

CHAPTER 2

GENERAL DESCRIPTION OF CICCIA RISTORANTE SURABAYA



Figure 1. Ciccía Ristorante Surabaya

Ciccía Ristorante is an Italian Restaurant in Surabaya, which serves authentic Italian cuisines. It is located in the middle of Surabaya. It has a quite strategic location, which is near a lot of other restaurants and cafes but it stands out among the others. Ciccía Ristorante has a capacity of 170 seats which can be adjusted more during events. It is occupied approximately 50 – 60 % almost everyday.

A. History of Ciccía Ristorante Surabaya



Figure 2. Ciccía Ristorante Logo

With more than 15 years of experience in the kitchen industry like restaurants and 5-star hotels as an executive chef, Chef Matteo Meacci decided to settle in Surabaya to bring authentic Italian cuisines to Arek Suroboyo.

He started his journey by opening The Gentlepig, a famous porchetta place in West Surabaya.

B. Vision and Mission

1. Vision

Chef Matteo has a vision to introduce authentic Italian cuisines with high quality ingredients to Surabaya foodies.

2. Mission

Ciccia Ristorante has a mission to be the best Italian Restaurant that people can enjoy and come back to in Indonesia.

C. Location of Ciccia Ristorante Surabaya

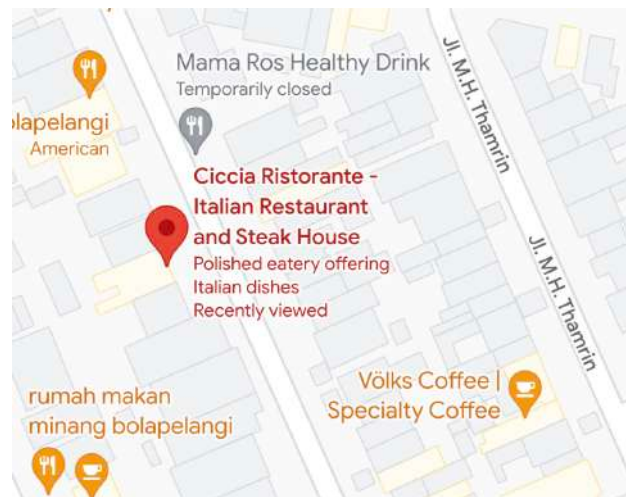


Figure 3. Ciccia Ristorante Maps

Information about location:

1. Address : Jl. Imam Bonjol No. 82, DR. Soetomo, Kec. Tegalsari, Surabaya, Jawa Timur, 60264
2. Phone : 0811-3168-909
3. Website : <http://cicciaristorante.com/>
4. Opening hours: 10:00 – 22:00

D. Menu

antipasti

100 Crisolini Bosciamella e Ragù Crisolini (potato rings) topped with soft cheese, bosciamella, and marinara. Best! Spaghetti dengan daging, keju bosciamella, dan marinara.	40 K
Polpete di Sugo con Rinzata e Ciccoli Kacang-kacangan dengan saus tomat, keju ricotta, keju parmesan parut, dan roti panggang.	70 K
Pate di Fegatino Toscano Pate (foie gras) dengan "Toscano style" (sauce) dan spaghetti topped with tomato sauce. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	58 K
Broccoli alla Bresa Broccoli (broccoli) with tomato sauce, ricotta cheese, and spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	58 K
100 Carpaccio di Manzo con Salsa di Tartruf Carpaccio (beef tenderloin) with truffle sauce, ricotta cheese, and spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	98 K
Fritto Misto Fritto Misto (fried mixed) with tomato sauce, ricotta cheese, and spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	105 K
Zuppetta Bianca di Vongole Zuppetta Bianca (clam sauce) with spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	108 K
Caprese di Burrata Caprese (tomato, mozzarella, and basil) with burrata cheese. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	143 K
Focaccia All'Aglio Focaccia (flatbread) with garlic and olive oil. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	40 K
100 Arancini di Riso Arancini (rice balls) with tomato sauce, ricotta cheese, and spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	58 K
Mozarella in Carrozza Mozarella in Carrozza (breaded mozzarella) with spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	78 K
Focaccia Ciccia Focaccia (flatbread) with tomato sauce, ricotta cheese, and spaghetti. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	105 K

salad

Caesar's Salad Caesar's Salad (romaine lettuce, chicken, parmesan, croutons) with dressing. Salad dengan daging ayam, keju parmesan, roti panggang renyah, tomat, paprika, dan saus Caesar's.	78 K
Insalata Di Cavolfiori Nero Insalata Di Cavolfiori Nero (black cauliflower) with dressing. Salad dengan daging ayam, keju parmesan, roti panggang renyah, tomat, paprika, dan saus Caesar's.	72 K
Insalata Italiana Insalata Italiana (tomato, mozzarella, and basil) with dressing. Salad dengan daging ayam, keju parmesan, roti panggang renyah, tomat, paprika, dan saus Caesar's.	82 K
Rock & Roll Salad Rock & Roll Salad (beef, cheese, and spaghetti) with dressing. Salad dengan daging ayam, keju parmesan, roti panggang renyah, tomat, paprika, dan saus Caesar's.	75 K

soups

Zuppa di Pesce Zuppa di Pesce (fish soup) with spaghetti. Sup seafood dengan udang, tomat, paprika, bawang, dan fillet ikan dengan buah tomat. Spaghetti dengan roti panggang.	135 K
Zuppa di Funghi e Tartruf Zuppa di Funghi e Tartruf (mushroom soup) with spaghetti. Sup krim jamur dengan truffle dan roti panggang renyah.	98 K
Minestrone Toscano Minestrone Toscano (vegetable soup) with spaghetti. Sup sayuran lokal ala Toscano dengan kacang-kacangan dan tomat. Spaghetti dengan roti panggang.	68 K
Tortellini in Brodo Tortellini in Brodo (tortellini soup) with spaghetti. Pasta tortellini in daging sapi wagyu, keju parmesan, dan kacang-kacangan.	88 K

pasta & first courses

Spaghetti alle Vongole Spaghetti (spaghetti) with clam sauce. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	108 K
Lasagne alla Bolognese Lasagne alla Bolognese (lasagne) with Bolognese sauce. Lasagne dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	98 K
100 Lasagne Vegetariane, Funghi e Spinaci Lasagne Vegetariane (vegetarian lasagne) with mushrooms and spinach. Lasagne vegetarian dengan jamur, bayam, dan keju parmesan.	88 K
Spaghetti Aglio, Olio e Peperoncino Spaghetti Aglio, Olio e Peperoncino (spaghetti) with garlic, olive oil, and chili. Spaghetti dengan daging, keju ricotta, keju parmesan parut, dan roti panggang.	75 K
Tagliolini Neri al Granchio Tagliolini Neri al Granchio (tagliolini) with crab sauce. Pasta tagliolini homemade dengan tomat, keju, dan spaghetti dengan daging.	158 K
Fettuccine alla Bolognese Fettuccine alla Bolognese (fettuccine) with Bolognese sauce. Pasta fettuccine homemade dengan saus bolognese dan keju parmesan.	95 K
Tagliolini Verdi al Ragù di Pollo Tagliolini Verdi al Ragù di Pollo (tagliolini) with chicken sauce. Pasta tagliolini dengan tomat, keju, dan spaghetti dengan daging.	88 K
100 Tagliarelle Rosse allo Sugo (Good for a people) Tagliarelle Rosse allo Sugo (tagliarelle) with tomato sauce. Pasta tagliarelle homemade dengan daging sapi, bawang putih, bawang merah, tomat, keju parmesan, dan spaghetti.	100 K
Spaghetti alle Polpette Spaghetti alle Polpette (spaghetti) with meatballs. Spaghetti dengan daging sapi wagyu, keju ricotta, keju parmesan parut, dan roti panggang.	98 K
Tortellini Wagyu al Funghi e Tartruf Tortellini Wagyu al Funghi e Tartruf (tortellini) with mushrooms and truffle. Pasta tortellini in daging sapi wagyu, keju parmesan, dan kacang-kacangan.	151 K

pasta & first courses

Spaghetti all'Aragosta Spaghetti all'Aragosta (spaghetti) with lobster sauce. Spaghetti dengan lobster, keju ricotta, keju parmesan parut, dan roti panggang.	350 K
Gnocchi al Gorgonzola Gnocchi al Gorgonzola (gnocchi) with Gorgonzola cheese. Gnocchi dengan keju gorgonzola, keju ricotta, keju parmesan parut, dan roti panggang.	98 K
Rigatoni alla Carbonara Rigatoni alla Carbonara (rigatoni) with carbonara sauce. Pasta Rigatoni homemade dengan keju carbonara, keju ricotta, keju parmesan parut, dan roti panggang.	90 K
Spaghetti alla Carbonara con Salmone e Tartruf Spaghetti alla Carbonara con Salmone e Tartruf (spaghetti) with carbonara sauce, salmon, and truffle. Spaghetti carbonara dengan salmon, keju, keju parmesan, dan truffle.	140 K
100 Fettuccine alla Crema di Funghi con Manzo Grigliato Fettuccine alla Crema di Funghi con Manzo Grigliato (fettuccine) with mushroom cream and grilled beef. Pasta fettuccine homemade dengan keju ricotta, keju parmesan parut, dan roti panggang.	155 K
Risotto ai Funghi e Tartruf Risotto ai Funghi e Tartruf (risotto) with mushrooms and truffle. Risotto dengan jamur, keju ricotta, keju parmesan, dan truffle.	138 K
Pappardelle all'Anatra Pappardelle all'Anatra (pappardelle) with duck sauce. Pasta Pappardelle dengan saus ragout bebek.	95 K

main course

Bisteche con Fave Bisteche con Fave (steak) with fava beans. Steak dengan daging sapi wagyu, keju parmesan, dan kacang-kacangan.	100 K / 120 K / 130 K
Tagliata di Manzo con Rucola e Parmigiano Tagliata di Manzo con Rucola e Parmigiano (steak) with arugula and parmesan. Steak antrak dari Australia dengan rucola, keju parmesan, dan kacang-kacangan.	180 K
Stein d'Agnello Brastato (Good for 2) Stein d'Agnello Brastato (lamb chops) with spaghetti. Kaki kambing masak dengan saus tomat, keju ricotta, keju parmesan parut, dan roti panggang.	125 K
Brasato di Manzo con Risotto al Zafferano Brasato di Manzo con Risotto al Zafferano (beef) with saffron risotto. Beef dimasak dengan saus tomat, keju ricotta, keju parmesan parut, dan roti panggang.	290 K
Filetto di Manzo alla Griglia Filetto di Manzo alla Griglia (beef tenderloin) with spaghetti. Steak filetto masak dengan saus tomat, keju ricotta, keju parmesan parut, dan roti panggang.	380 K
Ciccia Costante Ciccia Costante (steak) with spaghetti. Steak dengan daging sapi wagyu, keju parmesan, dan kacang-kacangan.	380 K
100 Milanes di Pollo Milanes di Pollo (chicken) with spaghetti. Beef panggang dengan daging sapi wagyu, keju parmesan, dan kacang-kacangan.	148 K
Ciccia Burger Ciccia Burger (steak) with spaghetti. Steak dengan daging sapi wagyu, keju parmesan, dan kacang-kacangan.	140 K

main course

Bistecca di Contana all'Americana Bistecca di Contana all'Americana (steak) with American sauce. Steak dengan daging sapi wagyu, keju parmesan, dan kacang-kacangan.	325 K
100 Scaloppine al Pomodoro Scaloppine al Pomodoro (scaloppine) with tomato sauce. Daging sapi dengan tomat, keju ricotta, keju parmesan parut, dan roti panggang.	168 K
Pollo alla Diavola Pollo alla Diavola (chicken) with spicy sauce. Poly masak dengan saus tomat, keju ricotta, keju parmesan parut, dan roti panggang.	105 K
Salmon alla Griglia Salmon alla Griglia (salmon) with spaghetti. Salmon dengan keju ricotta, keju parmesan parut, dan roti panggang.	195 K
Polpo alla Griglia Polpo alla Griglia (octopus) with spaghetti. Tentakel gurita dimasak dengan saus tomat, keju ricotta, keju parmesan parut, dan roti panggang.	158 K
Tagliata di Fimmo Tagliata di Fimmo (steak) with spaghetti. Steak dengan daging sapi wagyu, keju parmesan, dan kacang-kacangan.	155 K
100 Milanesa alla Parmigiana Milanesa alla Parmigiana (steak) with parmesan sauce. Beef panggang dengan keju ricotta, keju parmesan parut, dan roti panggang.	88 K

side dish

French Fries (Deli & Pappa)	40 K
Chili Con Carne & Paprikah	40 K
Gravy Garlic Spinach	40 K
Rosmary Beef Potatoes	45 K
Mac & a Cheese	60 K
Mac & Cheese with Broccoli and Beef Bacon	68 K
Mashed Potatoes	40 K
Sautéed Seasonal Vegetables	40 K
Sautéed Mushrooms	45 K
Fried Sweet Potatoes	40 K

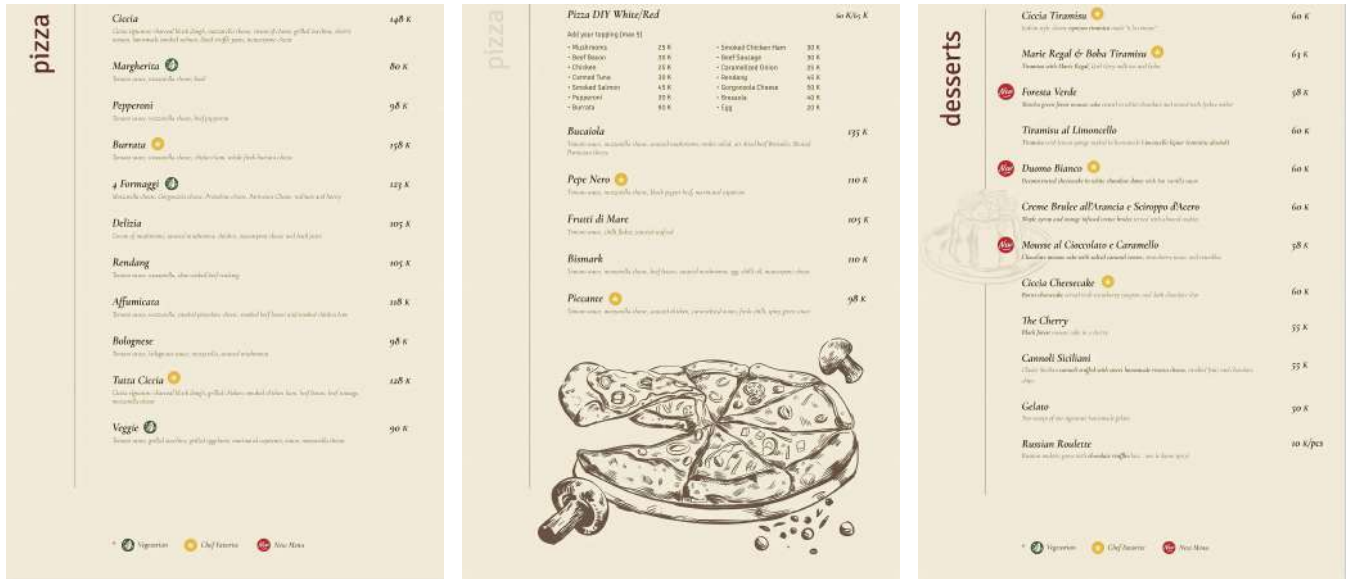


Figure 4. Ciccia Menu

E. Features in Ciccia Ristorante Surabaya

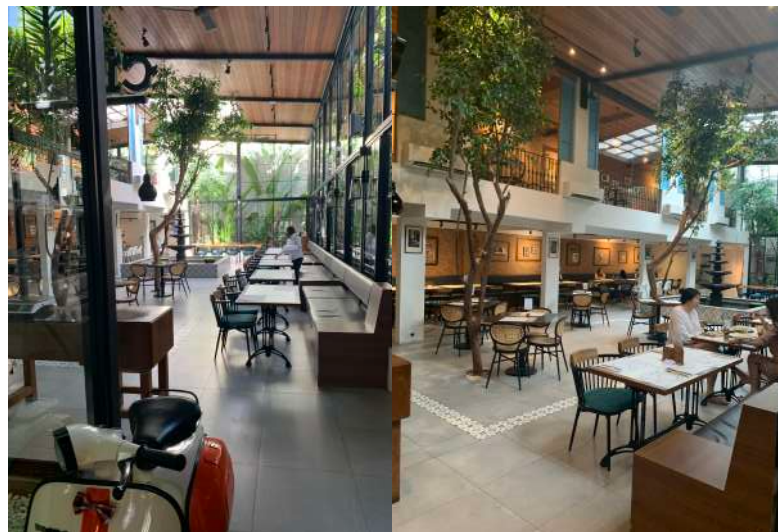


Figure 5. Florence

This section is called Florence that can hold up to 78 seats. But in some events, it can be adjusted according to the numbers needed.



Figure 6. Livorno

This section is called Livorno, which is an indoor and outdoor smoking room. The indoor Livorno can hold up to 20 seats and the outdoor Livorno can hold up to 10 seats which makes a total of 30 seats. The door in the indoor Livorno can be connected to the VIP.



Figure 7. VIP

This room is called the VIP. It can hold up to 10 seats with a minimum purchase for people to use it.



Figure 8. Lucca

This section in front of the indoor Livorno and across the bar is called Lucca. It can hold up to 12 seats.



Figure 9. Bar & Pizza Oven

The pizza section is just beside the bar and the pizza oven uses gas. The bar has 6 tall stools, which can also be seated.



Figure 10. Pasta Station & Gelato

Pasta has another section outside the kitchen, which is used to make fresh pastas and portioning them. There is a little freezer in the back that is used to store fresh pastas, portioned precooked risottos, portioned lasagnas, and portioned polpette. Ciccia also sells gelato with various flavours.

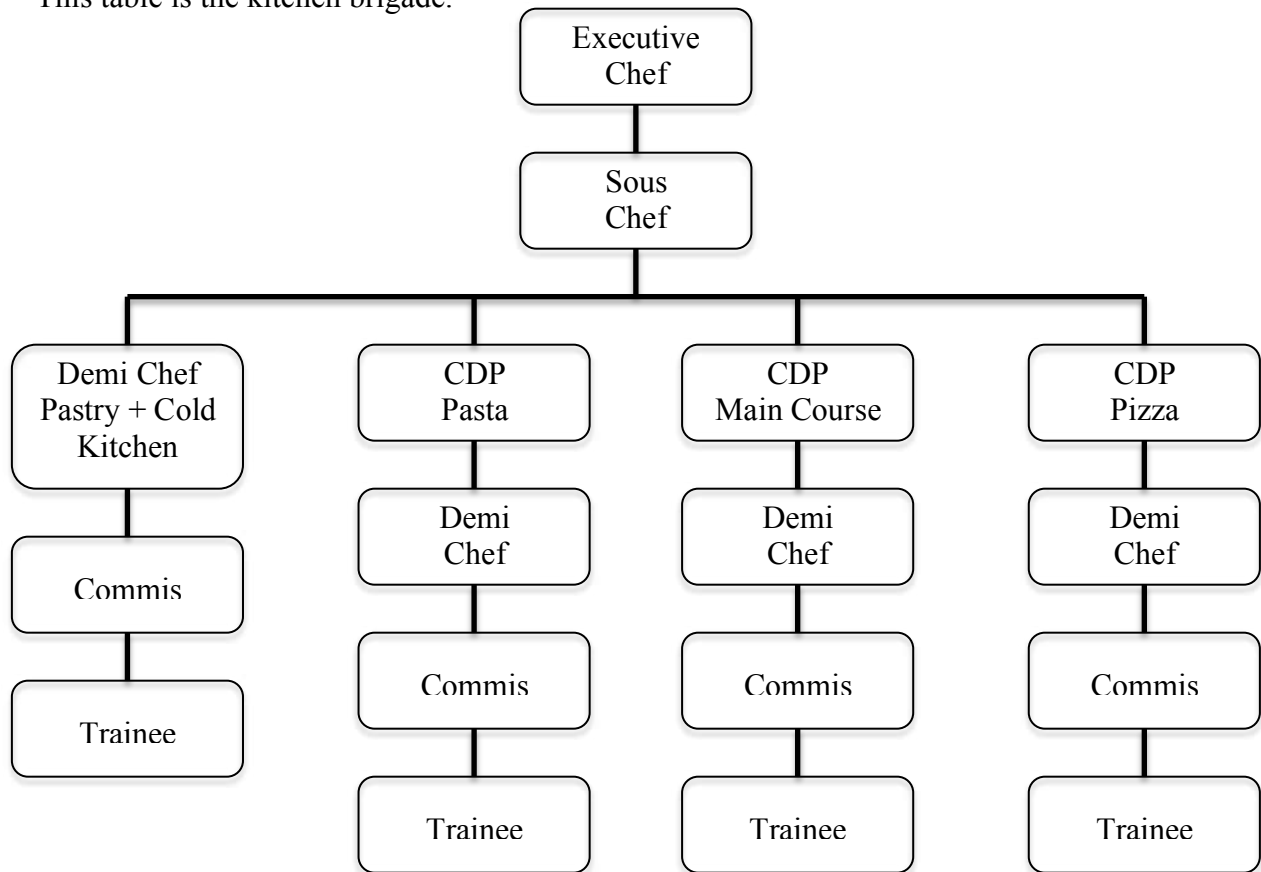


Figure 11. Sienna

This section is called Sienna. It can hold up to 35 seats. This area is not always opened. It will open when other section are full to be filled with more guests.

F. Kitchen Organization

This table is the kitchen brigade.



Task in Ciccia Ristorante Surabaya Kitchen

- Executive Chef
 - Creating and trial new menu
 - Hiring new employees
 - To ensure the hygiene and sanitation of the kitchen
 - To ensure the food quality is the best
 - Solving problems in the kitchen
 - To ensure the customer is satisfied
 - Reviewing and improving the kitchen
- Sous chef
 - Organizing the employees schedule and attendance
 - Taking care of the food cost and ingredient list
 - Ordering ingredients for the week's production

- To ensure the production is enough for the week
- Assisting when solving problems in the kitchen
- Chef de Partie & Demi Chef
 - To ensure that the production is prepared on time
 - To ensure that the products is enough for the week
 - To ensure that the teamwork is going well
 - To ensure all the dishes are made perfectly
 - To ensure the working station is clean
- Commis
 - Attend briefing weekly to improve
 - Prepare products needed for the week
 - Doing mise en place
 - Setting section every day
 - Has to work with clean section every day
- Trainee
 - To ensure to know the products and not make mistakes
 - Be a team player
 - Following the hygiene and sanitation protocol
 - Making products according to the standards
 - Assist others when needed

G. Personal Hygiene SOP



Figure 12. Prevent Illness by Washing Your Hands

The first thing after entering the kitchen is to wash the hands. It is done to ensure that everything we do in the kitchen whether to prepare or cook is done with clean hands. Washing hands also needs to be done after. Hand gloves have to be used when plating, portioning, and live cooking to ensure hygiene and sanitation.

H. Personal Grooming Standards

Grooming standards starts with using a hat to prevent hair to fall off. Long and short hair is allowed but for long hair, it needs to be tied up. Clean and tidy uniform must be used at all times in the kitchen but it must not be used outside the kitchen to ensure hygiene and sanitation. Long trousers and kitchen shoes is a must.

I. How to Clean the Working Station

- Cleans the station every time after working.
- Deep cleaning chiller, station, freezer every month but can be done when there is no work.
- Cleaning the mixer, boiler, and grill must be done everyday.



Figure 13. Clean Station



Figure 14. Draining the Boiler

J. How to Handle and Receive Ingredients

- Received at the door in the back of the kitchen.
- It is received either with the marketing staff or the chef with the highest position.
- If it is vegetables, it is usually brought inside the kitchen and checked by a person or two persons. If it is good or bad. Then, we wrapped them 2-3 pieces together and it is stored in the chiller. Washing and blanching vegetables are done before processing them.
- If it is meat, poultry, or seafood is checked physically and the smell. Then, it will be put in the scale to weigh the amount. If seafood, it goes straight to the chiller we will cut and portion when needed. If meat and poultry, we trim and portion

when it is semi frozen. Then, it is vacuum packed per piece and labeled with the date.

- If it is dairy it will be checked physically and for cream it will be counted. If cheeses, it will be weight on the scale. Then, it will go straight to the walk in chiller.
- The ingredients are picked up with a trolley.



Figure 15. Receiving Ingredients Spot

K. How to Handle Food and Kitchen Waste

There are 2 big trashes and 2 small trashes. The big ones are for main course station and pastry station because they are close. The other big one is for the steward to throw leftover food from the guest. The small ones are for the pasta and pizza section. Every time the trashes are full it will be taken outside the kitchen to be thrown and changed with a new trash bag. The trash can be changes 2-3 times per day. They just throw everything in one trash. Not many food waste here because almost everything is used. For example, when we blend parmesan and milk the waste can be used for the pastry sauce. For pasta and pastry, we sometimes don't use the egg whites so, we keep them. When it reaches a certain amount, we sell them and the money is used to buy new scale and equipments.