

CLEANLINESS AND HEALTH OF PA.SO.LA KITCHEN, THE RITZ CARLTON JAKARTA PACIFIC PLACE

Anisatul Auliya^{a,1}, Diani Mustika Prianti^{a,2*}, Annisa Nurul Fajrin^{a,3}

* diani.mustika15@ui.ac.id

^{1,2,3}Vocational Study Program, Universitas Indonesia, Depok, Jawa Barat

^aTourism Business Management, Vocational Study Program, Universitas Indonesia, Depok
Jawa Barat, Indonesia

Abstract

By implementing good hygiene and sanitation practices, employees can carry out their duties efficiently and produce high-quality food in Pa.So.La Kitchen, The Ritz-Carlton Pacific Place Hotel, which aligns with the hotel's motto, "We Are Ladies And Gentlemen Serving Ladies And Gentlemen". Data were collected through observation, interviews, and information from The Ritz-Carlton Pacific Place Hotel. This study shows that The Ritz-Carlton Jakarta Pacific Place Hotel's procedures have mostly met the company's standards regarding hygiene and sanitation. The benefits of this implementation include cleanliness of the kitchen area, adequate kitchen facilities, employee health, and the use of quality cleaning materials.

Keywords: Facilities, Cleanliness, Health, Kitchen, The Ritz-Carlton

INTRODUCTION

Based on the Law of the Republic of Indonesia No. 10 of 2009 concerning Tourism, the tourism industry must be able to meet the needs of tourists by providing safe and quality services. Therefore, implementing good hygiene practices in the kitchen is very important. In this context, the hygiene theory proposed by WHO emphasizes that implementing good hygiene practices can prevent the spread of disease (Raup, 2018). They also explained that hygiene is a health science that includes all factors that support or encourage a healthy life for individuals and society (Hasbiana, 2022). According to Firmansyah (2015), the principles of hygiene are divided into two main groups: personal hygiene and food and beverage hygiene. Personal hygiene is related to maintaining a person's cleanliness and health, essential for physical and mental well-being. A person is considered to have good personal hygiene if he can keep the cleanliness of his body, including skin, teeth, mouth, hair, eyes, nose, ears, nails, hands, and feet, as well as the cleanliness and tidiness of his clothes.

Meanwhile, food and beverage hygiene includes several essential principles. First is the container principle, which emphasizes that each type of food should be placed in a separate and closed container. Second is the principle of water content, where foods with high water content should only be mixed when served to prevent damage. Third, the principle of edible parts ensures that every ingredient in the dish is edible. Fourth, the principle of separation requires food in the container to be separated according to type so that it does not mix. Fifth, the principle of heat is where food is served hot. Sixth, the principle of clean equipment requires all equipment to be clean and sound, where "clean" means hygienic and "good" means not damaged. Finally, the principle of handling emphasizes that food and cutlery should not be in direct contact with the body, such as hands and mouth, to avoid contamination of disease and maintain a polite and neat appearance.

The principles of sanitation include physical, chemical, and microbiological cleanliness, with the primary objective of improving, maintaining, and restoring human health (Firmansyah, 2015). Sanitation also aims to maximize production efficiency and produce safe and healthy products, free from hazards that can cause disease. Some sanitation principles that need to be applied in sanitation activities include providing clean water, which includes monitoring the quality and quantity of water, water utilization, and how to process and maintain water. Furthermore, waste management is also essential, including the disposal system and equipment and how to keep them. In addition, food and beverage processing includes the procurement, storage, processing, transportation, and serving of food. Insect and rodent control or control is also an essential aspect of sanitation, which includes vector control methods. Finally, occupational health and safety must be considered, including the workplace, type of work, work methods, and the workforce involved. Therefore, the Hazard Analysis Critical Control Point (HACCP) concept becomes relevant when this system focuses on identifying and controlling critical points in the food production

process to ensure food safety (Susanto, 2020)—the implementation of HACCP in Pa.So.La Kitchen is expected to ensure that all stages, from raw material procurement to serving, meet the established hygiene standards.

Challenges in implementing hygiene and health in the kitchen stem not only from a lack of individual awareness but also from the operational pressures that employees often face in a busy environment. Therefore, a supportive management system, including routine hygiene audits and adequate resource provision, is needed to ensure that hygiene standards can be consistently adhered to.

Taking these factors into account, this study aims to explore the implementation of hygiene and health in Pa.So.La Kitchen and its impact on guest satisfaction and hotel reputation. The results of this study are expected to provide recommendations for improving hygiene and health standards in Pa.So.La Kitchen, thereby supporting the Ritz-Carlton Hotel's vision of providing the best service to guests.

RESEARCH METHODS

This type of research uses a qualitative approach with a descriptive method. Qualitative research aims to explain facts or phenomena so that they are easy to understand and can be interpreted according to the model used (Hennink, Hutter & Bailey, 2020; Sarmanu, 2017, quoted from Putra, 2018). According to Arikunto (2006), descriptive research is research that explains or describes a situation that will occur. The characteristics of descriptive research include using natural backgrounds as direct data sources, researchers and instruments that act as keys, descriptions of facts, emphasis on the process rather than the results, and data analysis that tends to be carried out inductively (Nina, 2022).

The interview used in collecting data for this study was a structured interview, where the interviewer determined the topics and questions to be asked (Moleong, 2014, quoted from Putra, 2018). The author has prepared questions to be discussed and then conducted a question-and-answer session with staff or employees working at the research location. One of the internal parties to be interviewed is Mr. Ape Mustopa, who serves as Chef De Partie at Dapur Pa.So.La Restaurant. Observation is a method of data collection that obtains primary data through careful and systematic direct observation using the senses (Mustafa, 2009:94, quoted from Putra, 2018). The author can get more accurate and factual data regarding the research topic by conducting observations. In addition, the author is also involved in daily activities in the Culinary Restaurant section of The Ritz-Carlton Pacific Place Hotel, Jakarta, to observe the work process. The author also collects data from books and internet sites relevant to the theme discussed through literature studies.

RESULTS AND DISCUSSION

Results

The Ritz-Carlton Jakarta, Pacific Place has a restaurant called Pa.So.La Restaurant located on the 6th floor. This restaurant serves international cuisine with raw materials taken from Indonesia. The name "Pa.So.La" is inspired by a series of traditional Sumba ceremonies expressing gratitude for an abundant harvest—the Pa.So.La logo consists of five elements—lotus, koi fish, rice, sunlight, and spear—symbolizing spirit, perseverance, prosperity, and victory. With adequate kitchen facilities, The Ritz-Carlton also ensures that hygiene and health standards are always maintained.



Figure 1. Pa.So.La Restaurant

Pa.So.La Kitchen is responsible for serving food to guests in several places, including Pa.So.La Restaurant, In-Room Dining, and Club Lounge. This kitchen has four sections: the hot Section, which focuses on serving Western food; the grill Section, which prepares cooked proteins such as chicken and fish; the Cold Section, which serves appetizers such as salads and fruits; and the ASEAN Section, which serves Indonesian cuisine, such as fried rice, soto, and noodles.



Figure 2. Pa.So.La Kitchen Equipment

In the Pa.So.In La Kitchen, the chefs' appearance reflects a high standard of professionalism, as seen from their use of equipment such as hats and aprons. The chefs are also often seen carrying writing instruments, such as pens, in their right pockets to jot down recipes, which is standard practice in a hygienic kitchen environment. The use of mobile phones is discouraged to maintain cleanliness and sanitation so that the cooking process remains safe and clean. In addition, the chefs are also equipped with training on good hygiene practices and cooking techniques, ensuring that every dish served is not only delicious but safe for guests' health.



Figure 3. Pa.So.La Kitchen Staff Appearance

Discussion

Cleanliness and Health Conditions in Pa.So.La Kitchen

Table 1. Completeness of Equipment that Supports Cleanliness and Health in the Pa.So.La Kitchen

| Component | Not available | Available |
|------------------------------------|---------------|-----------|
| <i>Cutting Board</i> | | ✓ |
| <i>Ice Wells</i> | | ✓ |
| <i>Knife, Spoon, Utensil</i> | | ✓ |
| <i>Cleaning Cloth</i> | | ✓ |
| <i>Shelving & Dry Storage</i> | | ✓ |
| <i>Walk-In Fridges Door Strips</i> | | ✓ |
| <i>Food Preparation Table</i> | | ✓ |
| <i>Preparation Sink</i> | | ✓ |
| <i>Slicer Machine</i> | | ✓ |
| <i>Robocoupe</i> | | ✓ |
| <i>Blender</i> | | ✓ |
| <i>Mandoline</i> | | ✓ |

| Component | Not available | Available |
|--------------------------------------|---------------|-----------|
| Waffle Machine | | ✓ |
| Pasta Machine | | ✓ |
| Rice Cooker | | ✓ |
| Aqua Dispenser | | ✓ |
| Garbage | | ✓ |
| Hot Box | | ✓ |
| Bain Marie | | ✓ |
| Ovens | | ✓ |
| Stove Top, Griddle Grill, Wok Burner | | ✓ |
| Deep Fryer | | ✓ |
| Salamander | | ✓ |
| Mixer | | ✓ |
| Kitchen Exhaust | | ✓ |
| Freezer | | ✓ |
| Chiller | | ✓ |
| Floor | | ✓ |

Based on the chart above, kitchen equipment supporting cleanliness and health is available. However, cleanliness and health are not only related to the kitchen area and its facilities but also include the personal hygiene standards of employees and their behavior in the work environment. Therefore, the author compiled a chart that contains components obtained from observations at The Ritz-Carlton Hotel, reflecting a comprehensive effort to maintain cleanliness and health standards in all hotel operations.

Table 2. Description of Personal Hygiene and Cleanliness and Health Behavior in the Pa.So.La Kitchen

| Component | Good | Very good |
|--|------|-----------|
| Take a shower before working in the Food & Beverages area. | | ✓ |
| Clean Uniform: clothes, apron, side towel, and name tag. Hands must not be wiped on the apron and side towel. | | ✓ |
| Plain black pants only. Black jeans, thick black drills, or black tights/stretch pants are prohibited. | | ✓ |
| Undergarments (undershirts) must not be visible | | ✓ |
| Must wear closed-toe safety shoes. (Open-toe safety shoes are not allowed). | ✓ | |
| Wear hair protection: a chef's Hat and a Hair Net. Tie long hair back and cover it with a hairnet. | ✓ | |
| Men shaved. Short haircut (above the collar). Short sideburns and no mustache. | ✓ | |
| You can wear only ONE plain ring without a stone. | | ✓ |
| Kitchen employees may not wear makeup, necklaces, watches (except Leaders), and bracelets. It will interfere with washing hands and collecting food. | | ✓ |
| Watches (allowed only for Leaders) may not be attached to the Uniform buttons. | | ✓ |
| Kitchen employees may wear earrings. Long earrings are not allowed. | | ✓ |
| Short nails, easy to clean (no varnish if it is not colored). | | ✓ |
| Do not put spoons and paring knives in your pockets. | | ✓ |
| Use lidded drink containers, sports bottles, cups with lids, and straws to store drinks under or near the workstation. | | ✓ |
| Chewing, drinking, eating, or smoking are prohibited in the food area. | | ✓ |

| Component | Good | Very good |
|--|---|-----------|
| Tasting food is acceptable if single-use utensils are used, washed, rinsed, and sanitized between uses. | | ✓ |
| Personal items, such as combs, mobile phones (except Leader), or other large items, must be stored in lockers. They may not be stored in drawers or cabinets in the food preparation area. | | ✓ |
| | | ✓ |
| Description: | | |
| Good | The component has been implemented, but 1-3 people must follow it. | |
| Very Good | The component has been implemented well, and no violations have occurred. | |

Based on the table above, personal hygiene, cleanliness, and health behavior in the Pa.So.The kitchen still has several components that need attention, such as using a chef's hat.

Implementation of Cleanliness and Health in the Pa.So.La Kitchen

From the previous explanation, it can be seen that the hygiene and sanitation conditions in the Pa.So.The kitchen environment is quite good, although some aspects still need to be considered and reminded. Individual values and habits greatly influence cleanliness. However, in practice, some employees have not implemented these rules. Some underlying reasons include a lack of understanding of the meaning of hygiene and sanitation, a lazy attitude to implement it, and being in a hurry or having limited time due to being busy. Nevertheless, The Ritz-Carlton Hotel implements some attractive hygiene and sanitation practices, which other star hotels may not implement.

Providing Information on Cleanliness and Health

All employees working in the kitchen area must wash their hands first to ensure they are clean. The kitchen also provides information on how to wash hands properly, and there is an alarm reminder to wash hands every 30 minutes. In addition, there is information on good grooming practices before starting work.



Figure 4. Hand Washing Information and Hand Washing Reminder Speaker

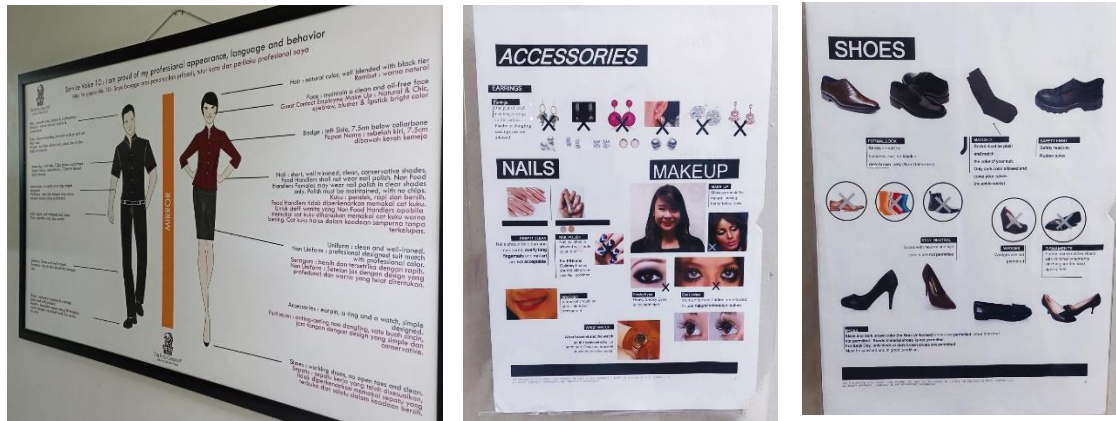


Figure 5. Grooming Information in the Locker Area

Implementation and Monitoring to Control Cleanliness and Health in Pa.So.La Kitchen

Many employees often forget to apply hygiene and sanitation rules when working in the kitchen. Therefore, as a leader in the kitchen, it is important to remind employees who are negligent in maintaining their cleanliness and health.



Figure 6. Socialization of Cleanliness and Health

To maintain cleanliness and health among employees, management conducts socialization regarding the standards that must be met. Several essential aspects that are considered include:Kebersihan Tubuh Karyawan

1. Employee Body Cleanliness

- Skin Health: Employees are expected to shower twice daily, in the morning and evening, using clean water. Skin care is fundamental; healthy skin should always be clean and smooth, without red spots, and remain supple.
- Dental and Oral Health: Employees must brush their teeth at least twice a day, in the morning and before bed. In addition, dental check-ups at the clinic should be carried out every six months.
- Hair and Scalp Health: Shampooing hair should be done twice a week. Healthy hair does not fall out easily, is not too oily or dry, and is free from dandruff.
- Eye Health: Eye cleaning can be done while showering using a clean washcloth. Soaps that cause irritation should be avoided. The eyes can also be cleaned with sterile cotton wool dipped in cleaning solution.
- Nasal Health: To maintain nasal hygiene, the outside can be cleaned by washing the face using soap. For the inside, use a cotton bud smeared with baby oil.
- Ear Health: Healthy ears have clean earlobes and ear holes. Cotton buds can be used to clean them.
- Nail Health: Nails must always be clean and neatly trimmed. Avoid using nail polish and use hand softener regularly.
- Hand Care: It is mandatory to wash your hands before starting work, after a break, after using the toilet,

- and after touching dirty objects. Use soap and warm water to clean your hands.
- Foot Care: It is recommended that you wear comfortable and safe shoes that cover the entire foot to protect it from falling objects. Your feet should also be washed daily, your nails cut daily, and your socks changed daily.

By implementing these standards, it is hoped that employees can maintain their health and personal hygiene, which will support a better work environment.

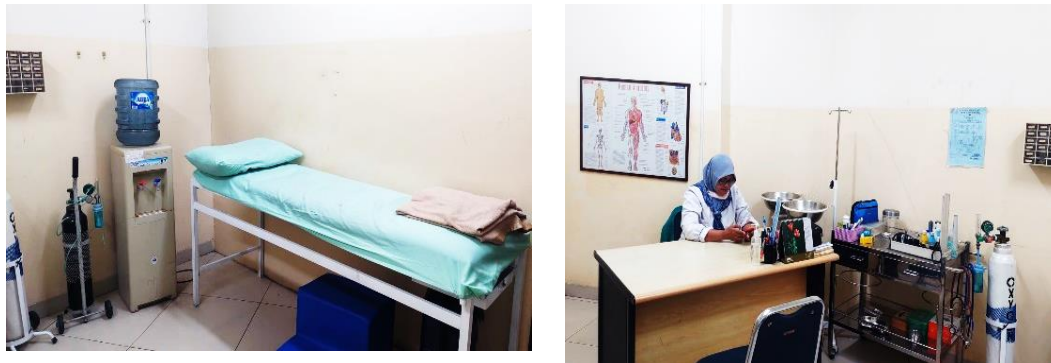


Figure 7. Clinic at The Ritz Carlton Jakarta Pacific Place Hotel

Medical Check Up is a comprehensive health check process where a person undergoes various examination stages. This activity is significant, especially for individuals applying for a job, because they are usually required to go through this stage. In this study, The Ritz-Carlton Hotel collaborated with Tirta Medika Clinic, which offers more affordable examination fees. In addition, The Ritz-Carlton Hotel also has health facilities in the form of a clinic on the 5th floor, where employees can undergo health checks. The clinic is open daily from 10:00 to 17:00 WIB, with doctors available on Wednesdays from 14:00 to 17:00 WIB.

Cooperating with Kitchen Cleaning Materials Providers

To maintain the cleanliness of the kitchen environment, The Ritz Carlton Jakarta, Pacific Place Hotel collaborates with ECOLAB and RENTOKIL in selecting the types of cleaning materials or chemicals used to clean equipment and other supplies.



Figure 8. Ecolab Desk Cleaner

Regular Cleaning of Kitchen Areas

The kitchen area must always be cleaned and mopped using cleaning materials by the steward team. In addition, the inside of the chiller, freezer, and refrigerator also need to be cleaned and checked regularly to create a clean, healthy, hygienic, and comfortable kitchen environment. The cooks or chefs also contribute to maintaining the cleanliness of the Pa.So.La kitchen. Kitchen cleaning is carried out three times a day, at 10:00, 16:00, and 23:00, when kitchen activity begins to decrease, especially towards closing the buffet at Pa.So.La Restaurant. The cleaning takes 15 to 30 minutes, and the stewards clean the preparation table, deep fryer, boiler, sink, combi steamer, meatbain saw, kitchen floor, and others using pricol liquid. To clean the drains, such as the drainage cover and terracotta drainage, they are sprayed with microquat to eliminate odors. Although this effort is quite reasonable, the results will not be optimal if cleanliness and maintenance are improperly maintained.



Figure 9. Kitchen Area Cleaning Process

As an area used to produce food, the kitchen has the potential to produce various aromas and waste in large quantities. Therefore, maintaining the hygiene and sanitation of the kitchen environment is very important. In addition, the ventilation, lighting, exhaust, water, and toilet systems must function properly; otherwise, this can interfere with the comfort of employees working in the kitchen.



Figure 9. Equipment Cleaning Area and Trash Bins (Organic and Non-Organic)

The kitchen also includes a dry store and chiller, but problems with less-than-optimal placement and arrangement often make it difficult for chefs or cooks to find food ingredients.



Figure 10. Dry Store, Chiller and Freezer

Rewarding Employees

The implementation of hygiene and health standards aims to increase work productivity and prevent environmental problems through suitable work arrangements, namely:

1. Creating a comfortable and clean workplace: A clean and relaxed work environment greatly supports the results of the kitchen's work, increasing smoothness and efficiency so that productivity can be achieved properly.
2. Training employees to be independent in managing work: Independent, responsible, and enthusiastic

employees will contribute to improving the quality of hotel services.

Creating a work environment that allows energetic, creative, and committed employees to collaborate to achieve big goals is essential. Employees here are innovative and inspiring individuals in their fields, with a high spirit for achievement and always striving to achieve the best results. Therefore, The Ritz-Carlton Jakarta, Pacific Place has a program to recognize the best employees every month and every year, with awards in the form of certificates and trophies. Announcements about these awards can be seen on the employee information board.

In addition to explaining the awards, there are no sanctions for employees that are too severe; usually, only a warning is given by the shift leader on that day regarding cleanliness and health. However, if guests have severe complaints regarding the cleanliness and health of food, stricter sanctions, such as a first warning letter, can be given.



Figure11. Giving Rewards to Employees

CONCLUSION

Based on the presentation in the previous chapter, obtained from field observations, interviews, and data from The Ritz-Carlton Jakarta Pacific Place regarding the implementation of cleanliness and health in the Pa.So.La Kitchen, the author concludes that cleanliness and health in the kitchen are essential—the implementation of cleanliness and health in Pa.So.La directly impacts the quality of the products produced, especially in the food and beverage sector.

The Ritz-Carlton Jakarta Pacific Place Hotel's procedures have mostly met the company's standards regarding hygiene and sanitation. The benefits of this implementation include cleanliness of the kitchen area, adequate kitchen facilities, employee health, and the use of quality cleaning materials.

The success of implementing hygiene and sanitation is highly dependent on cooperation between kitchen employees. However, some employees still have not consistently implemented cleanliness and sanitation standards. Therefore, kitchen leaders need to pay more attention and encourage employees to maintain cleanliness so that smooth operations can be maintained in the future.

Regarding motivation, The Ritz-Carlton Jakarta Pacific Place Hotel continues to support employees through award programs. The award is in the form of a certificate and a discount voucher for dining at the Pa.So.La restaurant, and an attractive gift. Announcements regarding this award can be seen on the employee information board. The following are suggestions or things that the author would like to convey based on the discussion regarding the implementation of cleanliness and health in the Pa.So.La Kitchen The Ritz-Carlton Jakarta Pacific Place:

1. The implementation of socialization regarding kitchen hygiene and sanitation standards or rules must be maintained and applied to all kitchen employees, including casual trainees and stewards. In addition, it is essential to hold seminars or training related to hygiene and sanitation to increase the insight of kitchen employees.
2. Improvements to kitchen facilities that support efforts to maintain hygiene and sanitation also need to be made. For example, the kitchen chiller area should be expanded to facilitate access to food ingredients, and kitchen facilities should be completed near the toilet.

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