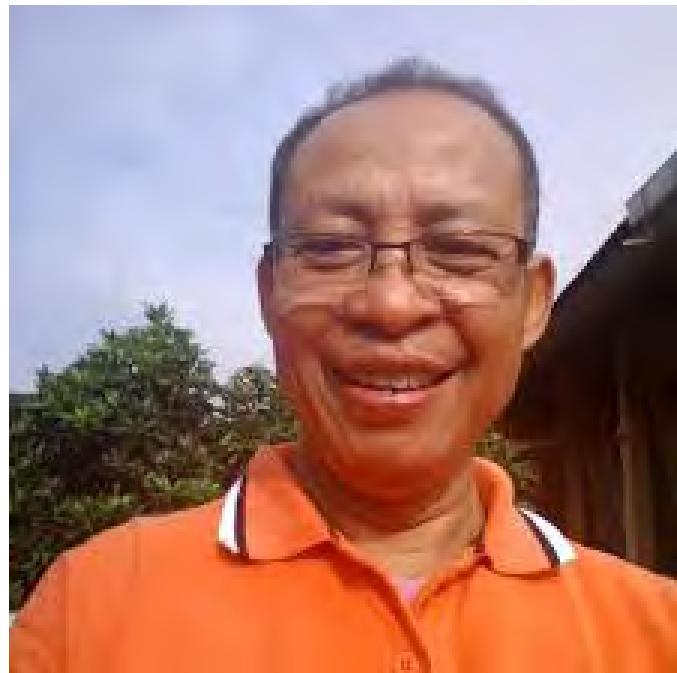


11/20/2018



SPHM  
HOSPITALITY

SPHM – KITCHEN OPERATION MANUAL



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# Kitchen Operation Manual



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**WESTERN KITCHEN**

**ALL DAY DINING**

**“THE RESTAURANT”**

**ROOM SERVICE**

**OPERATING MANUAL**



# LOCATION

**Situated at the Restaurant**

**The Kitchen is just near the Restaurant**



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## THE RESTAURANT CONCEPT

Restaurant is the name given in Asia and especially in **City** for restaurant serving local specialties, they do not have gourmet service but they are serving gourmet dishes and specialties. Normally, the service is platted.

The Restaurant will also serve breakfast, dinner and supper.

The service from the kitchen should be quick and efficient serving high quality products and constant quality following recipes card and picture on the dishes.



## THE ALL DAY DINING KITCHEN CONCEPT

The Western Kitchen as being drawn and built to prepare all specialties from the menu with all facilities to be self-operating.

- Cold kitchen with air condition, refrigerator, salad counter,
- Ice cream cabinet, toaster, meat slicer, mixer, etc.
- Walk in cooler and freezer
- Kitchen preparation area
- Western and Eastern range, food warmer, rice cooker, convection steaming oven,
- Deep fryer, open burner, grill and top fry, salamander and microwave oven
- Ice cream machine
- Store room with shelves
- Dishwashing area with sterilize and stewarding store.
- Cold and hot serving counter



## ROOM SERVICE CONCEPT

The room service is operating all day around. The menu is coming mainly from the Coffee shop menu.

After certain hours, especially during night, some of the dishes are not available. Breakfast is available all around the day.

26 cm plate will be used for hot dishes with assorted s/s cover.

Hot and cold dishes have to be sent all together. The hot kitchen and gardemanger to work in regard.

Pastry also as to be stored in sufficient quantity in the gardemanger .



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# **LAYOUT OF THE WESTERN KITCHEN AND RESTAURANT**



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**FACILITIES  
AND  
FIXED ASSET EQUIPMENT  
FOR THE WESTERN KITCHEN**



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## MARKETING OBJECTIVES

BREAKFAST	Hotel Guests mainly
LUNCH	Hotel Guest Local Guest
	Government Contacts Small Conference Groups
Snacks	Hotel Guests Local Client
Dinner	Hotel Guests Local Residents of ..... Expatriates



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## HOURS OF OPERATION

### **From 6:00 am to 3:00 am**

Breakfast	6:30 AM to 10:00 AM
Buffet Breakfast	6:30 AM to 10:00AM
Lunch	11:00 AM to 3:00PM
Snacks	3:00 PM to 6:00 PM
Dinner	6:00 PM to 11:00PM
Room service	24 hours



# PROMOTION

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# MERCHANDISING

**Seasonal food**

**Daily special**

**Special events (wedding package)**

**Indonesia cooking class**

**Theme buffets**

**Food Festivals**

**Take away cake/pastry**



# MENU

## **TYPES & CONTENT**

### **Opening**

Breakfast A la Carte

All Day Dining Menu with Daily Specials

Semi Set/Theme Buffet/Sunday Brunch

Dinner and Buffet

### **2<sup>nd</sup> Phase Planning**

Kiddy Menu

Ice Cream Menu

## **LANGUAGE**

English with Indonesia Translation for all menus

## **CONTENT**

The menu should be adapted to the style of the Restaurant

Attractive dishes

Money value

East and West specialties

Daily specials

Seasonal dishes

Dishes available all around the day or not

The Room Service Menu is based on the all day dining menu to avoid double mise-en-place over production and spoilage

# FOOD PRESENTATION



High quality and consistency, well-priced items are the major factors to keep in mind for the Restaurant. A wide range of western dishes (40%) as well as local favorites (60%) where portions are to be generous. Vegetarian dishes to be within the menu.

Buffet style at the Restaurant must always give an impression of freshness and abundance; it must not be presented banquet style.

Flowers, fruit carvings, handsome display of local craft objects will be used as decorations.

Use of terrine and bowls in wood, earth ware or glass. Many dishes in small quantities should be refilled continuously.

Change of items daily, presence of cooks to help guests, action corner for each meal period to be made available.

A la carte dishes will be plated; they must be looking attractive and nicely decorated: combination of color.

The recipes must be respected and constant 'not at the inspiration of the cook, presentation must be the same than the kitchen picture board.

## **FOOD DISTRIBUTION**

1. The waiters should bring the order to the Sous Chef.
2. After the order to be call, the waiter will pick up from the hot or cold kitchen.
3. The waiter must request from the Sous Chef the dish before to be picked up.
4. At this time the Sous Chef will tick off the check with red pen.



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# **DAILY**

# **PROCEDURES**



# **PERSONNEL**

**Food & Beverage Organization Chart**

**Kitchen Organization Chart**

**Job Descriptions**

**Western Kitchen Staffing**

**Western Kitchen Shift**

**Casual Labor Procedure**

**Discipline**

**Uniform Design**

**Clean Uniform Procedure**

**Kitchen Staff Sanitary Policy**



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## STAFFING

### Breakdown:

**1      Sous Chef**  
**3      Chef de Partie**  
**1      Artist**  
**6      Demi Chef de Partie**  
**6      Commis I**  
**7      Commis II**  
**2      Helper**

**26      Total Manning**

### SHIFT TIME

**5:00 AM - 2:00 PM**  
**7:00 AM - 4:00 PM**  
**3:00 PM - 12:00 MIDNIGHT**  
**22:00 PM - 7:00 AM**



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## JOB CODE AND LEVEL

<b>Position</b>	<b>Code</b>	<b>Level</b>
Sous Chef	KCS1	2
Chef de Partie	KCS2	4
Garde Manger	KCS3	4
Artist	KCS4	4
Demi Chef de Partie	KCS5	5
Commis I	KCS6/7	6
CommisII	KCS8	7
Helper	KCS9	8
Total:		26 Chefs

**Note:**

Some of the Western Kitchen staff will be allocated to the preparation kitchen.



## CASUAL LABOUR

1. Requisition, reasons for demand to be done 3 days in advance.

Authorized by

- a. Dept. Head
- b. F/C
- c. GM

Copies to

- Chef in charge
- Accounting
- Security

2. Extra overtime- another form is used to cover overtime.
3. If NO SHOW, please inform name to security dept.



## DISCIPLINE

**No sporting of long hair.**

**No unnecessary talking or joking in the Kitchen or corridor.**

**No chains and bracelets to be worn.**

**Clothing should be worn properly. Jackets to worn at all times and buttoned, apron and duster to be clean.**

**Only one ring per hand is allowed.**

**No mobile phones at all times.**

**Nails should be short and clean, hand to be clean at all times.**

**For ladies, hairs should be tied back (if longer than shoulder length).**

**Men should shave at all duty times.**

**Shoes should be polished every day.**

**No cigarette to be brought to in the kitchen –No Smoking.**

**No shouting in the kitchen or at the restaurant door entrance.**

**Paging device are prohibited in the kitchen during working hours.**

**Don't use bad language, especially in the front of female worker.**

**Don't argue with waitress, waiter or steward, you must work in good relation and mutual respect.**



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## UNIFORMS

**Design of uniforms attached**



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# UNIFORMS

*Executive Chef and Sous Chef*

Black trouser	3
White jacket	3
White Apron	3
Kitchen towel	5
White neck ties	3
Black shoes	1 pair
Disposable hat (Non woven)	

*Chef de Partie, Demi Chef Partie , Cook, Commis, Helper*

Checker Pan	3
White Jacket	3
White apron	3
Kitchen towel	5
White neck tie	3
Black shoes	1 pair
Disposable hat (paper hat)	



## UNIFORM CLEANING PROCEDURES

### Clean staff uniform procedures

#### WHAT:

Policy with all hotel staff in the issuance of uniform (Clean and soiled) as well as staff linens

#### PURPOSE:

Inculcate into their minds the concern and care of the uniforms given to them while working in this company.

All uniforms and staff linens are handled and issued at the housekeeping linen section:

#### Issuance:

Uniforms and linen are issued initially upon presentation request form given and signed by the Personnel Manager. IOU slip is given by the linen attendant with the date and signed when to get the uniforms, at least 2 days (time allotted for embroidering the name tags and numbering which is sown inside the collar for shirt, blouse and pants or skirt at waistband) and when there are alteration to be made. Once uniforms and linen are issued they are made to sign in the logbook as a proof they have been received.

#### Exchange soiled to clean:

Dirty uniforms or linen should not just be thrown in the linen trolley.

No clean uniforms/linen without the soiled ones.

Staffs have to follow the time schedule allotted for uniforms and linen which will be posted at the linen room counter to avoid crowd and delay.

In case of lost or damage of the uniforms and linen it will be treated on case to case basis.

Damage if purposely done, print or written words on it. They will be asked to pay for the amount of the item and the Department head & Personnel Manager will be informed for disciplinary measure.

Lost make a written report to the Department Head & Personnel Manager get clearance and approval for replacement from the later.



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## KITCHEN STAFF SANITARY POLICY

All the kitchen staff must start their duties with clean uniform.

Shoes must be polished.

Hand and nails must be cleaned., nails should be short.

Hair should be cut and clean.(for ladies if the hair is long, they must wear hair nets)

Cook male should be shaved before taken duties.

Hand to be cleaned after toilet.

No spitting on the floor, in the dustbins or in the sink.

Don't not leave your places dirty: after each preparation, clean your place. Don't throw the rubbish on the floor. Place them in the garbage bin.

Leave the stove clean at all time, give to the steward the dirty equipment for cleaning, after each preparation

Each cook is responsible for the cleanliness of his working area. Don't call the steward. **Do it yourself.**

When you are using oil or water, do not spill on the floor. The floor is getting slippery.

Don't run in the kitchen. **WALK**

When you are moving in the kitchen with a knife. Place the tip facing the floor.

When you are getting a minor cut, ask your supervisor for a bandage and wear disposable glove.

If the injury is important, request to see the doctor of the hotel or the nurse after approval from your supervisor.

At the end of your service, make sure to leave your place clean before giving to your reliever.

Before leaving, send your uniform to clean.



# Training

Orientation

Training Plan

Language Courses

Grooming, Attitude and Behavior

Work safety (First Aid)

Food Preparation Standards

Standard & Procedures

Menus Preparation Standards

Operational Skills



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# ACCOUNTS

## DAILY STORE REQUISITION

## MONTHLY STORE FOOD INVENTORY

## MARKET LIST

Guest/ Check/ Ent. Check/OC



## STORE REQUISITION PROCEDURES

### 1. Operating Hours

Operating Time:

Collective Time:

Days:

### 2. Procedure

Storeroom requisition must be prepared on approved forms. These forms are prepared in triplicate, with an original and one copy to the storerooms, and a third copy filed by the requisition department.

These forms should be filled out in ink, and the following information:

1. Date of issue
2. Department concerned
3. Items requested by name, unit (size) and number(amount)
4. All requisitions must be closed by lining off the unused portion.
5. Signatures of the requesting, issuing and receiving persons.

## B. FOOD / BEVERAGE REQUISITION PROCEDURES

### 1. Procedure of Inter kitchen transfer

Inter kitchen transfer should only be used for small portions since each area should place their requisition with the store.

All transfer should be recorded on a inter kitchen transfer form which will be sent to the cost control department.

Signatures of the requesting, issuing and receiving persons should not be omitted.

### 2. Procedure of Food and Beverage Requisition.

Every night Sous chef in charge has to make a requisition to refill his stock. The order for food is made according the Sales and forecasted occupancy.

Requisitions are made in duplicate and have to be written in ink all requisitions must be closed by lining off the used portion.



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## MONTHLY FOOD INVENTORY

Last week of month the financial controller will issuing a memo with the schedule of the monthly inventory for each outlet

The cost controller which one assistant will pass in each outlet according to the schedule, the chef in charge must present at this time and give all assistance to the cost controller.(a scale should be available).

All the food in stock row or cook should be weighted and recorded by the cost controller with the item specification.

At the end of the inventory, the chef in charge must sign the inventory sheet.

The following day, a photocopy of inventory must be sent to the Executive chef by the cost controller.



## DAILY MARKET LIST

***The hotel will use two market lists.***

1. 1. Western market list
2. 2. Cafeteria market list

***Daily operation***

Each open day, the store man should prepare the market list which the stock in, to be delivered, in order the market list must be ready by 12 noon.

The market list will be to the chef in charge who will order the needed food to prepare buffet on the a la carte or Banquet for the following days.

The same market list should be used by the Pastry Dept.

The market list will be passed to the Executive Chef before 2 PM

After approval, the market list should be sent to the purchasing manager (one copy will be kept by the Ex. Chef.

Fresh items must be delivered on the following day; the purchasing agent must go to the central market every day to obtain fresh goods with the best price.

A copy of the market list should be sent to receiver, the other copies should be kept by the purchaser. The purchaser must record the price quotation.

Person allowed filling the market list

Indonesia chef or S/chef, Pastry chef or his assistant, western S/Chef or his assistant

Person allowed approving the market list

**Executive chef or F&B Manager**

If the food requested by the kitchen is not available, the Executive chef must advice on the same day. Every week the purchasing manager with the purchasing agent and Executive chef must go early in the morning for the market survey.



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## FOOD PURCHASING REQUEST ORDER

For the food items not listed in the market list, to be ordered in Denpasar or Outside Denpasar. A separate purchase request / order must be issued by the Executive chef with supplier names and if possible price quotation: product like meat are difficult to be quoted by different supplier (different quality).

Time for the delivery should be specific.

The Executive Chef should keep one copy of purchasing request/ order.

The purchase request order should be sent to the purchasing Dept.

Date of delivery should be indicated to the Ex. Chef.

The last copy should be sent to the receiving clerk attached delivery note and receiving sheet must be sent altogether to Account Dept.



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## GUEST CHECK

Guest check should be filled up by the waiter and the following info must be recorded:

1. 1. Date
1. 2. Table number
1. 3. Number of guests
1. 4. Items order: if the guest request 2 or 3 courses, the courses must be separated.
1. 5. How the meat to be done: for beef, rare, medium, well done.

After each course to be picked up the items must be tick off with red pen by the sous chef or in charge.

When the order has been sent off, place the check in the check box.

Check box should be empty each morning by the cost controller.

### **ATTENTION A GUEST CHECK IS MONEY**



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## OFFICER AND ENTERTAINMENT CHECK

### 1. Officer check

The officer check should be used only by the authorized Executive or assistant (list should be set up by the Management).

They must include the same data than the guest check.

The same utilization than the guest check

### 2. Entertainment check

To be used for guests entertained by department head or sales Dept., they must stipulate the name of the guest and the reason of the entertainment.



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# MAINTENANCE

## **Water, Electricity and Gas Consumption**

## **Work Order Procedures**



## **GAS - ELECTRICITY AND WATER ENERGIES SAVING**

To minimize the cost of energy and the water, electricity and gas should be switched off after each utilization

Normally, electric equipment is switching automatically, some others are not: meat mincer, electric saw, mixer, meat slicer, so after each utilization, turned off the switch.

Gas burner, salamander, deep fryer should be turned off after each utilization in order to minimize cost and temperature of the kitchen.

During night, some equipment: gas and electric must be turned off, but enough must be kept on duty to assure night orders, also some lighting should be switched off.

Water faucet must be closed after utilization.

**Don't leave the water running, the water is very expensive and a valuable resource!!**



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## **INTERNAL**

## **WESTERN KITCHEN**

## **POLICY**



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## A LA CARTE GENERAL SERVICE POLICY

### *Ordering policy*

When receiving captain order from the waiter (table number, No of cover and item order) immediately call the order

Follow the captain order, western food must be served according to the order, soup, salad, main course, and dessert.

The order must be prepared according to the recipe, and presented as show at the dishes pictures board.

Hot food must be served hot and not warm: in the hot plate, garnish and decoration will be done at pick up time.

The captains order or order sheet must be hanged in front of the pass. Each dish pick up should be recorded with red pen.

When all the items from one order have been sent off, the captain order or order sheet will be placed in a close check box.

Every morning, all the slips/captain order/officer check must be picked up by the cost controller, missing slip will be the responsibility of each leader shift.

In the event of one item is not available on the menu (for any reason), the restaurant manager or the assistant must be advised immediately same as the executive chef.

Every morning the western kitchen Sous chef must advise the executive chef of the critical point: missing items up-sale items to prevent spoilage or to be short off certain dish.

Before each service the Executive Chef with the Sous Chef will meet the restaurant Manager and give explanation of daily specials: buffet, menu, missing or up-sale items.

In case of the return of the food to the kitchen: wrong order, dissatisfaction of the guest, cancellation of check must be down with explanation



## DAILY OPERATIONAL INVENTORY

All food for a la carte will be prepared by the portioned and placed in the vacuum bag by portion, to avoid spoilage due to slow moving on to facilitate control.

Each morning the western chef will prepare a daily requisition of portion control items: sirloin steak, tenderloin, lamb chop, chicken breast, legs, grilled chicken, hamburger and etc.

The requisition to be sent to the Ex. Chef for approval with the previous day inventory sheet.

After approval, the requisition should be forwarded to the preparation. The butcher must prepare accordingly to the request. Log the sheet to be given to the western kitchen.

The kitchen helper from the western kitchen should control the quantity of food prepare at pick up time.

After each service or shift, the cook in charge must file the inventory sheet and give to his reliever. Each shift should at beginning and ending service.

If any difference is occurred, reason must be specified and recorded. In case of not following this procedure, the responsible will be sanctioned.

Identical system should be used for the pastries.

In case of transfer to other outlets, transfer requisition must be prepared and attached.

The daily operational inventory sheet will be sent to the cost controller for costing.

Meat, fish, poultry portion control must be checked at the end of the each shift and recorded, production sheet must be sent to the Executive Chef every morning with explanation for the missing items before new requisition to be issued.

A similar procedure should be used for the pastry.



## BUFFET SERVICE POLICY

1. All buffet food must be prepared according with the standard recipe.
2. Quantity must be sufficient with the forecasted sells/occupancy.
3. Dishes must be attractive and diversified.
4. Choice must be 50% Asian, 50% Western.
5. Sous Chef on duty must check before the set up of the buffet that chaffendish have been clean, refilled with clean water and plugged, electricity switch on by the steward in charge.
6. All buffet decoration set up: ethnic display, fruit carving, show piece, bouquet or flower arrangement.
7. Dishes for hot buffet must be hot (not warm) ready to be served and properly decorated.
8. Cold buffet and salad should be fresh and well decorated, using different type of mirrors, salad board and platters.
9. Cold food should be protected with wrap film.
10. Hot food should be protected with aluminum foil.
11. The hot dishes should be set up accordingly: soup, fish, meat and poultry them vegetable, rice, pasta and potatoes, color of dishes must be attractive.
12. The cold buffet will be accompanied with relish, dressing, garnish etc.
13. Buffet tag must be in front of each dish in English and Indonesia
14. A section must be set up for bread display and carving.
15. The pastry buffet will be set up by the pastry chef.. But the chef in charge of the buffet must take care of refilling the pastry buffet and keep clean and attractive. If necessary one cook will be helping the guest be cut the pastry and serve the dessert
16. The chef in charge must control the hot and cold buffet, refilling accordingly and controlling the buffet during all the service.
17. Each buffet must have action show: carving, noodle, flambé
18. At time to clear the buffet, the chef in charge must advise the restaurant captain or the person in charge to check if any guest is still eating the buffet.
19. Remove the buffet in silence. Call the steward to remove and clean equipment.



## BUFFET SET UP AND CLEAR UP

	<i>Set up</i>	<i>Clear up</i>
BREAKFAST	5:45AM	10:30AM
LUNCH	10:30AM	2:30PM
DINNER	5:45PM	10:00PM

**The steward captain in charge is responsible for the setting up of chafing dishes and clear up.**



## FOOD SANITARY POLICY

### **Food Sanitary for buffet, a la carte, room service and outside catering**

20. Potentially hazardous foods have minimum exposure during display and service.
21. Condiments, seasonings & dressings are available in individual packages or approved containers.
22. Dispensing utensils are stored in a safe and sanitary manner.
23. Re-service of packaged food is limited to items that are unopened, in sound condition, and are not potentially hazardous, be careful with butter portion because it may melt inside the protection.
24. Food on display is protected from contamination by wrap film.
25. Acceptable quality levels defined in terms of appearance, texture, colour, odour, and temperature are known to servers and checked before an order is delivered to the guest.

### ***BANQUET AND BUFFET FOOD SERVICE***

26. Correct time-temperature controls are practiced.
27. Station set up is checked before service begins.
28. Menu items are chosen for the ease, safety, and speed with which they can be served.
29. The necessary equipment and utensils are available to maintain product temperatures.
30. Food and beverage products are free of contamination.

### ***OFF-PREMISES CATERING***

31. Special equipment and transportation vehicles are available in sufficient quantity.
32. Product time-temperature controls are closely monitored.
33. Food is protected during storage and transportation.

### ***ROOM SERVICE***

34. Room service standards are established based on guest satisfaction and the resources of the property.
35. Product quality and time-temperature controls are assessed.
36. Servers are trained to adhere to the Hotel's standards.
37. Menus are limited to those items that the operation can successfully prepare and deliver to the guests.
38. Soiled tableware, linen, and equipment is promptly removed from the guestrooms or hallways. For 3 courses, 4 persons.



## WESTERN KITCHEN SOUS CHEF CHECK LIST

1. All store requisition should be made the previous night and sent to the Executive Chef for approval.
2. Be sure all the food has been collected from the store room and preparation kitchen each morning.
3. All food items should be available for the day, in case of shortage the Executive chef and restaurant manager should be immediately informed.
4. Before to set up each buffet make sure that chafing dish has been properly clean and polished, fill with clean water and electrical plugged and switched on.
5. During service to control the buffet time to time to ensure everything is in sufficient quantity and properly presented and looking fresh.
6. At the clear of the buffet to ensure all the food is returned to the kitchen and properly stored or sent to the staff cafeteria with a proper transfer.
7. To control each shift is properly groomed, clean, on time to take their duty.
8. To work in conjunction with the Executive chef on special of the day with all the explanation, recipe and translation in Indonesia
9. To have a short meeting each morning with Brasserie manager to explain the menu, special, critical point, up-sale.
10. To check daily inventory portions control and send to Executive Chef the daily report sheet.
11. To file up the staff monthly report.
12. Ensure that the weekly schedule has been prepared and put on the notice board.
13. Prepare the market list on the time and forward to the Executive Chef.
14. The kitchen fridge and store are clean all the time: food should be covered in the fridge with wrap film.
15. To control the stored food each morning in each fridge the rotation is properly made to avoid spoilage.
16. To direct the steward to remove the dust bins.
17. Report to the executive chef of any incident or problem incurred during the duty.
18. Fill up the kitchen logbook concerning the entire daily problem and send logbook every morning early to the executive chef.



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## **HOT KITCHEN IN CHARGE CHECK LIST**

To ensure the entire mise en place are available for the daily buffet and a la carte service in sufficient quantity for the day.

To ensure that his team has prepared all the mise-en-place for the service: decoration, herbs, vegetable, and meat to have smooth service.

To ensure that the working area is clean at all the times: table, fridge's, cutting board, store room and direct subordinate and steward to clean according to the company standard.

Check food belonging to his section to prevent spoilage.

To fill daily inventory forms and fill up portion control form.

To ensure that food for the buffet is ready on time and set up accordingly with the schedule.

To ensure the food has been prepared according to standard and recipe.

Make sure that the buffet is hot before to be sent to the dining room.

Food presentation should be nice and a la carte dishes to reflect the same as the picture on the kitchen board.

Avoid over production and spoilage.

Control the staff under his responsibility.

Inform the Sous chef of the quantity of food requested for the following day to prepare the buffet and daily a la carte on time.



## **COLD KITCHEN IN CHARGE CHECK LIST**

To check all the food and ingredient are available to prepare the daily buffet and a la carte service in sufficient quantity for the day.

To ensure that his team has prepared all the mise-en-place for the service: decoration, salad, cold cut, dressing to have sufficient pastry for a la carte, ice cream, and to have smooth service.

To ensure that the working area is clean at all the times: tables, fridge's, cutting board, shelves, slicer, mixer, etc. and to direct subordinate and steward to clean accordingly to the company standard.

Check food belonging to his section to prevent spoilage.

To fill daily inventory forms and fill up portion control form.

To ensure that food for the buffet is ready on time and set up accordingly with the schedule.

To ensure the food has been prepared according to the standard and recipe to have nice decoration and diverse:

Make sure that the buffet is fresh before to be sent to the dinning room.

Food presentation should be nice and a la carte dishes to reflect the same as the picture on the kitchen board.

Avoid over production and spoilage.

To control the staff under his responsibility.

Inform the Sous chef of the quantity of food requested for the following day to prepare the buffet and daily a la carte on time.



## **NIGHT COOK IN CHARGE CHECK LIST**

To check all the food and ingredient are available to prepare for the overnight buffet and a la carte service and buffet breakfast in sufficient quantity for the night.

Ensure that his team has prepared all the mise-en-place for the service: decoration, salad, cold cut, dressing to have sufficient pastry for a la carte, ice cream, and to have smooth service.

Ensure that the working area is clean at all the times: tables, fridges, cutting board, shelves, slicer, mixer, etc. and to direct subordinate and steward to clean accordingly to the company standard.

Check food belonging to his section to prevent spoilage.

To fill up daily inventory forms and portion control form.

To ensure that food for the buffet is ready on time and set up accordingly with the schedule.

To ensure the food has been prepared according to the standard and recipe to have nice decoration and diverse:

Make sure that the buffet is hot before to be sent to the dining room.

Food presentation should be nice and a la carte dishes to reflect the same as the picture on the kitchen board.

Avoid over production and spoilage.

To control the staff under his responsibility.

Inform the Sous chef of any problem during his night duty and log on the book the entire problem.



## SAFETY RULES FOR KITCHEN

The following rules and regulations are essential to the safety of the individual employee and to the safe operation of the property. They are of major importance; read them attentively and follow them in every detail.

Walk, do not run. The few minutes saved by rushing could result in an injury to yourself or another employee.

Do not engage in horseplay.

Report all accidents and injuries to your supervisor immediately.

Report faulty equipment immediately; don't leave it for someone else to report.

Inspect equipment before you use it; never use a machine that needs repair.

Do not operate equipment tagged " out of order "

Unplug electrical equipment before cleaning it.

Use all safety guards on equipment; don't bypass them.

Use the proper equipment for the job.

Be alert to the task you are performing.

Be sure you know how to do a job; if in doubt, ASK.

Look where you are going, not where you have been.

Turn on the lights before entering a dark room.

Open all doors with caution.

Keep all desks and file drawers closed.

Maintain good housekeeping in all areas.

Show caution in special work areas; observe restrictions on entry and use protective equipment.

Use handrails on stairs.

Never carry so much that you obscure your vision.



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Limit stacks of dishes on carts to a height that will not topple if you make a sudden stop.

When carrying a tray, place the heavy load toward the body.

Use care in handling dishes.

Do not use glasses as ice scoops.

Keep all knives in proper storage when not in use.

Use kitchen rags when transporting hot food.

Don't spill oil or water on the floor.

Close gas faucet after using the range.

Don't throw water on electric outlet.

In case of fire, call the engineering department, the front of office and proceed to fight the fire with appropriate fire extinguisher and fire blanket.



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## Hotel Life Safety Inspection

### AREAS OF CONCERN AND INSPECTION

1. Walking – Working Surfaces
2. Means of Egress
3. Employee Emergency Plan
4. Fire Prevention Plan
5. Occupational Health and Environmental Controls
6. Hazardous Materials
7. Personal Protective Equipment (PPE)
8. General Environmental Controls
9. Control of Hazardous Energy (Lockout/Tagout)
10. Medical and First Aid
11. Fire Protection
12. Portable Fire Suppression Equipment
13. Fixed Fire Suppression Equipment
14. Compressed Gas and Air Equipment
15. Slings
16. Machinery and Machine Guarding
17. Hand and Portable powered tools and other hand held equipment
18. Guarding of Portable power tools
19. Welding, Cutting and Brazing
20. Oxygen Fuel Gas Welding and Cutting
21. Laundry Machinery and Operations
22. Electrical Power Generator Transmission and Distribution
23. Electrical
24. Blood Borne Pathogens
25. Air Contaminates
26. Materials Handling and Storage



## GENERAL HOTEL INSPECTION

### Severity Codes

A=Immediate Danger    B=Likely to cause serious injury    C= LIKELY TO CAUSE MINOR INJURY

Inspector: \_\_\_\_\_ Date: \_\_\_\_\_

ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENTS
		A	B	C	
<b>Parking Lots</b>					
1. Are lot surfaces free of tripping hazards?					
2. Is parking area well illuminated?					
3. Is there a maintenance program to keep the area free of ice and snow (where applicable)?					
4. Are sidewalks in good condition, free of tripping situations?					
<b>Front Drive and Hotel Entrance</b>					
5. Is drive area in good condition, free of tripping/slipping situations?					
6. Are access lanes to hotel kept free of parked cars to allow for the arrival of emergency vehicles?					
7. Are curbs or other types of elevations painted or clearly identified to prevent tripping?					
8. Do entrance doors work smoothly and are they free of sharp edges that could cut or snag?					
9. Are threshold plates secure and free of protruding screws etc.?					



ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENTS
		A	B	C	
11. Do door closure devices work smoothly and prevent the doors from slamming shut.					
<b>Hotel Lobby Area:</b>					
12. Is carpet area free of snags, tears, etc.?					
13. Is floor in good condition and treated with non-slip floor polish or some other slip prevention means?					
14. Is area free of obstructions that could cause injury from tripping, slipping or bumping?					
15. Are such things as ash urns, displays, etc., kept out of general traffic patterns?					
<b>Public Areas</b>					
16. Are floors free of tripping situations?					
17. Are fire exits clearly marked and are fire exit directional signs illuminated?					
18. Are stairs equipped with handrails that are securely fastened?					
19. Are stairs, ramps, etc. well illuminated?					
20. Are directional signs easy to read to avoid confusion?					
21. Is there a smooth transition from carpeted areas to hard floor surfaces?					
22. Are changes in floor elevations clearly identified?					
23. Are doors leading to service areas identified with SERVICE PERSONNEL ONLY signs?					



ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENT
		A	B	C	
24. Are restricted access doors kept locked?					
<b>Banquet and Meeting Rooms?</b>					
25. Are rooms kept locked when not in use?					
26. Are fire exits clearly visible and fire exit directional signs illuminated?					
27. Are fire exits kept free of obstructions such as table and chair setups?					
28. Is carpet in good condition, free of tears and snags that could cause tripping?					
29. Are electrical cords, etc. taped down when used in meeting rooms?					
30. Are meeting rooms inspected prior to use by guests?					
31. Are chairs and tables, riser platforms and steps inspected prior to use? Do they meet hotel safety standards?					
32. Are risers or staging set-up against walls or with railings to prevent guests from stepping off the rear?					
33. Are riser steps free of defects, secure and steady?					
34. Are service doors clearly marked to avoid confusion with fire exits?					
35. Are service doors identified for IN and OUT directions?					
36. Are ash urns, etc. kept out of normal traffic patterns?					
37. Are floors maintained during operating hours?					
38. Are entrances free of obstructions?					
39. Is area well illuminated?					



ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENTS
		A	B	C	
40. Are chairs/tables inspected regularly to ensure steadiness?					
41. Are fire exits clearly marked and are signs illuminated?					
42. Are bus areas kept clean and in good order?					
43. Are glasses stored away from ice bins?					
44. Is area inspected prior to opening?					
45. Are children seats (high chairs) secure and steady?					
46. Are employees instructed to clean up spills as they occur?					
47. Are servers instructed to warn guests about hot plates and food?					
48. Are employees instructed in the Heimlich Maneuver life saving technique? Are instructional posters displayed?					
<b>Kitchen Areas:</b>					
49. Is area well illuminated without the existence of shadows and sharp contrasts?					
50. Are fluorescent fixtures protected with plastic covers?					
51. Is floor in good condition without loose, chipped or broken tiles?					
52. Is there an ongoing floor cleaning program during operating hours?					
53. Is area in good order free of tripping hazards and obstructions?					
54. Are electrical panels unobstructed and clearly marked? Are they kept closed?					
55. Are hood systems, filters and ranges clean and is a daily cleaning program in effect.?					
56. Are hood fire extinguishing systems inspected at least annually as evidenced by a dated inspection tag?					
57. Are manual fire extinguisher controls accessible?					
58. Are employees wearing low-heeled, appropriate footwear?					
59. Are walk-in coolers and refrigerators at the required temperatures?					
60. Are floors clean and free of defects?					
61. Are floor drains in working order?					



ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENTS
		A	B	C	
62. Is there a routine cleaning program in affect?					
63. Are pots, pans and other cooking equipment inspected on a regular basis?					
64. Is other food processing equipment, such as: grinders, slicers, choppers, mixers, etc. inspected daily?					
65. Are walkways free of obstructions and congestion?					
66. Are floor mats placed in wet areas and in front of wash stations and are they in good condition?					
67. Do garbage disposals have rubber guards that prevent flatware etc. from entering the disposal?					
68. Are stacking and storage areas kept clean and orderly?					
69. Is trash emptied regularly, or often enough to prevent unnecessary build up.					
70. Are workers equipped with aprons and gloves? Are rubber boots issued for areas that are extremely wet?					
<b>Storage Areas:</b>					
71. Is area well illuminated?					
72. Is floor free of defects and is it slip resistant?					
73. Are shelves sturdy with no evidence of weakening?					
74. Are heavy items stored on middle to low shelves with lighter items on higher shelves?					
75. Is storage (stacking) kept at least 18 inches below sprinkler heads?					
76. Are fire exits and aisles free of obstruction? Are exits illuminated and clearly marked?					
77. Are employees trained in proper lifting techniques?					
78. Are there a sufficient number of handcarts and lifting devices and are they sturdy with good wheels?					
<b>GUEST FLOORS:</b>					
79. Are floors/carpets in good condition, free of slipping and tripping situations?					
80. Are fire exits clearly marked with illuminated signs?					
81. Are fires exit stairwells free of obstructions and well lighted?					
82. Do fire exit doors open freely and are door closer devices					



working smoothly?				
83. Are fire extinguishers inspected regularly as indicated by a tag and is their location clearly marked?				
<b>GUEST ROOMS:</b>				
84. Do door locks operate as they should?				
85. Are evacuation instructions posted on the rear of each guest room door?				
86. Are the innkeepers statutes displayed in a conspicuous location?				
87. Are there any frayed, broken, taped or spliced electrical cords?				
88. Is bathroom outlet ground-fault protected?				
89. Is room carpet/floor in good condition, free of tripping, slipping situations?				
90. Is guest room furniture sturdy and free of sharp edges, splinters or protrusions?				
91. Are guest room windows restricted from opening so wide that children or adults could pass through?				
<b>Security:</b>				
92. Are guest room keys inventoried daily?				
93. Are perimeter fire exits locked from the outside to prevent unauthorized entry?				
94. Are employees instructed to alert management to the existence of suspicious persons or activity?				
95. Are guests advised to lock valuables in safe deposit boxes or in-room safes?				



ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENTS
		A	B	C	
96. Are guests requesting additional room keys after check-in asked to show identification?					
<b>Swimming Pool:</b>					
97. Are pool rules conspicuously posted?					
98. Are age limits strictly enforced?					
99. Is the pool depth marked on the top edge and side of the pool in both feet and meters along with NO DIVING signs or symbols?					
100. Is the pool water chemically checked daily and documented?					
101. Is pool deck cleaned often and free of tripping situations?					
102. Is required equipment, life pole and life ring, visible and within easy reach?					
103. Is there a telephone at poolside and is an emergency number posted?					
104. Are provisions made that will keep small children from entering the pool area?					
105. Is there a standard requiring hotel staff to make frequent checks of the pool area during all hours?					
106. If a Jacuzzi is present, is the water temperature set at a maximum of 102° F, checked daily and documented?					
107. Is water chemically checked daily and documented?					
<b>Exercise Room:</b>					
108. Are rules conspicuously posted?					
109. Are age limits strictly enforced?					
110. Is the floor surface free of tripping situations?					



ITEMS TO BE INSPECTED	OK	SEVERITY			COMMENTS
		A	B	C	
111. Is the equipment free of defects that could cause injury?					
112. Are Out of Order signs posted on equipment that is not working properly? Is it scheduled for repair?					
113. Does equipment have instructions for use posted near or on each machine?					
114. Can area be secured?					
115. Is area well illuminated?					
116. Does a standard exist that requires staff to make frequent checks of the area?					