

ABSTRACT

Kitchen is one source of additional income and bring considerable profit for the hotel. Given the importance of this activity, then Main Kitchen must be handled by people who have the ability in their field, that is cooking. In addition, high demand for food orders should be balanced with adequate human resources. At Main Kitchen of Swiss-BelHotel Harbor Bay Batam the availability of insufficient number of chefs is becoming an operational problem. This study aims to evaluate the number of cooks available, to know the operational impact caused by the lack of number of chefs and to observe the final product produced. The method used is a quantitative method by using data collection techniques in the form of observation, interview and questionnaire. The results show that the number of cooks is inadequate when compared to the estimated food production data in Main Kitchen and has an impact on the effectiveness of working time so that it can hamper the operation and affect the time facet of food processing.

Key Word: Cooks, working operations, Main Kitchen