long

RESEARCH METHOD

This type of research is descriptive qualitative research. The research subject referred to as the key research informant is the Executive Chef of The Alana Hotel and Convention Center, while the additional informants for this research are the Sous Chef, Chef de Partie and Daily Worker. The object of this research is efforts to increase the implementation of hygiene and sanitation in Pastry to provide a sense of security, comfort and smooth work. Data collection methods in this research are observation, documentation, interviews and library study. The validity of the data uses the source triangulation technique, in this case the researcher compares the results of the data obtained through in-depth interviews and then compares them with the data obtained from observations and documentation results. If the data produces different data, the researcher will carry out further discussions with the data source in question until the appropriate data is obtained. The data analysis technique uses the Miles and Hubberman (1992) approach which consists of data collection, data reduction, data presentation and drawing conclusions.

RESULTS AND DISCUSSION

Standard Operating Procedures (SOP) for Food Hygiene & Sanitation at The Alana Hotel and Convention Center. Implementation of Standard Operating Procedures (SOP) for Hygiene & Sanitation in Food Processing in the Pastry of The Alana Hotel and Convention Center which are called Golden Rules and include all SOPs for food management in the Kitchen. The Golden Rules of Hygiene and Sanitation include the following.

Implementation of Personal Hygiene

In essence, to achieve a goal there must be a process involved, the process to maintain food quality must start with personal hygiene and sanitation first, such as:

1. Cleanliness of Work Clothes/Uniforms

Uniform cleanliness must always be maintained to support cleanliness in the kitchen area. Using a clean and complete uniform has an impact on the comfort of the work environment and other employees. The uniforms that must be followed while working are 1) Black hat/chef's hat; 2) Chef jacket/kitchen shirt; 3) Apron/apron; and 4) Safety shoes. The Alana Hotel and Convention Center always provides uniform laundry facilities to ensure the cleanliness of the uniforms of every cook in the kitchen.

2. Grooming

Grooming can generally be interpreted as personal appearance. SOP for grooming that must be applied when working in the kitchen of The Alana Hotel and Convention Center:

a. Hair

Maintained clean hair makes the work environment feel more comfortable and clean. The provisions set by the hotel regarding hair are that men's hair must be short and they are not allowed to grow a mustache or beard. Meanwhile, for women's hair, their hair must be tied in a bun and tucked into a hat, which aims to facilitate the work process and ensure that the food is managed without being contaminated

b. Jewelry/Jewelry/Accessories

Apart from that, in the kitchen of The Alana Hotel and Convention Center it is not permitted to wear jewelry that is too flashy or excessive. The cooks at The Alana Hotel and Convention Center have implemented the use of jewelry properly and correctly. Female employees who are directly involved in food processing and serving wear jewelry such as plain wedding rings and simple earrings, while male employees tend not to wear jewelry at all. This prohibition on wearing excessive jewelry aims to prevent foreign objects from getting into food and to ensure cooks can move freely while working

Implementation of Hygiene and Sanitation in Food Storage

One way to ensure the quality of food ingredients is maintained is through the storage process. Storage of raw materials must also be carried out according to their type, namely groceries raw materials and perishable raw materials.

1. Groceries, foodstuffs that do not spoil quickly and are included in the dry storage type. During ongoing observations, data labeling and the FIFO (First in First Out) system are indeed difficult to run when the hotel is full. Handling busy events with few members is the reason why label systems and FIFO (First in First Out) are difficult to run consistently. The employees are so focused on working so that their work is completed on time, sometimes it becomes a problem when using food ingredients which should be used first and used last. The FIFO (First In First Out) system aims to ensure that the remaining dry food ingredients at the end of the period are dry food ingredients from the results of the last purchase. This method also helps hotels reduce expenditure and waste on purchasing dry food ingredients
2. Perishable, food ingredients that are easily damaged so that they require a certain place and temperature for storage, for example: 1) Butter; 2) Coconut Milk; 3) Cheese; and 4) Milk. Several SOPs that must be applied in storing perishable products in the pastry at The Alana Hotel and Convention Center:
 - 1) Placement of food ingredients
 - a. Chillers
Each food item that is stored must be placed separately according to its type using a container. This aims to avoid contamination of food ingredients and also damage by microorganisms. Storage containers can be stainless steel or plastic containers which must always be tightly closed with plastic. During ongoing observations, data labeling and the FIFO (First in First Out) system are difficult to operate when the hotel is full. Handling busy events with few members is the reason why label systems and FIFO (First in First Out) are difficult to run consistently
 - b. Freezer
Freezer storage in the pastry of The Alana Hotel and Convention Center is a storage warehouse. Freezer storage in the pastry of The Alana Hotel and Convention Center is a storage warehouse. The activity that has been carried out by the employees is to store frozen food ingredients using stainless steel containers and all ingredients must be tightly covered with plastic wrap. From the results of interviews, the cooks have

implemented the proper and correct use of containers in the freezer, namely stainless steel containers. and always ensure the container is tightly closed.

From the results of ongoing observations, researchers found that a lack of awareness among individuals is also the reason why sometimes the implementation of the FIFO (First in First Out) system does not work well. Usually employees are more inclined to use ingredients that are in front of their eyes rather than looking for ingredients that should be used first. This can also happen if you are in a hurry. From the observations obtained, researchers found that a lack of awareness among individuals is also the reason why sometimes the implementation of the FIFO (First in First Out) system does not work well. Usually employees are more inclined to use ingredients that are in front of their eyes rather than looking for ingredients that should be used first. This can also happen if you are in a hurry so that employees use the item unknowingly without following FIFO (First in First Out) procedures.

Cold Storage Temperature Control

It is stated in the regulations "All refrigerators and freezers must have numbers to make it easier to check". This has been implemented properly and correctly by the kitchen of The Alana Hotel and Convention Centre. Based on the data taken, temperature control has been implemented properly and correctly by the cooks, namely: 1) All refrigerator temperatures must be between 3°C - 4 °C; 2) All freezer temperatures must be between (-18°C) – (-24°C). Employees routinely check temperatures in their daily lives. Supposedly, temperature recording activities must be carried out after completing checks. Regarding food ingredients, at the pastry of The Alana Hotel and Convention Center, food ingredients are divided into 2 types, namely, groceries raw materials and perishable raw materials. Most raw materials for groceries are stored in dry material storage warehouses because the food materials stored are classified as non-perishable, whereas perishable materials are stored in cold storage at a certain temperature because food materials are easily damaged if stored at inappropriate temperatures. The following is a table regarding the temperature and raw materials for groceries stored in the pastry of The Alana Hotel and Convention Center

Implementation of Hygiene and Sanitation of Cooking Equipment

Based on the results of the interview data, the steward and pastry staff have implemented hygiene and sanitation properly and correctly according to the existing SOP. In order to maintain the cleanliness of equipment, employees carry out their respective responsibilities. Cleaning equipment requires correct procedures and not carelessly, for example washing equipment with hot water and soap with 2-3 rinses. In the kitchen of The Alana Hotel and Convention Center, this is done by stewards using a dish washing machine with minimum hot water of 82°C and rinsing 3 times in 3 tubs of water

Implementation of Hygiene and Sanitation in Food Processing

The aim of implementing food hygiene and sanitation is to fulfill three aspects of food health requirements, namely health, safety and hygiene. Based on the results of direct observation data, the food handlers have followed the procedures properly and correctly in accordance with the SOPs at The Alana Hotel and Convention Centre. The employees have followed the regulations in golden rule number 31 which states that "In processing each menu must be in accordance with the Archipelago recipe". Apart from that, food handlers also maintain the quality of food ingredients processed from perishable materials and groceries. At the pastry of The Alana Hotel and Convention Center, all the food served at breakfast is always new and fresh, for example, 1) Sweet bread; 2) Croissants; 3)

Danish; and 4) cake. All these products are processed at night by afternoon shift employees. Products are processed according to room occupancy. If it is observed that it is busy, more products will be made than usual

Implementation of Hygiene and Sanitation in Food Serving

From the results of the data taken by researchers, it shows that the pastry employees have carried out food serving activities in accordance with the SOP at The Alana Hotel and Convention Center. When receiving orders, employees wash their hands with soap and use disposable gloves before plating. The plates used are in accordance with the ordered menu, such as the fried banana menu using a red dinner plate, the menu (croffle, toast, slices of cake) using a gray dinner plate, the ice cream menu using an ice cream bowl. The plates used are also clean and dry, to ensure this the employees polish them again using a clean dry cloth. When plating, employees are required to use tools to minimize the use of hands and make work easier, such as barrels, pipping bags, spoons, ice cream scoops.

CONCLUSION

Based on the research results described in the previous chapter, it can be concluded that sanitation and hygiene in pastry are very important to ensure product quality and safety. This covers various aspects, including cleaning tools and equipment, using fresh raw materials, separating materials, storing materials, using soap and running water, using protective clothing, and employee training. All of these aspects aim to prevent contamination and spread of pathogens, thereby ensuring the quality of pastry products and consumer safety. This article emphasizes the importance of maintaining cleanliness and safety at every stage of pastry production, from the use of raw materials to the presentation of the final product. By paying attention to sanitation and hygiene aspects, pastry shops can maintain their reputation and customer satisfaction

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