



The Role of Kitchen Administrative In Procurement of Goods Operation Kitchen at Royal Tulip Gunung Geulis Hotel in Bogor

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ABSTRACTS

This Paper was aimed at investigating the role of administrative staff in the kitchen department at Royal Tulip Gunung Geulis Hotel in Bogor who assist chefs in the procurement process. This Final Project was carried out qualitatively. The data in this research were gathered by means of direct observation to the research site, interviews with relevant sources at the research site, library research and searching for materials via the internet. Referring to the results obtained, it may be inferred that the kitchen department shall have at least a minimum of 1 (one) person acting as administrative staff, because some hotels are widely found to have no permanent kitchen admin, such as at the Royal Tulip Gunung Geulis Hotel in Bogor. Having regard to that matter, the kitchen admin is considered more capable of controlling the procurement process in the kitchen department.

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1. INTRODUCTION

During the current pandemic, it has had a huge impact on the economy in Indonesia, one of which is the hotel sector. The occupancy rate that was originally able to reach 100% continues to decrease every day because of this pandemic. Because of this, the hotel is looking for a solution so as not to experience big losses, one solution is to reduce employees. Based on the author's experience conducting training at the Royal Tulip Hotel Gunung Geulis Hotel in Bogor as a kitchen administrative staff, there are several problems that often occur due to the absence of staff who are responsible for the administration in the kitchen department. One of them is when procuring goods, the goods ordered through the system do not match the quality and quantity, double orders occur due to poor communication between staff in the kitchen. Another problem that usually occurs is that the goods are not available or the goods are not in accordance with the request which causes a debate between the kitchen and the purchasing. Judging from his duties which are also important in operational activities, even so there are still many hotels that do not have a kitchen administrative staff which remains the same as at the Royal Tulip Hotel Gunung Geulis in Bogor. **Formulation of the problem** Based on this background, the formulation of the problem raised by the author is:

1. What does a kitchen admin do in supporting the operational activities of procurement of goods at the Hotel Royal Tulip Gunung Geulis in Bogor?
2. Can the kitchen administrative staff minimize problems that often occur during the procurement process?

2. METHODS

The method used in this research is by interview and direct observation in the kitchen department of the Hotel Royal Tulip Gunung Geulis in Bogor. In determining the sources in this study, a purposive sampling technique was used which according to Sugiyono (2016: 85) was a sampling technique for data sources with certain considerations. For consideration of determining the resource persons in this study, namely the staff who are often involved during the procurement of goods.

3. RESULTS AND DISCUSSION

The interview had different answers regarding their respective knowledge of the kitchen administrative staff, but basically the interviewees said that the kitchen administrative staff was someone who was responsible for administrative matters in the Kitchen department, as well as spearheading the communication between the Kitchen and other departments. The informants said that having a section in charge of administration in the Kitchen can assist operations during procurement of goods, also having an admin in the Kitchen is very important for both parties, namely Kitchen and Purchasing. Because the Kitchen administrative staff can check the availability of goods before ordering to avoid items ordered but not received by the Kitchen, which

of course is also useful in avoiding swelling expenses by the Kitchen, because the items that have been inputted through the system are automatically calculated the price. Many factors cause problems that usually occur when ordering goods. This problem can be caused by the Purchasing or the Kitchen itself, the sources said that problems occur more frequently when procuring goods due to a lack of good communication between the ordering section (Kitchen) and the goods provider (Purchasing). According to sources in the Kitchen section, the problem that often occurs when there is no kitchen admin is when ordering non- perishable items (rice, salt, beans) through the Store Request (SR) order type, because the system used does not show the latest number of items. according to the number of items available at the purchasing store. This is one of the causes of swelling expenses borne by the kitchen. Meanwhile, according to sources in the Purchasing section, the problem that often occurs is when ordering perishable goods (vegetables, fruit, poultry, meat) to vendors/suppliers because prior to the existence of the kitchen admin, they often experienced delays in making Market List (ML) by the Kitchen from the same time. it should be no later than 03:00 pm so that if there are items that are not available at one vendor/supplier, they can immediately look for another vendor/supplier to arrive on time tomorrow. For this reason, it is very important to have employees who are responsible for the administration in the Kitchen in order to minimize errors that usually occur when procuring goods.

Definition of Procurement of Goods The definition of procurement according to Marbun (2012: 35) is: "Procurement of goods and services is an effort to obtain the desired goods and/or services carried out on the basis of logical and systematic thinking (the system of thought), following norms and ethics which, based on standard procurement methods and processes." It can be concluded that the procurement of goods is an activity to obtain an item with prior planning. The types of procurement of goods are:

1. Purchase Request (PR) Purchase Request (PR) is a non-routine order form.

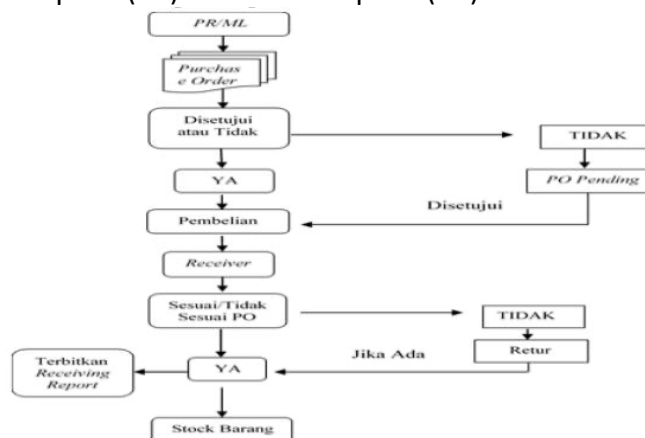


Figure 1 Purchase Request (PR) creation flow

2. Market List (ML)

Market list (ML) is a shopping list that is commonly used to order food ingredients such as vegetables, fruits, and market snacks.

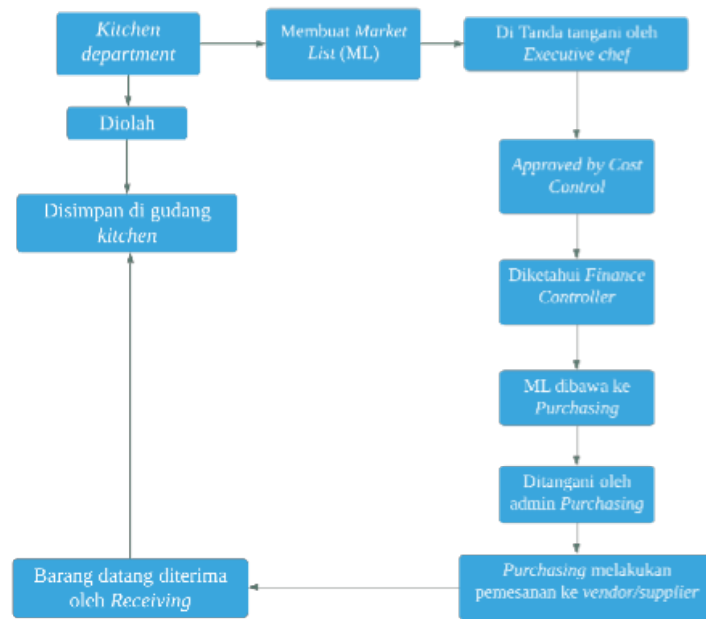


Figure 2 Market List (ML) creation flow

3. Store Request (SR)

Store Request (SR) is a form used to retrieve operational support items available in the Store

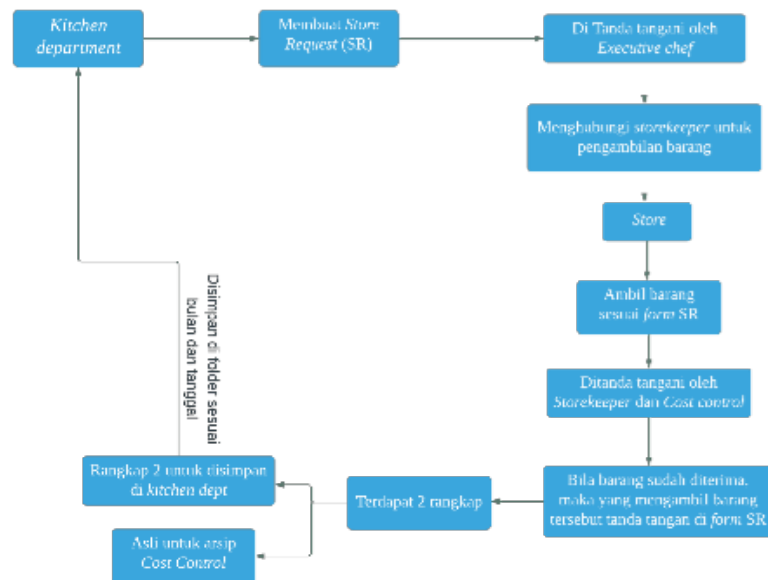


Figure 3 Store Requisition (SR) creation flow

4. CONCLUSION

Based on the results of qualitative research using observation, interviews, and documentation techniques carried out at the Hotel Royal Tulip Gunung Geulis in Bogor about The Role of Administrative Staff In Assisting Procurements Operation at Royal Tulip Gunung Geulis in Bogor, several conclusions can be drawn. The conclusions are presented as follows: Staff of the administrative in the kitchen in supporting the operation of the procurement of goods. Administrative staff in the Kitchen department can serve as reminders for the chef who is on duty every day, so that they immediately make a shopping list which will be processed by the Kitchen administrative staff immediately. As for what is done by an staff in the administrative section in the Kitchen department, namely checking the items on the shopping list to Purchasing whether they are available or not, entering the shopping list input process that has been determined by the chef if the goods have been checked, requesting a signature from the customer and the signature of approval by the Executive chef or Sous chef, submission of the shopping list form that has been inputted through the system to the Purchasing party. If there is a request for additional items from other staff and not the chef, the kitchen admin will ask the staff to ask the chef for permission first so that there is no double order which will be a problem on another day. Kitchen administrative staff can minimize problems that often occur when procuring goods. Based on the results of interviews with related informants, problems when procuring goods can be minimized after there are staff who are responsible for the kitchen administrative. One of them is by checking the goods which.

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