

Personal Grooming, Hygiene & Sanitation Training For the Community Tk. Si (all Indonesian Culinary Team) Hotel Grand Inna Medan

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ARTICLE INFO

Received : 2023-03-09

Revised : 2023-04-20

Accepted : 2023-05-30

Keywords:

Personal Grooming, Hygiene & Sanitation

E-mail: -

ABSTRACT

Tourism and hospitality industry activities are growing which demands the creation of a comfortable atmosphere from various aspects to be given or offered as a product to prospective customers/guests. Self-appearance/personal grooming is something that must be applied by employees, this is because the excellent appearance of employees will be able to create a good impression in the eyes of customers. This community service is focused on Personal Grooming, Hygiene & Sanitation training for the TK.SI community (All Indonesia Culinary Team). The determination of this training was motivated by a lack of knowledge about Personal Grooming, Hygiene & Sanitation. The objectives to be achieved in this PKM include: 1. Providing knowledge of the importance of Personal Grooming, Hygiene & Sanitation, 2. Provide an understanding of how to do Grooming, Hygiene & Sanitation. The method used to achieve the objectives of this PKM is through lectures, discussions and training. Materials related to the training were delivered through lectures and discussions. Then further direct training is carried out with hands-on practice.



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INTRODUCTION

The tourism and hospitality industry is growing which demands the creation of a comfortable atmosphere from various aspects to be given or offered as a product to prospective customers. In general, the products sold by hotel management consist of two main products, namely tangible products such as hotel rooms, restaurants, spas and various other hotel facilities and intangible products such as comfort, service, atmosphere and so on. A hotel should have its own standards, which are emphasized to every employee in providing services to customers, especially aspects of intangible products as one of the services that are ready to be enjoyed, especially in the field of Personal Grooming, the kitchen of hotel restaurants regarding health and hygiene (sanitation, hygiene) in food management. Service industries such as hospitality, self-appearance/personal grooming are mandatory for employees to apply, this is because an employee's prime appearance will be able to create a good impression in the eyes of customers, besides that appearance can also be used as a measure of one's professionalism. The front office and food and beverage service departments are departments that have direct contact with guests, so that the excellent appearance and good attitude of employees must be considered, this is related to guest satisfaction with service. In addition, appearance can also be used as a measure of one's professionalism. The front office and food and beverage service departments are departments that have direct contact with guests, so that the excellent appearance and good attitude of employees must be considered, this is related to guest satisfaction with service. In addition, appearance can also be used as a measure of one's professionalism. The front office and food and beverage service departments are departments that have direct contact with guests, so that the excellent appearance and good attitude of employees must be considered, this is related to guest satisfaction with service.

Personal grooming is a professional self-appearance at work, providing professional service to

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colleagues and customers. From starting to use official work uniforms, looking neat, polite, flexible, harmonious and attractive (personal appearance), in accordance with ethics and manners and association. The business sector and management, especially in the tourism industry, the benefits of personal grooming are very important. Especially if you hold a position as a frontliner or back office officer, obviously you have to pay attention to appearance. Because later it can have an impact on the personal branding of companies/hotels or businesses.

Hygiene in the hotel sector is an effort to maintain health in a preventive manner that focuses on employees and guests who are at the hotel, hygiene in hotels really needs to be maintained because the hotel industry is a service industry that interacts a lot with humans. Decree of the Director General of Tourism, hygiene sanitation covers individuals, food and beverages and the environment and the purpose of holding sanitation and hygiene efforts is to prevent disease and poisoning as well as other health problems as a result of interactions with human environmental factors. Sanitation in the hospitality sector is an effort to maintain health in a preventive manner that focuses on guests who are in hotels, hygiene in hotels really needs to be maintained because efforts to maintain the health of the hotel environment itself,

METHODS

Partner Profile

TK.SI (All Indonesian Culinary Team) is a community association of all chefs in Indonesia. Indonesian cuisine is one of the richest culinary traditions in the world, and full of intense flavours. The richness of the types of cuisine is a reflection of the diversity of cultures and traditions of the archipelago which consists of around 6,000 inhabited islands, and occupies an important role in Indonesia's national culture in general. The existence of diverse Indonesian culinary traditions and the Hospitality business in Indonesia which is increasing requires a reliable Chef.

TK.SI (All Indonesian Culinary Team) was established in Medan, October 20, 2021 with an office on Jl. Bunga Mawar No. 32, Padang Bulan, Medan Selayang District, North Sumatra. Having a vision to provide job opportunities for colleagues in the 1st profession, the mission is to create chefs who have expertise in the culinary field, to develop professional chef candidates.

Target and Outcome

The expected output targets from Community Service activities are as follows:

Target

In general, the target to be achieved is from the implementation of PKM (Community Service) empowerment of TK.Si (All-Indonesian Culinary Team) through Personal Grooming, Hygiene and Sanitation training towards the Tourism campaign.

external

The outputs from the implementation of this activity are:

1. Increased awareness and understanding of TK.SI (All Indonesian Culinary Team) in practicing Personal Grooming, Hygiene and Sanitation.
2. The realization of TK.SI (All Indonesian Culinary Team) in carrying out work in accordance with SOP (Standard Operating Procedures) according to hotel regulations or other industries where they work.

RESULTS AND DISCUSSION

Results

PKM (Community Service) is one of the obligations. Community service activities that have been carried out by the community service team at the Medan Nusantara Tourism Academy hospitality study program have had a positive impact on the Medan culinary team.

In addition, the community will also get provisions to solve problems and respond to challenges in their lives. The community will also provide learning for universities about the realities of life.

The benefits of the activity are as follows:

Participants

TK.SI (All Indonesian Culinary Team) shows an increased understanding and practice of theory about

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Personal Grooming, Hygiene & Sanitation Activities.

Application of Personal Grooming, Hygiene & Sanitation.

This activity was carried out directly, at the beginning of the meeting, TK.SI participants (All Indonesian Culinary Team) tended to lack understanding of Personal Grooming, Hygiene & Sanitation. But after attending the seminar. Pkm participants already understand about Personal Grooming, Hygiene & Sanitation and slowly they start to practice the theory.

The Medan Nusantara Tourism Academy Community Service Team has carried out Community Service. The results of this observation will be published in a scientific article in a community service journal with ISSN.

Discussion

Community service activities as a form of responsibility for the Medan Nusantara Tourism Academy campus as an educational institution are carried out on:

Day : Monday

Date : April 10 to April 11, 2023

Place : Jl. City Hall No. 2, Keswan, Kec. New Medan City of Medan. North Sumatra

Total 36 people. The attendees were asked to fill out the attendance list provided in advance.

The schedule for the implementation of community service activities is as follows:

Table 1.1
News

Time	Program	Responsible
09.00-09.15	Fill in the attendance list	Committee
09.15-09.25	Welcome	Chairman/Director
09.25-10.00	Material Exposure	APN Lecturer
10.00-14.00	Closing	Committee

The material was delivered by the Lecturer Community Service Team at the Medan Nusantara Tourism Academy in the form of theoretical and practical presentations on Grooming, Hygiene & Sanitation Conversation and questions and answers to participants. During the presentation of the material, participants seemed enthusiastic and were able to directly interact in the form of asking questions. At the end of the activity.

Supplies

Debriefing participants or coaching TK.SI participants (All Indonesian Culinary Team) aims to provide an understanding of the objectives and benefits of PKM (Public Education) activities. Explanation of the PKM (Community Education) that will be carried out, namely in the form of understanding the basic concepts of the activities to be carried out which are the core program of PKM (Community Education) activities in accordance with the proposed program. The debriefing will be held on Monday April 10 2023 in room B of the Grand Inna Hotel Medan.

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Figure 1. Provision of debriefing materials by the PKM team

Mastery training on the development of Personal Grooming, Hygiene and Sanitation.

Personal grooming is a professional self-appearance at work, providing services to guests/colleagues and customers in a professional manner. From starting to use official work uniforms, looking neat, polite, flexible, harmonious and attractive (personal appearance), in accordance with ethics and manners, association and work in the hotel and other industries. A hotel is a Hospitality Service Industry providing services to customers (customer service) is the main activity. Every industry that produces services in the form of this service is assessed by its visitors with their feelings. Sanitation in this case helps to play a role in fulfilling the wishes of hotel guests.



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Figure 2 Provision of debriefing materials by the PKM team

CONCLUSION

From this community service activity it can be concluded that the activity took place smoothly with enthusiastic greetings from the culinary team who took part in this activity showing an understanding of Personal Grooming, Hygiene & Sanitation. There was support from the Management of the Medan Nusantara Tourism Academy in Personal Grooming, Hygiene & Sanitation activities .

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