

## STANDARD OPERATING PROCEDURE FOR PERSONAL HYGIENE IN THE KITCHEN OF THE GRAND ROHAN HOTEL YOGYAKARTA

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# STANDARD OPERATING PROCEDURE FOR PERSONAL HYGIENE IN THE KITCHEN OF THE GRAND ROHAN HOTEL YOGYAKARTA

## ABSTRACT

The implementation of good personal hygiene will affect the image and reputation of the hotel. Therefore, hotels are expected to implement high standards of cleanliness, including aspects of employee personal hygiene, as a form of commitment to excellent service, comfort and safety for guests. The formulation in this study is: How is the Standard Operating Procedure for Personal Hygiene in the Kitchen of the Grand Rohan Hotel Yogyakarta. and What are the Constraints of the Standard Operating Procedure for Personal Hygiene in the Kitchen of the Grand Rohan Hotel Yogyakarta.

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This study uses a qualitative descriptive method to explore and analyze the implementation of Standard Operating Procedures (SOPs) related to personal hygiene in the kitchen section of the Grand Rohan Hotel Yogyakarta. Data collection was carried out through the following methods: Observation: Direct observation of daily activities in the kitchen to evaluate hygiene practices and SOP implementation. Interview: Semi-structured interviews with related personnel, including kitchen staff, supervisors, and hygiene and sanitation officers, to gather insights and perspectives on SOP implementation and personal hygiene awareness. Documentation Review: Examination of SOP documents, Data Analysis Techniques, The data obtained were analyzed using a qualitative descriptive approach,

## KEYWORDS

Standard, Kitchen, personal, Hygiene, Hotel

## INTRODUCTION

In the hospitality industry, hygiene and sanitation are aspects that cannot be ignored. Hygiene and sanitation affect guests' impressions of the hotel, which is why it is essential for hotel employees to maintain proper hygiene and sanitation. Personal hygiene refers to the way individuals care for themselves in order to maintain health ([Ahmad, H., & Napitupulu, N. F., 2021](#)).

Personal hygiene is a crucial part of the hospitality industry, especially for maintaining standards of cleanliness, comfort, and safety for both guests and hotel staff. Hotels, as places where guests stay, involve high levels of mobility and interaction among people from diverse ethnic, regional, and cultural backgrounds, which increases the risk of spreading germs, viruses, and bacteria. According to [Silalahi, Putri 2017](#), Personal hygiene is the cleanliness and health of individuals/personalities that aims to prevent the emergence of diseases in oneself and others, both physically and psychologically. Personal Hygiene is the cleanliness of oneself from head to toe, both visible to the eye and psychologically and is a serious problem that must be considered by everyone who works in the hospitality sector. (Darista, 2023).

Personal hygiene care aims to improve a person's health, improve poor personal hygiene, prevent disease, increase a person's self-confidence, create beauty ([Patrisia et.al, 2020](#)). Factors that influence personal hygiene include ([Patrisia et.al, 2020](#)). 1). Body Image, Good personal hygiene will affect the improvement of an individual's body image. 2). Social practices, are family habits, number of people at home, availability of hot water or running water are just a few factors that influence personal hygiene care. 3). Socioeconomic Status, Personal Hygiene requires tools and materials such as soap, toothbrushes, toothpaste, shampoo and toiletries that require money to provide. 4). Knowledge, Personal Hygiene knowledge is very important because good knowledge can improve health. 5). Culture, beliefs and Personal Values influence personal hygiene, People from different cultural backgrounds follow different self-care practices. 6). A person's habits, a person's habits in carrying out self-care such as when to bathe, shave and do hair care. 7). Physical condition. When you are sick, your ability to care for yourself is greatly reduced and you need help to do so.

Personal hygiene is one of the basic care actions that are routinely carried out both at home and in hotels. These basic care actions include: scalp and hair care, eyes, nose, ears, teeth and mouth, fingernails and toenails, genitals, body care, cleanliness and health of clothing.

High employee turnover in hotels affects the implementation of Standard Operating Procedures (SOPs) enforced within the hotel. SOPs are often neglected, particularly regarding personal hygiene, due to the heavy workload of employees, especially in the kitchen department. According to [Supriyanto, S., & Hendriyati, L. \(2021\)](#), SOPs function to establish a structured and systematic workflow that is accountable and describes how tasks should be performed according to the applicable policies and regulations. SOPs explain how work processes are carried out, serve as a guide for the sequence of daily task execution and administration in line with company-established methods, and ensure consistent and systematic workflows, as well as define reciprocal relationships between work units. SOPs act as effective catalysts for achieving results that can be utilized by sponsors, often years after the work has been completed and millions of dollars have been spent ([Sadjak, R., Trembath, L.A., & Thomas, K.S., 2013](#)).

Personal hygiene is so important that a Standard Operating Procedure (SOP) is needed to ensure that every employee in the hotel complies with the guidelines set by the company. Personal hygiene is personal cleanliness from head to toe, both visible to the eye and psychologically, and is a serious problem that must be considered by everyone who works in the hospitality sector. ([Dasrita, J. E. 2023](#)). With a clear SOP, it is hoped that employee personal hygiene can be maintained properly, the aim is to improve the quality of hotel services and create a sense of security and comfort for guests.

Grand Rohan Jogja Hotel is present as a representative of sharia hotels for 3 years with its previous brand, Grand Dafam Rohan Jogja. Gran Rohan Jogja has become one of the 4-star sharia hotels, located on Jalan Janti - Gedongkuning Number 336, Special Region of Yogyakarta (DIY) and is strategically located in front of the Jogja Expo Center (JEC). Hotel Grand Rohan Yogyakarta is a hotel that pays great attention to environmental cleanliness, especially to the personal hygiene of its employees. To prevent and control the spread of disease and to increase guest trust and the hotel's image, employees must comply with the applicable SOPs. Hotel Grand Rohan Yogyakarta prioritizes the cleanliness and quality of food prepared by the kitchen staff. However, due to the hotel's busy nature, employees often neglect the personal hygiene SOPs, which can negatively impact consumer trust and the hotel's image. Personal hygiene is of utmost importance as it relates directly to food preparation served to guests. The cleanliness of food service is a key factor influencing customer satisfaction (Wenxiong, Yafen, Jing, 2023).

The challenges in implementing cleanliness and health in the kitchen stem not only from a lack of individual awareness but also from the operational pressures that employees often face in a busy environment. ([Auliya, A., Prianti, D., & Fajrin, A. N. 2024](#)). Proper implementation of personal hygiene practices will influence the image and reputation of the hotel. Therefore, hotels are expected to uphold high cleanliness standards, including the personal hygiene of their staff, as a commitment to service excellence, guest comfort, and safety. Based on the above explanation, the author is interested in researching the Standard Operating Procedures for Personal Hygiene in the Kitchen Department of Hotel Grand Rohan Yogyakarta. The formulation in this study is: How is the Standard Operating Procedure Personal Hygiene in the Kitchen of Grand Rohan Hotel Yogyakarta. And How are the Constraints of the Standard Operating Procedure Personal Hygiene in the Kitchen of Grand Rohan Hotel Yogyakarta.

## **MATERIALS AND METHODS**

This study uses a qualitative descriptive method to explore and analyze the implementation of Standard Operating Procedures (SOPs) related to personal hygiene in the kitchen section of the Grand Rohan Hotel Yogyakarta. The focus of the study is The focus of this study is: Standard Operating Procedures for Personal Hygiene in the Kitchen of Grand Rohan Hotel Yogyakarta. And Constraints of Standard Operating Procedures for Personal Hygiene in the Kitchen of Grand Rohan Hotel Yogyakarta.

In a hotel, the kitchen is a special place to prepare food and drinks that are specifically served or sold to hotel guests, as well as to process food at various events. ([Widyarini, et al., 2022](#)). Kitchen function. According to (Sihite Richard, 2020), the function of the kitchen is: The kitchen as a place for all cooking activities in the hotel, The kitchen as a place for experiments to produce new recipes, The kitchen as a benchmark for hotel quality through food processing and presentation.

Research Location, The study was conducted at the Grand Rohan Hotel Yogyakarta, specifically in the kitchen section, where food preparation and handling take place. Data collection was carried out through the following methods: Observation: Direct observation of daily activities in the kitchen to evaluate hygiene practices and SOP implementation. Interviews: Semi-structured interviews with relevant personnel, including kitchen staff, supervisors, and hygiene and sanitation officers, to

gather insights and perspectives on SOP implementation and personal hygiene awareness. Documentation Review: Examination of existing SOP documents.

Data Analysis Techniques, The data obtained were analyzed using a qualitative descriptive approach, which included: Organizing and categorizing interview transcripts, observation notes, and documentation, Identifying recurring themes, patterns, and deviations related to personal hygiene and SOP compliance. Drawing conclusions based on the findings. Research Instruments, The instruments used in this study included: Observation, Interview guide containing questions related to hygiene practices.

Qualitative Research method is a research method based on post-positivism or enterprising philosophy, used to research natural object conditions, where the researcher is the key instrument, data collection techniques are carried out by triangulation (a combination of observation, interviews, documentation) the data obtained tends to be qualitative data, data analysis is inductive/qualitative, and the results of qualitative research can be in the form of potential and problem findings, uniqueness of objects, meaning of an event, social processes and interactions, certainty of data truth, construction of phenomena, hypothesis finding. ([Sugiyono, 2020](#))

## RESULTS AND DISCUSSION

### Standard Operating Procedure for Personal Hygiene in the Kitchen Hotel Grand Rohan Yogyakarta.

Standard Operating Procedure is a guideline for carrying out a job in accordance with the function and assessment tools of government agencies based on technical, administrative and procedural indicators according to work procedures, work procedures and work systems in the relevant work unit ([Derianto & Kritiutami, 2015](#)). According to [Purnamasari \(2015\)](#) SOP is a work process that has been worked in detail and in detail for all employees to do the best job in accordance with the tasks, vision and goals of the organization. In a hotel, the kitchen is a special place for preparing food and drinks that are specifically served or sold to hotel guests, as well as processing food at various events. ([Widyarini, et al., 2022](#)).

The main requirement for food processors is to have good health. The health of food processors involved in food processing really needs special attention to ensure food safety. According to (Widyanti & Yuliarsih, 2002) there are several things that must be considered and done by officers in handling food, as follows: 1) Health Check-up. Health Check-ups should be carried out at least once a year so that from the results of the examination, employees who are sick can be treated first before being re-employed. 2) Cleanliness of hands and fingers. Hands are one of the vital body parts for doing something in food preparation, and through hands food is also widely contaminated. Therefore, cleanliness of hands is very important in food preparation. It is recommended that every time you come out of the bathroom or toilet, you should use a hand dryer and a trash can be placed near the sink for disposing of tissues and other dirt. 3) Hair health, Hair washing is done regularly because dirty hair will cause itching on the skin, the head can encourage someone to scratch it and can cause dirt from the head to fall flying into the food and nails become dirty. When working, it is mandatory to use a head covering (hair cap). 4) Nasal hygiene, While working, try not to pick your nose because there are many bacteria in the human nose. In an emergency, you can use a tissue that can be thrown away immediately. After that, hands must be washed. When sneezing, the nose must be covered with a handkerchief or tissue and the face diverted from the direction of the food being prepared, to avoid bacteria from the nose. 5) Oral and dental hygiene, In the oral cavity there are many bacteria, especially in cavities. If there is food stuck between the teeth, do not clean it with your fingers, but use a toothpick. When coughing, the mouth must be covered with tissue and the face diverted from the direction of the food. 6) Ear hygiene. Ear holes should be cleaned regularly, because if the ears are dirty it will make the ears itchy and can encourage someone to put their fingers into the ear holes. 7) Clothing, Clothes used in the kitchen must be special clothing, usually changing clothes in the locker. Uniforms must be changed every day because dirty clothes are a place for bacteria to nest. Clothes in the kitchen are chosen models that protect the body when cooking, easy to wash, bright colors, made of strong materials, absorb sweat, are not hot and the size is not too tight so that they can be used when working. The shoes used are work shoes with short heels, are not slippery, light and comfortable to wear.

Cooks/food cooks must meet the following requirements ([Permenkes RI, 2011](#)): a) healthy differences proven by a doctor's certificate; b) do not suffer from infectious diseases such as typhoid, cholera, tuberculosis, hepatitis and others or are carriers of germs (carriers); c) each employee must

have a valid health check book; d) all food processing activities must be carried out in a protected manner by protecting from other contact direct contact protection with the body; e) direct contact protection by using tools: disposable plastic gloves, food tongs, and spoons and forks; f) to protect against contamination of food using: aprons, hair covers, and waterproof shoes; g) behavior during work/food management: do not smoke, do not eat or chew, do not wear jewelry, except for unadorned wedding rings (plain), do not use equipment and facilities that are not for their needs, always wash hands before work, after work and after leaving the toilet/latrine, always wear work clothes and protective clothing properly, always wear clean work clothes that are not worn outside the catering area, do not talk too much and always cover your mouth when coughing or sneezing by moving away from food or leaving the room, and do not comb your hair near food that will or has been processed.

Personal Hygiene is a way for humans to care for their physical and mental health. In everyday life, cleanliness is very important and must be considered because cleanliness will affect a person's health and psyche. The implementation of hygiene at the Grand Rohan Jogja Hotel includes uniforms and personal hygiene, Hygiene demands self-discipline. Based on the results of an interview with one of the hotel chefs, the following are some of the applications of personal hygiene at the Grand Rohan Jogja Hotel, namely: 1) Employees in the Kitchen section of Grand Rohan Jogja are advised to maintain their skin health by bathing at least twice a day. 2) Every employee is not allowed to grow their nails long and is not allowed to use nail polish while working. 3) Female employees are not allowed to use excessive make-up, women are required to wear the hijab, and wash their hair twice a day. 4) Male employees are not allowed to have long hair, are required to shave and clean their nose hair if necessary. 5) To maintain their appearance and cleanliness, each employee is advised to use deodorant if necessary. 6) All employees at Grand Rohan Jogja are also required to maintain the cleanliness of their mouths and teeth. 7) Employees who are sick, especially those with flu and diarrhea are advised not to work or to rest at home. Employees with flu can work if they are forced to work due to a condition, they must wear a mask. Employees who have diarrhea are not allowed to work under any conditions until they are completely cured. This is done so that the quality of the food can be maintained properly.

However, the staff forgot to apply several standard personal hygiene procedures, some examples of activities that are often forgotten are as follows: Not wearing gloves when producing at the Grand Rohan Jogja Hotel, Not wearing a mask when working (when sick), Often not using soap when washing hands. Although often not some of the procedures above are considered less important, the use of gloves, masks and soap when washing hands is an important thing to prevent contamination of food at the Grand Rohan Jogja Hotel.

Several factors that influence staff forgetting to apply standard operating procedure are as follows: First, Level of awareness of the staff at the Grand Rohan Jogja Hotel. This is the biggest factor causing the above problems, because without staff awareness of the importance of implementing a hygiene system, the procedure would not be possible. And secondly the High level of hotel activity. The high level of hotel activity makes the staff as cooks/cooks busy with their respective series of tasks, making the staff not carry out the hygiene procedures that have been determined by the hotel.

Employee Uniform, Every employee at the Grand Rohan Jogja Hotel is required to wear an employee uniform. Some criteria for the application of uniforms to kitchen employees are: The employee uniform in the kitchen must be clean, Each employee wears pants made of black cloth and is not allowed to wear jeans. The clothes worn by employees are made of cloth, thick enough so that they are not penetrated by sweat, Every kitchen employee is required to wear a hat or head covering. This is done so that it can absorb sweat on the forehead from falling on food or disturbing when cooking. In addition, it aims to prevent hair from falling into food, Employees are required to wear black socks and safety shoes, Every employee is not allowed to wear jewelry while working.

Figure 1 Grooming Kitchen Staff



Source: Grand Rohan Hotel Yogyakarta

Hotels as places that provide direct services to guests are required to always maintain cleanliness, comfort and safety of the environment, including the cleanliness of their employees. Here are some of the health standards for staff at the Grand Rohan Jogja Hotel

- Conduct a general check-up according to the specified time period (a requirement that must be met before becoming staff/trainee in the kitchen of the Grand Rohan Jogja Hotel)
- Conduct a rectal swap every 6 months.
- Have no history of infectious diseases such as hepatitis lung disease and other infectious diseases (if infected, must be treated until completely cured).
- Never consume illegal drugs

#### **Constraints on Standard Operating Procedures for Personal Hygiene in the Kitchen of the Grand Rohan Hotel Yogyakarta**

Although Hotel Grand Rohan has clear standard operating procedures (SOPs) for each division, implementation in the field often faces several obstacles, including:

##### **Lack of Employee Understanding of SOPs**

Not all employees understand the contents and importance of SOPs in their entirety. This is usually caused by a lack of regular training or ineffective socialization from management to staff, especially for new employees or contract workers.

##### **Lack of Supervision and Evaluation**

Supervision of SOP implementation has not been carried out consistently. Without regular evaluation, SOP violations often go undetected or are not followed up firmly, resulting in work habits that are not in accordance with procedures.



**High Employee Turnover**

The high employee turnover makes the training process repetitive and time-consuming. As a result, some staff work before fully understanding the SOP, especially in the Food and Beverage Department.

**Limited Supporting Facilities**

In some cases, SOP implementation is hampered by a lack of adequate tools or facilities, such as limited cleaning equipment or safety equipment that is not available in sufficient quantities, so that procedures cannot be carried out optimally.

**Differences in Standards in Each Shift**

There are differences in the implementation of SOPs between shifts due to the lack of coordination supervision between shift heads or supervisors. This causes service and cleanliness standards to be inconsistent over time.

**Lack of Employee Motivation and Concern**

Some employees do not yet have a high awareness of the importance of SOPs, especially in terms of personal hygiene and service. The lack of appreciation or rewards from management also affects staff morale in carrying out procedures in a disciplined manner.

**CONCLUSIONS AND SUGGESTION**

The implementation of personal hygiene of Grand Rohan Jogja kitchen employees which includes personal hygiene, employee uniforms and staff/employee health standards has been carried out well. In the uniform section, employees of the Grand Rohan Jogja Hotel have used complete uniforms and in accordance with existing regulations. Employees are required to wear thick cloth clothing so that sweat is not penetrated. In addition, employees must also wear hats to keep hair/dirt from falling into the food being processed. In personal hygiene, employees have maintained body cleanliness in an orderly manner according to the specified rules, such as taking a shower twice a day, maintaining dental and oral health, cutting nails/maintaining nail and hair health and maintaining body health from disease attacks.

The executive chef should regularly supervise all employees in the kitchen, to ensure proper implementation of personal hygiene. This is because personal hygiene is very important to pay attention to, it will affect the image and reputation of the hotel. The executive chef must also pay attention to the uniforms worn by each employee in the kitchen of the Grand Rohan Jogja Hotel. Fellow employees in the kitchen of the Grand Rohan Jogja Hotel must always maintain personal and environmental cleanliness in order to create safe and comfortable working conditions.

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