
THE IMPACTS OF LEAFY GREEN VEGETABLES TOWARDS FOOD SAFETY MANAGEMENT SYSTEM IMPLEMENTATION IN NOVOTEL MAKASSAR GRAND SHAYLA CITY CENTRE

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ABSTRACT

Novotel Makassar Grand Shayla City Centre is a 4 star hotel owned by PT. Grand Shayla Indonesia which works with Accor Group for the daily operations. Novotel Makassar Grand Shayla City Centre has facilities which can help it win the competitions among other 4 star hotels. A quality of a hotel motivates guests to have a long term working relationship with the hotel. Thus, the hotel is required to maintain all standard operational procedures, including the food standard, especially quality of vegetable. One of the strategies which can be used is the implementation of food management system to maintain and improve the quality of leafy green vegetables. The method of this research is qualitative descriptive using data reduction, serving and conclusion drawing. Data collection technique is semi structured interview and passive observation. Interview is done to the executive sous chef, chef de partie, and commis. The result shows that the implementation of food safety management system has a big impact towards the leafy green vegetables. There are many ways to control the quality of leafy green vegetables such as consistent and good standardized procedure from the receiving, preparation, and serving.

Keywords: Quality, leafy green vegetables, food safety management system

ABSTRAK

Novotel Makassar Grand Shayla City Centre adalah hotel berbintang 4 yang kepemilikannya oleh PT. Grand Shayla Indonesia yang bekerjasama dengan Accor Group dalam operasional harian. Novotel Makassar Grand Shayla City Centre memiliki fasilitas-fasilitas yang dapat meningkatkan persaingan antara bisnis perhotelan dengan kelas bintang empat yang setara. Kualitas sebuah hotel dapat memotivasi tamu untuk meningkatkan kerjasama dalam waktu lama, dalam rangka hal tersebut hotel harus mampu mempertahankan semua standar operasional prosedur, salah satunya adalah standar makanan, khususnya kualitas sayuran yang disajikan kepada tamu. Salah satu strategi yang diimplementasikan ke dalam Food Management System untuk mempertahankan dan meningkatkan kualitas sayuran berdaun hijau. Metode dari penelitian adalah deskriptif kualitatif yang menggunakan reduksi data, penyajian data dan penarikan kesimpulan. Teknik pengumpulan data menggunakan wawancara semi terstruktur dan observasi pasif. Interview dilaksanakan dengan executive sous chef, chef de parties dan commis. Hasil penelitian menunjukkan implemetansi dari food safety management system memiliki dampak yang besar kepada sayuran berdaun hijau. Terdapat beberapa cara dalam mengendalikan kualitas sayuran berdaun hijau seperti: konsistensi terhadap impelentasi standarisasi prosedur saat penerimaan, persiapan bahan dan penyajian.

Kata Kunci: Kualitas, sayuran berdaun hijau, food management system

Riwayat Artikel :

Diajukan: 10 Juni 2019

Direvisi: 11 Juni 2019

Diterima: 14 Juni 2019

INTRODUCTION

The culinary industry consists of ingredients like rice, vegetables, herbs, and spices. The needs of the food, especially vegetables, are increasing as the number of hotels and people who care about healthy food keeps increasing. Leafy green vegetables which are used in the hotel must have good quality. According to Tjiptono (2012), the quality if managed well can contribute positively to customer loyalty. This quality has an added value of motivation for customers to have mutual long term relationship with the company. One of the quality need to maintain in hotel industry is Food Quality. Nowadays hotels compete to implement standar operational procedures (SOP) as promotional tools and increase the sale value. Thus, extra efforts to maintain the quality of the vegetables are needed to get the required quality.

One of the hotels that apply FSMS is Novotel Makassar Grand Shayla City Centre. It has facilities such as meeting rooms, ballromm, web corner, lobby, lobby lounge, square restaurant, swimming pool, gym, spa, and kid's corner.

Problems

- a. How does the Food Safety Management System control the quality of leafy green vegetables (spinach, water spinach, and lettuce) in Novotel Makassar Grand Shayla City Centre?
- b. Do leafy green vegetables (spinach, water spinach, and lettuce) have impacts on Food Safety Management System in Novotel Makassar Grand Shayla City Centre?

Goals

- a. To understand the impacts of leafy green vegetables (spinach, water spinach, and lettuce) on Food Safety Management System in Novotel Makassar Grand Shayla City Centre.
- b. To understand how the Food Safety Management System control the quality of leafy green vegetables (spinach, water spinach, and lettuce) in Novotel Makassar Grand Shayla City Centre.

Benefits

- a. The result of this research is expected to benefit the for the hotels which have not implemented Food Safety Management System can use this research as a reference to implement a system which focuses on security to improve the quality of the food.
- b. The result of this research can be used in improving knowledge of the society about Food Safety Management System.

Literature Review

Quality of Food Production

The Word Quality comes from the latin *quaitas*, which means attribute, property or basic of an object. However, nowadays it can be defined as the "degree of excellence or superiority" (Kader et al in Camelo. 2004). The final goal of quality is fulfill the consume needs. Hotel as one of commercial company which combine to products, service and tangible products such as room, food, beverages, etc need to maintain quality both of them. Service is one important thing in

hotel to give satisfaction to the guest but it is not only matter, tangible products, such as food become consideration factors for consumers to buy the products.

According to Widyastuti (2014), the quality of the food from food production determines the continuity of food production service. There are two qualities of food production which are physical such as food and beverage products and non physical such as food service. Quality is a characteristic of a product and service which can give satisfaction to the customers and give what they need. The criteria of judging quality within the same crop, for example the tomato for fresh consumption is valued essentially by

its uniformity, ripeness and absence of defects, while colour, viscosity and industrial yield as raw material define quality for the tomato used for ketchup. It is common to use additional words to define the quality to the specific use such as industrial quality, nutritional quality, export quality, export quality and edible quality (Camelo et al. 2004)

The Components of quality consists of several elements comes from Tronstad in Camelo et al (2004) about the percentage of answers by consumers evaluating these visible aspects as extremely or very important in Figure 1.

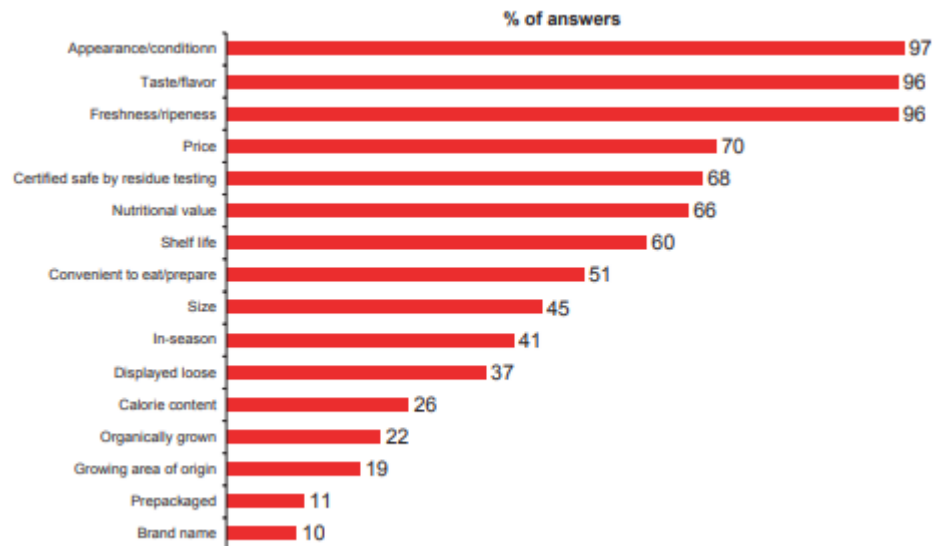


Figure 1. Percentage of answers by Consumers Evaluating
Source: Camelo. 2014

a. Appearance

Appearance is the first impression that the consumer receives and the most important component of the acceptance and eventually of the purchase decision. Freshness and ripeness are part of the appearance and they have components of their own. They are also indicative of the expected flavour and aroma when products are consumed. “Freshness” is the condition of being fresh or as close to harvest as possible. Freshness is also used to describe vegetables harvested at the

point of maximum organoleptic quality characterized by the greatest turgidity, colour, flavour and crispness. Within the parameters for defining freshness and ripeness, colour, both in its intensity and uniformity, is the external aspect most easily evaluated by the consumer. It is decisive in those products like leafy vegetables or unripe fruits such as cucumber, snap beans and others where an intense green colour is associated with freshness and pale green or yellowing to senescence.

b. Flavour

Flavour is the combination of the sensations perceived by the tongue (taste) and by the nose (aromas) (Wills in Camelo et al. 2004). For fruits and vegetables, taste is usually expressed in terms of the combination of sweet and sour principles that are an indication of ripeness and eating quality. The content of soluble solids is a good estimate of total sugar content, and many fruits should have a minimum content of solids to be harvested

c. Nutritive Value

From the point of view of nutrition, fruits and vegetables are insufficient to satisfy daily requirements, essentially because of their low content of dry matter. They have a high content of water and are low in carbohydrates (except for sweet potatoes, potatoes, cassava, and other underground organs), proteins (except for legumes and some crucifers) and lipids (except avocados), but, in general, they are a good source of minerals and vitamins.

d. Safety

Fruits and vegetables should be fresh, nutritive and attractive in their appearance and presentation. Their consumption should not put health at risk. The consumer has no way to detect the presence of dangerous substances and therefore he/she depends entirely on the seriousness and responsibility of all the members of the production and distribution chain. Food safety is the absence of substances dangerous for health, and the presence of pesticide residues on fruits and vegetables has been the main concern for consumers. However, there are many other contaminants potentially as dangerous

such as the presence of pathogenic microorganisms, mycotoxins, heavy metals and others.

Spinach

According to Sunarjono (2013) The only vegetables included in the Amaranthaceae family are spinach (*Amaranthus* sp.). This plant is in the form of shrubs or shrubs. Spinach is popular with Indonesian people because it tastes good, soft, and can facilitate digestion. In addition, spinach contains a lot of vitamins A and C and a little vitamin B. Spinach also contains many important mineral salts such as calcium, phosphorus, and iron.

1. Pull Up Spinach (*Amaranthus tricolor L.*)

Spinach stems pull out or commonly called secul spinach there are reddish (red spinach) and some are whitish green (white spinach). Amulet is flowering in the leaf armpit. This type of spinach is usually sold at its root in the form of a bond the size of a two-finger circle. The type of spinach that is recommended to be planted is green giti and red giti.

2. Year Spinach (*Amaranthus hybridus L.*)

The year spinach which is commonly called spinach shovel or spinach is wide leaf. *Amaranthus hybridus* has two varieties, namely caudatus varieties and paniculatus varieties.

Water spinach

According to Sunarjono (2013) Water spinach is a commercial vegetable plant that is creeper. Water spinach with small trunk, long round and hollow inside. The leaves are loved by all layers of Indonesian society because they taste delicious fresh. In addition, water spinach contains lots of vitamin A, vitamin C, and minerals, especially iron.

Water spinach serves as a sleeping pill because it can calm nerves. The roots are important for medicinal hemorrhoids (haemorrhoid). Meanwhile, iron contained in water spinach is very useful for body growth.

Lettuce

According to Sunarjono (2013) Plants belonging to the family Compositae are lettuce vegetables. Lettuce is a seasonal crop. With Flowers collecting in the bunches form a network. Lettuce is usually served as a refreshing vegetable. The leaves contain vitamin A, vitamin B, and vitamin C which are useful for the body's health.

Hazard Analysis Critical Control Point (HACCP)

According to the Standardization Agency (2002) the HACCP standard applied in Indonesia was taken from the Codex Committee on Food Hygiene which was introduced in October 1991, then translated into Indonesian National Standards (SNI 01-4852-1998). HACCP is one of the hazard management tools developed to ensure food security with a preventive approach. HACCP is made based on the awareness that hazards

will arise at various points or stages of production but there are control efforts to control these hazards. The main key to HACCP is anticipating hazards and precautionary measures, and not controlling hazards by relying on final product testing. Thus, companies can reduce the amount of product damage and economic losses due to damage to products tested as explained by Thaheer (2005).

Food Safety Management System (FSMS)

According to Vincent (2003) ISO 9001: 2000 is an international standard for quality management systems. ISO 9001: 2000 establishes requirements and recommendations for the design and assessment of a quality management system, which aims to ensure that the organization will provide products (goods and/ or services) that meet the specified requirements. These specified requirements can be specific needs of the customer, how the contracted organization is responsible for guaranteeing the quality of certain products, or is a need for a particular market, as determined by the organization.

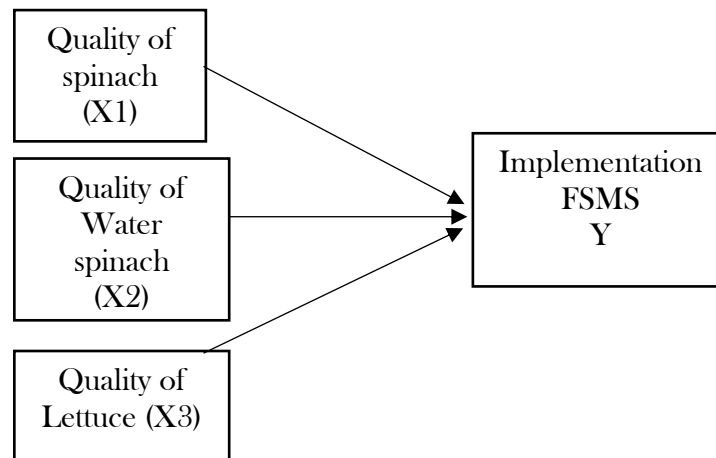
Table 1.
 Previous Research 1

Research Title	Analyses of the use of Cutting Board base on FSMS in Aston Braga Hotel & Residence Bandung.
Name of Researcher	Iwan Hermawan dan Suryana H Achmad
Problems	<ol style="list-style-type: none"> 1. How is the implementation of FSMS system in Aston Braga Hotel & Residence? 2. Is the used of cutting board based on the applied FSMS? 3. How is the observation of CDP to the staffs and trainees on the use of cutting board?
Research Methods	Data collection techniques are observation of participants, interview, documentation and literature study. The research method is descriptive analysys
Result	The result of this research shows that FSMS in Aston Braaga Hotel and Residence works well. However in using cutting board, there are still mistakes, especially done by the new trainees. The supervision by Chef De Partie cannot work maximumly especially on big events. There are similarities of the research by IwanHermawan and Suryana H. Ahmad with this research which both discuss about food safety management. The difference is that the previous research focuses on the use of cutting board based on FSMS.

 Table 2.
 Previous Research 2

Research Title	Consumers' Expectations and Perceptions on the Implementation of Food Safety Jamoo Restaurant of Hotel Shangri-La Surabaya
Name of Researcher	Dionisia Devi Herfangsyah & Danica Wahyudi Handoko
Problems	How is the customers satisfaction of the implementation of food safety in Jamoo Restaurnt of Hotel Shangri-La
Research Methods	The data are collected using observation technique, interview, documentation and literature study. This research uses descriptive quantitative method with quadran analysis.
Result	The result of this research shows that all the customers are satisfied. In Jamoo Restaurant of Hotel Shangri-La Surabata. However, not all inducators have positive value on the satisfaction. The difference between this research and the previous is that the research by Devi Herfangsyah & Danica Wahyudi Handoko discusses about the expectations and perceptions of the customers on the implementation of food safety in Jamoo Restaurant of Hotel Shangri-La Surabaya.

Research Framework



The scheme of this framework is that there are three independent variables (X) where dependent variable is the implementation FSMS (Y). The independent variables impact the dependent variable

the South Sulawesi Central Bureau of Statistics and other related data with research.

METHOD

Time and Location of Research

Research carried out by the author lasts approximately five months 1 week, starting from February to July 2016. The author's research was conducted at Hotel Novotel Makassar Grand Shayla City Center.

Data Analysis

The data analysis used in this study is descriptive qualitative using data reduction, data presentation and conclusion drawing. In this case, the data obtained by the author about the application of the food safety management system is reduced or sorted according to the data needed and related to the formulation of the problem of the author. Next is the presentation of data, where data from the resource persons are described based on the results of interviews and observations. After the data has been reduced and described, the next step is to draw data conclusions.

Types and Data Sources

The primary data in the research that the authors did was data on the application of the food safety management system by conducting direct interviews with the Sous Chef Executive, Chef De Partie, and Kitchen Staff at Novotel Makassar Grand Shayla City Center and observing on. Secondary data referred to in this case is data on the number of foreign tourist visits to Indonesia in 2011-2015 from the Ministry of Tourism and Creative Economy, data on the number of hotels in Makassar City in 2011-2015 from

Population and Informant

The population in the study that the authors did was Kitchen Department employees as many as 19 people. The sampling technique used in this study was purposive sampling, in which the sampling technique of data sources with certain considerations the authors used purposive sampling because those who know about the effect of applying FSMS on the quality of hotel green vegetables are people who are

competent in their field. The samples in this study are:

1. *Executive Sous Chef* 1 person.
2. *Chef De Partie* 1 person.
3. Staff Kitchen 1 person.

Data Collection Technique

a. Observation

In this study the type of observation used by the author is passive observation, according to Sugiyono (2015) means the research is present at the scene of action but does not interact or participate. The purpose of the definition is that the researcher comes to the place of activity of the person being observed, but is not involved in the activity.

b. Interview

In this study the authors used semi-structured interviews as a data collection technique. According to Sugiyono (2015) the purpose of semistructured interviews is to find problems more openly, where the parties invited to interview are asked for opinions, and ideas. The author uses semi-structured interviews because the implementation is freer and focused only on the formulation of the problem, the results of the data obtained by the author from semi interviews.

c. Literature Study

Library Studies used in research are documents. Documents according to Sugiyono (2015) are records of events that have passed. Documents can be in the form of writing, pictures, or monumental works from someone. The research results from observations or interviews, will be more credible/ reliable if supported by reliable documents. The author uses the HACCP SOP Kitchen Department document at Novotel Makassar Grand Shayla City Center.

DISCUSSION

Novotel is one of hotel brand by Accor Group located around the world, including in Indonesia, the capital city of South Sulawesi Island Makassar city, namely Novotel Makassar Grand Shayla Makassar City. It owned by PT. Grand Shayla Indonesia which is under Bosowa Propertindo Company. Name of Shayla comes from daughter of Director of Bosowa Propertindo Mrs. Athira Aksa. Location of this hotel in the centre of Makassar city, near from Soekarno Hatta Harbour, the landmark of Makassar City Losari Waterfront and 21 kilometers from Hasanuddin Airport. Novotel Makassar Grand Shayla City Centre has several departements to support hotel operational, such as Front Office Department, Housekeeping Department, Food and Beverage Service and Food Beverage Product.

Food and Beverage Prouct Department (FBP) lead by Executive Sous Chef assisted by sous chef, junior sous chef, Chef de partie, Demi chef dan commis. Function of FBP to cover all undertakings concerned with the provision of food, drink with fresh, safe dan clean ingredients. Novotel Makassar Grand Shayla City Centre has Standar Operational Procedure (SOP) to fulfill the safety and healthy of the product until it served in front of the guest, such as:

a. Standar Operational Procedure for Supplier Control

Purpose of this SOP to prevent Foodborne illness by ensuring that all food supply in our hotel are properly controlled by our selected supplier

b. Standar Operational Procedure for Receiving & Deliveries

Purpose of this SOP to ensure that all food is received fresh and safe when it enters the food service operation and to transfer food to proper storage as quickly as possible

- c. **Standar Operational Procedure Product Quality at Receiving**
Purpose of this SOP is to ensure that all food received are in quality that our hotel is looking for in order to preserve the healthiness of our customer and our food quality standard
- d. **Standar Operational Procedure for Transporting of Food**
Purpose of this SOP to prevent foodborne illness by ensuring that food temperatures are maintained during transportation and contamination is prevented
- e. **Standar Operational Procedure for Controlling Time and temperature During Preparation**
Purpose of this SOP to prevent foodborne illness by limiting the amount of time that potentially hazardous food are held in the temperature danger zone during preparation.
- f. **Standar Operational Procedure for Cooking the Hazardous Food**
Purpose of this SOP to prevent foodborne illness by ensuring that all food cooked appropriate
- g. **Standar Operational Procedure for Personal Hygiene**
Pupose of this SOP tho prevent food contamination by food handler dan their habit.
- h. **Standar Operational Staff Potential Contagious Sickness**
Purpose of this SOP to prevent cross contamination from uniform during working and to maintain employee's health
- i. **Standar Operational Procedure for Employee Uniform Cleanliness**
Purpose of this SOP is to prevent cross contamination from uniform during working time dan maintain employee's healthy.
- j. **Standar Operational Procedure for Serving the Food**
Purpose of this SOP to prevent foodborne illness by ensuring all food are served in sanitary manner.
- k. **Standar Operational Procedure Suitabel Utensils when Handling Ready to eat food**
Purpose of this SOP to prevent foodborne illness due to hand to food and utensils to food cross contamination
- l. **Standar Operational Procedure Using and Calibrating Thermometers**
To prevent foodborne illness by ensuring the appropriate type of thermometer is used to measure internal product tempratures and the thermometers used are correctly calibrated for accuracy
- m. **Employee Hygiene Training**
Purpose of this training is to inform employee about kind congenital disease and how to react if there is any.
- n. **Standar Operational Procedure for Food Marking and labeling**
Purpose of this SOP is to make sure the right food rotation to prevent or minimize congenital disease from the food contamination during operational hours.
- o. **Standar Operational Procedure for Employees understanding about Food cleanliness and Poisoning**
Purpose of this SOP to make sure the employees awareness about food cleanliness, poisoning and prevent contamination risk
- p. **Standar Operational Procedure to prevent Cross Contamination**
Purpose of this SOP is to prevent cross contamination during moving the food, storage process and prepare the food.

- q. Standar Operational Procedure Food Cleanliness and Responsible team
Responsible team has duty to make sure implementation and controlling of SOP

All Standard Operational procedures implemented as part of Hygiene Analysis and Critical Control Points (HACCP) which is have several systems and of them is Food Safety Management System (FSMS) from the International Accor Group to mainatain food quality and food handlers. Based on the in the interview with informants, implementation for FSMS as part of daily duties. The function of FSMS as the informants' definition is a system to prevent food from bacterial, virus contamination started from receiving in the purchasing section, food preparation and served. FSMS socialized to every employees in the kitchen and restaurant as the people who had direct contact with the food and raw materials. The choosen of three green leafy vegetables (spinach, water spinach and lettuce) because those are most often vegetables used as main food ingredients, condiments and garnish.

The implementation of FSMS in the kitchen of Novotel Makassar Grand Shayla City Centre started from choosen the suppliers for dry products and perishable items by purchasing section, based on quality standards purchase specification by executive chef. After vendors deliver the items and received by purchasing section, perishable items such as meat, vegetables, fruit, etc will be directly delivered into the kitchen. All kinds of perishable items put in the chiller based on the variety, especially for vegetables and fruits put in the commissary chiller. There are four indicators author use to saw the impacts of FSMS implementation, they are:

- a. Appearance

The quality of lettuce, water spinach and spinach Better spinach assess by their leaf's color. Better spinach and water spinach have green darker and lettuce have light green color. There are several methods implemented by staff kitchen in

Novotel Grand Shayla City Centre to maintain the freshness of three vegetables according to FSMS SOP, such as: water spinach, spinach and lettuce specified as perishable items. After they received from the vendor and through the quality inspection, staff kitchen directly bring them into commissary chiller, maximum moving proccess from supplier into the receiving about 30 minutes. Rooted water spinach has longer resistance and especially for lettuce, it is wrapping before going into commissary chiller. All three vegetables arranged by their variety and weight with standing position to prevent easily damage if the vegetables stacked.

Commisary Chiller is particular chiller for vegetables and fruits with temprature 2-5o Celcius. During the moving process staff must use hand gloves and all perishable items marked with date of arrival and product name for example "Spinach, 15/5/2019". If any event in hotel, butcher would prepare all the inggridients of food a day before, such as shop the garlic or onion, meat and cutting the vegetables. For the vegetables, if it will be use in the next day, after cutting vegetables, put in the mixing bowl, cover with plastic rep, give tag when will it use and put back in the commissary chiller. All kitchen staff has responsibility to check the chiller every day and ensure the date of vegetables in the tag.

- b. Flavor

Flavor is hard criteria to identify, according the theory flavor is the combination of the sensations perceived by the tongue (taste) and by the nose (aromas). Three of interviewees have same perspective about those vegetables have little bit bitter taste with common

aroma of green vegetables but they do not have specific sensations perceived by tongue until they cooked. Spinach, water spinach and lettuce are kind of vegetables easily absorb the aroma from other things, that is why they have special chiller for vegetables, special cutting board and all knives must be wash before cutting the vegetables to maintain the fresh aroma.

c. Nutritive Value

According to SOP procedure product quality at receiving, all vegetables should be clean and free from excess soil and free from pests and disease. Every product delivering should arrive at operational hours (09.00-11.00 am for fresh product and 13.00-15.00 pm for dry products). Green leafy vegetables are taken from local vendors, which had site inspection before it chosen to make sure the vegetables quality. For now the vegetables was not free from pesticide that is why all vegetables should wash before. Spinach has lot of nutritious. Its nutrients include a range of vitamins and minerals (micronutrients), which can prevent deficiency diseases and are essential for normal physiological function, as well as phytochemicals (also known as non-nutrients, bioactives or phytonutrients) thought to help prevent chronic health problems such as cancer and heart disease, as well as other health problems associated with ageing (Hedges and Lister. 2007). In 100 grams of green water spinach consists of energy 29 kal, protein 3 grams; Fat 0,3 gram; carbohydrate 5,4 grams; fiber 1 gram; calcium 73 mg; fosfor 50 mg; iron 2,5 mg; vitamin A 6.300 IU; vitamin B1 0,07 mg; Vitamin C 32 mg; water 89,7 gram (Harjana in Purwadi 2017). In 100 grams

lettuce consists of calories, protein, fat, carbohydrate, vitamin B and water (Nugroho et al. 2017).

d. Safety

First step implementation of safety for spinach, water spinach and lettuce by doing First in First Out system which first vegetables going into chiller would be the first out. Second steps all vegetables marking with date of arrival so the staff kitchen can identify how long the vegetables in the chiller. Several methods to prevent infected disease during spinach, water spinach and lettuce processing implemented well, eventhough the materials from last minute order. It needs to have same procedures with other things.

Personal hygiene from kitchen staff is one factor to determine the successful of FSMS. Personal Hygiene Standar operational Procedure implemen to all kitchen staff and governing from uniform, hands, wound and how they taste the food. All kitchen staff need to put their uniform in Hotel's laundry to maintain kind of washing chemical used, if the apron becomes soiled, it needs to change immediately, especially if it is easily contaminated, such as blood from the meat or other residual of raw materials. every food handler should not use fingernail polish and wear jewelry except for plain ring such as wedding ring. Above information is already given by executive sous chef to kitchen staff before they started to work in the kitchen. Most of staff kitchen there implement the regulation quite well, every staff put their clothes in laundry after working time finish, when they take vegetables from commissary chiller which is vegetables storage, they use hand gloves and hotel

provides excess uniform if the uniform used stained.

Food safety management system has a big influence on the quality of green leafy vegetables. The Most effect can be seen in the color and texture of green vegetables, especially vegetables, spinach, lettuce, and water spinach. At the reception stage, the vegetables will be checked first if it is not good or fresh, it will be rejected. Then after the vegetables are examined, they pass through 3 stages, namely the initial washing stage, then given a chemical related to food grab which does not make the vegetables damaged but, to eliminate bacteria. Then the final rinsing stage before entering into the chiller and the process is no more than 5 minutes. At the storage stage, the vegetables will be stored in a chiller and only lettuce wrapped in a plastic rep. Next, it is separating vegetables that smell and do not smell. At the processing stage, vegetables will be processed on a green cutting board according to the standard operating procedures contained in the hotel. At the presentation stage, cooked vegetables will be served directly to guests. If in a buffet, you must use Sterno to make the vegetables stay hot and fresh.

The author saw kitchen of Novotel Makassar Grand Shayla City Centre have another supporting system to ensure all the SOP implemented to maintain the vegetables quality. It is a quite good relation between two departments, Food Product and Purchasing. It becomes value added and in the further research will considerate as new standar operational procedure.

FSMS bring the positive impact with vegetables quality in Novotel Makassar Grand Shayla City Centre, the most impact can be seen from the appereance of spinach, water spinach and lettuce. According to the executive sous chef as the first interviewee, the implementation of FSMS is the appereance of vegetables especially the color still good with certain period. The Flavor maintain fresh but for the nutritive value, all interviewees can not be ensure. The second and third interviewee has quite sampe opinion

about FSMS implementation. Other impact from the FSMS is kitchen staff has update knowledge about FSMS and increase the value of responsibility in processing materials. Besides the appereance, flavor, nutritive value and safety, feedback from customer as external factors can determine the successful of implementation FSMS. From the feedback of customers in tripadvisor.com, many customers wrote satisfied review about food from Novotel Makassar Grand Shayla City Centre, such as:

Yusfina S “Nice place to stay”

Come to have a breakfast and really enjoyable with the view which its offer to us. Food was so great and the service was excellent with some nice staff take care of me personally. Never satisfy as like this before. They really doing very good job

Parlindungan Marpaung “Professional Hotel Full of Kindness”

This hotel located in the city centre has an easy access to the shopping mall. The room is quite adequate, clean and comfortable. The food is very varies with complete menu and fun.

Radvrich R “Overprice”

None of distinguished service performed by this particular novotel, the plus point is just it’s location, you only pay for peculiar thing. The room is so basic for 4 star standard, the food just average.

There are several elements need to improve in FSMS implementation such as the choosen of vegetables suppliers should free from the pesticide and kitchen staff need to check all kind of vegetables before take from receiving departments, if there are not vegetables suitable for consumption, it can returned into the supplier. FSMS also become control not only for kitchen department but also to ensure the quality of supplier who works with hotel.

Conclusion

- a. The FSMS implementation carried out by the Kitchen Department Novotel Makassar Grand Shayla City Center has a large influence on the quality of green leafy vegetables, especially in the colors and textures of spinach, water spinach, and lettuce vegetables.
- b. All kitchen Staff in Novotel Makassar Grand Shayla City Centre implement the FSMS system well
- c. Many ways are carried out by the Kitchen Department to control the quality of green leafy vegetables, one of which is consistent procedures and good standards. The procedure is set from receiving to serving the food. One example of a procedure is that the use of cutting boards for vegetables and fruit must be green, implementation of FIFO system with commissary chiller with good FSMS application.
- d. Personal hygiene of staff kitchen is important and is very much considered by the Kitchen Department, such as the use of hand gloves, particular cutting board,
- e. The environment in which food is stored must also be maintained to control and improve the quality of green vegetables so that they are not contaminated by bacteria.
- f. Starting from the storage, preparation, until the presentation to the guest must be really guarded and cared for.

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