

## CHAPTER II

### ESTABLISHMENT BACKGROUND

#### 2.1 History of Company



Picture 1. Cuca Logo

Cuca's name itself come from the owner's wife mom used to call Virginia (chef Kevin Cherkas's wife) when she was a little kid back there in Spain, in Bahasa means "sayang". Cuca's location is right in the heart of Jimbaran in Jl. Yoga Perkanthi, Jimbaran, kec. Kuta Sel., Kabupaten Badung, Bali (80364), Open from 12 am until 10 pm, you can get reservation by online at [cucabali.com](http://cucabali.com) or by phone (0361) 708066. considered as the most exotic and casual area for tourism attraction. The door was opened first time back in 2013. Cuca was created by a Michelin star-trained Chef Kevin Cherkas. All his international career experience has led him to Cuca.



Picture 2. Cuca Restaurant Jimbaran

Tapas, cocktails, and desserts are what Cuca mainly focusing on, and it is amazing. Even though Cuca's style is tending to casual, but still you can expect a luxurious dining experience. This all guaranteed because Cuca never compromises with food quality and customer's satisfaction. Thanks to amazing ingredients that has been carefully selected and sourced exclusively from Indonesia. By doing this, Cuca also support local farmers and growers to showcase the uniqueness of delicious local products.

Basically what Cuca do is they cooking western food using 100% local ingredients, Not like mostly restaurant, every restaurant has one signature dish, a dish they have created there is something very special only for that restaurant. Cuca whole entire menu is signature dishes, there is nothing on the menu that is traditional everything is creations. So there is nothing like Cuca anywhere else.

## **2.2 Vision, Mission and Principles**

### 1. Company Mission

Develop sustainable and efficient structures that provide a Premium Experience to customers and Employees.

### 2. Company Vision

To build a replicable and well-structured business where it exceeds customer expectations and allows Employees to progress together with the company.

### 3. Company principle

These are the principles that can guide Employees in working at the Company which are the most important guidelines so that there are no violations.

- 1) People, their uniqueness and authenticity.
- 2) Passion, commitment in heart and mind. Show positive and happy energy. Always smiling.
- 3) Honesty, integrity, trust and good behavior. Communicate with superiors to avoid negative gossip about work so that problems can be solved immediately.
- 4) Help each other, respect and care for each other.
- 5) Clean with everything done. Do it simply. Less is better.
- 6) Wow! is the word given by coworkers and customers.

## **2.3 Dining Establishment**

- Type of Food Served : Tapas, Cocktail and Dessert
- Concept : Food Sharing
- Seating Capacity
- Dining Room : 120 pax for group, 70 pax for normal



Picture 3. Dinning Room

In Dinning Room customers can enjoy the food without interruption because each side of the table has a curtain.

- Private Dinning Room : 40 pax



Picture 4. Private Dinning Room

Usually this room is for holding private events and those who want to eat in privacy.

- Food Bar : 4pax



Picture 5. Food Bar

Food Bar is used for customers who want to watch the live kitchen.

- Garden : 80pax normal, 250 pax standing



Picture 6. Garden

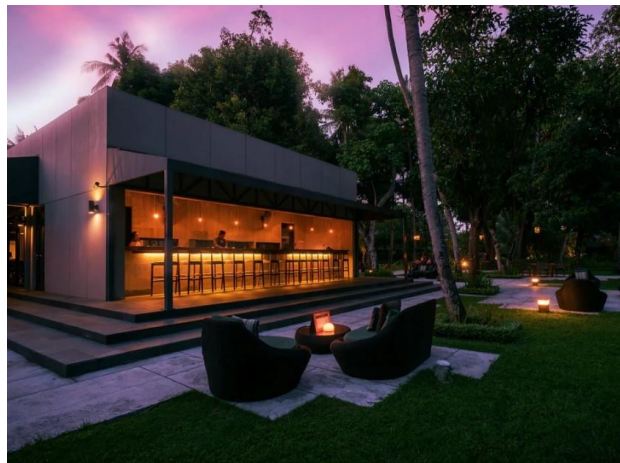
Garden is used for customers who want to feel the pleasure of eating under a beautiful and cool sky.



Picture 7. Lounge

The lounge is used for customers who want to relax and smoke.

- Bar : 12 pax

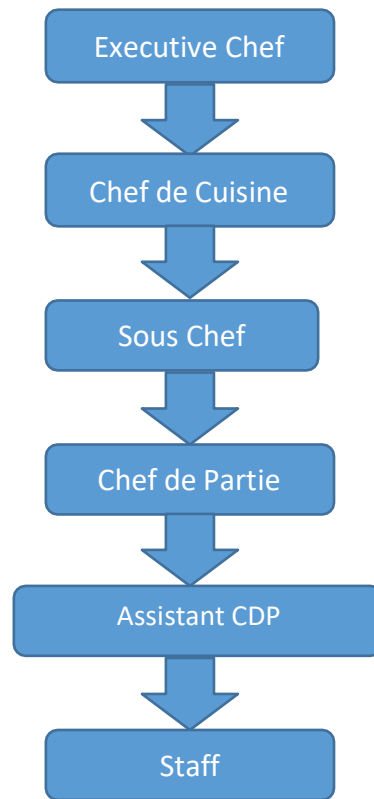


Picture 8. Bar

The bar is used for customers who want to enjoy drinks by watching the bartenders and baristas.

- Opening Hours : 12am – 12pm

## 2.4 Organizational Structure and Main Task



Picture 9. Cuca's Kitchen Organization Structure

- Executive Chef

In the Cuca restaurant the owner of the restaurant is Chef Kevin as the Head Chef in the kitchen, so he responsible of all problem in the restaurant.

- Chef de Cuisine

The main job of Chef de Cuisine is to lead the kitchen staff, but in the Cuca Restaurant he is responsible for all the kitchen performance.

- Sous Chef

Sous Chef is responsible for planning and directing food preparation. Sous chef in Cuca restaurant also responsible for all Chef de Partie (CDP) performance.

- Chef de Partie

Each chef de partie is responsible for a specific section of the kitchen. But in Cuca restaurant CDP always pay attention to a small detail, also responsible for all kitchen staff & problems and the kitchen.

- Assistant Chef de Partie

Help CDP to do all the job.

- Kitchen Staff

Responsible to do everything regarding the preparation.

## **2.5 Cuca Restaurant Kitchen**

Cuca Restaurant has 5 station in the kitchen:

1. Hot Pass

Hot pass is a station where incoming tickets are collected and read by CDP, station that have all of plate for each dishes, all the food from each station getting plated, all food is checked by CDP before serving to the customer.

2. Cold Kitchen / Garde Manger Kitchen (GDM)

Garde manger is in charge of foods such as: Roasted Pork Bun, Honey Baked Pumpkin Salad, Broccoli Caesar Salad, Fish Tartare, Smoked Butterfish, Baked Scallop. GDM also in charge of all the dishes preparation.

3. Sauce One

Sauce One is in charge of foods such as: Sticky Sushi, Nachos, Turkish Meatball, Beef Bone and Marrow, BBQ Octopus, Chilly Satay.

4. Sauce Two

Sauce Two is in charge of foods such as: Hot Potato, Crispy Fried Chicken, Spicy Crab, Moussaka, Ricotta Gnocchi, Hawaiian Cracker, Seafood Rice.



## 5. Pastry

Pastry is in charge of foods such as: Bali Breakfast, Snow White, Caramel Apple, Tea-ramisu, Last Piece of Cake.

## 2.6 Personal Hygiene and Sanitation

<b>SOP GROOMING</b>	
<b>HAIR</b> <ul style="list-style-type: none"><li>• Hair should be combed back, well trimmed and should not cover the forehead.</li><li>• Hair should not be grown below the nape of the neck</li><li>• Must be natural hair color look and no bright color hair dyes.</li><li>• Must use hair gel/hair wax to make it look tidy but must not be excessively gelled or frizzy</li><li>• Sideburns should not be below the middle of ear</li><li>• Should be clean-shaven on duty. Facial hair permitted for religious reasons only should be well trimmed.</li><li>• Must be natural hair color look and no too bright color hair dyes.</li></ul>	<b>HYGIENE</b> <ul style="list-style-type: none"><li>• Breath must be fresh (no smell of food stuff, cigarette smoke or alcohol)</li><li>• Ensure that deodorants/antiperspirants are used daily to ensure that no body odor is present.</li><li>• Must use Cuca perfume</li></ul>
<b>FACE</b> <ul style="list-style-type: none"><li>• Must always look fresh and not oily</li></ul>	<b>UNIFORM &amp; FOOTWEAR</b> <ul style="list-style-type: none"><li>• Uniform must be clean and tidy. No crumpled uniform. No broken uniform.</li><li>• Pants must have mini pocket.</li><li>• Must use black socks (minimum: above the ankle) and must be changed daily so that it doesn't smell.</li><li>• Must wear black leather shoes with a short heel/none. No rubber/plastic/jelly shoes.</li></ul>
<b>NAILS</b> <ul style="list-style-type: none"><li>• Hand and toe Nails be clean and well trimmed. If nails are long they should be shaped</li><li>• Nail polish of neutral or light shades is permitted.</li></ul>	
<b>JEWELRY</b> <ul style="list-style-type: none"><li>• Jewelry must be limited to a minimum. No large or hanging or noisy jewelry to be worn.</li><li>• One ring on each hand</li><li>• Bracelets are not allowed unless for religious reasons.</li><li>• No ear studs to be worn</li><li>• Must be used watches of reasonable size without any loud/glittery/too shiny color.</li></ul>	

Picture 10. Personal Hygiene SOP

Personal hygiene is an act of taking care of oneself, including maintaining the cleanliness of body parts such as hair, eyes, nose, mouth, teeth, and skin. In fact, humans are always in contact with millions of germs or viruses, these microorganisms can enter the body and cause health problems. Personal hygiene practices can help prevent disease-causing germs or viruses.

Clothes must be clean before entering the work place, must be washed every day from hair cap, chef jackets, cloths pants, aprons, wipes, socks and shoes washed at least once a week.

Kitchen Staff must wash hands if they are entering preparation area, after using the bathroom they have to wash their hands twice, in front of the

toilet area and in the kitchen before they touch anything. If they get bleed must be cleaned and treated first, then before you get back to work you must wear rubber gloves.

Must use equipment according standard that has been provided, for example cutting vegetables using a green knife and green cutting mat, if cutting meat, using white knife and white cutting mat, may not use other equipment that is not accordance with the standard. After using equipment must be placed in steward area and clean your station after doing the work (clean as you go). Use clean equipment and wash all ingredients before doing work.

## **2.7 How to clean working stations and general or deep cleaning activities and schedule**

Before the restaurant closes we usually clean the work station with a sponge and soap, we soap the tables, walls, and the station. After that we sweep the kitchen and clean the sewers, then mop it.



Picture 11. Cuca Motto

## 2.8 How to Handle and receiving goods/ingredients



Picture 12. Cuca Receiving Process

Example:



Picture 13. Quality of Pumpkin For Garde Manger

In Cuca, they have a standard for the ingredients. Every time receiving the ingredients, the staff and author will check the quality it is good or not. If it is not, we will bring it back to the supplier and ask to be replaced with a new one. As an example can be seen in the image above.

## **2.9 How to handle Food / Kitchen Waste**

Usually the author will check the stock of the material, and when the material that has been ordered arrives the author will see whether the stock is still suitable for use or not.

And to handle kitchen waste in Cuca is by weighing how much of the material has withered or rotted and the material will be disposed of, then it will be recorded on the report.