

Implementation of Standard Operational Procedures for Polishing Equipment at Nangroe Restaurant Saka Hotel Medan

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ABSTRACT

Polishing equipment is a cleaning process performed on restaurant utensils using a tool called a "silver polish cloth." The process involves rubbing the cloth on the surface of the equipment to remove dirt, grease, and stains, ensuring the utensils are clean and shiny. A restaurant is a commercially operated place that provides services to guests in the form of food and beverages. This research aims to examine the implementation of standard operating procedures (SOPs) in equipment polishing, identify problems arising from improper implementation, and evaluate the efforts made to ensure equipment cleanliness at Nangroe Restaurant, Saka Hotel Medan. The research uses a qualitative descriptive method with data collection techniques including observation, interviews, and literature review. The study involved a population of 16 individuals consisting of 1 supervisor, 5 waiters, and 10 restaurant guests at Saka Hotel Medan. The results indicate that the implementation of equipment polishing procedures is not carried out in accordance with the established SOPs, leading to utensils that are not optimally clean and hygienic. The author suggests that management should give more attention to the restaurant's operational practices to ensure that the polishing of equipment is conducted properly and in compliance with hygiene standards.

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INTRODUCTION

A hotel is a company or business entity that provides accommodation services in the form of rooms which are usually complete with eating and drinking facilities and other public facilities. In a hotel organization, the part that provides food and beverage services is known as Food and Beverage Service (FBS), which is the part of the hotel that is responsible for serving food and drinks to guests in a professional manner.

The development of hotels in Medan, especially Saka Hotel Medan, is experiencing increasing competition, especially in innovation and in terms of service. SakaHotel Medan is a three-star hotel in Medan, not only providing facilities that provide comfort and convenience for every guest but also trying to fulfill the needs and desires of guests and provide the best service.

A restaurant is a place or building in a hotel that is organized on a commercial basis, which provides good service to all guests in the form of food and drinks with the aim of making a profit and providing satisfaction to hotel guests. To provide satisfaction to guests, such as when using the equipment in the hotel restaurant, the equipment used must be clean and hygienic, one way is to polish the equipment according to procedures. The importance of the Polishing

Equipment Procedure is to provide satisfaction to guests in using equipment in a hotel restaurant and to make eating and drinking utensils shiny and free from residual grease that remains attached to them when washed.

There are several types of equipment that are polished in restaurants, namely Chinaware, which means that equipment made of ceramic generally has thick walls, a slightly rough surface but has high durability. Silverware means tableware made of metal coated with silver or stainless steel. And glassware is one of the complementary equipment to be arranged on the table which is no less important than other equipment in supporting the appearance on the table and the atmosphere in the restaurant.

Polishing equipment at Nanggroe Restaurant Saka Hotel Medan is still lacking in cleaning equipment, including equipment in the form of chinaware, silverware and glassware, as employees do not comply with standard operational procedures for polishing equipment. For example, equipment that is ready to be washed is immediately polished using the same linen cloth, and glassware that has been washed is immediately polished without washing it a second time with hot water and there are still lots of sticky grease marks on the equipment. And employees still lack duties and responsibilities in carrying out polishing equipment at Nanggroe Restaurant Saka Hotel Medan. Supervisors should have duties and responsibilities to provide the best in polishing equipment at Nanggroe Restaurant Saka Hotel Medan so that the equipment at Nanggroe Saka Hotel Medan is clean, neat and not greasy. We find guests complaining or complaining because the equipment they use is not clean, such as dinner plates that are still oily, cutlery such as dinner spoons, dinner forks that are still stained because of spots, glasses that are not shiny enough because they are blurry and not clean, so that guests are less satisfied in using eating and drinking utensils while in the restaurant.

METHODS

Type of Research

This research uses a qualitative descriptive method, which aims to explain the data obtained through field observations and interviews. The researcher applies relevant theories acquired during academic lectures to support the analysis of real conditions in the field.

Population and Sample

Population

According to Sugiyono (2017:81), population refers to the total number of units or individuals whose characteristics are to be studied. These units, also known as units of analysis, may include people, institutions, or objects.

In this study, the population consists of 16 individuals, comprising 1 supervisor, 5 waiters, and 10 guests at the Nanggroe Restaurant, Saka Hotel Medan.

Sample

Sugiyono (2017:81) states that a sample is a subset of the population that is selected for the purpose of study and should represent the population characteristics.

In this research, the sample is the same as the population, namely 16 people: 1 supervisor, 5 waiters, and 10 guests who visited Nanggroe Restaurant at Saka Hotel Medan.

Location and Time of Research

Research Location

Saka Hotel Medan

Address: Jl. Gagak Hitam No.14, Sei Kambing B

Phone: (061) 8468468 / 8469393

Fax: (061) 8464242

Website: www.sakahotel.com

Research Period

The research was conducted over a period of six (6) months, starting from October 1, 2020 to April 4, 2021.

Data Collection Techniques

Observation

Direct observation was carried out at the research site to observe conditions, processes, and behaviors related to the object of study. This method helps identify problems and underlying causes.

Interview

Interviews were conducted with restaurant management and staff to gather in-depth information regarding the implementation of equipment polishing procedures.

Literature Study

Data was also collected through literature reviews by referencing books and academic sources relevant to the topic of the research.

Data Analysis Technique

According to Bantors Sihombing (2018:8), data analysis involves compiling, grouping, and interpreting data into patterns or basic units. In this study, a qualitative analysis method was used, involving field observations and comparisons between theoretical knowledge and actual conditions encountered during the research.

RESULTS AND DISCUSSION

Implementation of Standard Operational Procedures for Polishing Equipment at Nangroe Restaurant Saka Hotel Medan

The application of polishing equipment at Nangroe Restaurant Saka Hotel Medan does not meet standard operational procedures where the waiter/server carries out polishing such as polishing glasses without applying hot water steam mixed with lime juice and polishing other equipment carelessly so that the polished equipment still has traces left, traces of grease and oil.

Based on the results of interviews with guests who complained that the equipment in the Saka Hotel Medan restaurant still had grease stains remaining, and the equipment was not dry enough.

Table 1. Guest Responses About the Cleanliness of Polishing Equipment at Nangroe Restaurant Saka Hotel Medan

No	Informal Answer	Amount	Percentage(%)
1	Clean	2	20
2	Not clean enough	4	40
3	Not clean	4	40
	Amount	10	100

From the table above, two guests (20%) thought the polishing equipment was clean, two guests (40%) thought the polishing equipment was not clean and two guests (40%) thought the polishing equipment was not clean. So it can be concluded that the polishing equipment at Nangroe Restaurant Saka Hotel Medan does not meet standard operational procedures for polishing equipment.

It is best to polish the glass by using hot water steam and lime juice so that the glass can be clean, shiny and free from bacteria. Polish the glass by holding the bottom of the glass with the opposite end of the napkin so that the glass that has been polished does not leave any hand marks. Standard equipment that has been prepared polish must be clean, clear and without spots or stains, not cracked, not lumpy, not smelly. Based on the results of interviews with waiters, they are of the opinion that

washing with hot water or polishing must be in accordance with standard operational procedures, so it takes quite a long time and equipment. This takes a long time to use, while the equipment available at Nangroe Restaurant Saka Hotel Medan is lacking, so the employees are overwhelmed in carrying out standard operational procedures for polishing equipment and because the waiter's work takes a long time in carrying out standard operational procedures for polishing equipment, they do not comply with the implementation of standard operational procedures for polishing equipment.

Table 2. Restaurant Staff's Response Regarding Standard Operating Procedures for Polishing Equipment

No	Informant's answer	Amount	percentage(%)
1	Held	1	20
2	Not implemented enough	2	40
3	Not implemented	2	40
	Amount	5	100

From the table above, one person carried out (20%) the standard operational procedures for polishing equipment and two people did not carry out (40%) the standard operational procedures for polishing equipment and three people did not carry out (40%) the operational standards. equipment polishing procedures so it can be concluded that the polishing equipment at Nangroe Restaurant Saka Hotel Medan does not meet standard operating procedures (SOP) and the waiters are less responsible for implementing standard operational procedures for polishing equipment in the restaurant

Condition of Cloth Polishing Equipment Service at Nangroe Restaurant Saka Hotel Medan

The condition of the service cloth polishing equipment at Nangroe Restaurant Saka Hotel Medan is not normal, where the service cloth or napkins used at Nangroe Restaurant Saka Hotel Medan are polishing cloth from used tablecloths and linen that have been torn. Use a cloth that is only used for polishing, such as glass towel/glass cloth which is used to polish equipment in restaurants such as cutlery, chinaware, glassware and other equipment so that the equipment remains clean, free from traces of grease and shiny.

Based on the results of interviews, employees are of the opinion that used tablecloth linen is used to polish equipment because it is a shame to throw away the cloth because the used cloth is not that dirty and has been washed again before being used to polish equipment. Standard operational procedure for polishing equipment in restaurants is to ensure that the equipment is wiped down (cleaned).) to be clean, free from germs, stains and shiny, it requires a service cloth (napkin) that is good and suitable for use.

According to Ani Wijayanti (2016:26) polishing is one of the activities that must be carried out by waiters before using equipment, and by using a service cloth which is a cloth used to wipe restaurant equipment such as cutlery, chinaware and other equipment to keep it clean and shiny. So the cloth used for polishing equipment in hotels must be suitable and comply with standards so that the equipment remains clean and shiny.

The Role of Supervisors in Supervising the Implementation of Standard Operational Procedures for Polishing Equipment at Nangroe Restaurant Saka Hotel Medan

The role of the supervisor in supervising the implementation of standard operational procedures for polishing equipment at Nangroe Restaurant Saka Hotel Medan is still lacking in supervision where the supervisor does not pay attention to the waiters when polishing the equipment so that the waiter does the polishing carelessly, only using linen but forgetting the glass cloth, so that the results of polishing the equipment are not shiny. The supervisor's role should be very important in supervising the implementation of standard operational procedures for polishing equipment where the supervisor has the responsibility to ensure that all work is carried out well and the work process can run smoothly.

Based on the results of interviews with supervisors, the opinion was that the lack of supervision was caused by the supervisor's job also as a waiter so he did not have time to supervise polishing equipment in the steward section at Nangroe Restaurant Saka Hotel Medan. The supervisor's opinion regarding the

use of linen, management has agreed to use used linen because it has been washed so it is suitable for use.

The supervisor is part of management in the organizational map and skill level, the supervisor is an integral part of the management ranks, although if the supervisor always sides with management and puts employees second, that is not the right attitude. Even though they are part of management, the supervisor must be able to carry out The supervisor has a good middle role. The supervisor is responsible for the success of the restaurant and he must pay attention to the aspirations of his subordinates. The supervisor must try to maintain the stability of employee relations with management so that a conducive financial atmosphere is created. The wishes of each party will be realized if the conditions are mutually agreed.

CONCLUSION

From the results of writing about standard operational procedures for polishing equipment carried out at Nangroe Restaurant Saka Hotel Medan, the author draws several conclusions, namely as follows. Standard Operational Procedures for Polishing Equipment at Nangroe Restaurant Saka Hotel Medan are still often ignored by restaurant waiters and have not been implemented optimally in polishing equipment so that glasses still have stains as a result of which guests complain and feel uncomfortable using the equipment when eating and drinking. The service cloth at Nangroe Restaurant Saka Hotel Medan uses used linen, even though it has been washed clean, it is not suitable for polishing equipment because the equipment that has been polished is less dry, less clean, less hygienic and does not meet standard operating procedures (SOP). The role of supervisors in supervising the implementation of standard operational polishing equipment at Nangroe Restaurant Saka Hotel Medan is still lacking in supervising the waiters in polishing equipment so that the waiters neglect their work and do not carry out it in accordance with standard operational procedures (SOP).

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