

## CHAPTER 2

### GENERAL DESCRIPTION OF THE COMPANY

#### 2.1 Company's History and Values



*Figure 1. Ciccía Ristorante Outlet & Logo*

Ciccía Ristorante has been known for selling and promoting authentic Italian cuisine in Surabaya. The founder, Executive Chef Matteo Meacci, is one of the pioneer of authentic Italian cuisine in Surabaya, Indonesia. At the end of 2020 Chef Matteo founded the company Ciccio Inti Sukses or commonly known as Ciccio Group, with the goal of bringing fresh air in the restaurant business with some new and unique concepts and raise to be a reference for quality and originality Indonesia.

On October 2020, they launched the first outlet of Gentlepig, a unique Porschetta place with a quick-service restaurant concept, first of its kind in Indonesia, and it was a success. Few other branches were opened in Surabaya and Jakarta. On March 2021, Ciccio Group finally launched their first flagship Italian restaurant, Ciccía Ristorante, in Surabaya. Ciccía Ristorante itself is a casual Italian restaurant focused on delivering authentic and great quality food in a relaxed and homey, Italian-inspired setting.

## 2.2 Establishment Description

The author's internship program took place at Ciccia Ristorante. Listed below is a brief description of the restaurant:

Establishment	: Ciccia Ristorante
Address	: Jl. Imam Bonjol No.82, DR. Soetomo, Kec. Tegalsari, Kota SBY, Jawa Timur 60264
Phone	: 0811-3168-909
Website	: <a href="http://www.cicciaristorante.com">www.cicciaristorante.com</a>
Instagram	: @cicciaristorante
Opening hours	: 10.00 – 22.00

Ciccia Ristorante is a dining spot with casual concept in Surabaya, Indonesia. As aforementioned, Ciccia is known for their authentic Italian menus, in which they are taking pride for serving quality cuisine using quality ingredients too. Ciccia Ristorante has the total capacity of 140 seating, with 30-50 pax of occupied seating during low season, and as per high season, can increase to 80-120 pax. Moreover, Ciccia Ristorante has the opening hour of 10.00-22.00 and a total of 5 different areas/rooms that are currently available to be reserved.

'Lucca' with the capacity of 12 seating, 'Livorno' with the capacity of 20 seating, 'Siena' with the capacity of 35 seating, 'Florence' with the capacity of 60 seating, and 'VIP' with the capacity of 10 seating. Each area is assigned to different purposes and events. Few areas require an amount of spending to be available for reservation, those of which are, 'VIP' room with the minimum spending of IDR 2.500.000,-, 'Livorno' for IDR 3.000.000,-, and 'Siena' for IDR 5.000.000,-.



*Figure 2. Lucca & Sienna*



*Figure 3. Florence & Livorno*



*Figure 4. Bar Area & VIP*

### 2.3 Kitchen Brigade and Job Description

Ciccia Ristorante has the total of 27 kitchen crews and here below is the complete kitchen brigade hierarchy of Ciccia Ristorante as per 18<sup>th</sup> August 2022:

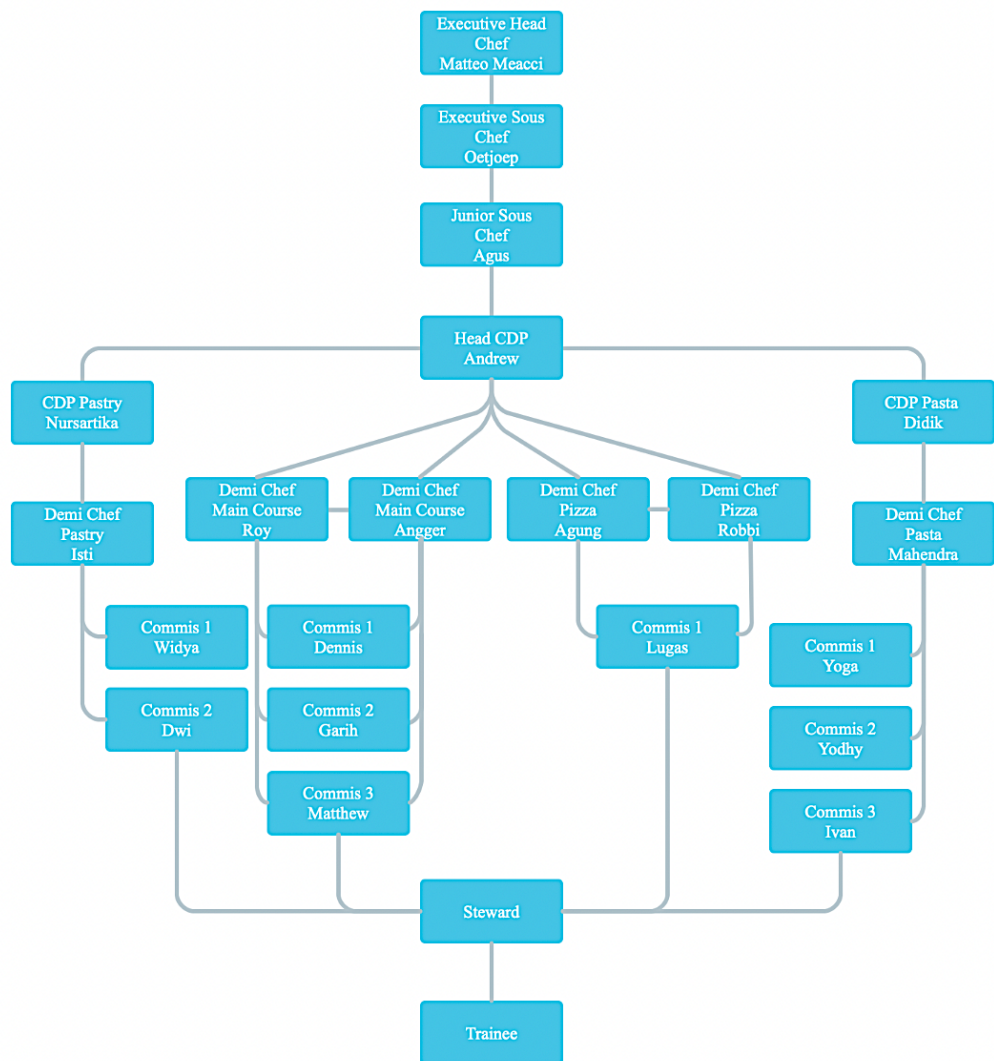


Figure 5. Kitchen Brigade of Ciccia Ristorante



*Table 1. Kitchen Brigade & Job Description*

<b>Position</b>	<b>Job Description</b>
Executive Head Chef	<ul style="list-style-type: none"> <li>• Responsible for menu development &amp; innovations</li> <li>• Supervising the kitchen &amp; ensuring quality over QC</li> <li>• In charge of purchasing &amp; costing</li> <li>• Ensuring business' workflow &amp; fulfillment of standards</li> <li>• Working directly with shareholders to maintain business' workflow</li> <li>• Monitoring the staffs' performance quality</li> <li>• Receiving feedbacks &amp; complaints (if any) from the customer</li> <li>• If possible, will standby at the pass/checker station, ensuring in-service dish quality</li> </ul>
Executive Sous Chef	<ul style="list-style-type: none"> <li>• Second-in-command, supervising &amp; working hands-on in the kitchen</li> <li>• Supervising the kitchen &amp; ensuring ingredients' quality</li> <li>• Help monitoring the staffs' performance quality</li> <li>• Assisting in purchasing &amp; costing</li> <li>• Monitoring inventory</li> </ul>

	<ul style="list-style-type: none"> <li>• Calling out new orders &amp; checking dishes' quality prior to serving</li> <li>• Creating schedules &amp; team evaluations</li> </ul>
Junior Sous Chef	<ul style="list-style-type: none"> <li>• Assisting in supervising duties</li> <li>• Ensuring kitchen, equipment, and utensils' cleanliness</li> <li>• Assisting in purchasing &amp; costing</li> <li>• Calling out new orders</li> <li>• Assisting in monitoring inventory</li> </ul>
Head Chef de Partie (Head CDP)	<ul style="list-style-type: none"> <li>• Receiving direct orders from Executive Sous Chef</li> <li>• Supervising staffs' attendance list &amp; performance evaluation</li> <li>• Calling out new orders</li> <li>• Assisting in final plating &amp; dish quality</li> <li>• Substituting the duties of absent CDP</li> </ul>
Chef De Partie (CDP)	<ul style="list-style-type: none"> <li>• Leading each department &amp; team accordingly</li> <li>• Assisting in developing new menus</li> <li>• Assisting in purchasing &amp; monitoring inventory</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring products &amp; ingredients' quality</li> <li>• Ensuring department's workflow &amp; cleanliness</li> <li>• In charge of final processing &amp; plating</li> </ul>
<p style="text-align: center;">Demi Chef</p>	<ul style="list-style-type: none"> <li>• Receiving direct orders from CDP</li> <li>• Preparing condiments &amp; dish components</li> <li>• Receiving &amp; performing QC on ingredients delivery</li> <li>• Maintaining kitchen's cleanliness &amp; product's quality</li> <li>• In charge of ingredient processing</li> <li>• Assisting in final processing, &amp; plating</li> <li>• Performing hygiene &amp; sanitation in the kitchen</li> </ul>
<p style="text-align: center;">Commis 1, 2, 3</p>	<ul style="list-style-type: none"> <li>• Receiving direct orders from CDP</li> <li>• Preparing condiments &amp; dish components</li> <li>• Receiving &amp; performing QC on ingredients delivery</li> <li>• Maintaining kitchen's cleanliness &amp; product's quality</li> <li>• In charge of ingredient processing &amp; final processing</li> </ul>

<p style="text-align: center;">Steward</p>	<ul style="list-style-type: none"> <li>• In charge of cleaning used plates, utensils, &amp; equipments</li> <li>• Cleaning the kitchen area, work surfaces, &amp; exhaust fans</li> <li>• If needed, performing assistance to department in need</li> <li>• In charge of kitchen's disposal &amp; drainage system</li> </ul>
<p style="text-align: center;">Trainee/Intern</p>	<ul style="list-style-type: none"> <li>• Assisting daily work of assigned departments</li> <li>• Receiving direct orders from CDP/demi/commis</li> <li>• Preparing condiments &amp; dish components</li> <li>• Assisting in ingredients processing</li> <li>• Maintaining department's cleanliness</li> <li>• Helping anyone in need of assistance</li> </ul>



## 2.4 Hygiene and Sanitation

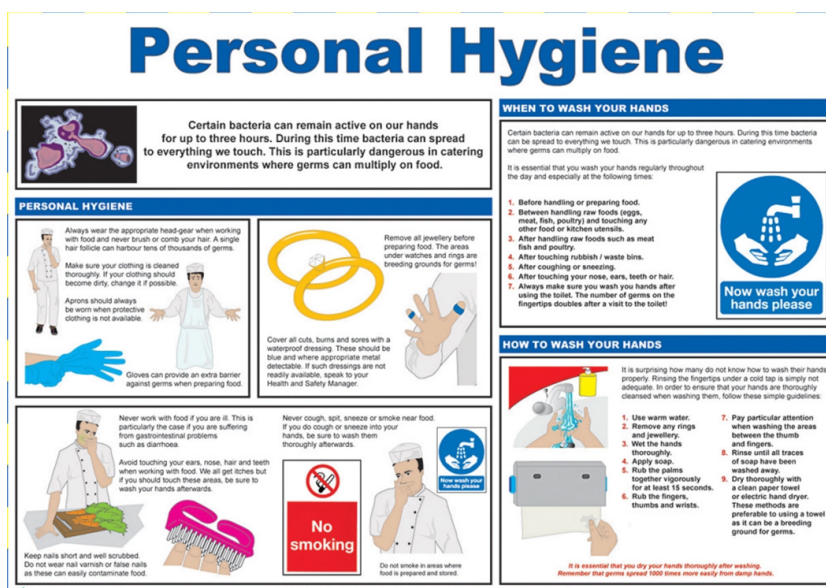


Figure 6. Personal Hygiene and Grooming Standard

### 2.4.1 Personal Hygiene Standards

As per basic kitchen principles, personal hygiene must be maintained to ensure product quality and help prevent health hazard. One of the most important steps of personal hygiene is to wash our hands thoroughly in order to prevent illness and cross contamination. Other than that, it must be put into limelight that all kinds of possible contamination must be ceased from occurring, including personal disease/germ-spread prevention, cleaning spoons under running water, not using interchangeable cutting boards, smoking with uniform-off, and always maintaining personal grooming standards.

### 2.4.2 Personal Grooming Standards

Personal grooming must be maintained to be up to the standard, so as to prevent contamination and maintain food safety. Hair must be covered with chef's hat with no visible strands tucking out, clean uniform and apron must be properly worn, jewelry and all kinds of makeup must be ceased from using,

nails should be clean and groomed, wearing hand gloves are necessary for carving, portioning, processing, plating, and handling ingredients or foods, especially finished products, black long trouser is a must, and the use of safety shoes are mandatory. Finally, all kinds of open wounds must be treated and covered immediately to prevent contamination from occurring.



*Figure 7. Cleaning Must Be Done Regularly and Religiously*

#### 2.4.3 Sanitation Standards

“Clean as you go” is a principal principle in an F&B industry, like Ciccio Ristorante. Each staff is obligated to maintain cleanliness, hygiene, and sanitation procedures to ensure food products’ quality. Working surface must be cleaned and disinfected after every use, especially perishable and prone-to-contamination ingredients such as dairy, meat, poultry, etc. Utensils, equipment, and machineries must be thoroughly cleaned after every use, and some including the grill, pasta boiler, ovens, mixers, meat grinders, slicers, must be cleaned daily and accordingly. Standing chillers, walk-in chiller, standing freezers, freezers, and dry store must be cleaned every month and if possible, every 1-2 weeks (if the restaurant’s in a ‘slow-moving state’).

Furthermore, sanitation should be stretched to the extent of ingredients-receiving. Every day, there will be various ingredients that came and need proper receiving procedure to maintain food quality and the quality of the ingredient itself. All ingredients received from the suppliers, need to be sorted before being stored in our kitchen. Every item will also be graded accordingly. The person-in-charge of the ingredients-receiving procedure is the highest staff of hierarchy that was available during that time. After that, each category of ingredients was being cared for by the stations in which the ingredients were assigned to (for example, pastry kitchen team will handle the storing of fresh cream, etc.). Fresh produce, starting from vegetables greens to peppers need to be checked for freshness and visual cues. After that, vegetables would be wrapped per 2-3 pieces.

Whereas salad greens would be washed and dried thorough, then moved to lined containers, to be stored in the walk-in chiller. Meat and poultry need to be checked for quality. Red meats such as tenderloin, will be butchered when semi-frozen, and poultry will be directly butchered after delivery. Each cut will be vacuum packed and labeled. Dairy products are to be checked for freshness, visual cues, and will directly be stored in the walk-in chiller. Finally, all kinds of seafood are to be checked, then directly frozen.

With sanitation, it all comes down to the waste disposal system. The disposal system in Ciccia Ristorante was separated into 2 categories, the kitchen waste disposal and the drainage system. 2 large bins, and 3 smaller bins are positioned all around the kitchen area. The trash bins was lined with plastic bags and will be replaced 2-3 times a day. All kitchen waste collected from each bin will be gathered in a 'waste-area' outside of the establishment and will be collected by the local waste collector. Beside kitchen waste disposal, drainage system is to be paid attention to. In Ciccia Ristorante, the drainage system would be thoroughly cleaned with chemicals and with manual labor to prevent the drains from clogging and discommode daily kitchen activities.