

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 History of Restaurant**

Mil's Kitchen first opened in Yogyakarta in 2020. The impact of the COVID-19 pandemic led Chef Mili, the CEO, to resign from his position as an executive chef at a restaurant in Solo. However, on July 25<sup>th</sup>, 2020, he decided to launch a restaurant using his home as the dining area. Initially, the restaurant was quite modest, with Chef Mili transforming his living room into a dining space. Nevertheless, Chef Mili's team was determined to deliver the finest dining experience to their customers.

As time passed, Mil's Kitchen expanded and opened in Bali at the end of December 8<sup>th</sup>, 2022. They quickly became a prominent food and beverage destination in Bali, strategically located in Berawa, Canggu. Chef Daniel Edward, a well-known figure in the Indonesian culinary scene, joined Chef Mili to bring the flavors of Mil's Kitchen Bali to the Island of the Gods.

Chef Mili and his team uphold high standards in their cuisine. The same quality and service that made Mil's Kitchen famous in Yogyakarta are maintained in Bali. Mil's Kitchen Bali offer a welcoming atmosphere with indoor seating ideal for those who prefer air-conditioned comfort, along with an outdoor area featuring a garden, bar, and ample parking. This ensures the restaurant is suitable for relaxation with friends, family, and loved ones.

Mil's Kitchen Bali is renowned for its delectable menu choices that tantalize the taste buds, crafted from the finest ingredients sourced from local farmers and organic products to promote sustainability. Mil's Kitchen Bali has evolved beyond being just a restaurant, it has become a premier destination in the Canggu area. With innovative menus, a friendly ambiance, and talented chefs leading the kitchen, it's no surprise that this establishment has become a must-visit for food enthusiasts in Bali.

## 2.2 Vision Mission and Company Objectives

### 2.2.1 Vision and Mission of Mil's Kitchen Bali

- Coloring Indonesian culinary, especially in Bali and surrounding areas
- Enhancing and providing good service to consumers
- Understanding consumer preferences by serving delicious food and drinks
- Being quick, agile, and responsive in fulfilling consumer desires
- Maintaining food quality so that consumers will try and come back
- Developing products/menus according to existing themes.

### 2.3 Organizational Structure and Main Task

In Mil's Kitchen Bali, there are not many staff in the kitchen, only about 13 people in total, consisting of a Head Chef, 2 Demi Chefs, Commis, and Steward.

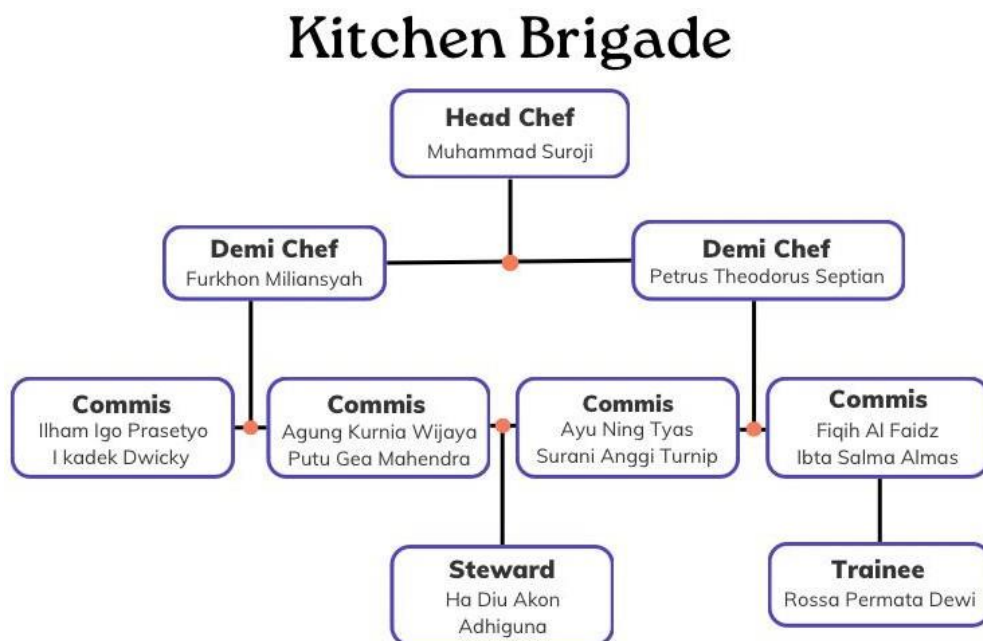


Figure 2. 1 Kitchen Brigade

### 1. Head Chef

- Conducting total food sold according to menu items to provide insights into prioritized preparation.
- Creating standard recipes
- Making food costing
- Creating promotions and pairings
- Conducting stock opname (inventory) to be submitted to the operational manager
- Supervising kitchen operations, including handling complaints

### 2. Demi Chef

- Assisting in the implementation of standard recipe creation
- Overseeing the treatment and use of available food commodities in the kitchen to facilitate team tasks.
- Checking the completeness and accuracy of mise en place and food presentation according to food standards.
- Researching restaurant orders requested by guests brought by F&B service to F&B product and function orders, then forwarding them to service.
- Conducting total food sold according to menu items to provide insights into prioritized preparation.
- Implementing work schedules for staff

### 3. Commis

- Handling daily food preparation and fulfilling tasks assigned by superiors to meet restaurant standards.
- Following instructions from superiors to promptly complete tasks. Coordinating tasks with Demi Chefs.
- Executing production according to orders.
- Maintaining quality and quantity in product processing to meet standard recipes and presentation.
- Providing reports to superiors on kitchen operational activities, ingredient shortages, and equipment damage

#### 4. Steward

- Distributing, cleaning, storing, maintaining, and monitoring to ensure sufficient equipment inventory.
- Washing all cooking and dining utensils in the restaurant.
- Organizing the supply of chemicals needed for cleanliness.
- Maintaining cleanliness in the kitchen and restaurant areas.

#### 5. Trainee

- Assist staff in completing tasks according to their section.
- Maintain cleanliness of the working table in their respective sections.
- Check availability of food stock in their section.
- Prepare à la carte orders.
- Help maintain the quantity and quality of ingredients to be used

### **2.4 Establishment Description**

Mil's Kitchen Bali features a menu predominantly consisting of modern Indonesian and Indonesian Fusion cuisine. Menu ala carte can be ordered either at the time of reservation with a pre-order system or on-site. Mil's Kitchen Bali accepts menu requests that are typically ordered because customers have special needs such as birthday parties, wedding events, anniversaries, collaborations. Examples from Mil's Kitchen Bali Menu include:

- Baked Bone Marrow 'SATE SAPI KECAP' with Wagyu Beef Cheek, Peanut Aioli, Chimmicurri, Kecombrang Relish, Tomato Relish, Fried garlic and Fried shallot, and Grilled Sourdough.
- Tuna Taco 'GOHU IKAN GENDAR' made from seared Tuna, Salmon, Barramundi, Shallots Relish, Bird's Eye Chili, Kemangi, and Rice Crackers paired with Basil Aioli on the side.
- US Beef Short Ribs Bourguignon 'RAWON' with Braised Beef, Grilled King Oyster Mushroom Pickle, Hasselback Potato, Black Cardamom Au Jus, Baby Carrot, Tomato Cherry Confit, and Charred Broccoli.

Mil's Kitchen Bali conducts menu evaluations usually every 3 months. This is aimed at determining which menus should be retained, modified,

replaced, or removed. Trial and test food sessions are conducted if there are changes in the menu. After that, a photoshoot of the menu is arranged, followed by posting it on Mil's Kitchen's social media accounts as a sign that the menu has been released and as a promotional opportunity.

Mil's Kitchen Bali adopts a Casual Dining concept with operating hours from 10 a.m. (WITA) to 11 p.m. (WITA). As a result, the restaurant offers a brunch menu, available only from 10 a.m. (WITA) to 2 p.m. (WITA). Mil's Kitchen features a Bar and three dining areas. Total capacity in Mil's Kitchen is around 95 people, The Bar is located at the entrance, there are several tables around the bar which has a capacity of 13 seats. While the Outdoor Dining area, equipped with Patio Umbrellas, consists of just 3 tables accommodating approximately 6 people per table and there are 2 tables with a capacity of 2 seats each, 1 table with a capacity of 4 seats.

The indoor area, with a capacity of around 34 people, is air-conditioned and features glass walls offering a cool atmosphere with views directly into the garden area, creating a spacious and luxurious impression. The Semi-Indoor area accommodates 22 people and includes a live acoustic corner, live acoustic is held every Thursday to Sunday. In addition to receiving payment, the live acoustic singer and guitarist also receive one complimentary meal, with a choice between two menu options Soto Ayam or Kiddos Fried Rice. The Garden area spans approximately 20x15 meters, equipped with a smoker and grill situated in a corner of the garden.

With Mil's Kitchen Bali offering a variety of dining areas, customers are free to choose which area makes them comfortable to enjoy their ordered dishes.

## **2.5 Hygiene and Sanitation**

Sanitation and hygiene are crucial factors influencing the development of tourism, where restaurants are required to provide guest satisfaction through facilities that meet their needs. One way to achieve this is by improving

sanitation and hygiene. Implementation of sanitation and hygiene practices is necessary, including for equipment, kitchen staff, and the handling of food and beverages, as the kitchen is where food is prepared. Therefore, chefs on duty must pay careful attention to everything they do and produce, ensuring that all items sold to guests, whether food or beverages, are of high quality.

### **2.5.1 Receiving and Handling Ingredient**

Sanitation in the food industry must be carefully observed because it is crucial in the production process. The scope of cleanliness, sanitation, and food hygiene includes cleanliness of production areas, workplace hygiene, and equipment hygiene. Sanitation at Mil's Kitchen Bali is good; for example, raw food ingredients are stored separately from cooked ones to prevent cross-contamination. Stored ingredients must be covered, clean, and protected from direct sunlight.

During production, Mil's Kitchen Bali labels each item with the date of production, shelf life, the maker's name and name of item. Food storage at Mil's Kitchen Bali is divided into two categories, wet food and dry food. Wet food is stored in chillers and freezers, while dry food is stored in the dry store.

#### **1. Chiller**

Food items such as vegetables undergo wrapping to prevent spoilage, similar to sous vide foods stored at temperatures between 0-18°C. Prepared foods like desserts are stored in the chiller in airtight boxes. Salad vegetables like green lettuce, red lollo rosso, red radicchio, frisée, and curly kale must undergo a 20-minute water ice bath, followed by drying with a drying tool, and then stored in airtight boxes

#### **2. Freezer**

Food items such as meat, fish, broth, sauces, purees, spices, processed foods, and portions are stored in the freezer.

#### **3. Drystore**

Dry food items are stored in the dry store at room temperature. These include items like flour, spices, crackers, pasta, soy sauce, condensed milk, kernel corn, sugar, frozen oil, and various other dry and long-lasting food ingredients.

All storage at Mil's Kitchen are follows the FIFO (First In First Out) method. Mil's Kitchen uses a deep fryer which generates waste. The used oil waste from Mil's Kitchen is routinely collected by the operational team of a used cooking oil buyer every 3 days. This oil waste can be recycled into soap, aromatherapy candles, or even biodiesel by certified companies.

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

Maintaining equipment is done regularly to ensure cleanliness and prolong durability. For equipment that comes into direct contact with food items, it is cleaned after each use. Mil's Kitchen Bali has 5 types of cutting boards with different colors and functions to prevent cross-contamination. Blue is used for raw seafood such as shrimp and fish. Yellow is designated for poultry such as chicken and duck. Red is used for beef. Green is for vegetables or fruits. White is used for ready-to-eat foods like bread, cheese, or chocolate. The cleanliness of the production area must be carefully maintained to prevent contamination, ensure comfort, and guarantee the safety of workers during their tasks.

Kitchen staff at Mil's Kitchen Bali regularly clean the work areas, including wiping down work tables and using floor cleaning solutions that inhibit or kill microorganisms and insects that could contaminate food. Additionally, at the end of each kitchen closing, not only stewards but all staff members participate in general cleaning tasks such as washing all table sections, scrubbing the floors with soapy water, and finishing with mopping.

Mil's Kitchen Bali prioritizes sanitation and hygiene, both for its employees and the kitchen environment. Every day, steward staff diligently clean the floors of each kitchen section repeatedly, ensuring that the kitchen floors are always clean. There are regular checks on the cleanliness of the kitchen environment, products, and equipment.

Mil's Kitchen Bali also assigns specific staff, especially in the kitchen, to maintain cleanliness by conducting daily small-scale General Cleaning during the afternoon shift. Additionally, a large-scale General Cleaning involving all kitchen staff is carried out at the end of each month, during which each section is required to conduct a comprehensive inventory check. One challenge regarding sanitation and hygiene at Mil's Kitchen Bali is the improper discharge of wastewater through the centralized system, necessitating frequent suctioning of these channels.

### **2.5.3 Employee Hygiene Sanitation**

Every employee is required to wear complete uniforms and there is also a designated place for hand washing before starting work. After completing the production process, kitchen staff always maintain the workplace by cleaning all utensils used during production, cleaning the working tables again after production processes, and performing general cleaning. Required Attire to be Worn by Employees While in the Kitchen Area, including:

- Cook uniform
- Apron
- Safety shoes
- Hand gloves

For staff, especially women, it is mandatory to tie up their hair. For male staff, it is required to keep their hair neatly trimmed and not grow it long (shaggy). Nails must always be kept short. Staff are also required to maintain the cleanliness of uniforms such as aprons or shoes.



#### **2.5.4 Food Waste**

In every production activity, a significant amount of food waste or trimmings from various proteins such as chicken breast, smoked pastrami, and dory, as well as from vegetables like white cabbage, carrots, and perishable items like tempeh and tofu, can be found. Mil's Kitchen Bali addresses food waste by repurposing it into a diverse range of canapé menus. For instance, if on a particular day there are vegetable trimmings like cabbage and carrots, along with proteins such as chicken breast, the cold section processes them into a canapé menu like Vegetable Springroll. Other canapé menu items include smoked salmon kembang goyang, mini gado-gado, mini curry martabak, vegetable samosas, cone lamb satay, quail lollipops, and pastrami pie tee. These canapé menus are provided free of charge to every customer. Extra canapés requested by customers incur a fee of Rp 10,000 per piece, applicable to all types of canapé menus. This canapé menu has its own form to record the expenditure per piece each day, which is submitted to the head chef at the end of the month before the general cleaning session is conducted.