

The Role Of The Chef De Partie In Support Operations In The Pastry Section Of Hotel Novotel Semarang

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Abstract. Prita Filadelfia. C13.2019.00239. 2023. *The Role of a Chef de Partie in Supporting Operations in the Pastry Department of Novotel Hotel Semarang. Bachelor of Applied Science in Hospitality Management, Faculty of Cultural Studies, Dian Nuswanto University. This final project aims to explain the role of a Chef de Partie, especially how the Pastry Department supports the operations. A Chef de Partie has the duty and responsibilities to manage the team. Lack of supervision from a leader makes an operation not run well, so guest complaints can occur. This research used qualitative descriptive methodology for data collection. The data was collected with interviews, observations, and documentation to obtain accurate data regarding the role of a Chef de Partie in the operations of the pastry section. The research results obtained by researchers are that a Chef de Partie has a very important role in leading his team so as to minimize a problem and be able to overcome problems at the internal and external levels, but if the duties and responsibilities are not carried out properly then it can lead to unsatisfactory product results and guest complaints. The role of a Chef de Partie is very influential in the operations of the pastry section in order to improve the image of a hotel and guest satisfaction.*

Keywords: Pastry Department, Chef de Partie, Operations, Hotel, Role.

INTRODUCTION

The industry in the world of tourism is currently increasing well, especially in the city of Semarang. One that is included in the world of tourism is a hotel. Hotel is a business that provides accommodation services for moderate tourists doing business or traveling and want to stop in the city of Semarang. The city of Semarang is currently one of the destinations for tourists to travel so that it can open up opportunities for business, especially in the hospitality accommodation sector. So many business people want to open a hotel business in Semarang, so that the hotel business in Semarang is increasing and the financial income of the City of Semarang is increasing. According to Septemuryantoro & Dima (2018) The success of organizing MICE tourism in Semarang is highly dependent on the availability of adequate MICE resources and the existence of facilities that support the implementation of these MICE activities. Therefore the hotel business is currently increasing very rapidly because the number of guests and tourists who want to stay is increasing and the need for meeting rooms is increasing along with the development of industry in the city of Semarang.

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So the hotel must also maintain its quality so that every guest who comes is satisfied and wants to return to the hotel. Maintaining a quality in the hotel starting from the services provided to guests, then supporting facilities so that guests feel satisfied with the place. In addition to the exact service, a product provided to guests must also be maximized, such as rooms, meeting rooms, and food products. Therefore, so that the product produced is maximized, a leader is needed so that operations run well. In this case, in the Pastry Section, the leader is Chef de Partie.

The rapid growth of the hotel business in the city of Semarang makes the competition quite high so that every hotel must have a strategy to survive in this industry. In order for a hotel to attract customers, it must have its own image and attractiveness by providing satisfactory service and the best products. Guests who stay and rent hotels are usually a package with breakfast, lunch or dinner. Food is one of the things that can be the main attraction of a hotel for guests to come back for more. Starting from the taste and appearance seen by guests. Therefore, so that this can be in accordance with the operational standards in the hotel, the role of Chef de Partie is needed so that operations can run well. Likewise with the Novotel Semarang Hotel which is a 4-star hotel located in the city center, namely on Jalan Pemuda. Hotel Novotel Semarang has 2 restaurants, namely Square Restaurant which provides food for breakfast and also for lunch and dinner events. Then the second is Citrus Resto which has a bar and cake shop and provides ala carte food.

A restaurant to survive must produce the best product so that guests feel satisfied, namely by having competent personnel in this regard. Therefore Chef de Partie is an important position in a restaurant so that the restaurant can run well, because the first thing guests want when they come to a restaurant is the taste of the food. Chef de Partie is in charge of supervising his team, if a Chef de Partie does not know the duties and responsibilities that must be carried out then it can make operations not run properly and will cause guest complaints and internal problems within the team such as production time being messy which causes overtime. So that work is not overtime one of which is also a factor in the number of staff. Hotel Novotel Semarang, especially in the Pastry Section, produces pastry and bakery products so that the work does not match the section, but the number of staff available is only Chef de Partie, Commis and Daily Workers. So you have to rely on existing apprentices and good schedule distribution so that unwanted things don't happen. According to (Soerjono, 2012) a role is a position or position, so that if a person performs his duties and responsibilities according to his position, he is carrying out his role.

So the role of a Chef de Partie is considered successful if he carries out his duties and responsibilities according to his position

RESEARCH METHOD(S)

In this study the authors used a research method that is descriptive qualitative. This qualitative descriptive research method was used by the writer to complete the research on "The Role of Chef de Partie in Supporting Operations in the Pastry Section of Hotel Novotel Semarang".

1. Data Collection Techniques

Researchers obtain and collect data in several ways, according to Rahardjo (2011) in research with qualitative methods data is usually collected in several data collection techniques, namely: observation, interviews, documentation, and discussion focus.

1. Interview

The interview is a question and answer process between the two parties which can be carried out face-to-face where one party acts as an interviewer who gives questions and the other as a resource person who provides information or an answer (Fadhallah, 2020). In this research, I conducted interviews with the Chef de Partie Pastry Section, the Commis Pastry Section, and the Chef de Partie section Hot Kitchen.

2. Observation

Observation is the collection of data directly from the field, the observed data can be in the form of descriptions of attitudes, behaviors, actions (Raco, 2010). This observation method indicates that there is a direct involvement of the researcher in the field of the matter being studied. In this observation, the writer uses the participant observation method, in which the writer is actively involved in the group being observed.

3. Documentation

Documentation is a data collection technique with pictures or writing related to the contents of the research, as accurate evidence related to this research. Meanwhile, according to Sudarsono (2017) documentation is an act that explains tacit knowledge and manages explicit knowledge.

2. Data Analysis Techniques

According to Miles and Huberman in Sugiyono (2016), suggest that the stages of qualitative data analysis are carried out continuously until they are completed interactively, so that the data is saturated. The process of analyzing qualitative data consists of four things, namely data collection, data reduction, data presentation, and drawing conclusions.

1. Data Collection

Data collection was obtained from the results of observations, interviews and documentation which were carried out directly to the field where the research was conducted.

2. Data reduction

This data reduction process lasted as long as the research was conducted from the beginning to the end of the study. When researchers conduct research they will get there is a lot of data in the field, therefore researchers must do data reduction, namely by summarizing, and selecting the main and important things. This data reduction will provide a clearer picture and facilitate the research process.

3. Data Presentation

Presentation of data is information that is described briefly and arranged, to draw conclusions and take action. Qualitative research, data presentation can be done in the form of brief descriptions, charts, flowcharts, and so on. But what is most often used is narrative text. In this study the writer will use the presentation of data in the form of narrative text with clarification by image documentation.

4. Conclusion Drawing

The process of drawing conclusions takes place during the research, the same as the data reduction process. Conclusions are made when the data collected is sufficient then temporary conclusions are drawn, then when all the data is complete a final conclusion will be drawn.

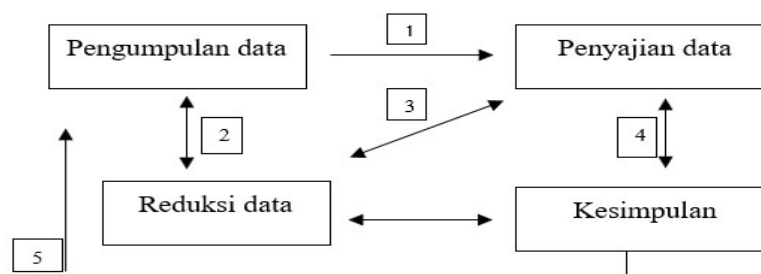


Figure 1. Qualitative Data Analysis Techniques

Source: Sugiyono (2016)

FINDINGS AND DISCUSSION

This discussion will discuss how important the Chef de Partie's role is for the smooth running of operations based on the data I have obtained through observation and interviews with the Chef de Partie Pastry Section at the Novotel Semarang hotel.

1. The role of Chef de Partie in supporting the smooth operation of the Pastry Section at the Novotel Semarang Hotel

The Chef de Partie position is now the highest position in the Pastry Section for several hotels. It's rare in hotels, especially the Pastry Section, to have the position of sous chef or executive pastry. At the Novotel Semarang Hotel the highest position in the Pastry Section is Chef de Partie, so the role of a Chef de partie is indispensable in the Pastry Section at the Novotel Hotel Semarang. According to KBBI (2008) roles are obligations that are expected to be owned by people who are domiciled in society. So all the responsibility in the Pastry Section at Hotel Novotel Semarang lies with Chef de Partie. Chef de Partie plays a very important role so that operations can run well. According to

Sailendra (2015) Standard Operating Procedures (SOP) are instructions or guidelines designed and used to ensure that all operational activities within an organization or company run well and according to established procedures. According to (Pratiwi, Rahmawati & Andiani, 2019) the following are some of the roles of Chef de Partie, namely:

a Responsible for activities in the kitchen.

According to Prayoga (2020) the role of the chef is very important for the continuity of operations in the kitchen, because it also has a role like a supervisor who supervises, guides, and motivates all staff. A Chef de Partie has the responsibility so that all activities in the kitchen run well and according to existing procedures. Chef de Partie is in charge of carrying out and conveying to the team the instructions given by the executive chef so that the instructions given can be carried out properly. Then a Chef de Partie must ensure that all the food served to guests is appropriate and according to operational standards, starting from breakfast, lunch events, dinner, coffee breaks, or events in certain months such as iftar. Like the standard Pastry Section at breakfast, that is, all the bread given to guests must be in a state where the bread is still soft and not hard, the appearance is still good, and neatly arranged so that guests see they are interested.

In the operational department, the standard usually changes according to time so that guests who come don't feel bored, so in this Pastry Section there will usually be

a rolling set up breakfast every 2 months. The standard bread that must be in breakfast is: white toast, brown toast, softroll, french bread, muffins, donuts, various sweet breads, various jams



Figure 2. Standard Set Up Breakfast

Source: Personal Documents

Then for the standard coffee break, it must be neatly arranged on the plate and if there are chips, chips must be given that are still intact and not crushed. One plate has a minimum standard, namely: 1 salty snack, 1 sweet snack, and a klick. The type of food included in the coffee break depends on the guest's choice.

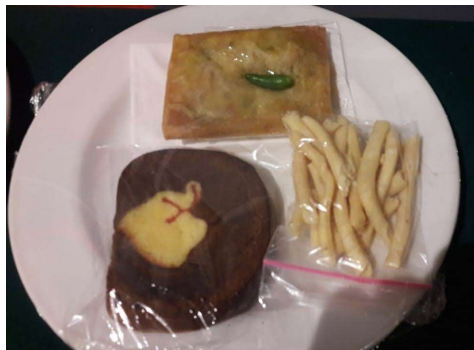


Figure 3. Standard Set Up Coffee Break

Source: Personal Documents

The food standard for the event is that the fruit must be ripe and cut just when the event will start, then for food such as pudding and ice it tastes appropriate to be consumed and garnished so that it looks attractive. Menu selection is usually according to guest requests, but if guests ask for recommendations, they will be given according to the availability of existing ingredients. The standards that must be set up for the event are in accordance with the guest request menu in the Banquet Event Order.



Figure 4. Standard Set Up Event

Source: Personal Documents

b Responsible for the raw materials needed.

According to (Mariana & Abrian, 2020) The process of requesting purchases of goods needed by the Food and Beverage Department is carried out by making a list of requests for goods in a form such as Market List (ML) or Store Request (SR) ordered by the Food and Beverage Admin or superior of each section. In order for an operation to run well, it certainly requires raw materials that are always there when they are to be used, therefore Chef de Partie must also ensure that the required raw materials have been ordered before they are used. So a Chef de Partie must order goods according to the schedule in each hotel for ordering Store Requests and Market Lists. For goods contained in the store are goods that can be stored for a long time such as flour, instant coconut milk, powdered milk, and so forth. The procedure for making a Store Request at the Novotel Semarang Hotel is that a Chef de Partie fills in the system that has been provided then the system will convey it to the head of the store and the head of the store will issue the ordered items from the system.

The market list is a list of materials needed in the near future and these items don't last long so they have to be used immediately, such as fruit, coconut, and so on. The procedure for ordering the Market List, namely Chef de Partie filling out the form in the system, will then be submitted to the purchasing department. The purchasing department will order the materials on the list. When the goods arrive, the receiving department will ensure whether the quantity and quality are as ordered. So that the necessary raw materials are always there, usually the Chef de Partie who is in charge of leading his team informs his team that if there is a material that will run out in the near future, he must tell, or it can be written somewhere according to a mutual agreement for items that will run out, because a Chef de Partie It is impossible to pay attention to all the ingredients that exist.

c Design menus

According to Pratiwi, et al (2019) designing a menu for an event is very important so that guests are interested in the menu. A Chef de Partie also has responsibility for designing the menu, both the breakfast menu, the menu for certain events such as iftar, lunch and dinner events, ala carte menu and the cake shop menu. In designing a menu, it usually adjusts to the existing theme and ingredients. For example, when an iftar event wants to display East Javanese food, the pastry department will issue several traditional snacks such as various kinds of porridge, steamed cakes, prol tape, and so on.

d Make a schedule

In order for a department to run well, it is necessary to design a schedule well. According to Novaguijaya, et al (2022) the distribution of good shifts is divided into 3, namely Morning Shift (07.00 – 16.00), Middle Shift (10.00 – 18.00), Night Shift (22.00 – 06.00). In the Pastry Section, at least one schedule must be divided in 2 shifts, namely the morning / dawn shift between 05.00 / 07.00, then in the afternoon shift, which is between 13.00 / 15.00. In the Pastry Section there are at least 3 staff so that operations run smoothly, with the division of 2 people in the morning shift to prepare breakfast, and lunch and dinner events, then 1 person in the afternoon shift to prepare work that has not been completed by the morning team, such as over handling event dinner, preparing cake stock for events or cake shops.

2. Constraints that are often encountered in the Pastry Section of the Novotel Hotel Semarang

A department must have an obstacle faced, when the obstacle occurs it requires a leader who is able to solve the problem properly. A Chef de Partie in solving problems usually has a standard according to the problem at hand. Following are some of the obstacles encountered in the Pastry Section, namely:

a. There are complaints from guests

According to Sari, et al (2021) when guests complain, guests really appreciate an informative communication strategy, where the information conveyed is clear and accurate, so that guests can receive factual information and feel satisfied with it. If there is a complaint by a guest that there is something in the product, for example egg shells, a Chef de Partie makes sure in advance whether the complaint is in accordance with what is currently happening.

After that, if indeed it is a mistake from the Pastry Section, a Chef de Partie will convey an apology to the guest and give a complimentary cake. Then if there are guests who complain about the length of time for food delivery but have been informed in advance that the food will take longer than usual, the Food and Beverage Service will convey the apology directly to the guest.



Figure 5. Compliment Cake

Source: Personal Documents

b. Constraints on product results

According to (Indrawijaya, 2016) Satisfied customers will return to make purchases and they will share their positive experiences with others about the product. Problems with the products produced are included in the internal constraints that exist in the Pastry Section itself, for example like an apprentice who is given a job to make sweet bread for breakfast the next morning but the results are not worthy to be given to guests, then the way a Chef de Partie handles this matter is the first is inviting to discuss why this happened, so that we all know where the mistake lies so that it doesn't happen again and the time can be used optimally. After that a Chef de Partie will accompany the apprentice to be re-taught to make sweet bread until it's finished.

c. Pastry Section has two jobs

According to Bartono (2005) pastry is a part of the kitchen that produces special types of pastry, cake and dessert. Whereas bakery according to Hamelman (2021) Bakery is the expertise of making bread and related products from flour, water, salt, and yeast or leavening agents. Hotel Novotel Semarang sells various kinds of sweet foods such as cak and sweet bread in Citrus Pastry, but the only section that exists is the Pastry Section so that the Pastry Section at Hotel Novotel Semarang does not only work on making pastry products such as cakes for the cake shop and welcome cake but also makes bakery products such as white bread, sweet bread, burger buns, and so on. This of course makes the Pastry Section unable to work optimally with the time

available considering the number of workers in the Pastry Section is only 3 people. In this case it is necessary to add more staff so that each job can be handled properly, a way for a Chef de partie to handle this is also very necessary. Chef de partie Pastry Section Hotel Novotel Semarang handles this by dividing the schedule and work properly according to the event.

CONCLUSION AND RECOMMENDATION

Based on the results of the research that has been conducted at the Novotel Semarang Hotel and the discussion that the author has analyzed in the previous chapter, along with the data that has been obtained from the research techniques carried out, the conclusions that the writer can draw are as follows:

1. Chef de partie has a very important role so that operations can run well, it is certain that it must comply with company operational standards, therefore the responsibility and role of a Chef de partie is very large in maintaining the quality of products produced from the Food and Beverages Product department.
2. Lack of staff so that there are several obstacles such as overtime so the staff cannot work optimally, but the efforts of a Chef de partie Pastry Section at the Novotel Semarang Hotel in overcoming existing problems are very good, namely by dividing the schedule properly and ensuring that all the food that will be given to guests is according to standards so as to minimize the occurrence of complaints.

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