

ABSTRACT

In the hospitality industry, proper food storage is very important, especially in the kitchen, which offers dishes. The four-star Hotel Resinda Karawang, which is famous for its services, is facing a major problem related to a storage system for perishable materials. The quality and cleanliness of food ingredients served in the kitchen is very concerned. Guest dissatisfaction and damage to the hotel's reputation are caused by ingredients that are not fresh and of low quality. The main factor causing this problem is improper storage system. Little storage space and room temperature that is not properly regulated has resulted in neglected perishable foodstuffs. Therefore, the purpose of this study is to examine and ascertain how perishable items are stored in the kitchen of the Resinda Hotel Karawang. With regard to the type of data collection for this study, which included interviews and observations of the kitchen staff, a qualitative methodology was used. This study shows that improving the storage system for perishable materials in the Kitchen Section of Resinda Hotel Karawang is very important to improve customer service and satisfaction. A thorough evaluation of kitchen infrastructure, management and staff is essential to identify and resolve problems. It is envisioned that kitchen teams and food hygienists can work together to promote adherence to the highest standards in food storage and processing and reduce the amount of food waste and negative impact on the environment. By making the right improvements, Resinda Hotel Karawang has the ability to provide its guests with an extraordinary culinary experience and strengthen its reputation in the industry..

Keywords: storage; perishable;kitchen