

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

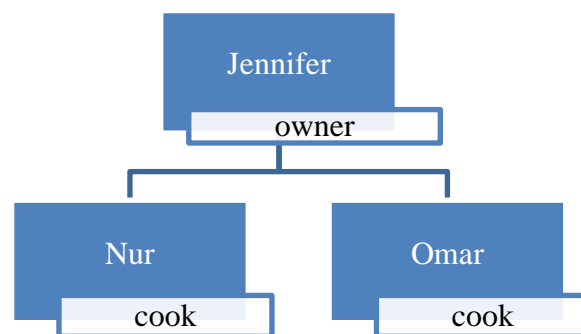
#### **2.1 Establishment description**

Establishment : Three Mates Deli  
Address : Golf R27, Ruko Bukit Darmo, Pradahkalikendal, Kec. Dukuhpakis, Kota SBY, Jawa Timur 60226  
Phone : 0812-4700-0758  
Instagram : @ threemates.id  
Opening hours : 7.00 – 20.00

Three mates deli is a new deli sandwich in Surabaya that offer a variety type of sandwich with its freshly bake bread. Its own by three people hence the name three mates. Not only sandwich Three Mates Deli also offer a variety of snacks and bites food and of course a few coffee and non-coffee drinks.

Three Mates Deli has a total sitting for 18 seats usually, on a normal day it will sit up to 6-8 people at a time on rush hour its usually a full house since most people prefer take away or by online order. It has an occupation rate of 20-25 orders on a slow day and 45-55 orders/day when pack Three mates Deli has a concept of an Australian deli, it's a café yet cozy to grab a bite and hang back for a while a companied by a great ambience

#### **2.2 Kitchen Hierarchy**



## **2.3 Job description**

Owner

- Maintaining kitchen daily operation
- quality control
- menu management

Cooks

- daily prep,
- making bread,
- making daily order

## **2.4 Personal hygiene and sanitation**

### **2.4.1 Cleaning SOP**

For all cooking pot,

- Wipe down all oil bits and dirt in the pot with paper towel to help when washing and to prevent clogged in the pipe.
- Prewash with running water before giving soap, wash well make sure that all part are cover with soap
- Rinse clean all the soap, and then give a bit of stain remover dishwashing wire to scrape all the stinking bits and the outside of the pot

For mixer cleaning

- Scrape all the sticking bits and any dough left in the mixer
- Wash using wet sponge to clean any bits left, before using the soap sponge, rinse down using another wet sponge.
- Clean any soap left using wet towel, before drying it all using dry towel, make sure that everything is really dry
- Wipe down outside of the mixer with damp cloth every side and the cover lid from any access dirt, dry flour and other stuck bits before drying all and cover using large plastic after cleaning to prevent dust build up

#### Grease trap cleaning

- Clean the strainers and throw away all the stinky bits, use glove to scrap all the nasty bits in the strainer and grease trap divider,
- Boil 1 big pot of water and pour in to the grease trap to clean any fat and oil remains
- Wash using running water before using soap. Then rinse everything

#### **2.4.2 Personal Hygiene and Grooming**

- Short, tidy hair, nothing over the ear.
- Short nail, no nail polish or any nail air. Clean nail.
- Make sure the worker is fit every day and always wear mask when working to prevent COVID or any other disease.
- Work using clean clothes long pants and shoes