

IMPLEMENTASI *FOOD SAFETY* DALAM MENINGKATKAN KUALITAS PRODUK KULINER DI JAMBULUWUK OCEANO SEMINYAK HOTEL

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis implementasi *food safety* dalam meningkatkan kualitas produk kuliner di Jambuluwuk Oceano Seminyak Hotel serta mengidentifikasi faktor-faktor penghambat dalam penerapannya. Penelitian menggunakan pendekatan deskriptif kualitatif dengan metode studi kasus. Teknik pengumpulan data dilakukan melalui observasi langsung di area dapur dan restoran, wawancara mendalam dengan *Executive Chef*, staf *Food and Beverage Product*, *steward*, serta *daily worker*, dan dokumentasi berupa SOP, foto kegiatan operasional, serta catatan pendukung lainnya. Hasil penelitian menunjukkan bahwa penerapan *food safety* di Jambuluwuk Oceano Seminyak Hotel telah dilaksanakan pada seluruh tahapan operasional dapur, meliputi penerimaan dan penyimpanan bahan baku, proses pengolahan, hingga penyajian makanan, dengan mengacu pada prinsip *hygiene*, sanitasi, dan sistem HACCP. Implementasi tersebut berkontribusi positif terhadap konsistensi mutu, keamanan, dan kualitas produk kuliner yang disajikan kepada tamu. Namun demikian, masih ditemukan beberapa faktor penghambat, antara lain variasi tingkat pengetahuan dan kepatuhan karyawan terhadap standar *food safety*, keterbatasan sumber daya manusia, serta meningkatnya beban kerja pada jam operasional sibuk. Oleh karena itu, diperlukan penguatan pelatihan, pengawasan berkelanjutan, dan komitmen manajemen untuk meningkatkan efektivitas penerapan *food safety* secara optimal.

Kata kunci: *food safety*, kualitas produk kuliner, HACCP, perhotelan, dapur hotel.

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ABSTRACT

This study aims to analyze the implementation of food safety in improving the quality of culinary products at Jambuluwuk Oceano Seminyak Hotel and to identify the inhibiting factors in its implementation. The research employed a descriptive qualitative approach using a case study method. Data were collected through direct observation in the kitchen and restaurant areas, in-depth interviews with the Executive Chef, Food and Beverage Product staff, stewards, and daily workers, as well as documentation in the form of standard operating procedures (SOPs), operational activity photographs, and supporting records. The results indicate that the implementation of food safety at Jambuluwuk Oceano Seminyak Hotel has been carried out across all stages of kitchen operations, including the receiving and storage of raw materials, food processing, and food presentation, in accordance with hygiene, sanitation, and HACCP principles. This implementation contributes positively to the consistency, safety, and overall quality of the culinary products served to guests. However, several inhibiting factors were identified, such as variations in employees' knowledge and compliance with food safety standards, limitations in human resources, and increased workload during peak operational hours. Therefore, continuous training, strengthened supervision, and strong management commitment are required to optimize the implementation of food safety.

Keywords: *food safety, culinary product quality, HACCP, hospitality industry, hotel kitchen.*