

## CHAPTER II

### ENSTABLISHMENT BACKGROUND

#### 2.1 Background of Arouna



**Figure 2.1** Arouna Cafe

Arouna is a French cafe located in Kerobokan, Badung, Bali. This cafe was first opened in 2022 under a different name called Chef Cakes. In its long journey, Chef Cakes has attracted fans and runs a B2B (Business to Business). In the past the store only sold pastries and did not sell bread, or Viennoiseries, also it did not have a hot kitchen. However, as time went by, they were able to build their business under the name Arouna to what it is today. The owner of Arouna is chef Arouna Ilboudo, who is a chef consultant, and previously Chef de Cuisine who has worked in the kitchen for approximately 14 years. Now, Arouna already has a hot kitchen as well as bakery that sells bread, pastries, as well as viennoiseries with a more diverse menu too.

## **2.2 Vision, Mission, and Company Objective**

### **2.2.1 Vision of Arouna Cafe, Bakery & Pastry**

The vision of Arouna Bali Cafe is to become a culinary centre that provides the best gastronomic experience by prioritizing local Balinese wisdom. This restaurant is committed to maintaining the quality and authenticity of its dishes, while continuing to innovate to meet customers' tastes and expectations.

### **2.2.2 Mission of Arouna Cafe, Bakery, & Pastry**

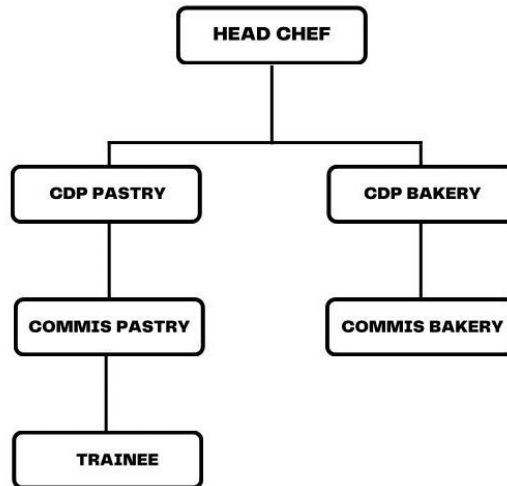
Arouna Bali Restaurant's mission includes several things:

- Presenting high quality dishes with local ingredients and authentic traditional Balinese techniques.
- Create a satisfying dining experience with friendly and professional service.
- Become a platform for chefs and employees to develop and develop their culinary skills.
- Support environmental sustainability by using local, sustainable ingredients and supporting local farmers.

### **2.2.3 Company Objectives**

The goal of the Arouna Bali Cafe company is to become a leader in the culinary industry in Bali, recognized internationally for the quality and innovation in its dishes, and to have a positive impact on the local community and the surrounding environment.

## 2.3 Organizational Structure and Main Task



**Figure 2.2** Structure Organization

### 1. Head Chef

- Responsible for all kitchen operations and the quality of the food produced.
- Develop new menus, manage ingredient stock, and supervise the kitchen team.

### 2. CDP Pastry and Bakery

- Create products according to their field
- Responsible for products, stock and orders
- Supervise commis and interns

### 3. Commis Pastry and Bakery

- Prepare materials then work on orders and stock
- Supervise interns / trainees

### 4. Trainees / Interns

- Follow the recipes and methods given by pastry seniors
- Participate in the pastry making process
- Maintain cleanliness in the pastry kitchen

## **2.4 Establishment Description**

Arouna is a pastry and bakery cafe that provides various types of pastries, breads, and viennoiseries as well as several typical French food products. This cafe is open every day and is only opened on Jl. Teuku Umar Barat. This cafe has a modern concept with facilities such as AC, free Wi-Fi, sound system and has a comfortable place etc. Arouna consists of two floors. The ground floor contains a cafe, garden, gazebo, bar, hot kitchen, oven room, and toilet. While the 2<sup>nd</sup> floor consists of storage space, cooling room, bread & pastry kitchen, staff's break room, and office space. This cafe has an on-site dining area so that visitors can enjoy food while enjoying a comfortable atmosphere. Arouna itself works with Gojek application for delivery orders. The entry schedule for all Arouna employees is 20 minutes before operating hours. The cafe is open from 06.00-22.00 while the pastry production kitchen operates from 05.00-18.00.

## **2.5 Hygiene and Sanitation**

### **2.5.1 Self Grooming**

- For women, hair must be tied. For men, hair must be cut when it is long
- Staff must wear uniforms according to regulations, such as black shirts and aprons for production staff and shoes
- Staff must wash their hands before working / taking products and use gloves when working

### **2.5.2 Kitchen Hygiene and Sanitation Standard**

- Clean the freezer / chiller area 3-4 times a month
- Clean and wipe the utensils that have been used
- Clean the table that has been used with soap/cleaning liquid after completing the activity
- Sweep and mop the floor after finishing activities in the kitchen

### **2.5.3 Receiving and Storing Ingredients**

- Chocolate are stored in a cold room, while whipping cream and butter are stored in a chiller
- Fruit such as apples when arrived are first thoroughly washed and stored in the cold room to keep the fruit fresh
- Pastry also keeps stock of cake batter that has been made
- Usually in Arouna, especially pastry uses a product stock system. Enough product stock are made for the next day and store it in the freezer so it lasts longer
- For stocks such as ganache, mousse, jam, pastry cream, etc., put them in a container and store in the chiller

### **2.5.4 Food Waste Handling**

There are operating standards, if there is a product that is not suitable, the production staff must make a new product, and the defective product must be discarded and written down in the daily logbook. The remaining products, from displays such as croissants, viennoiseries and bread such as sourdough etc. will be taken by staff and given to people who need them.