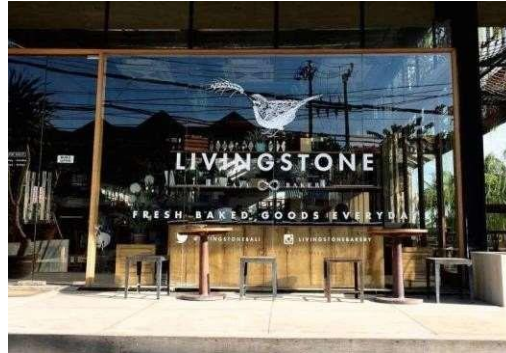


CHAPTER 2

ESTABLISHMENT PROGRAM

2.1 Livingstone Café & Bakery Overview



Picture 2.1 Livingstone Café and Bakery Bali



Picture 2.2 Livingstone Café and Bakery Jakarta

Livingstone Café & Bakery is a café that founded in 2014 by a group of people. Livingstone café and Bakery is one of the first café that built new concept in 2014. They are famous for their breakfast, brunch, coffee and bakery. In 2022, after 8 years Livingstone finally open other branch in Jakarta. Now they has two different outlets, there are in Bali at Petitenget and in Jakarta at

Batavia PIK Golf Island.

Livingstone have five sections in production department, such as hot kitchen, vegan kitchen, pastry, bakery, and beverage. They also open their vegan café besides Livingstone Bali, called Tru Café. Because they want to attract tourist and introduce vegan products to their customer.

Their Bar are famous for their variety of drinks, their famous drink is coffee with different kind of flavour. They produce their own coffee beans with different kind of taste, it attract more customer to try their coffee, and they also sell their coffee beans in the cashier. They be known with their special blends, the Petit en get Blend which has a fruity aftertaste with notes of chocolate, hazelnut and tangerine.

Because of their famous croissant, now in bakery and pastry section they accept wholesale for other outlets that want to buy bread or cakes from their kitchen. Livingstone accept many orders from outside such as Espresso Bar, or Donut King in Domestic and International Airport Ngurah Rai, from Pison, TeguKopi, and many more.

2.1.1 Logo



Picture 2.3 Livingstone Café and Bakery Logo

2.1.2 Location

Livingstone Café and Bakery is located at Petitenget Street Numb.88X, Kerobokan Kelod, Kuta Utara, Badung, Bali. They open everyday from 7AM until 10PM.

2.1.3 Vision and Mission

a. Vision

Livingstone is all about passion, love, creativity, awesome croissants, and a cup of divine coffee. As innocent as it sounds, their aim is to inspire people through what they do.

b. Mission

To share love and happiness with whoever they encounter along the way, may it be their valuable team members, customers, partners, and local communities. It is their delight to bring warmth through their products, service, and ambience.

2.2 History of Livingstone café and bakery

Livingstone café and bakery founded in 2014 by a group of people who share a love for baked goods and great tasting coffee. Livingstone is managed by two companies, called PT. Batu Penjuru Indonesia and PT. Batu Penjuru Tata Boga. Livingstone has always believed in the classic simple truth that fresh and premium ingredients are the key to delicious food. Therefore, Livingstone café and bakery decided to make the best of nature with passion and creativity.

The goal of Livingstone is to inspire people through what they do. Share love and happiness with every customer to become valued members of Livingstone's local team, customers, partners and community.

Livingstone is happy to bring customers warmth through its products, services and atmosphere. Livingstone is all about passion, love, creativity, great croissants and a divine cup of coffee.

They give the author a chance to work in not only one section but in 2 sections which are Pastry and Bakery Section. All section has thought the author to be responsible for all the products, and learned many new things that the author never had. The Author had the opportunity to spend 3 months in the Pastry section and 3 months in the bakery section

2.3 Livingstone café and bakery features

Livingstone served pastry, bakery and hot kitchen such as :



Picture 2.4 Food and Beverage

a. Starters

Starters is a small quantity of food that is served as the first course of a meal. Livingstone have many kinds of starters such as buffalo wings, bruschetta. Customers usually enjoy starters before their main course comes.

b. Main course

Their main course is the star of the café, Livingstone serve different kind of main course from breakfast, brunch and dinner. There is pasta, pizza, fish and chips, and their famous Nasi campur or Ayam betutu



Picture 2.5 Bakery and Patisserie

c. Dessert

Livingstone serves variety of desserts that pastry team made, there is lava cake, homemade fluffy pancake, Livingstone waffle, and Crème brulee bourbon vanilla.

d. Beverage

Livingstone also have famous coffee, milkshake, or juices. They sell menu that makes all kind of people from children until elder people to taste their beverages. There is cinnamon coffee, banana Nutella milkshake, and different kind of tea to please customers.

e. Artisan Bakery

They sell fresh bread and croissant every morning. The bakery team make burger bun, croissant, sourdough, multigrain, baguette and many more fresh every morning. Their best seller is sourdough and croissant.

f. Patisserie

Livingstone offers international and local taste that is unique. Their best seller are Balinese klepon cake, chocolate mousse and red velvet cake.

The concept of Livingstone café and bakery they have Classic-modern and minimalist concepts that are carried for room decoration. This concept makes visitors feel relaxed and enjoyed for hours in this place. With very thick wood nuances in every interior in Livingstone, it makes a warm impression in this place. The room is divided into two, indoor and outdoor.



Picture 2.6 Livingstone outdoor area

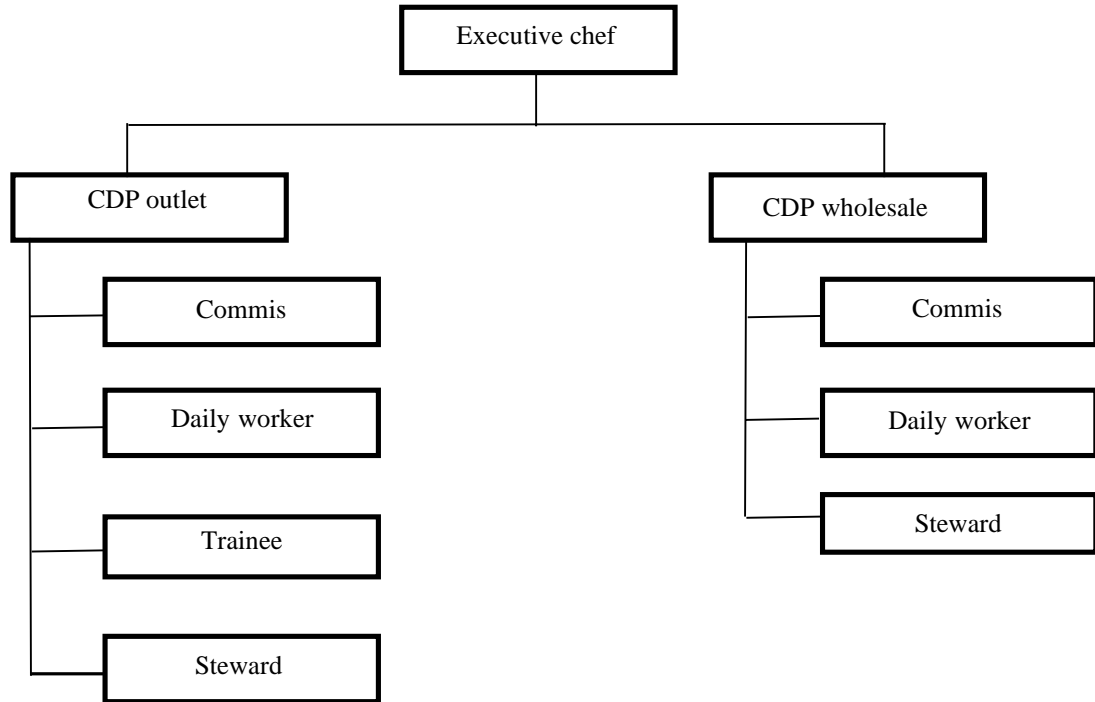


Picture 2.7 Livingstone indoor area

For the sitting capacity, Livingstone have 55 seat for indoor and 35 seat for outdoor. Livingstone Café & Bakery also offers private room facilities for various events, such as seminars, meetings, and other events. They also provide free Wi-Fi to facilitate your internet activities. Around 60 percent of visitors are foreign tourists and expatriates, and the rest are from domestic, which proves that the food here is suitable for both tourists and domestic. Just like their name “Livingstone café and bakery” Their artisan bakery, such as croissant, sourdough are very famous, they served many variant of croissant, bread and cakes.

Livingstone operational hours: Monday – Sunday from 07.00 am – 22.00 pm. Their occupancy rate is 70-85% everyday. But it can be more or less according to holidays.

2.4 Bakery brigade and Job Description, Kitchen brigade



Picture 2.8 Bakery organization structure

Bakery Job description:

1. Executive chef

- Control and manage bakery department
- Create new and standard recipe in the menu
- Do research and development for new product
- Develop new recipes
- Maintain sanitation, hygiene, and safety standards

Executive chef do the research and development product, also take control of order from atlas beach fest orders. Also maintain other staff work to reduce complain from customers.

2. Chef De Partie Wholesale

- Dividing daily tasks for the staff
- Control and take orders from other outlet outside Livingstone
- Supervise kitchen operations in every shift
- Supervise the work of each section
- Help executive chef control operational

Chef De Partie wholesale have to handle wholesale products, and PO. Because Livingstone accept orders from other company like pison, airport domestic and international restaurant, so they have to control properly.

3. Chef De Partie outlet

- Control and take orders from outlet Livingstone
- Dividing task for outlet staff
- Supervise work for each section
- Also help executive chef to develop new menu

Chef De Partie have to handle orders from Livingstone outlet, such as bomboloni, croffle. The difference between outlet and wholesale is, Chef de partie outlet are focused on their job in outlet and not supposed to help wholesale section.

4. Commis

- Help Chef de Partie with the kitchen production and operation for outlet and wholesale
- Prepare everything from beginning until the finishing of the products
- Report everything both activities and problems occurred in the kitchen
- Keep the equipment, ovens, kitchen utensils, and cooking stationare clean and organized
- Guide the daily worker and trainee

In Livingstone Café and Bakery, the author worked

with all commis. They gave all instructions with all activities done by the writer. So the writer and all commis are helping each other to create and produce all products from beginning until the finishing of the product.

5. Daily worker

- Prepare products, everything from beginning until the finishing.
- Teach trainee to make filling, other products like sourdough.
- Check filling and refill if the filling are running out
- Help both outlet and wholesale production

Daily worker and trainee have the similar job, they have to make outlet and wholesale products everyday.

6. Trainee

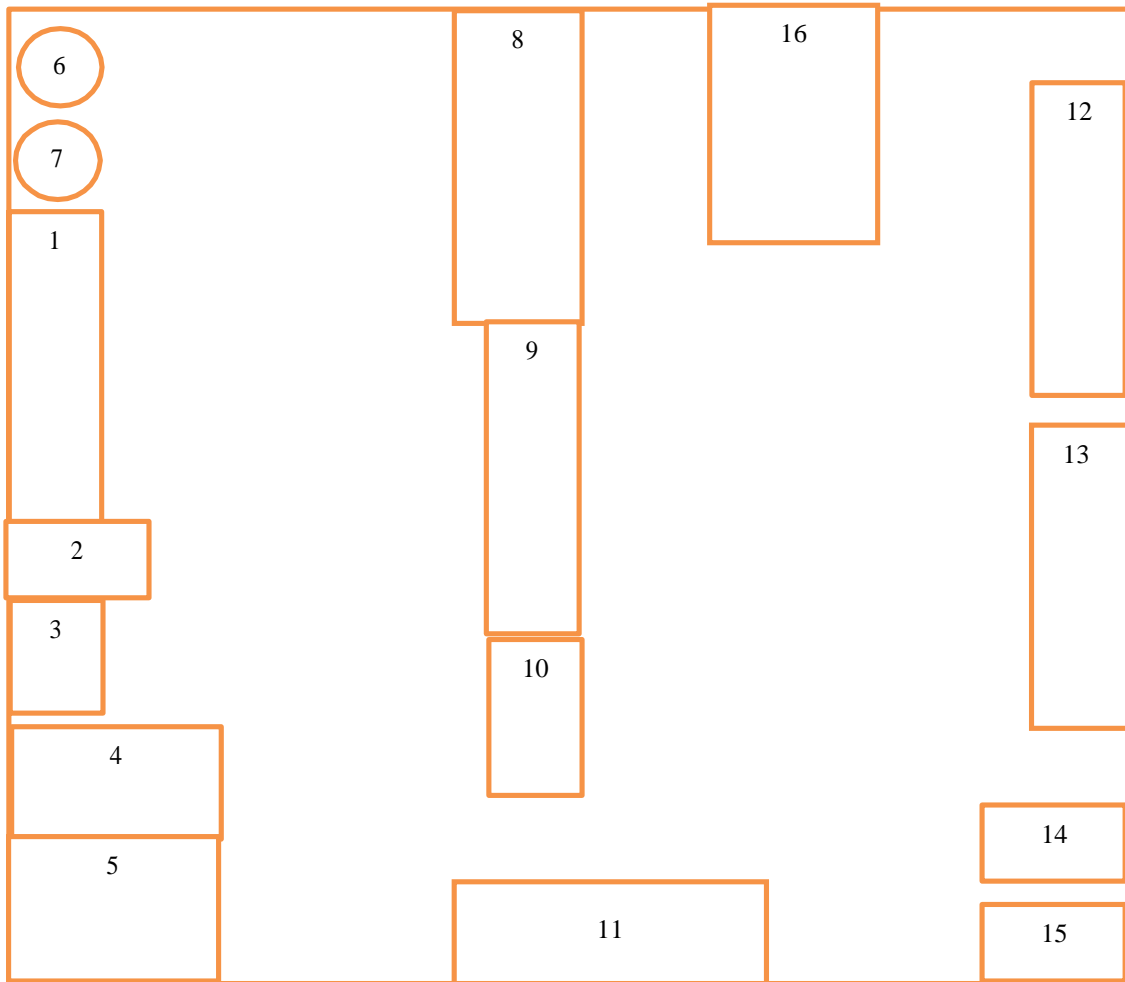
- Prepare display for livingstone such as bomboloni and croffle
- Make filling, other products like sourdough, croissant
- Check filling and refill if the filling are running out
- Help both outlet and wholesale production

7. Steward

- Maintain the sanitation, and hygiene of all kitchen utensils.
- Help receiving deliveries of food, beverages, supplies and placing the goods in the proper place
- Control inventory management of kitchen items
- Engage in distribution of foodstuffs and supplies
- Check the completeness of all silverware, and equipment.
- Observe and guard against theft and wastage

Stewards in charge in all section in Livingstone, there are 5 sections in Livingstone. Bakery, pastry, bar, kitchen and vegan section. They have to maintain all the cleanliness of utensils and working area.

Bakery Kitchen section



Picture 2.9 Bakery Section Map

1. Working station and chiller
2. Tray and cooling tray
3. Stove
4. Proofing cabinet
5. Dough freezer
6. Mixer
7. Mixer

8. Oven deck
9. Oven blower
10. Oven
11. Sink
12. Dough sheeter
13. Dough sheeter
14. Dough chiller
15. Stock chiller
16. Walk in oven

2.5 Pastry brigade, Job Description, Kitchen brigade

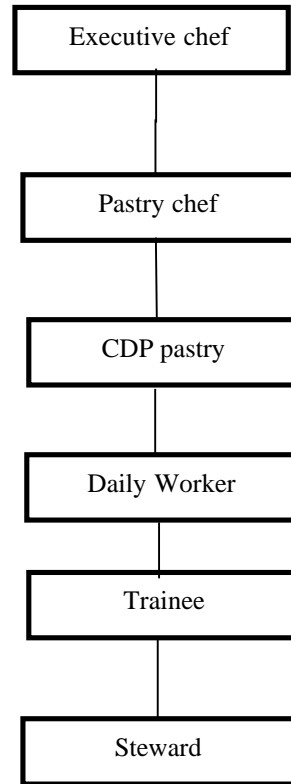


Table 2.10 Pastry organization structure

Pastry Job Description

1. Executive chef

- Control and manage pastry department
- Create new and standard recipe in the menu
- Do research and development for new product
- Develop new recipes
- Maintain sanitation, hygiene, and safety standards

Executive chef do the research and development product, also take control of order from atlas beach fest orders. Also maintain other staff work to reduce complain from customers, and maintain the staff work.

2. Pastry chef

- Creating target every morning for other staff
- Helping executive chef create new recipes for seasonal menus.
- Decorating pastries and desserts to ensure beautiful and tasteful presentation
- Meeting with customers to discuss details and planning of custom-made desserts and pastries for special occasions, such as weddings.
- Ordering new supplies, ingredients, and equipment for the pastry section, when needed, and within budget
- Supervising and training staff members, when needed.
- Accept and do the custom cake.

Pastry chef do a lot of job, beside control other staff member, they also accept custom cake such as weddings, birthdays in fondant cake and many more.

3. Chef De Partie pastry

- Dividing daily tasks for the staff
- Supervise kitchen operations in every shift
- Supervise the work of each staff
- Help executive chef control operational
- Handle the purchase order

Chef de partie in charge of operational, they also supervised trainee works.

4. Daily worker

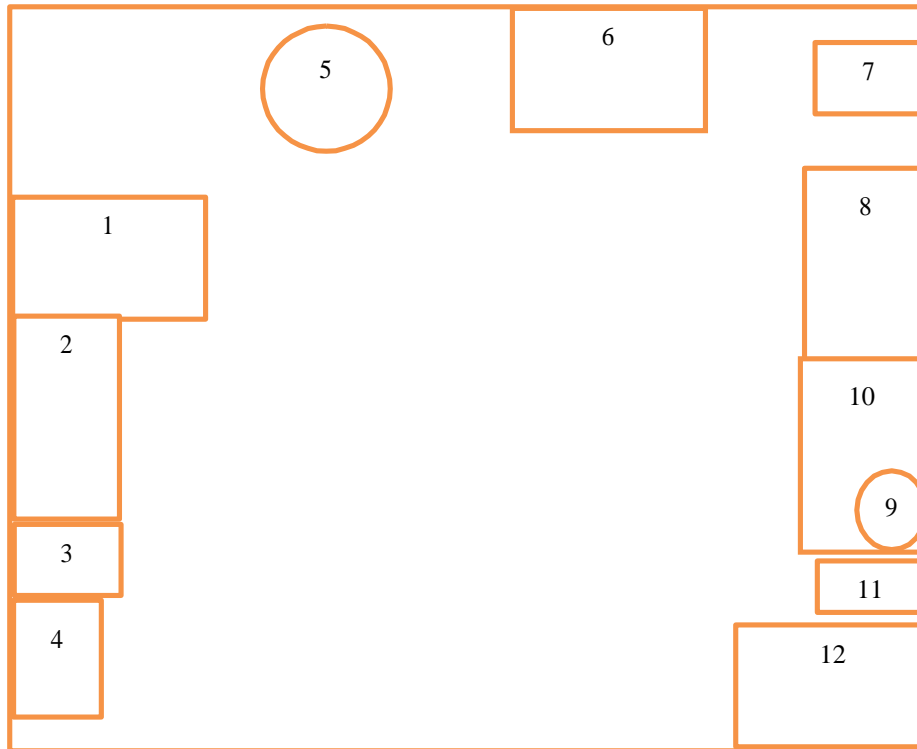
- Do the job target that already made by pastry chef
- In charge of the ala carte
- Help and teach trainee
- Prepare cake orders and prepare display every morning

5. Trainee

- Do the job target everyday with daily worker

- Help the daily worker to do the ala carte
- Prepare chocolate decorations for cake

Pastry kitchen section



Picture 2.11 Pastry Section Map

1. Chiller
2. Working station and chiller
3. Sink
4. Mixer
5. Mixer
6. Working station
7. Microwave
8. Working station and freezer
9. Mixer
10. Chiller

1. Rubbish bin
2. Cooling rack

2.6 Personal hygiene and sanitation standard in Livingstone

1) Receipt of groceries

- Record the time the groceries arrive.
- Ensure that the food is appropriate by standard.
- Check that the wrapping seal is intact and clean.
- Return the damaged food items to the supplier.

2) Food handling

- Wash hands before handling food.
- Separate storage of raw and cooked ingredients.
- Clean and dry equipment before use.
- Prepare raw food in the morning
- Wash all fruits before use.
- Clean the workbench and tools in between food handling.

3) Dry food storage

- Make sure there are no expired goods.
- Food supplies must not be dented or dirty.
- All dry foodstuffs are stored on a clean and dry rack.
- Ensure FIFO (First In First Out) system
- Label food (name and date)

4) Cold food storage

- Separate egg storage with cooked food.
- All food is covered.
- Fresh and new food should not be mixed with old food.
- Use dry and clean equipment.
- Ensure FIFO (First In First Out) system
- Label food (name and date)

Personal hygiene SOP

- Bathing and cleaning the body before shift.
- Wearing black hat, t-shirt, apron and shoes.
- Wearing proper and clean clothes.
- Hair must be tied and wear hat every shift.
- Nails must be clean and short.
- Wash your hands before contact with all materials.
- Use hand glove for setting display.
- Use face mask if you're not feeling good.

Personal grooming standards

- Hair must be clean and tied before, during and after shift.
- Hat cannot be open before the shift end.
- Showered before, and after shift.
- Nails must be neat, clean and trimmed.