

## Implementation of Hygiene and Sanitation in the Pastry Department of Sheraton Bali Kuta Resort Hotel

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### ABSTRACT

**Keywords:** hygiene and sanitation; standard operating procedures; sheraton Bali Hotel.

This study aims to analyze the implementation of hygiene and sanitation in the pastry department of the Sheraton Bali Kuta Resort Hotel. The research method used was direct observation and interviews with several staff involved. The results showed that the standard operating procedures (SOPs) for personal hygiene had been implemented quite well, but some procedures were often forgotten due to a lack of staff awareness. In addition, SOPs for cleaning areas and equipment have also been implemented well, although there are shortcomings in maintaining consistency, such as negligence in cleaning certain areas. The high level of hotel busyness is also a factor in the cause of this negligence. Another problem found was the lack of awareness of the staff in returning the equipment to the designated place, which resulted in the loss of some equipment. In conclusion, increased awareness and staff training are needed to ensure that the implementation of hygiene and sanitation runs more consistently and effectively.



### Introduction

Tourism is one of the important parts of human life, where tourism is also one of the aspects that can improve the economy of a region and country from every foreign exchange income (Abdullah, Amri, Nadia, & Khalidi, 2024). With the existence of a tourism, it can stimulate economic growth for local residents where jobs will be created directly or indirectly, namely the community around the tourism sector can try to sell the products and services they have to tourists or guests who visit a tourism place (Ernawati, Abdullah, & Subhan, 2023). Many developing countries rely on a tourist attraction in their country, one of which is Indonesia which has one of the superior tourism sectors, namely in the Bali Islands (Rahmatullah & Marista, 2023).

Bali with all its diverse and varied natural beauty and culture makes it its own attraction for both domestic and foreign tourists (Efrinaldi, Jayusman, & Yenis, 2023). The number of tourists who come certainly requires infrastructure to rest, with a location with beaches, airports, and shopping places that are quite large in Bali, no wonder the

Sheraton Bali Kuta Resort Hotel is one of the places to rest or just hold meetings that are intended by tourists (Madrah, Riansyah, Alamsyah, & Fatmawati, 2022).

Located in one of the most popular places in Bali with a strategic location with only a few steps from Kuta Beach and located next to one of the famous shopping centers, namely Beachwalk Mall (Priasmoro, Firmansyah, Afifah, Setyorini, & Meiyurtaningsih, 2022). Sheraton Bali Kuta Resort does not only provide tourists with a place to rest, but Sheraton Bali Kuta Resort also provides a beautiful view that can be seen directly through the room. It has complete facilities so that guests who stay will feel quite comfortable even if they only spend time at the hotel (Farida, Wijaningsih, & Natalis, 2024). There are restaurants and lounges with a very beautiful view every sunset, and a wide variety of dishes ranging from seafood, Indonesian, Italian to international dishes (Gunawan, Haque, Rahma, & Andrian, 2022).

Sheraton has been established since 1937 which was founded by Ernest Henderson and Robert Moore who was first acquired in Springfield Massachusetts. It became the first international hotel chain by operating a hotel in the People's Republic of China in 1985 (Isnawan, 2024). Starting in June 2020 with the launch of Sheraton with long-term and short-term initiatives, the Sheraton brand is ready to continue to develop and grow in the future. In 2015 Sheraton began to merge with Marriott International Family (Meliyani, 2020).

Hygiene and Sanitation are two aspects that cannot be separated in the work environment. Both guarantee the best protection for workers and consumers. Hygiene is an effort to maintain health related to the cleanliness of an individual (personal) in order to protect the health of the individuals themselves (Trisnawati & Panjaitan, 2023). With good implementation, guests or staff on duty will be safe from the risk of being entangled in a disease. Meanwhile, sanitation is an effort to maintain health and cleanliness related to the environment in order to ensure and maintain the cleanliness of the surroundings and maintain health conditions. In its application, sanitation includes prevention that burdens activities and actions necessary for efforts to free food and beverages from things that can interfere or damage health, starting at the time before production, during the processing of food and beverages, how to store foodstuffs, until the time the food and beverages are served and ready to be consumed by consumers or guests.

In addition to maintaining personal hygiene for each staff, the cleanliness of the work area and the work equipment used in the Pastry department at the Sheraton Bali Kuta Resort Hotel is also an important thing that must always be maintained and paid attention to cleanliness. If this is not taken care of and paid attention to, bacteria can grow and develop quickly in the area so that every product made can be at risk of being contaminated by existing bacteria. Another thing that must be considered is that during the storage of every raw material and product that has been made, if the temperature and storage place are not in accordance with the provisions, the raw materials and products will be easily damaged, which eventually can make the products produced contaminated and damaged.

The purpose of writing this final project is to achieve the objectives of the discussion of the above topics, namely:

1. To find out the storage procedure for raw materials and products in the pastry department at the Sheraton Bali Kuta Resort Hotel
2. To find out the procedures and standards of personal hygiene in the pastry department of Sheraton Bali Kuta Resort Hotel
3. To find out the hygiene standards that exist in the pastry department of the Sheraton Bali Kuta Resort Hotel

## **Method**

The research method used in the preparation of this research is in the form of a qualitative research method method is "a research method based on philosophy that is used to research on scientific conditions (experiments) where the researcher is an instrument, a data collection technique and in qualitative analysis that emphasizes more on meaning." Sugiyono (2018:213). The results of this study are in the form of descriptive where the research is carried out to find out the independent variables owned by a company itself without making comparisons and/or connecting these variables with the company or the values of other variables.

In its creation, the author has done several ways to collect various kinds of data needed for the creation of this journal. These things are:

### **1. Observation**

The author made direct observations at the Sheraton Bali Kuta Resort Hotel during the 6-month field work practice.

### **2. Interview**

Conducting a Q&A with several employees who have worked for approximately 6 months to 1 year at the Sheraton Bali Kuta Resort Hotel.

## **Research Time**

This research was carried out since the author carried out fieldwork practices at the Sheraton Bali Kuta Resort Hotel until the implementation of this journal.

## **Data Source**

The data obtained to support the sustainability of the creation of this journal comes from primary data sources, namely data obtained through direct observation and interviews with several staff working at the Sheraton Bali Kuta Resort Hotel.

## **Results and Discussion**

### **Standard Operating Procedures for Material Storage of Pastry Department of Sheraton Bali Kuta Resort Hotel**

In addition to maintaining some of the hygiene aspects above, it is important for the Sheraton Bali Kuta Resort Hotel to take care of every raw material and foodstuff that has been sorted properly and correctly, because bacteria or diseases can arise if they are not paid attention to and implemented correctly (Sufa, Sumartias, Zubair, Perbawasari, & Rusmana, 2024). The implementation of procedures in the correct storage of raw materials will make each raw material maintain quality and be maintained from damage from the raw materials, in other words, the correct storage of raw materials can make the hotel have minimal losses where the materials will be maintained until where the raw materials are needed and used.

In maintaining this, there are several activities carried out in the pastry department of the Sheraton Bali Kuta Resort Hotel in maintaining and storing raw materials and products, namely:

a) Dry Store

This place is used to store all dry raw materials or packaging such as flour, baking soda, salt, sugar and other dry materials.

b) Walk-in Chiller

This place is used to store perishable raw materials such as fresh fruits, fresh milk, whipping cream, and other processed ingredients such as ready-to-use cream, ready-made gelatin, and various kinds of desserts that are ready to use.

c) Walk-in Freezer

This place is used for every bread product that has been made, so when the product is needed, you only need to take it from the walk-in freezer.

d) Standing Freezer

This place is used to store every pastry product that has been made that requires a temperature of  $-18^{\circ}\text{C}$  or lower to maintain products such as cheesecake, tiramisu cake, mouse and others.

e) Freezer

This place is used to store raw materials that are very perishable such as ice cream, puree and other very perishable materials.

f) Chocolate Room Area

This place is used to store dry raw materials that have been opened from the packaging and various kinds of garnish needed for various kinds of products as well as store finished products that will be served to guests.

### **Closing and storing materials and products in place**

Every raw material that will be stored must be properly closed such as storing dry raw materials in jars or containers that are then closed and storing the product in a container that is then closed or covering the product using plastic wrap.

Storing each raw material neatly and in an orderly manner and given a label accordingly, in storing raw materials in the label must include:

- a) Raw material name
- b) Opening date
- c) Damage time span (usually about 1 minngu to 1 month)
- d) Label maker name

In storing the products that have been made, labeling must also be used by stating:

- a) Product Name
- b) The date a product was created
- c) Damage time span (usually about 3 days to 7 days)
- d) Product maker name

These things are used so that a type of staff who will use the product or material can monitor its feasibility, because if the staff who will use it does not know this, the material or product will be damaged and contaminated by bacteria that develop or fungi will appear. In addition, this is also important to be carried out so that mistakes do not occur that can be fatal if the staff on duty are not careful in checking a product or raw materials that will be used, therefore all staff must always give a label on each raw material and product that is made and will be stored.

#### **Using a FIFO (First In First Out) system every time you do storage**

This system is a storage system where every raw material or product that has been stored longer or first stored must be the first material or product to be used, so that in its storage every material or product that has been opened or made for a longer time must be placed in the front or at the top. In short, every staff who needs a material or a product must use materials and products that have been made or opened for a longer time so that the materials and products are not stored for too long which will cause damage if not used immediately, this system is important to always comply with and be done to prevent losses from the consequences of damaged materials that have been stored for too long.

The storage procedure of raw materials and products is of course something that needs to be considered and maintained operational standards so that all products served have taste and visual quality and produce food that is healthy, clean, safe to consume and produce food that has good hygiene quality. will be presented, from the results of the analysis through direct observation of several things done by the staff of the pastry department of the Sheraton Bali Kuta Resort Hotel in maintaining the storage procedures of raw materials and products, namely:

1. Performs storage of raw materials and products according to their type and durability
2. Require all staff to close and store raw materials and products that have been used in a neatly closed and maintained state
3. Every material and product to be stored must be labeled in accordance with its provisions
4. Using the FIFO system in storing all raw materials and products

Some of the things that are forgotten by the staff in carrying out the procedures for storing raw materials and products are:

- a. Not immediately store the ingredients that come to the designated place (leave the fruit puree outside the freezer box and strawberries outside the walk in chiller)

- b. Not using the fifo system in storing some products in jars or containers
- c. Not including individual names in label creation

Some of these things are often forgotten by some staff in carrying out product storage procedures.

### **Standard Operating Procedures for Personal Hygiene Department of the Pastry Department of Sheraton Bali Kuta Resort**

The importance of maintaining hygiene and sanitation in a hotel, especially in the kitchen area because the area is an area that manages and processes food, therefore maintaining cleanliness is a very important thing. To produce food that is decent, clean, quality and safe for anyone to consume, the application of hygiene and sanitation must be appropriate. In its application, hygiene itself is usually related to the cleanliness of a food or the individual who processes a food, while sanitation is usually an effort made to maintain the cleanliness and health of an environment.

Some of the aspects that are carried out in the correct implementation of personal hygiene at the Sheraton Bali Kuta Resort Hotel are:

#### 1. Using uniforms

Every employee is required to wear a uniform or shirt that has been provided by Hotel Sheraton Bali Kuta Resort during work which can be picked up every day at the laundry department before work and returned at the end of work.

#### 2. Always wash your hands before doing anything

#### 3. Using the gloves that have been provided

#### 4. Using a hat

Always keep your hair neat, for women it is mandatory to tie and use a hairclip and for men not to have long hair. Always wear hats for both female and male employees.

#### 5. Only safety shoes are allowed to be used at work

#### 6. Maintain personal hygiene

Nails are always short, rapid and clean. Maintain personal hygiene by showering, brushing your teeth and using dedodorant before work (perfume is also allowed).

#### 7. Maintain facial hygiene

No mustache and beard for men and use meake up as necessary for women

#### 8. Always use name tags and Pins

#### 9. Use a mask when you are sick

The above things must always be done and complied with by all employees at the Sheraton Bali Kuta Resort Hotel. There are several other things that must be done in maintaining health standards for all employees of the Sheratn Bali Kuta Resort Hotel, namely:

#### 1. Attach general medical check-up documents

#### 2. Perform rectal swabs every 6 months

#### 3. Have no history of infectious diseases

#### 4. Not taking illegal drugs

After collecting data which was carried out by direct observation and asking several related things to the staff who worked in order to obtain the right and accurate data about

the research in this final project, the Sheraton Bali Kuta Resort Hotel has determined the standard operating procedures regarding personal hygiene as for the things carried out by the staff of the pastry department of the Sheraton Bali Kuta Resort Hotel in accordance with the existing theories, namely:

1. All staff use uniforms or clothes that have been provided by the hotel that can be picked up before starting work in the laundry section and return the uniform after completing the work
2. All staff wash their hands before carrying out their work
3. Requiring all staff to always wear a hat when working
4. All staff only use safety shoes while working
5. Always maintain personal hygiene
6. Require the use of name tags and pins at all times
7. Use a mask when you are sick

There are times when the staff forgets to implement some of the standard operating procedures that have been set, some of the activities that are often forgotten are:

- a. Not using gloves when doing some production processes
- b. Not maintaining facial hygiene (shaving the mustache or beard)
- c. Not wearing a mask while working in a sick condition

Some of the things that are usually forgotten are usually some things that are often considered trivial for some staff and the lack of awareness of how important these things are.

### **Standard Operating Procedures for Cleaning Areas and Equipment Department of Pastry Hotel Sheraton Bali Kuta Resort**

Maintaining the cleanliness of the area and equipment used in making a product is certainly an important thing to maintain. Therefore, every staff must always maintain and pay attention to the cleanliness of the entire kitchen area, the cleanliness of storage places and the cleanliness of every tool that will be or has been used. This is one factor that can maintain the quality of the products produced to avoid contamination, so indirectly this can minimize the occurrence of complaints from guests. There are several things done by the pastry department at the Sheraton Bali Kuta Resort Hotel in an effort to maintain the cleanliness of each existing area.

#### **Ensuring every area of the pastry department is clean and tidy**

Every staff member must always clean their work area before making a product and clean their area again after completing their tasks or making a product.

#### **Returning items to their original place**

Every item that has been used must be stored and returned in accordance with its provisions and in a predetermined place. Such as cleaning each knife that has been used and returning it to the designated place, storing a small piece of equipment that has been used to wash dishes and storing products or materials that have been used in a neat and closed state and then placed in a designated place.

#### **Keeping storage clean**

Always clean the chocolate room area 1 time every 2 weeks, the things that are done in an effort to maintain the cleanliness of the chocolate room are, namely:

- 1) Replace any labels that have passed their expiration date (when the material or product is still in good condition)
- 2) Washing every piece of equipment
- 3) Disposing of materials or products that are already in a damaged state
- 4) Wipe the entire chocolate room area with a wet cloth
- 5) Rearrange all materials and products according to the date of entry of the material or product.

In addition to the chocolate room area, it is important for all staff to always maintain other storage areas, namely walk in chillers and walk in freezers by doing general cleaning at least 1 time in 2 weeks by:

- 1) Removing all materials and products in them for inspection in their entirety
- 2) Pay attention to the expiration date of all the ingredients in it
- 3) Cleaning any materials and products that have passed their expiration date
- 4) Disposing of all materials and products that have been damaged or unfit for use
- 5) Cleaning all storage areas (changing to a smaller and more efficient place, replacing the place cover using plastic wrap and ensuring that the entire storage area is clean and tidy)
- 6) Washing the entire area of the walk in chiller and walk in freezer (washing the entire shelf frame)
- 7) Mopping the entire area and cleaning the entire area by wiping it down with a damp rag
- 8) Restore the entire skeleton that has been cleaned in a dry state
- 9) Rearranging all materials and products that are still in good condition

Another storage area that must always be cleaned is the dry store area where all dry ingredients from all food and beverage departments are stored, this cleaning is carried out every day by all departments by dividing it, namely each food and beverage department must clean every day. So that the pastry department itself will clean the dry store 2 times a day, namely 1 day cleaning with all pastry department teams and 1 day with all representatives from all food and beverage teams. The things that are done to maintain the cleanliness of dry stores are:

- 1) Arrange the materials that have just arrived according to the category on the specified shelves
- 2) Input all materials placed into bincards that are already available on each shelf in the dry store
- 3) Arrange all materials in a neat state
- 4) Move each egg from the paper rack into the available space
- 5) Sweeping the entire dry store area
- 6) Mopping the entire dry store area

In addition to the walk in chiller freezer, the cleanliness of the freezer box must always be maintained by always cleaning it 1 time every 2 weeks by:



- 1) Move all the ingredients in it to another freezer box
- 2) Turning off the freezer box
- 3) Check the expiration date and quality of each ingredient
- 4) Removing ice stones inside
- 5) Washing the freezer box with clean water
- 6) Drying the freezer box using a dry cloth
- 7) Restarting the freezer box
- 8) Returning and rearranging ingredients into freezer boxes

Cleaning of these areas must always be carried out according to the schedule that has been determined by all staff of the pastry department of the Sheraton Bali Kuta Resort Hotel.

#### **Pay attention to the cleanliness of the surrounding area**

Always ensure that the entire area is clean and tidy by reminding the stewarding department to do cleanliness by sweeping and mopping the entire area of the pastry department at least 3 times a day. Namely in the morning (before carrying out all activities), during the day (when carrying out activities) and at night (after all activities have been completed). And always remind the steward to carry out his duties, namely by washing all the equipment if the dishwasher is full and many tools are dirty because they have been used.

#### **Keeping every machine clean**

It is important for all staff to always maintain and clean all machines that have been used, both the machines used by the pastry and bakery staff.

#### **Performing pest control**

Pest control is an effort to control, reduce and eliminate pests that can be detrimental. Pests that can usually arise in the environment such as rats, cockroaches, mosquitoes and flies are pests that can spread diseases that are quite dangerous. Rats are vectors of bubonic plague and leptospirosis, This disease is a zoonotic disease that can be transmitted to humans as well as infections caused by pathogens transmitted by arthropods such as mosquitoes, black flies, sandflies, and bed bugs as well as dengue fever, chikungunya, human African trypanosomiasis (HAT), leishmaniasis, and malaria. This is of course very dangerous for human health and can cause complaints from guests if the pests are found in areas where there is food or drinks. Therefore, the Sheraton Bali Kuta Resort Hotel always maintains and makes efforts in pest control by fogging which sprays disinfectant ingredients that can kill pests in all restaurant areas and all kitchen areas from taking turns every day.

All of the above activities are standard operating procedures that have been set by the Sheraton Bali Kuta Resort Hotel which must always be carried out by all working staff so that the cleanliness at the Sheraton Bali Kuta Resort Hotel is always maintained so that every food served can ensure cleanliness and avoid various kinds of contamination and minimize the staff and guests from contracting a disease.

In making a food product, of course, not only must use good and correct materials, but the cleanliness of a work area is also of course very important to always be maintained

by all individuals who do a job or manufacture products in that area. The cleanliness of an area in the process of storing and manufacturing a product is one of the ways that can prevent food from being contaminated with contamination, to always maintain the cleanliness of all storage and production areas of the Sheraton Bali Kuta Resort Hotel has determined various standard operating procedures in the implementation of cleaning each storage area and production area which of course must be carried out by all working staff. In his review, the cleanliness of several storage areas and production areas of the pastry department of the Sheraton Bali Kuta Resort Hotel must not only be maintained by the staff of the pastry department itself but all staff who have a relationship with the various storage areas and production areas.

Some of the procedures that must be carried out by several related staff and all staff of the pastry department in maintaining the entire storage area and production area are:

**Pastry department staff**

- a. Perform general cleaning according to the specified time period
- b. Cleaning the entire work area before and after carrying out production activities
- c. Follow all SOPs in carrying out the cleaning process in all preparation areas and production areas
- d. Cleaning and putting used tools
- e. Keeping the entire area clean

**Staff steward**

- a. Always check and wash utensils that have been used in the washing area
- b. Sweep and mopping the entire pastry department area at least 3 times a day
- c. Provide some tools that have been requested by the staff of the pastry department to support the activities of the pastry department

**Kitchen staff**

- a. Cleaning up the work area in the pastry department after carrying out production activities in the area
- b. Re-cleaning used equipment and machinery
- c. Return borrowed equipment or machinery in clean condition

Some of the procedures above must always be carried out by all staff who are connected to the pastry department, both cleanliness which must be maintained by the staff of the pastry department itself and by the staff of the steward department and all Darpur staff when using the pastry department area to carry out the production process. In its implementation, there are several processes that have not been carried out correctly by some existing staff such as:

1. Lack of awareness from the staff to clean up the area and equipment that has been used for the production process
2. Not infrequently some staff do not put some equipment back to the place that has been determined
3. Not doing general cleaning according to the predetermined time period
4. The accumulation of dishwashing areas is due to steward staff who are sometimes late in doing their duties

5. Not re-cleaning machines that have been used for the production process

It can be analyzed that the cleanliness of all storage areas and work areas of the pastry department is not only the task of the pastry department staff itself, but to always keep these areas clean, it must be done with cooperation for all food and beverage departments to always maintain their cleanliness.

## **Conclusion**

Based on the data and analysis obtained through direct observation and interviews with several staff regarding the implementation of hygiene and sanitation in the pastry department of the Sheraton Bali Kuta Resort Hotel, it can be concluded that the standard operating procedures (SOPs) of personal hygiene have been implemented quite well, although some procedures are often forgotten or not carried out, which can be fatal if staff awareness is not improved. SOPs for cleaning areas and equipment are also well implemented, but there are still shortcomings in staff awareness to maintain cleanliness consistently, including attitudes that sometimes take the cleanliness of certain areas for granted. In addition, lack of awareness in returning equipment to its original place often leads to equipment loss. Overall, the staff has implemented the SOPs quite well, although the hotel's high level of busyness often makes them forget to carry out some other tasks.

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