

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Restaurant

Founded in 1957, Corica Pastries has become the top choice for cake lovers all over the world. Corica proudly pampers the customers with legendary apple strudel, a variety of delicious continental cakes, and custom cake creations that always tantalize the taste buds, including a selection of unique cakes that you can only find in Corica. Corica kept the standards of quality and freshness of the ingredients, so that every visit by our customers always provides an unforgettable dining experience.

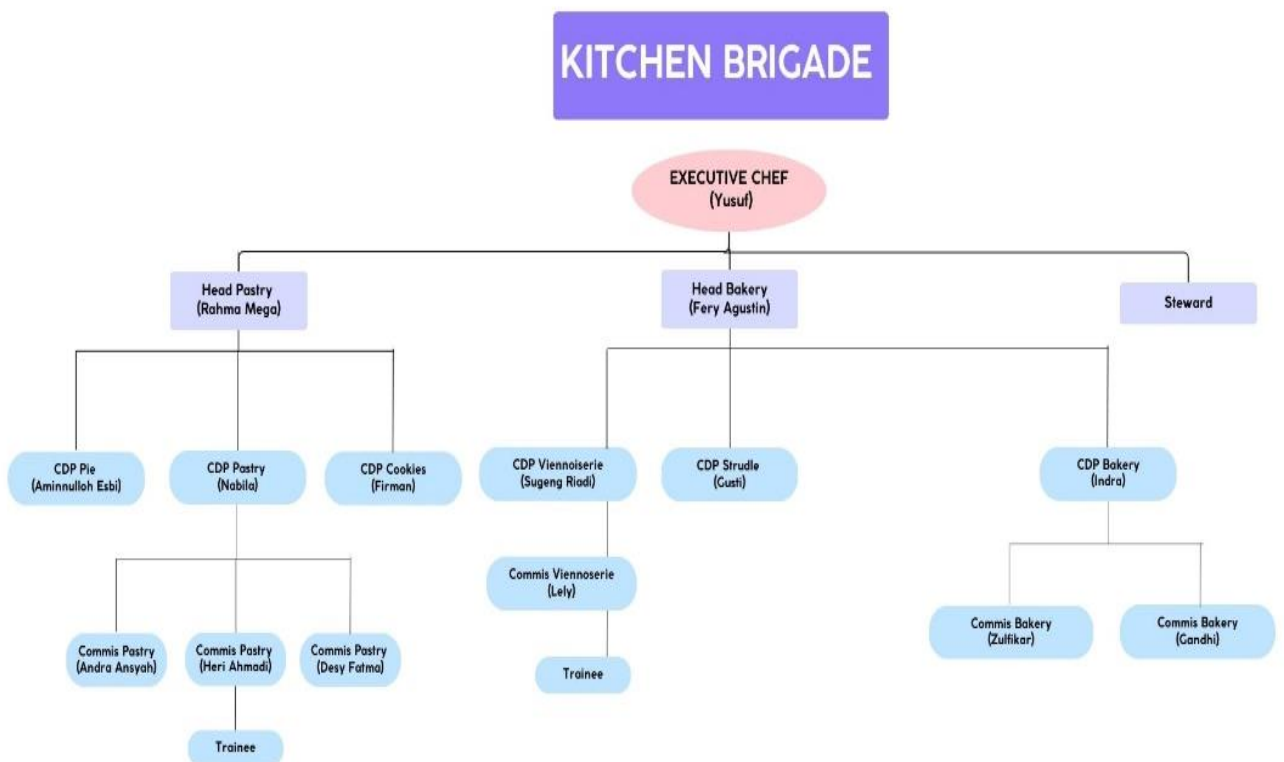
In 2016, Corica Pastries expanded its footprint by opening its first branch in Surabaya. Who under PT. Corindo Amagi Putra, which serves various types of pastry and bakery products. At first, Corica opened several branches in Surabaya, including at Ciputra World Mall, Tunjungan Plaza Mall, Galaxy Mall, Transmarket, Darmo Hospital, H.R. Muhammad, Graha Family Residence, and one branch in Jakarta. But when a time went by evaluation of sales conditions, some of the branches decided to close and there are only 4 outlets in the city, all of which are ready to serve with the best quality. In 2020, Corica brought its charm to the capital, Jakarta, by opening its first outlet which immediately became the center of attention for cake lovers there. And it doesn't stop there, in 2024, Corica will continue to grow by opening a second branch in Jakarta, strengthening its commitment to providing a special dining experience to all its loyal customers.

Not only focusing on outlet management, Corica has also started partnership services with business people in Surabaya through the Business To Business model. This activity involves providing various pastry products to modern cafes, bakeries and hotels with various variants such as croissants, portion cakes, cookies and various other types of bread. The head office of

PT Corindo Amagi Putra is currently located at Jalan Sumatra No. 48, Surabaya.

2.2 Organizational Structure and Main Tasks

The positions given to the staff are determined by the executive chef himself, namely Mr. Yusuf, where the divisions are also determined by Mr. Yusuf. This position structure was determined by Mr. Yusuf during the period when the author did an internship at Corica for 6 months and could change according to certain conditions.



1. Executive Chef
 - Create a new pastry/bakery menu every month.
 - Responsible for checking product details.
 - Responsible for supervising all kitchen staff, including stock items.
2. Head Bakery and Pastry
 - Control staff in the product manufacturing process
 - Responsibility for the completeness of the order forms and also stock
 - Responsibility if a complaint comes in
 - Managing staff schedules and also EO staff
3. CDP
 - Make the product according to the order
 - Responsible for storing stock of goods
 - Supervise interns
4. Commis
 - Help with CDP work, work on orders and stock
 - Supervise helpful interns
5. Steward
 - Responsible for cleaning equipment and utensils used in the kitchen
6. Trainee
 - Assist staff according to their respective divisions.

2.3 Establish description

Corica has a western bakery cafe concept, in billiton street which is their first branch. This restaurant is under Corindo Putra Amagi Corp that sell many sweet product and savory dish, so people also can enjoy food and beverage in this cafe. This café has a dine-in place so that visitors can enjoy food while enjoying a comfortable vibe. The cafe is open from 8.00 am-10.00 pm while the production kitchen operates from 7.00 am-7.00 pm on normal days and can reach 12.00 am during busy days. The production is in the Corica Central Kitchen, where in this placed caked will be produced and

distribute them to outlets and cafes, in this place there are several rooms on the 1st floor for production and packing. Meanwhile, the offices are on the 2nd floor.

Corica itself has several well-known products such as apple strudel which is a recipe from Australia, Ferrero and strawberry shortcake which are Corica's best-selling cakes. The bakery section itself has several products such as banana chocolate, smoked beef roll, and banana cheese, which are products that are in high demand.

2.4 Hygiene and Sanitation

2.4.1 Self grooming

Hygiene standards at Corica are quite implemented, Corica has standards such as wearing a hair net or hat before entering the production room. For women, hair must be tied in a rubber band and not have a single strand of hair hanging down. For men, hair must be cut if it is long. Staff and interns are prohibited from wearing jewelry such as bracelets, necklaces or earrings. Staff who enter the production room are required to wear their own shoes or those provided by Corica. The staff must wear a complete uniform according to the rules, such as a chef jacket and apron. Staff who have scars are required to cover with a bandage, and must not leaving the wound open, because it can contaminate food.

2.4.2 Kitchen hygiene and sanitation standard

Immediately after work is completed, staff are required to maintain a clean work environment, for example cleaning tables from stains or leftover materials. Spraying the disinfectant liquid must also be done several times after completing the work and have to wait a few minutes until it dries before continue the work. Food storage boxes that are starting to get dirty must be cleaned/washed and replaced with new

ones. At the end of the shift, the staff also have to clean their own stations thoroughly, starting from wiping the tables, returning items to their places, returning ingredients to the chiller, and checking again to see if there is anything left behind.

The staff are tasked with checking again all the ovens and electricity are turned off before leaving the kitchen and checking the humidity in the room every day. And at the beginning and end, the stewards usually carry out their duties, which is sweeping and mopping the floor, make sure that the floor is left in a clean condition. Every 2 months a general cleaning will be carried out, as well as stock opname. In this activity the staff thoroughly cleaned each room including the chiller and freezer, where the staff took the items out of the room and started cleaning corners that were not visible. Stock opname itself is carried out the day after general cleaning where the staff counts and records the remaining ingredients

2.4.3 Receiving and Storing Ingredients.

Staff are also responsible for labeling products made that day starting from production date, name of maker, product name, and expiration date. At the end of the shift, the staff have a responsibility to put the ingredients to their place, such as ingredients that must placed in the chiller and freezer. For ingredients that must be restocked, staff must order from the logistic with give an form of list ingredients that will be taken, and the staff from logistic will give the stock to the production room, after that the staff must put the ingredients to the container.

2.4.4 Food waste

There is standard operation, if there rejected product from the outlet the staff must make the new product, and the defect products must be

thrown away and write in the list spoil book. For the leftover product, from the outlet it will be distributed to an organization for charity.