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The 2019 International Conference on Cultural, Technology, and Tourism will be held by Universitas Prasetiya Mulya in collaboration with Association of the Indonesian Tourism Tertiary Education Institutions (Hindiktipari) on 3-4 December 2019, in BSD City - Tangerang. This conference will promote the integration of cultural and technology in supporting alternative tourism as well as creating businesses in tourism that are inclusive and sustainable. Furthermore, through this conference, there will be an initiation of an academic forum which hopefully enhances research-based tourism education in Indonesia.

Theme & Sub-Themes Theme:
 "Promoting Techno-Cultural Synergy in Tourism"

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THE 2019 CTT

CONFERENCE ON CULTURE, TECHNOLOGY, AND TOURISM

"Promoting Techno-Cultural Synergy in Tourism"

3-4 DECEMBER 2019
UNIVERSITAS PRASETIYA MULYA
BSD CAMPUS

Prof. Marlene Sigala
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THE APPLICATION OF HYGIENE AND SANITATION AS AN EFFORT TO IMPROVE THE QUALITY OF PATISSERIE PRODUCTS

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ABSTRACT

In the past, the hospitality industry has been known as a service industry that offers lodging or room services. As time goes by, it also provides food and beverage service. The outlet or department that usually handles this service is the Food and Beverage Department. Patisserie is one of the sections which is in charge of providing cake, as well as hot and cold bread products. This section is a very busy since it deals with almost eighty percent of breakfast and coffee break daily. The application of hygiene and sanitation will greatly affect product quality and directly affect the health of consumers and the health of food handlers. The application of hygiene and sanitation at patisserie will be felt directly by guests so that it directly affects the image of the hotel. The results showed that efforts to apply hygiene including personal hygiene, uniform, and food hygiene as well as efforts to apply sanitation to the work environment including equipment sanitation, waste disposal system, and food sanitation.

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SARI PATI (10 pt)

Sejak zaman dahulu industri perhotelan dikenal sebagai industri jasa yang menjual jasa penginapan atau kamar. Namun seiring perkembangan zaman industri hotel mulai berubah, yang semula hanya menjual jasa penginapan industri hotel juga mulai menjual jasa pelayanan dalam bidang makanan dan minuman. Outlet atau department yang biasa menangani pelayanan minuman dan makanan adalah *Food and Beverages Departement*. Patisserie merupakan salah satu section dari Food and Beverage yang bertugas dalam menyediakan produk kue, roti panas maupun dingin sebagai produk hotel. Section ini merupakan section yang sangat sibuk karena setiap hari menangani hampir delapan puluh persen breakfast maupun Coffee Break. Penerapan hygiene dan sanitasi akan sangat mempengaruhi kualitas produk dan secara langsung mempengaruhi kesehatan konsumen dan kesehatan penjamah makanan. Penerapan hygiene dan sanitasi di Patisserie akan terasa langsung oleh tamu sehingga secara langsung mempengaruhi citra hotel. Hasil yang didapat adalah upaya penerapan hygiene meliputi personal hygiene, uniform, dan food hygiene serta upaya penerapan sanitasi lingkungan kerja meliputi sanitasi peralatan, sistem pembuangan limbah dan sanitasi makanan.

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INTRODUCTION

The hospitality industry is synonymous with the service industry where the service parameters cannot be measured. Therefore, there are some important aspects that must be considered in providing satisfactory services for guests. It encourages the need for division of tasks based on aspects that must be fulfilled. This division of tasks is done so that each employee can work optimally in an effort to serve guests. A hotel is a form of accommodation that uses part or all of a building to provide lodging, dining and drinking services, as well as other services to the public, which are managed commercially. From this definition, it can be seen that hotel products can be in the form of lodging services, food and beverage services and other services. This means that tangible products of a hotel include food and beverage services. The food and beverage services at a hotel are prepared by the food and beverage department.

A food and beverage department is a very unique department because it represents the cost value while bringing the largest income to hotels. In addition, this department also actively becomes one of the departments which is an important point in building the image of a hotel. This is because those who want to get service from this department are not just hotel guests because some come specifically to enjoy the eating and drinking service.

Patisserie in a four-star hotel is the busiest section compared to other kitchen sections. Every day, the patisserie section handles almost 80% of foods and beverages for breakfast and coffee break. It means that the patisserie section is the most important section in building the image of a hotel, especially in terms of food and drink services since breakfast is usually included in the room price. The patisserie section is also responsible for any lunch or dinner events held at the restaurant, although in the case of preparation or production, each section follows the menu ordered by the guests, for instance, the open kitchen is responsible for serving and refilling during the event.

The patisserie section is responsible for handling cakes and bread products. In some menus, the materials are not cooked well so that the bacteria in the ingredients have not really died. If not handled with proper hygiene and sanitation, it would result in changes in the taste of food so that guests feel dissatisfied. In addition, food that is not managed with good hygiene and sanitation can interfere with guest health. The most common disease caused by this is diarrhea.

According to Iskandar (1995), hygiene is a preventive health effort (disease prevention effort) that focuses on individual health and environmental health. Meanwhile, Bryan (1985) stated that disease prevention can be divided into two efforts, i.e. personal hygiene and food hygiene.

Iskandar (1995) states that personal hygiene is a self-care effort to maintain one's health condition for physical and psychological well-being. Personal hygiene includes skin, hands, nails, hair, ears, teeth and nose cares. It also includes maintaining clean clothes, including daily clothes and uniforms, as well as a clean and healthy appearance.

Food hygiene is an effort to maintain health by applying cleanliness to every food to be consumed. Food hygiene, according to the Codex Alimentarius Commission (CAC), means all conditions and actions needed to ensure the safety and suitability of food at all stages of the food chain. The meaning of food safety is meant to guarantee that the food does not endanger the health of the consumers.

According to Bryan (1985), sanitation will run easily if supported by adequate facilities. Careful planning is needed when organizing facilities in the kitchen to really support the operation of the kitchen. Kitchen facilities will greatly affect the application of kitchen sanitation, ranging from interior design such as the selection of materials for the kitchen floor, air circulation, cooking equipment, kitchen layout, to water installation.

The quality of healthy food will be maintained once the personal hygiene, food hygiene, and sanitation are applied together correctly. In the catering industry, sanitation means healthy food that is processed in a healthy environment by a healthy workforce with work procedures that are not contaminated by germs that cause disease. In other words, sanitation is an effort to keep healthy food healthy.

METHODS

This study employed a descriptive-analytic method. Surakhmad (1998) define descriptive research as a research method that intends to make a description of the solution of the problems existing in the present by collecting data, compiling and interpreting data or focusing on problems and requiring solution through certain analysis.

RESULTS AND DISCUSSION

The collected data on the respondents' responses to the hotel patisserie products in the city of Bandung can be seen in the table below:

Table 1
Respondents' responses to the patisserie products in the city of Bandung

Product Elements	Very Good		Good		Ordinary		Bad		Very Bad		Score
	F	%	F	%	F	%	F	%	F	%	
Taste	45	45	18	18	32	32	4	4	1	1	402
Appearance	24	24	65	65	9	9	1	1	1	1	410
Aroma	15	15	25	25	59	59	0	0	1	1	353
Texture	23	23	54	54	23	23	0	0	0	0	400
Hygiene	48	48	19	19	26	26	2	2	5	5	403
TOTAL											1968

Source: Data Processing, 2019

According to Table 1, we can find out the respondents' responses to the hotel patisserie products in the city of Bandung. It shows that the taste of the product gets the highest score of 402, which is as much as 63% or 63 respondents said the taste of hotel patisserie products in the city of Bandung is good or delicious. The appearance of hotel patisserie

products in Bandung scores 410, which is as much as 89% or 89 respondents said the appearance of hotel patisserie products in Bandung is very attractive. The aroma of hotel patisserie products in Bandung gets the lowest score of 353, which is as much as 40% or 40 respondents said that the aroma of hotel patisserie products in Bandung is quite appetizing. The texture of hotel patisserie products in Bandung city gets a score of 400, which is 78% or 78 respondents said that the texture of hotel patisserie products in Bandung is very good. Lastly, the product hygiene gets a score of 403, which is as much as 67% or 67 respondents said the hotel patisserie products in the city of Bandung is quite clean.

Efforts to Apply Hygiene in Patisserie Kitchen in the City of Bandung

Employees in the patisserie kitchen are advised to maintain healthy skin by bathing at least twice a day. Do not lengthen fingernails and do not use nail polish. It is not permissible to use excessive makeup. Men are not allowed to have long hair. Women's hair must be in a bun. The hair should be washed twice a day. Use deodorant if necessary. Maintain oral and dental hygiene by brushing teeth after each meal. Men are required to shave and clean nose hair if necessary. Employees who are sick, especially those getting flu and diarrhea, are advised not to work or take a rest at home. Employees who have the flu who have to work due to an urgent condition must use a mask. Employees who suffer from diarrhea are not permitted to work under any conditions until they are completely healed.

Efforts to apply Sanitation in Open Kitchen

The application of sanitation in the patisserie kitchen of the hotels in the city of Bandung will be greatly influenced by kitchen facilities. The floor in the patisserie kitchen in the city of Bandung is generally light brown with a flat but not slippery surface. The patisserie kitchen wall is dark brown with a modern design. The sewage disposal system is a closed system. In the patisserie kitchen of the hotel in the city of Bandung, a tool to absorb steam and smoke is directly under the stove and filler. The patisserie kitchen in the city of Bandung is always bright because it uses lights that are installed throughout the work area and are equipped with CCTV. The water used in the patisserie kitchen of the hotel in the city of Bandung comes from the PDAM (Local Water Company) that has been certified to meet clean water criteria, and for the drinking water, the filter device is installed with a sterilization function that will kill any bacteria if they pass through the water filter.

The application of sanitation in the patisserie kitchen of the hotel in the city of Bandung involves all employees and stewards, and is supported by the various departments, i.e. the procurement of hygiene and sanitation equipment by the accounting department, the provision of clean linen to clean the worktable by a laundry department, and the handling of damaged equipment by an engineering department. The stewards are responsible for the cleanliness of the kitchen floor. They are also responsible for cleaning the kitchen wall. The cleaning is done every day. They are also responsible for the cleanliness of equipment such as pans and serving plates so good communication between kitchen employees and stewards is vital.

CONCLUSIONS

1. The efforts to apply hygiene in the patisserie kitchen of hotels in the city of Bandung

include personal hygiene, uniform, and food hygiene. In its application, personal hygiene concerns personal hygiene. The uniform will support the application of personal hygiene so both personal hygiene and uniform will facilitate the application of food hygiene.

2. The efforts to apply sanitation in the patisserie kitchen of hotels in the city of Bandung include equipment sanitation, waste handling, and food sanitation. In its application, the sanitation will be greatly influenced by the personal hygiene of open kitchen employees. The sanitary equipment will facilitate the application of food sanitation, but because the production process will always produce waste, the application of food sanitation will require adequate handling of waste.

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