

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 FOLIE Restaurant Overview



FOLIE

Figure 2.1 FOLIE Front Look and Logo

FOLIE Restaurant is a kitchen and pâtisserie shop located in the Canggu area. FOLIE brings the concept of a French modern restaurant accented with a tropical garden vibe and spicy Asian influences in the food. The folk at FOLIE is madly in love with good food and the pleasure of eating, after all in French, the word ‘folie’ means love to the brink of madness. FOLIE is created by a French chef who is fascinated by Asian flavours in 2017. Chef Stephane Simond, the former Executive Chef, said that he is deeply French as a chef but he loves Asian food. As he proclaims, it is a love child between two grand food cultures, neither West nor East, but an elegant fusion that comfortably sits in between.

FOLIE offers a wide range of dishes with a French flair married with the freshest local ingredients. They are open for lunch and dinner from 12 PM to 10 PM. The restaurant has a total capacity of 75 seats and is divided into 2 areas. They provide a place to eat indoors with an elegant atmosphere and have air conditioning also outdoors with a relaxed atmosphere accompanied by a gentle breeze. However, in indoor area, they could fit up to 45 pax, while outdoors only can fit up to 30 pax.

The selection for lunch that we can enjoy could be Croque Monsieur, a French sandwich made with Parisian ham, Emmental cheese, petite salad, and Bechamel sauce. The dinner menu offers an a la carte menu with a range of delicious seasonal dishes. One of FOLIE’s highlights for dinner is Duck Leg Confit in duck fat, a classic French dish that slow-cooked duck legs until tender. The dish also comes with baked potato, blackcurrant sauce, and petite salad with mustard dressing.

2.2 FOLIE Average Occupancy Rate

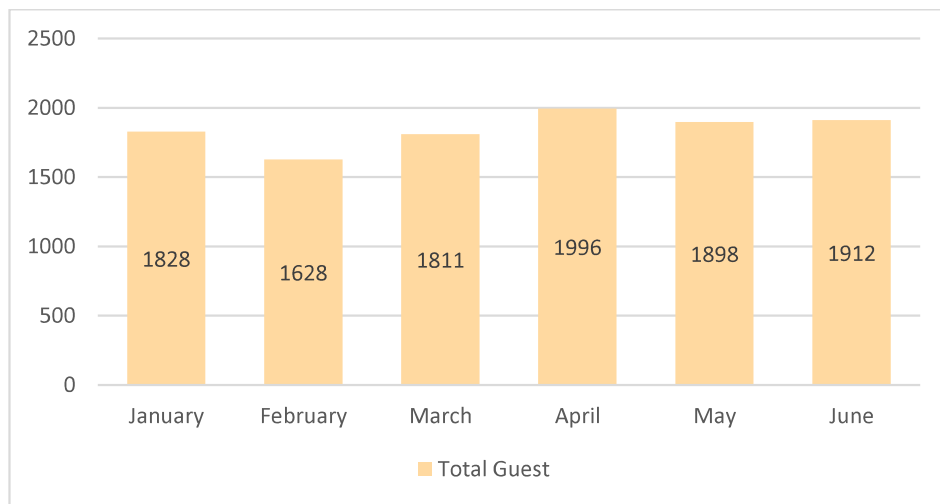


Figure 2.2 FOLIE Total Guest Chart

The occupancy rate of FOLIE can be seen in the bar chart above that counted from January 2023 up to June 2023. If calculated, FOLIE gets an average of 1845 guests a month and can accumulate up to 60 – 70 guests per day. There was a slight decrease in February, and an increase significantly in April. The reason why there is a decrease in the number of guests is that February has fewer days compared to other months, whereas April coincides with the Eid al-Fitr holiday which attracts many tourists from out of town to visit Bali, which increase in the number of guests dining at FOLIE.

2.3 Kitchen Hierarchy or Brigade and Job Description

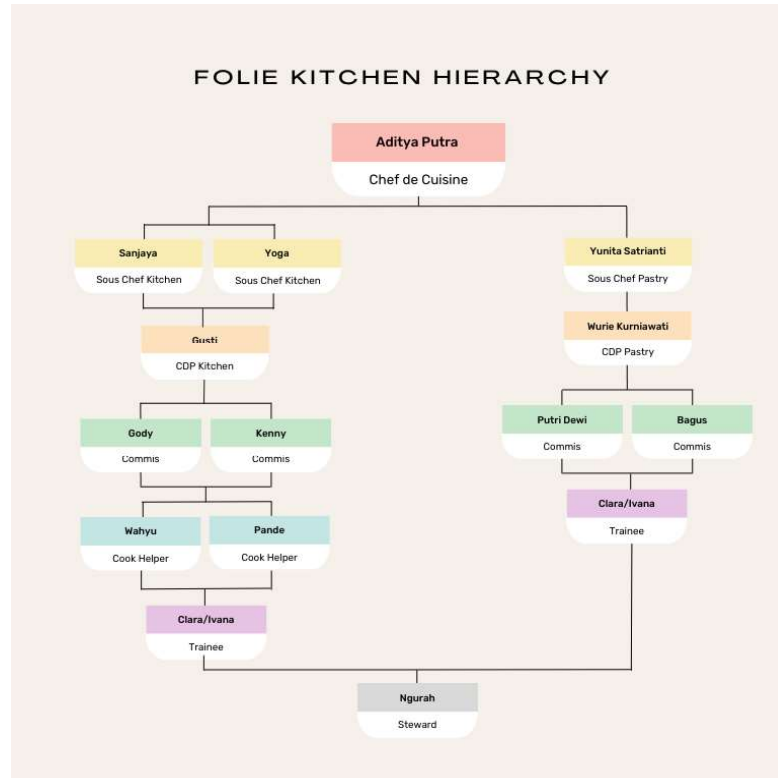


Figure 2.3 FOLIE Kitchen Hierarchy 2023

1. Chef de Cuisine

- Create new and standard recipes for the restaurant
- Do research and development of new menus and products
- In charge of purchasing ingredients
- Selecting qualified ingredients
- Considering the cost of the new menu to maximize profits and minimize loss
- Control and supervise the kitchen and pastry department
- Inspect the kitchen and pastry installation and maintenance
- Maintain sanitation, hygiene, and safety standards
- Ensure the quality of the product meets expectations
- Evaluate issues in the kitchen and pastry to check customer satisfaction

- Give briefing to the staff members of each department
- Calling out new orders
- Checking dishes to ensure the dish quality before served
- Creating schedules for each department members

2. Sous Chef

- Second in command & working hands-on in the kitchen
- Replace the position of Chef de Cuisine when not working
- Create new recipes and menus with Chef de Cuisine, also improving the old ones
- Assisting in developing new menus
- Give briefing to the staff members of each department
- Supervise the staff members of each department
- Guide and teach the trainee while doing work
- Calling out new orders
- Assisting in purchasing and costing
- Requisitioning ingredients and supplies needed
- Receiving and signing deliveries of ingredients from suppliers
- Clean, sanitise, and close workstations

3. Chef de Partie (CDP)

- Check and ensure the availability of stock ingredients
- List ingredients that will run out and requisition to Sous Chef or Chef de Cuisine
- Receiving and signing deliveries of ingredients from suppliers
- Assisting in developing new menus
- Do the order along with the Commis, Cook Helper, and Trainee
- Prepare the ingredient needed for the dish
- Guide, teach, and help the trainee in doing work
- Checking inventory with Commis and Cook Helper/Trainee

- Do deep cleaning with Commis and Cook Helper/Trainee
- Ensure the hygiene and standard operation in each department
- Supervise each division team
- Clean, sanitize and close workstations

4. Commis

- Checking ingredients quality
- Prepare the ingredients needed for the dish with CDP
- Guide, teach, and help the trainee in doing work
- Assist CDP and Sous Chef in the kitchen
- Help Sous Chef and CDP in production and operation
- Report all activities, orders, and problems in the kitchen to CDP or Sous Chef
- Maintain kitchen hygiene and cleanliness
- Keep the station and equipment clean and organized
- Checking inventory every last month
- Clean, sanitize, and close workstations

5. Cook Helper

- Assist CDP and Commis in the kitchen
- Help Commis prepare the product by washing, cutting, peeling, and slicing ingredients
- Unload all supplies from the delivery vehicle
- Store the ingredients and other supplies in the place
- Throw out the garbage on the station to the garbage bin
- Packing leftovers for customers to be taken away
- Clean, sanitize and close workstations

6. Steward

- Ensure the kitchen is clean, well-maintained and organized

- Ensure floors are dry and clean at all times
- Adhere to all sanitation guidelines
- Collects and removes garbage outside
- Ensure the waste bin area is kept clean and tidy
- Carry out general cleanings such as sweeping, mopping, washing, and emptying rubbish bins and boxes
- Cleans and sanitizes all equipment routinely used in the kitchen following established procedures
- Knowledge and proficiency to operate industrial dishwasher
- Check all chemical levels and inventory

2.4 Standard Operational Procedure (SOP)

2.4.1 Personal Hygiene Standard



Figure 2.4 Hand Wash Procedure

Hygiene is a very sensitive factor in the sale of food in the department Food and Beverages. Personal Hygiene is the key to the success of all tasks in carrying out the field of food processing and serving. Therefore, it is very important to maintain and improve employee personal hygiene.

FOLIE Restaurant pays great attention to the Personal Hygiene of the staff who work especially in the food handling section. One of

the most important personal hygiene is to wash our hands frequently and thoroughly to prevent cross-contamination and diseases. Besides that, other things that must be considered in maintaining personal hygiene are keeping fingernails short and clean, taking a shower before off to work to prevent body odor, brushing teeth periodically, covering all wounds, wearing neat and clean clothes, using a spoon for tasting and no double dipping, using tweezer for plating small component, wearing hand gloves when handling cooked and raw ingredients or food, no smoking while on duty and many more.

2.4.2 Personal Grooming Standard

Grooming is all about style, appearance, posture, and discipline. Paying attention to these aspects helps enhance employee's personality and the company's image and value. Some of the personal grooming that are emphasized at FOLIE Restaurant such as wear a chef jacket and an apron to protect yourself from hot oil splashes while cooking, a chef's hat or hair net to prevent hair from falling into the food, wearing safety shoes inside the kitchen, men beard are neatly trimmed, for ladies only can wear light minimal make-up, bare minimum and minimalist jewellery to be worn, no nail polish, hair must be tie back or clipped, good body posture while working to avoid injury and many more.

2.4.3 Sanitation Standard

1. Deep Cleaning and Cleaning Working Station



Figure 2.5 Pastry Kitchen Closing View

FOLIE implements and emphasizes to all of its staff to maintain cleanliness, sanitation, and hygiene procedures to ensure the best quality of food that will be received by customers. Here are some ways for FOLIE to keep their kitchen clean:

- Clean the workstation after using it and when it's time for closing.
- Rinse and dry the cutting board after use for cutting, especially for raw and cooked ingredients.
- Utensils, machinery, and equipment must be cleaned thoroughly after every use.
- The sink must be cleaned and wiped after each use.
- Floors must be clean and dry to minimize injury.
- Walk-in chiller, undercounter chillers, standing chillers, standing freezer, and chest freezers are cleaned once a month.
- Dry storage is cleaned every two months.
- Deep cleaning of the kitchen as a whole is usually done once a month to maintain cleanliness.

2. Handling and Receiving Ingredients or Goods



Figure 2.6 Receiving and Handling Procedures

Receiving ingredients or goods is the first stage of the procedure for creating a meal, therefore it is very important for the chefs to be able to choose which ingredients and items are suitable for use and serving. Some of the ways that FOLIE staff are taught in handling and receive goods and materials are:

- Ensure the ingredients are in good condition and appropriate with the standard when receiving
- Check the packaging of the groceries is still sealed and clean
- Give a sign and stamp to the invoice as an indication that the goods have been received properly
- Reject or return the damaged or rotten ingredients to the supplier
- Using the First In, First Out (FIFO) principle to store the goods and ingredients.
- Storing received goods and ingredients must be at the appropriate temperature, for chillers at a temperature of 3 to 5 °C, while the freezers are at -18 °C.
- Wash hands before touching and handling the ingredients is very important to maintain the shelf life.

- Wash and dry the ingredients before storing, such as fresh products like vegetables and fruits.
- All kinds of salad greens and garnish would be rinsed with ice bath water to refresh the look of the salad and drained after that using a salad spinner. A lined container is used for storing the salad or garnish.

3. Kitchen Waste

Every restaurant must have its waste disposal system to prevent harm to the environment and protect us from accidents. Ensuring cleanliness in the workplace and proper kitchen waste disposal also translates to securing your employees' workplace and ensuring they have a safe place to engage in their activities. FOLIE disposal system was divided into 2 categories, Kitchen waste disposal and Drainage system. In the cuisine kitchen area, there are 3 small bins and 2 large bins that are lined with garbage bags and will be replaced 1-2 times a day. In the pastry kitchen, they only have one large bin that is lined with garbage bags and replaced one time a day. Furthermore, the drainage system in the kitchen also needs to be paid attention. The drainage system would be thoroughly cleaned with chemicals and with manual labour to prevent the drains from clogging and discommode daily kitchen activities.

Pastry Department also works with Scholars of Sustenance Indonesia, an international nonprofit organization with social and environmental projects that aims to create a world with food equity. FOLIE donated cakes that were no longer fit for sale but still able to eat, leftover pieces, crumbs or failures from making products in the kitchen to this SOS organization.