



Study of Application of Standard Operating Procedure Grooming at Grand Hotel Preanger Bandung

Nisa Rahmaniyah Utami^{1*}, Roels Ni Made Sri Puspa Dewi²

¹D3 Hospitality Study Program, Bogor Tourism College, Indonesia

²Hospitality and Tourism Study Program, Bunda Mulia University, Indonesia

Correspondence: E-mail: nisarahmaniyah@yahoo.com

ABSTRACTS

Standard grooming procedures are the main requirements that must be known by a kitchen cook so that they can create food that is suitable for consumption and avoids bacteria. In this paper, the purpose of this research is to determine the application of standard operating procedure grooming at the Grand Hotel Preanger Bandung, to determine the effect of applying standard grooming in the kitchen. The method of taking numbers is done by using a questionnaire for 5 employees. The data was collected by using the field method which consisted of observation and questionnaires. The analytical technique used in this study is a quantitative technique. The conclusion of this study is that the application of standard grooming procedures at the Grand Hotel Preanger Bandung obtains data from the results of research written.

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ARTICLE INFO

Article History:

Received 20 March 2022

Revised 30 March 2022

Accepted 01 April 2022

Available online 05 April 2022

Keyword:

Application,
standard operating procedure
grooming

1. INTRODUCTION

1.1. Preliminary Research Background

The development of tourism in Indonesia has made a lot of progress from year to year, especially in areas of recreational areas such as mountains and beaches or places that have a lot of attractions. By definition, tourism is the temporary movement of individuals/groups to a destination outside their normal place of residence, the activities carried out while they are in the destination area, and the facilities provided to meet their needs. This is inseparable from the existing facilities and infrastructure, such as lodging or hospitality services, hotel

locations, tools used and others. Because the hotel sector is one of the main facilities in the processing of the tourism industry. Hospitality is a rapidly growing field. This can generally offer lodging, eating and drinking services of a commercial nature. Standard grooming procedures are the main requirements that must be known by a kitchen cook so that they can create food that is suitable for consumption and avoids bacteria. In the kitchen, a cook must know several procedures regarding personal hygiene, one of which is personal grooming. A neat, clean appearance combined with a friendly and polite attitude will greatly assist employees in providing satisfactory service. As we know that one of the characteristics of a hotel's success in selling services is guest satisfaction. The following is the application of work grooming standards in the kitchen according to Personal Grooming: Uniform, and Hygiene Policy (2011): issued by The Culinary Institute of America (2011): White paper chef hat; Cleaned and pressed white apron; Cleaned and pressed white chef's jacket; Black or white socks only; Fingernails should be short, trimmed, clean, neat, and free of polish; Must wear non-slip shoes or kind of safety shoes; Mustaches must be neatly trimmed; Must wear gloves, aprons, and side towels.

This must have been listed and written for the hotel staff to know, which we usually know by the term (Standard Operating Procedures for Grooming). The existence of a grooming SOP itself is for the smooth running of work activities and neatness carried out by a kitchen staff at the hotel. In the hotel itself, especially in the Kitchen section, there are several sections, namely the Hot Kitchen section which has their respective duties. Kitchen staff usually meet face-to-face with guests to serve hotel guests at the restaurant, and when serving guests, the kitchen staff has operational standards starting from preparing food ingredients, making food menus for guests who will visit the restaurant. When the kitchen staff perform their duties, they always use clothes and complete them according to standard operating kitchen grooming procedures. Based on these,

Based on the importance of standard grooming for a chef based on the above background, the author tries to examine the application of standard grooming, especially for production employees, namely in the hot kitchen.

2. LITERATURE REVIEW

2.1. Definition of Application

According to the fourth edition of the Big Indonesian Dictionary, "Application is a process, method, act of applying". Meanwhile, according to Badudhu and Zain (2011), implementation is a matter of ways, or results. According to Ali (2010), the application in question is to practice, to pair. Based on this understanding, it can be concluded that the application is an action that is carried out both individually and in groups with the aim of achieving the goals that have been formulated.

2.2. Definition of SOP

SOP is a document containing work procedures that must be carried out chronologically and systematically in completing a particular job with the aim of obtaining the most effective work results. The use of the term SOP (standard operating procedure) in the business sector, especially those engaged in the industrial sector, may be familiar. Standard operating procedures are also guidelines or references in working in accordance with the functions and tools for evaluating employee performance and in accordance with work procedures, work procedures and work systems that apply in the company.

In addition to work performance, attitude, and behavior, appearance is also an important thing that a worker needs to pay attention to. One of the importance of grooming for hot

kitchen staff is to maintain hygiene, health of food and drinks served to guests. With good grooming, the staff will feel more confident and staff performance will increase. According to Suparlan (2000) service is a business in itself. According to Moenir (2005), service is a process of meeting needs through the activities of other people directly. According to Kotler (2003), service is an action or performance that can be given to other people.

Standard Operating Procedure SOP or commonly abbreviated as SOP is a document that contains systematic work procedures that must be carried out in completing certain jobs. This procedure must be strictly adhered to in order to obtain maximum results by working as effectively as possible. SOPs are also useful so that no one works outside the system. In the field of business, especially industrial business, the term Standard Operating Procedure is familiar. SOP is used as a benchmark or guideline in working in accordance with work procedures, procedures, and work systems in a company. In addition, SOPs are also used as a reference for working in accordance with employee performance appraisal tools.

2.3. Definition of Grooming

Grooming is the appearance of a person who is awake and always neat as a whole, starting from head to toe. Or the act where someone will clean or tidy their body in some way, such as how to walk, dress. That is acting as such an invitation, showing others that we are clean and tidy. A neat, clean appearance coupled with a friendly and polite attitude will greatly assist employees in providing satisfactory service (satisfaction). As we know that one of the characteristics of a hotel's success in selling services is guest satisfaction. According to Sujatno (2008: 33), "Grooming is tidiness, both inside and outside, which involves the nature of caring about cleanliness, not slovenly has a habit of being neat, while the external factor is a visible appearance, such as in dressing and grooming. Grooming in excellent service is self-appearance of service personnel at work, providing services to colleagues and customers. Self appearance (grooming) is very important in everyday life.

2.4. Grooming SOPs

It is neatness, both outside and inside. Which includes the nature that cares about cleanliness, has a habit of being neat, while the external factor is a visible appearance, such as in dressing and dressing up. This is a very important factor for hotel staff, especially for operational staff or those who deal directly with guests. Someone who is not neat and clean will result in guests having a bad image of the hotel. The guest may cancel his intention to stay if he sees staff who do not comply with grooming standards. It's different if the appearance of the charming staff is neat, and can raise respect for anyone who comes in the hotel lobby. The following is a detailed description of the form of neatness and self-charm that is packaged in grooming standards for hotel employees.

3. METHODS

Research Methods The research method that the author uses is a quantitative method by distributing questionnaires. **Data Collection Techniques** that the author uses in conducting research namely: Questionnaires, Observations, Literature Studies. The type of data in the research that the author is doing is quantitative data. The data processing technique carried out by the author is a data processing technique using descriptive statistics. In the descriptive statistical method, the author uses Microsoft Excel to find the mean, median, mode and standard deviation of the results of the author's research to make a conclusion.

4. RESULTS AND DISCUSSION

1) Observation Results The author conducted research with observations, the following are the results of the observations that have been made. Results of Observation Percentage of Checks on the Implementation of White Paper Chef Hat & Apron at Grand Hotel Preanger Bandung in: neatness of uniforms used by employees.

Table 1. Results of Questionnaire Calculation Item 1

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	2	4	8
Always	3	5	15
Total score			23

Table 2. Item 1 Statistic Results

Item 1	
Statistics	Mark
mean	4.6
median	5
mode	5
Standard Deviation	0.55

Based on the statistical results obtained through the observation check above, it is known that the neatness of the uniform used by all Kitchen employees at Grand Hotel Preanger Bandung has an average value of 4.1 because on Monday there is still 1 (one) of 4 (four) employees who have not attention to neatness according to the predetermined White paper chef hat & apron even though the median or median value obtained is 5, and the mode value obtained is 5, and the resulting standard deviation value is 0.55.

2) Results of Observation Percentage of Check Implementation of Cleaned And Pressed White Apron At Grand Hotel Preanger Bandung in: neatness of uniforms used by employees.

Table 3. Results of Questionnaire Calculation Item 2

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	2	4	8
Always	3	5	15
Total score			23

Table 4. Item 1 Statistic Results

Item 2	
Statistics	Mark
mean	4.6
median	5
mode	5
Standard Deviation	0.55

Based on statistical results obtained through observation check table 4.4, it is known that the uniformity of uniforms used by all employees at Grand Hotel Preanger Bandung has an average value of 4.6 because on Monday there are still 1 (one) out of 3 (three) employees who are not neat. The apron corresponds to the Cleaned and pressed white apron that has been determined, although the median or median value obtained is 5, and the mode value obtained is 5, and the resulting standard deviation value is 0.55.

- 3) Percentage Result of Observation Check Application of Cleaned and pressed white chef's jacket at Grand Hotel Preanger Bandung in: neatness of uniforms used by employees.

Table 5. Result of Questionnaire Calculation Item 3

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	0	4	0
Always	5	5	25
Total score			25

Table 6. Item 3 Statistik Statistical Results

Item 3	
Statistics	Mark
mean	5
median	5
mode	5
Standard Deviation	0

Based on the statistical results obtained through observation checks on table 4.6, it is known that the Cleaned and pressed white chef's jacket according to the SOP used by all employees of Grand Hotel Preanger Bandung has an average value of 5 because the neatness of employees according to the Grooming Standard Operating Procedure that has been set even though The median or median value obtained is 5, and the mode value obtained is 5, and the resulting standard deviation value is 0, which means that the Kitchen Department employees are in accordance with the Cleaned and pressed white chef's jacket that has been determined.

- 4) Percentage Result of Observation Check Application of Black or white socks only at Grand Hotel Preanger Bandung in: neatness of uniforms used by employees.

Table 7. Results of Questionnaire Calculation Item 4

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	0	4	0
Always	5	5	25
Total score			25

Table 8. Item 4 Statistic Results

Item 4	
Statistics	Mark
mean	5
median	5
mode	5
Standard Deviation	0

Based on the statistical results obtained through the observations above in table 4.8, it is known that Black or white socks only according to the SOP used by all Kitchen employees at Grand Hotel Preanger Bandung has an average value of 5 because the Neatness employees comply with the Grooming Standard Operating Procedures that have been set. although the median or median value obtained is 5, and the mode value obtained is 5, and the resulting standard deviation value is 0 which means that the employees of the Department are in accordance with the predetermined Black or white socks only, because the smaller the standard deviation value is determined. obtained, the consistency of the employees in applying the Standard operating Procedure is getting better.

- 5) Results of Observation Percentage Check Fingernails Should Be Short, Trimmed, Clean, Neat, And Free Of Polish At Grand Hotel Preanger Bandung in: neatness of uniforms used by male employees.

Table 9. Results of Questionnaire Calculation Item 5

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	3	4	12
Always	2	5	10
Total score			22

Table 10. Item 5 Statistik Statistical Results

Item 5	
Statistics	Mark
mean	4.4
median	4
mode	4
Standard Deviation	0.55

Based on the statistical results obtained through the observation check above table 4.9, it is known that Fingernails should be short, trimmed, clean, neat, and free of polish according to the SOP used by all employees at Grand Hotel Preanger Bandung has an average value of 4.4 because in Employees Neatness according to the Grooming Standard Operating Procedure that has been set even though the median or median value obtained is 4, and the mode value obtained is 4, and the resulting standard deviation value is 0.55 which means that the employees agree that Fingernails should be short, trimmed, clean, neat, and free of polish that has been determined, because the smaller the value of the standard deviation obtained, the worse the consistency of employees in applying the Standard operating procedure is getting better.

- 6) Percentage Result of Observation Check Application of Must Wear Non-Slips Shoes Or Kind Of Safety Shoes At Grand Hotel Preanger Bandung in: neatness of uniforms used by male employees.

Table 11. Results of Questionnaire Calculation Item 6

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	0	4	12
Always	5	5	25
Total score			25

Table 12. Statistic Results Item 6

Item 6	
Statistics	Mark
mean	5
median	5
mode	5
Standard Deviation	0

Based on the statistical results obtained through the 7-day check observation above table 4.12, it is known that Must wear non-slip shoes or kind of safety shoes according to the SOP used by all employees at Grand Hotel Preanger Bandung has an average value of 5 because the employees of Neatness according to the Grooming Standard Operating Procedure that has been set, although the median or median value obtained is 5, and the mode value obtained is 5, and the resulting standard deviation value is 0, which means that employees are in accordance with Must wear non-slip shoes or kind of safety shoes. that has been determined, because the smaller the standard deviation value is obtained, the worse the consistency of employees in applying Standard operating Procedure is getting better.

- 7) Percentage Result of Observation Check Application of Mustaches must be neatly trimmed at Grand Hotel Preanger Bandung in: neatness of uniforms used by male employees.

Table 13. Results of Questionnaire Calculation Item 6

Attitude	Number of Samples	Score Weight	Total Score
Never	0	1	0
Seldom	0	2	0
Sometimes	0	3	0
Often	3	4	12
Always	2	5	20
Total score			22

Table 14. Statistic Results Item 7

Item 7	
Statistics	Mark
mean	4.4
median	4
mode	4
Standard Deviation	0.55

Based on the statistical results obtained through the observation check above table 4.14, it is known that the tidiness of Mustaches must be neatly trimmed according to the SOP used by all employees at Grand Hotel Preanger Bandung has an average value of 4.4 because there are 1 out of 2 employees who have not had their hair neatly arranged. The Grooming Standard Operating Procedure that has been set even though the median or median value obtained is 4, and the mode value obtained is 4, and the resulting standard deviation value is 0.5, which means that employees are in accordance with the Grooming Standard Operating Procedure that has been set, because the greater the value the standard deviation obtained, the consistency of the employees in applying the Standard Operating Procedure is getting better.

8) Percentage Result of Observation Check Implementation of Standard Operating Procedure Grooming Cook at Grand Hotel Preanger Bandung.

Table 15. Observation of the Implementation of Grooming Cook Standard Operating Procedures at Grand Hotel Preanger Bandung.

No	Assessment According to Check Observation Results Based on Grooming Standard Operating Procedure at Grand Hotel Preanger Bandung	Average percentage
1	<i>White paper chef hat</i>	23
2	<i>Cleaned and pressed white apron</i>	23
3	<i>Cleaned and pressed white chef's jacket</i>	25
4	<i>Black or white socks only</i>	25
5	<i>Fingernails should be short, trimmed, clean, neat, and free of polish</i>	22
6	<i>Must wear non-slip shoes or kind of safety shoes</i>	25
7	<i>Mustaches must be neatly trimmed</i>	22
Total Score		165
Average		23.5
Rounding		24

From the results of these data, the authors analyze the results of the data by dividing the total score by the number of questions in the questionnaire that the author made for 7 (seven) days of 7 questions, so that the total average can be obtained. The ideal score for all items is $5 \times 5 = 25$. In a continuum line it can be described as follows. The average overall score is 24. So it can be concluded that the application of standard grooming procedures at the Grand Hotel Preanger Bandung.

9) Calculation of Statistical Results of the Overall Percentage of Observation Checks.

Table 16. Calculation of Statistical Results of the Overall Percentage of Observation Checks

Statistics	Mark
mean	4.7
median	5
mode	5
Standard Deviation	0.5

Descriptive data in the author's research this time is a description of the data which includes the size of the concentration and spread of data. The size of the data center includes the mean, mode and median, while the size of the data spread is taken from the standard deviation (Standard deviation).

Based on table 4.15 above, the following is an explanation of the mean, median, mode and standard deviation. The mean or average value generated from the research that the author conducted is 4.7, meaning that the average results of research on the application of Standard Operating Procedure grooming to employees in general have carried out their duties properly and in accordance with the standard grooming procedures that have been set.

The median is determined from the middle of the data after the data is arranged in order of value, showing a value of 5 which means that the employee is very good and always carries out the standard operating procedure grooming that has been set. The mode which is the value that often appears in this study is 5, meaning that all employees are very good and always carry out the standard operating procedure grooming that has been set.

The standard deviation used to explain the variation of arbitrary data means that the smaller the arbitrary value means that the variation in the data value is getting the same. The standard deviation in this study shows the number 0.5 which means that the variation in values in this study tends to have more similarities, and it means that it shows that the standard operating procedure grooming has been consistently applied.

5. CONCLUSION

After making observations, the author knows that the nature of the uniform of Grand Hotel Preanger Bandung is casual. However, as long as the author makes observations, all employees wear safety shoes. Then the authors get data from the results of research that are written, carried out and analyzed by dividing the total average percentage of employees in carrying out standard operating procedures with the questions on the check observation sheet as many as 7 (seven) questions based on the standard grooming procedures that have been set, so that the authors get the overall total average, namely 4.7 the number of ideal scores for all items in percentage is 5, and the resulting standard deviation is 0.5.

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