

THE IMPACT OF HUMAN RESOURCES, RAW MATERIAL, AND EQUIPMENT TO FOOD QUALITY

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ABSTRACT

This study aims to test and analyzes influence of short of equipment on the quality of food based on Guest's Voice at The Hotel X Jakarta. Data is collected by direct observation by the write, the research methodology used was a qualitative methodology because based on the experience acquired by the writer itself. From the result showed that : 1. There are 3 main factors that can affect the qualities of food, there are raw material, human resources, and facilities (equipments). 2. In this case, short of equipments bring the influence very significant on the quality of food itself as measured according to Guest's Voice program. 3. At the time being in a condition of hotel guests crowded or by being held the event with capacity the number of a guest which crowded and so it was quality of food was decreased, vice versa.

Keywords: Kitchen, Food Production, Food Quality, Lack of Equipments