

4. DATA ANALYSIS

4.1. Historical Overview of the Company

In 1960, Mr. Hing Tong Wong who is the father of the restaurant's owner now, Mr. Hemmy Wong, came to Holland to start a new business since there was lack of business opportunity in Hong Kong. The first place he arrived was in Amsterdam which is the capital town of Holland and then he started to open several restaurants there. Approximately eight years time he tried to build a restaurant business. In 1968, he already had some restaurants. These restaurants were spread over in several cities in the Netherlands but the name of the restaurants was not the same.

Since he is a Chinese person who has already held a family business tradition, so each restaurant was given to other people who still have family relationship and came few years later to Holland. One of those restaurants was situated in Laren and it was named Blue Lotus Restaurant. In 1975, only Blue Lotus still existed whereas other restaurant was closed and were given to the other families. In this year Blue Lotus became CV (Commanditair Vennootshap), which means he's only put money in the business but he did not run the business.

Blue Lotus was sold to Hemmy's elder sister, Mrs. Hwa Mei Wong, in 1977. But then in 1986, Blue Lotus Restaurant was sold and handed over to Mr. Hemmy Wong. But this time he had all the shares of the restaurant, he runs the business, pays the bills, and everything. The restaurant was totally belongs to him, and since then he also changed the name of the restaurants into Golden River Restaurant but it is still situated at Stationsweg 1, 1251 KC Laren.

4.2. Company Profile

Golden River Restaurant is a Chinese specialty restaurant which sells many kinds of Chinese food. Their cooking influence is a Cantonese dish. The restaurant is situated in Stationsweg 1, 1251 KC Laren - Noord Holland.

Golden River Restaurant is owned, managed, and operated by the Wong family. The restaurant owner and manager is Mr. Hemmy Wong himself. Golden River Restaurant has 168 cover of guests and lots of parking area in front and the back of the restaurant's building. The restaurant's opening hour is on Monday to Thursday from 4 p.m. until 10 p.m. and Friday to Sunday from 12 p.m. until 10 p.m.

The restaurant has two areas of working, the "*Afhalen*" (take away) and "Fine Dining". The foods that are sold are same between take away and the restaurant. The *afhalen* or take away contributes more in the income than the restaurant. Approximately 55% of the income is from the *afhalen* service and 45% from the restaurant service.

Golden River Restaurant has two separated areas of dining room: the main dining room and the back dining room which is called "West Corner". The West Corner usually used for held a big party, big reservation, special events, etc. Also if the main dining room is fully occupied, this West Corner can be used to serving guests.

These below are the organization structure from the Kitchen Department where the writers do their research:

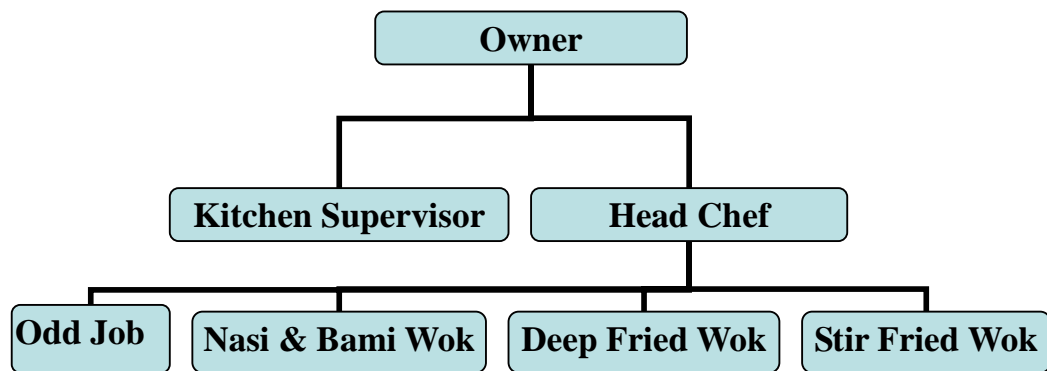


Figure 4.1. Organization Structure

The Kitchen Supervisor also being an inventory (Kitchen) and the purchaser for the whole restaurant needs, not only for the kitchen but also the goods for the restaurant like biscuits, chocolate, etc. The Head Chef is responsible to make a sauces, Peking Duck, *Tja Siu*, and *Speenvarken*, besides that he is also responsible for filling sauces in the *au bain marie* when the sauces are empty, and when the Stir Fried Wok cook is in a day off he takes a role of it. Stir Fried Wok cook besides do the stir fried wok he also doing preparation like cutting the vegetables, meats, and chicken for the dishes. While Deep Fried Wok cook does his job like making a *Loempia*, *Pangsit*, *Babi Panggang*, *Ayam Panggang*, etc. *Nasi & Bami Wok* cook responsible to do preparation and cooking for *Nasi & Bami* dishes such as cutting the leek and ham for the main ingredients of *Nasi & Bami*. Odd Job cook is responsible for making *Sate*, helping Deep Fried Wok cook when the cook in a day off and calling for order or we know as *aboayeur*.

4.3. Data Analyzing

As mentioned in chapter three that a qualitative exploratory research is used with an interview and observation as the data collection method, so in this sub chapter the writers are going to analyze the data. In this sub chapter, the

readers can find the HACCP in this restaurant and also can understand how their perception about the HACCP is.

4.3.1. Interview with the Kitchen Supervisor

Name : Mr. David Wong

Age : 58

Time : 10 p.m. – 10.30 p.m.

Date : 16th March 2008

Place : Kitchen

In the Golden River Restaurant, the Kitchen Supervisor is also the Purchaser for the whole operational of the restaurant. His name is Mr. David Wong, which is the older brother of the restaurant owner, Mr. Hemmy Wong. Based from the interview questions, which is placed in the appendix of this thesis, these are the results:

Most of the Golden River's food materials for example, like canned foods, poultry, and sauces come from one supplier called Ebo van den Bor and Golden River Restaurant already cooperate with them for around 30 years. Ebo van den Bor sends the food materials; later on we call it goods, once a week for Golden River. For the seafood materials they chose to buy it by themselves and not to buy it from the supplier because of the high price. If they buy it from the supplier, they have to buy it in a large amount to get a lower price. As written in our guide book by McSwane, Rue, Linton, and Williams (2004) that the seafood is a perishable thing that we can only keep just for two days, so with this consideration they bought it by themselves to make it more flexible in a way to use it. For the meats, Golden River uses GoodHart as their supplier, the same with the Ebo van den Bor as main supplier GoodHart has already worked with Golden River for years. They

send goods for Golden River also once in a week. Only for the vegetables supplier called R.G. Broekman, they send goods twice a week.

First thing the Kitchen Supervisor do when receiving goods are counting and then storing them into the right place. Meats and poultry through the chiller (cooling room) when received and later waited to be processed. When the things are not suitable with the criteria, like bad smells or bad quality, the supervisor directly call the supplier and then return it back and replace with a good quality one.

Inventory system that is used by the Golden River's kitchen is a First In First Out (FIFO) system, this means that the first goods that comes earlier we use it first, and the later goods that comes next we use it later after the first one is used all. The purchaser does not buy goods with a lower price with a shorter expiry date because it is too risky to use it.

The Kitchen Supervisor knows only the basic of HACCP. About the personal hygiene in the Golden River's kitchen, he thinks that the personal hygiene among the cooks are not so good, because some of the cooks still use the traditional way to process the food and traditional way to cook it. The traditional way in this circumstance is they use bare hands and washed by running water only, not with the proper soap or disinfectant. The cooks believe if the food is well cooked then all the bacteria should be gone, no matter what might happen to the foods (felt down on the floor, etc). He thought that now Golden River does not implement a HACCP well in the kitchen because of the factor above and he thinks that the Chinese kitchens will not implement it, but he agrees that the HACCP controller company is an important thing to start a step to the HACCP way.

4.3.2. Interview with the Head Chef

Name : Mr. Tommy Liu

Age : 59

Time : 10.30 p.m. – 11 p.m.

Date : 18th March 2008

Place : Kitchen

Many of Golden River's menu use different kind of sauces, about that the Chef told us the way he handling it and storing it. First thing to do when cook the sauces is to boil it until 100°C in the end of the cooking process and then chill it between five to six hours after that storing it in the cooling room at 4°C temperature and serve it at 80°C. In Golden River's kitchen, they use a big *au bain marie* to put about four kinds of sauces to keep it hot and ready to serve.

Pre-cooked food; it is a way in handling foods in other word is to make it more efficient when we want to cook it well. According to the Chef, here in Golden River, not all the things is pre-cooked, only meats (beef and chicken only), shrimps but not all kind of shrimp, for vegetables they use it fresh. For the storing, it is stored in cooling room and the best temperature is 4°C, and they keep it until maximum for four days for meats and poultry, two days for seafood and one week for vegetables.

Thawing; it is a way to melt frozen foods. In Golden River's kitchen, usually they put the things under the water and leave it over night. The Chef said that in winter season, it takes more time to thawing foods, it takes around eight hours, while in summer season only need approximately four hours to thaw meats and poultry.

According to the Chef, the best temperature to keep food materials safe from danger zone and fresh either the things is raw or pre-cooked are less than

5°C. The best temperature when food served is around 54°C-80°C depends on the type of the dishes to be served, because some of dishes can be requested by customer to medium rare (54°C), medium-well (70°C), and well-done (80°C).

Frying oil is an important factor to keep the things that fried looks nice and taste good. The frying oil used by Golden River is pure vegetables oil made from modified soy bean, because according to the Chef, pure vegetables oil is more heat resistant than any other kinds of oil. The Chef stated that they use the frying oil for two days. Golden River using two woks to deep frying, first wok is the new frying oil to frying things like *Loempia*, *Mini Loempia*, *Ko Lo Yuk* and *Pangsit* because if this product using old oil the taste and the colors is not good. The second wok contains old oil which used to fry *Babi Panggang*, *Ayam Panggang*, Peking Duck, etc. Because these kind of food need to be fried until a little bit dark color which is good for presentation.

About HACCP, the Chef is taking a course about HACCP when he was applying for the certificate to be able to become a Chef in restaurant's business in Holland. But according to him, the personal hygiene in the Golden River's kitchen is only 70% good; there are still a lot of rooms to improve. He also mentioned that here in Golden River Restaurant only implemented HACCP around 70-80%. It is difficult for Chinese restaurant to implement HACCP 100% because some of the dishes cannot be processed according HACCP. He takes for example, the *speenvarken* dishes. It is roasted pork's belly fillet. In the process, first he boils the meat with the different kinds of spices and then he has to marinate it with salt and vinegar. After that, this is the part which HACCP cannot be implemented; he has to hang the meat until it is dry in the kitchen area. He cannot hang it in the cooling room because if he does that the meat will not dry and also if he fries it, the product is not crispy anymore.

The Chef thinks that it is important to use a HACCP controller company to increase the quality of the food. He also a little bit concern because it is not an easy job to implement HACCP 100% in a Chinese restaurant. He mentioned that the most important things in handling foods are you have to store the goods correctly; the environment has to be cleaned, and always use a fresh food materials.

4.3.3. Interview with the Restaurant Owner

Name : Mr. Hemmy Wong

Age : 54

Time : 11 p.m. – 1 a.m.

Date : 30th March 2008

Place : Office

The restaurant owner, Mr. Hemmy Wong stated that he has a certificate about HACCP in order to open a restaurant business in Holland, if not you cannot open a restaurant in this country. About the personal hygiene in Golden River, he said that the personal hygiene in his restaurant is not good enough and it can always improve. He mentioned that the Chinese cook is not well trained in disciplined ways; they usually learn how to cook by themselves, without a proper education about hygiene. The other factor is a lack of discipline among the Chinese cook, most of the Chinese cook are only come to work to have a living, and they do not give a good attention to the hygiene in the cooking process.

HACCP in Golden River is not going well because in the earlier time they implemented it but the cooks did not cooperate well so nowadays it does not work anymore. He mentioned that it is important that they use a HACCP controller company, because most of the cooks now are older than he is and they were difficult to change their style of working.

The hygiene controller usually comes once a year to do a regular check on how was the hygiene in the Golden River Restaurant. They usually take some sample from the food in the kitchen and also do some observations on the kitchen environment.

Mr. Hemmy Wong mentioned that HACCP is important for restaurant business especially here in Holland, because they have a very high standard in food hygiene and also it is important for guests health. It is also important for the restaurant to implement HACCP because if they do not have a good hygiene, the fine is very high. Also the government does not want to be blamed if there is a food poisoning disaster in this country, so they force every restaurant in Holland to operate according to HACCP.

4.3.4. Interviews Summary

From the three different interviews, we can draw an agreement that HACCP is very important in restaurant business and the personal hygiene in the Golden River Restaurant is not very good at the moment. They also agree that it is important to use a HACCP controller company in Golden River Restaurant.

The differences are, according to the Kitchen Supervisor, he thinks that Chinese restaurant will not implement HACCP because most of the cooks from Chinese restaurant still process their foods traditionally. According to the Head Chef, it is not an easy job to implement 100% HACCP in a Chinese restaurant because some of the dishes can not be processed according to HACCP. According to the Restaurant Owner, he stated in the early days Golden River implemented HACCP but the cooks are not cooperating well so now the HACCP system does not work anymore. It is not an easy job to implement HACCP in Chinese restaurant because most of the cooks in Chinese restaurant are not well-trained in a disciplined ways and they do not have a proper education about hygiene.

4.3.5. Direct Observation

Besides interviews, the writers also did a direct observation in Golden River's kitchen. What the writers observed is basically on the daily operational and the storing equipment in order to know how the daily operational was and how well their storing systems are. The writers do the observation during traineeship in the Golden River's kitchen. The writers do the observation in 2 weeks, from 10 March until 23 March 2008. These are the information that the writers gain from the observation. Here below is the result:

Table 4.1. Observation Result

No.	Observations	Yes	No
	Food Temperature Check List, Receiving, and Storing		
1.	Chiller temperature less than 5°C	√	
2.	Everything is wrapped when it stored in the cooling		√
3.	Is there any temperature log book		√
4.	Freezer temperature less than -18°C	√	
5.	Put everything separate between pre-cooked food and raw food	√	
6.	Put separate between new and old food	√	
	Meat		
1.	Temperature check when receiving		√
2.	Store in the right temperature	√	
3.	Date written		√
	Poultry		
1.	Temperature check when receiving		√
2.	Store in the right temperature	√	
3.	Date Written		√
	Seafood		
1.	Temperature check when receiving		√
2.	Store in the right temperature	√	
3.	Date written		√

	Frozen Food		
1.	Temperature check when receiving		√
2.	Store in the right temperature	√	
3.	Date written		√
	Food Processing		
1.	Wearing a gloves when cutting		√
2.	Uses different cutting board		√
3.	Wash it (cutting board) before change to other food	√	
4.	Cleaned tools and equipment before use it		√
5.	Food temperature when cooked or reheating more than 60°C	√	

The chiller (cooling room) temperature is less than 5°C. Only when it is busy time and the cooks are often go to the chiller to get something, the temperature sometimes drops until 6°-7°C. The food materials inside the cooling room are not wrapped correctly when it is stored there. Some of them are being put in the floor. The freezer temperature is constantly between minus (-) 16°C – minus (-) 18°C.

In Golden River's kitchen they have an electric digital thermometer but they never use it for measuring the goods temperature when they received it. Thus they do not have a temperature log book in the kitchen. Maybe the reason is the delivery time from the suppliers is in the early morning when there is nobody in the kitchen to measure the temperature of the goods when they receive it.

About the food storing, everything is put separately among pre-cooked food, raw food, new food, and old food. Thus it can not be mixed up.

The temperature of raw meats, poultry, seafood, and frozen food are not measured when they are received. They only count it; if it is correct they put it directly in the cooling room or in the freezer if it is not going to be use soon. They do not write the date of receiving. They only apply their storing system (FIFO) by placing it in the right place. So if there are new goods come, they put it behind the

old one. If somebody wants to use it, they have to use the goods that being placed in front.

In food processing, they are not wearing gloves when cutting meat, poultry, vegetables, etc. They only wear gloves when they handle the oyster. They also do not use a different cutting board for different food materials. They only wash it before using it to cut other kinds of food. Sometimes they do not clean the tools and equipment first before they use it.

The writers also do observation in the way of making Peking Duck by the Head Chef Mr. Tommy Liu and try to compare it with the way of making it from the book *Hygienecode voor de Horeca (2007)*, this book is written in Dutch so the writers try to translate it into the English, here below are the results:

Table 4.2. Comparison of Peking Duck Cooking Method

Processed by Mr. Tommy Liu	Processed according to the book Hygienecode voor de Horeca (2007)
<p>Purchase Buying from the trust and good quality supplier Ebo van den Bor</p> <p>Receiving Freezer: -18°C</p> <p>Ingredients & Tools</p> <ul style="list-style-type: none"> • Whole duck, salt, sugar, five spices powder, vinegar, water. • Oven, long needle, pump, knife, wok pan. <p>Methods of Cooking</p> <ul style="list-style-type: none"> • Take out the inside part of the duck • Cut the feet off with the knife • Wash it with clean water • Fill all the ingredients inside the duck 	<p>Purchase Buying from the good supplier and make it sure the quality of the duck is good</p> <p>Receiving Cooling: 7°C or colder Freezer: -15°C or colder</p> <p>Ingredients & Tools</p> <ul style="list-style-type: none"> • Whole duck, salt, sugar, ginger powder, Chinese <i>steranijs</i>, <i>graansuiker</i>, vinegar, water. • Oven, long needle, pump, 2 of pan, knife. <p>Methods of Cooking</p> <ul style="list-style-type: none"> • Take out the inside part of the duck • Cut the feet off and throw it into the rubbish immediately

<ul style="list-style-type: none"> • Sew the bottom part of the duck with the long needle • Boil the water until 100°C using the wok pan • Pump the duck • Blanch the whole duck inside the boiling water for 1 minute • Bath it with vinegar • Hang the duck for 1 night • Roast the duck in the oven for 45 minutes • Hang it to cool it down for 5 hours • Store some duck in the cooling and some in the freezer (-18°C) • When served, first take out from the cooling and then defrost it in the microwave for 5 minutes and then deep fried it. 	<ul style="list-style-type: none"> • Wash it with clean water • Fill all the ingredients inside the duck • Sew the bottom part of the duck with the long needle • Take a pan, fill in with water and boil it • Pump the duck • Blanch the duck inside the boiling water for 1 minute • Bath it with vinegar and <i>graansuiker</i> • Let the inside part of the duck cooling down after blanch for 5 hours • Take it inside cooling (7°C or colder) for 24 hours • Roast the duck for 45 minutes and the temperature inside the duck have to reach 75°C or warmer (CRITICAL PROCESS!) • Let the duck cool down in 5 hours (CRITICAL PROCESS!) • Serve the Peking Duck in 60°C or warmer for main dish or colder for appetizer.
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From the tables above we can notice that the only main issue is that the Chef does not use the cooling room in the way to make the duck drier before roasting it, and the Chef does not measure the temperature inside the duck. As told before in our interview with the Chef, he told us not to use the cooling room in the way to dry the duck because it will affect the result. The skin of the duck will not be crispy if the cooling room is used to make it dry, it is better if he does not use the cooling.

4.3.6. Other Information

The other things that the writers found during the observation and also during the traineeship in the Golden River's kitchen, they always re-use the sauces

and foods. For example, if the guests ordered a tomato sauce and after the server cleaned up the table and bring all the plates, including the sauce, into the dishwashing area, they always put back the sauce in the *au bain marie* again. It happens also with the foods like *sate*, pickles (*atjar*), fried chicken (not eaten yet by the guests), rice (*nasi*), noodle (*bami*), even shrimps that already been cooked before.

About the sauces, the writers found that after the sauces are cooked and put in to the bucket, they left it on the floor just like that to cool it down. It is not guaranteed that the sauces is able to completely cool down within 5 hours because they used a quite big bucket to keep the sauces, more than 10 liters in one bucket.

The writers also saw that the personal hygiene among the cooks is not good enough. Some of them let their nails long and it looks like never been cut in weeks. They always try to work as fast as they can and that is mean that they do not care about the hygiene and they have to use their hands very often to handle the foods.