

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 Cuca History

Cuca restaurant was opened in July 2013 by a Michelin-trained Chef Kevin Cherkas and Spanish entrepreneur wife Virginia Entizne. They both have a wonderful background which make them successfully develop a radically different casual-meets fine-dining experience.

Kevin Cherkas graduated with a degree in Culinary Arts from Vancouver Community Collages in 1999 and obtained his Red Seal Chef certification in 2001. Chef Kevin started his professional career as an apprentice in Metropolitan Hotel, Canada. After 3 years he decided move to New York to work at Daniel by Chef Daniel Boulud. In 2003 he moved to Spain and worked as a cook-trainee in Michelin 3 stars Arzak in San Sebastian, La Broche which has 2 Michelin Stars in Madrid, Spain and elBulli in Roses Spain.

In 2006, Kevin moved to Malaysia where he worked in Shangri-La Hotel, Kuala Lumpur. He became a pioneer in Molecular gastronomy in two years and was appointed as Chef de Cuisine of Blu, the fine dining restaurant of Shangri-La Hotel Singapore.

In 2012, Chef Kevin left Shangri-La Hotels together with his wife who previously worked on several fast-growing company in Kuala Lumpur, Malaysia lead Ms. Virginia has deep understanding of both Asian and Europe market, her ability to see every aspect of a business from the customer perspective and her ability to create, manage a company makes Ms. Virginia capable to be the driving force behind Cuca Restaurant's success.

Both Chef Kevin and Ms. Virginia successfully earned solid reputation for Cuca. Cuca has become one of South-east Asia most celebrated foodi.

2.2 Restaurant Establishment

Cuca restaurants serve globally inspired food, which means they take food ideas from certain regions or countries and modify them to become the characteristics of cuca which cannot be found in other restaurants. Cuca has opening hours from 12.00 pm to 12 am. This restaurant is located on Jalan Yoga Perkanthi, Jimbaran, Badung, Bali, Indonesia.

This is a photo of the room in cuca

1. Dining room



Figure 2. 1 Dining Room

Dining room is the biggest room for customers. In this room we feel relaxed and relaxed.

2. Food Bar



Figure 2. 2 Food Bar

The Food bar only consists of twelve seats. Customers who sit here usually want to see the atmosphere and performances in the kitchen.

3. Private Dining Room(PDR)



Figure 2. 3 Private Dining

The private dining room is a room near the dining room. This room has a minimum charge of around twenty-five million for those who want to sit in this room, usually this room is used for events or meetings.

4. Bar



Figure 2. 4 Bar

People who sit at the bar are usually people who want to see the bartender mix the minimum and here you can also smoke.

5. Garden



Figure 2. 5 Garden

The garden is an outdoor area besides a bar. In the garden it is quite nice in the afternoon while at the same time in the garden you can also smoke.

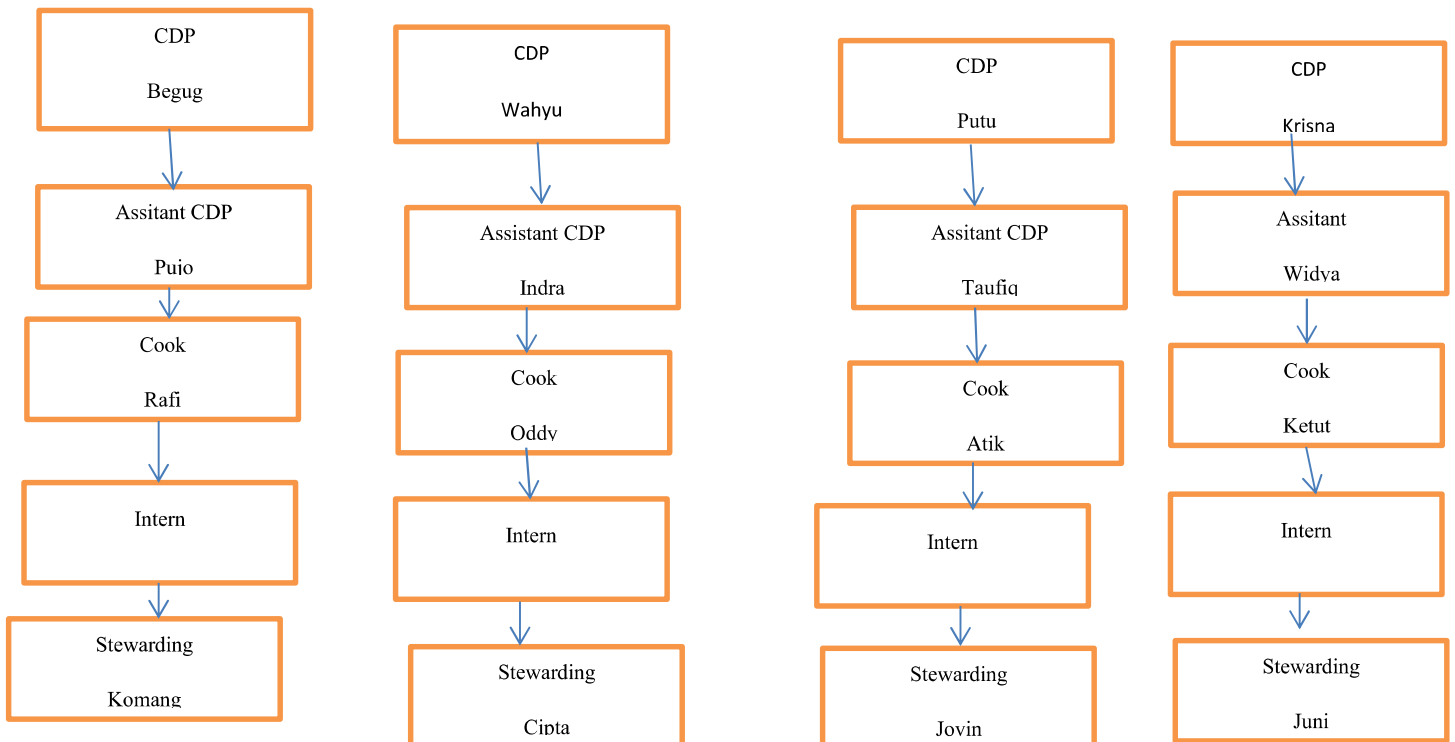
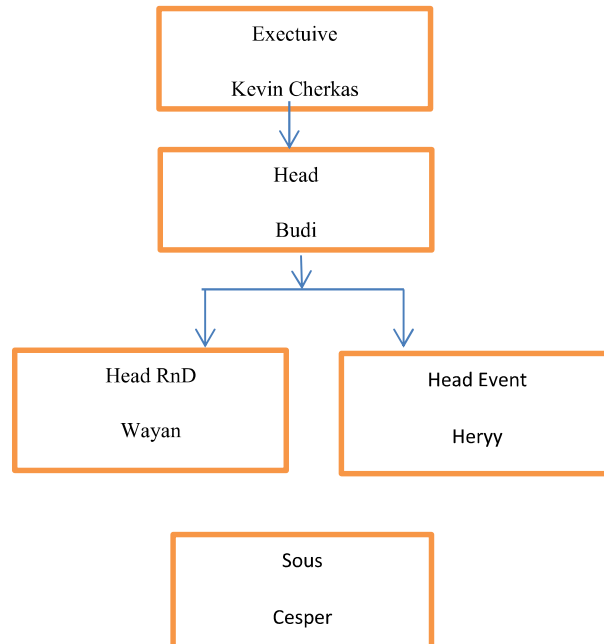
2.3 Average In Precentage



Figure 2. 6 Average

Cuca restaurant during my internship in December was the most crowded a day, an average of four hundred customers in January. It had started to drop two hundred customers per day, in February, it was quite normal, but during Valentine's Day, the restaurant was quite busy. normally around 60-80 per day. In April the restaurant is quite crowded because a lot of people are on vacation because it's Eid al-Fitr holiday. In May the reservation drops again. In June the reservation is more or less the same as in May.

2.4 Kitchen Birgade



These are the main task of kitchen department crew:

1. Executive chef

- Modifying menu and creating new menu.
- Hiring, training, supervising kitchen staff.
- Interacting with customer to obtain feedback on product and service quality.
- Obtaining feedback on food and service quality and handling customer complaint and problem.
- Maintain a positive and professional approach with coworkers and customers.
- Maintaining the kitchen and surrounding areas in conditions. that meet the company standards and health code regulations
- Identifying and introducing new culinary techniques.
- Keeping track on developing trends in the restaurant industry.

2. Chef de Cuisine

- Hiring and training staff to prepare and cook all the menu item
- Ensuring all the menu meets high quality standard and served on time.
- Responsible for coordinating and supervising kitchen staff
- Planning and create monthly work schedules for all staff and interns
- Ensuring all food items are prepared base on standard recipe and minimizing food waste.
- Cook in any kitchen department as needed, taste products that are produced to ensure quality and consistency
- Supervising the production process in all the kitchens
- Responsible for cost operation and profit of food production such as selecting cheaper supplier

3. Sous Chef

- Calling ticket

- Help in the preparation and design of all food and drinks menus
- Order supplies to stock inventory appropriately
- Produce high quality plates both design and taste wise
- Manage the kitchen team in the Chef de Cuisine's absence
- Manage all activities in the kitchen including food preparation and production, manage and training kitchen staff and trainee.
- Ensuring supplies are fresh and high quality.
- Organize and responsible for any function and event.
- Prepare substitute item.

5. Chef de Partie

- Managing inventory levels and letting the ordering staff know when they need or order more ingredients or supplies
- Operating restaurant equipment such as popcorn maker, robot coupe blender, slicer.
- Responsible to supervise cook, daily worker in the kitchen and trainee in the assigned section.
- Knowledge of all standard procedures and policies of food preparation, receiving, storage and sanitation.
- Full awareness of all menu items, their recipes, methods of production and presentation standards in the assigned section.
- Checks periodically expiry dates and proper storage of food items in the section.
- Able to estimate the daily production needs and checking the quality of raw and cooked food products to ensure that standards are met for an assigned section.

6. Cook

- Follow recipes, including measuring, weighing and mixing ingredients
- Set up workstations with required ingredients and equipment
- Check the quality and freshness of ingredients
- Maintain a clean and safe work area, including handling utensils, equipment and dishes
- Handle and store ingredients and food.
- Ensuring that food portions and food presentation meet company standards.
- Monitoring supplies and re-ordering stock as needed.
- Cleaning and sterilizing food preparation areas.

7. Intern

- Follow recipes, including measuring, weighing and mixing ingredients
- Set up workstations with required ingredients and equipment
- Check the quality and freshness of ingredients
- Maintain a clean and safe work area, including handling utensils, equipment and dishes
- Handle and store ingredients and food.
- Ensuring that food portions and food presentation meet company standards.
- Cleaning and sterilizing food preparation areas.

8. Stewarding

- Assisting with sweeping, mopping, and polishing the restaurant, bar, kitchen, and equipment.
- Ensure the kitchen is clean, well maintained and organized at all times.
- Operate pot-washing machinery and maintain a hygienic working environment in accordance with hygiene regulations and company standards.
- Collects and removes trash from all areas of the operation following established procedures.

- Cleans and sanitizes pots, pans, utensils, and other minor equipment routinely used in the kitchen following established procedures.
- Ensure all equipment is clean and in good working order.
- Check all chemical levels and inventory.
- Wash, Wipe, Sort, stack dishes, and load/unload dishwasher i. Wash, Wipe, Sort, stack and store all cleaned items in an organized and safe manner.

2.4 Hygiene

2.4.1 Personal Hygiene

- Hair should not stick out of the hat.
- No mustache or beard.
- Nails should not be too long
- rags should be washed every day.

2.4.2 Shift Hygiene

- When you enter the kitchen, you must wash your hands.
- After handling the cloth, you must wash your hands.
- Aprone should not be dirty.

2.4.3 Sanitation SOP

1. How To Clean Working Station and General Clining

- Clean Working Station

- 1) Every day you have to wash the cabinet at the station at the time of closing.
- 2) Wash all items used during service.
- 3) Sweeping, brushing, mopping the kitchen area every day.
- 4) Cleaning the sewers.

- General Clining

- 1) Give and wash the Exhaust.
- 2) Brushing and cleaning the grill.
- 3) Washing and cleaning chiller station.
- 4) Washing the main chiller shelves
- 5) Washing store shelves dry.
- 6) wash and dry mop shop.

2. How to Handle and Receiving Ingredients

- 1) When the goods arrive, look at the goods according to restaurant standards.
- 2) If it is appropriate, it is weighed and recorded.
- 3) Matched first with the list we have.
- 4) After that make the payment.
- 5) If the goods are stored first in the chiller or dry store