APPENDIX 1

Interview Result

1. Interview with Executive Chef (Pierre-Michaël Martin)

- R: Hi chef, do you have 10 minutes?
- P: Yes, what is it for?
- R: I would like to interview you about my research in this restaurant. Here, i will need your opinion about the menu changing that happened frequently in this restaurant. So, the first question is, are you taking a part on planning the menu changing?
- P: yes, I do most of the planning menu
- R: Could you please tell me the process of how do you plan to change the menu?
- P: Usually, before plan the menu me and my staff will check all the ingredients left in the walking fridge. By that, I have information about which dish that needed to be change or even discard from the menu. After finish the service, I will write down any changing and then have a small meeting with my team to do a coordination for tomorrow's preparation. And the next day, normally I will tell Cedric (Restaurant Manager) all changes information including the prices along with daily menu.
- R: Do you set up the price by yourself?
- P: Generally, yes.
- R: Is there any consideration factors that makes you change the menu except the stock in the fridge?
- P: Yes, it is. We always change the menu according to the season because some of ingredients only available or good in particular season. For example, during the winter

there is a lot of pears, pumpkin and clementine. So, i will create the menu using those ingredients. Another example, right now i often use rhubarb in savory and sweet dishes since it's available a lot in spring.

- R: Ok, i see. As an executive chef and the person who take most of the part of changing menu, do you see any positive impact about this changing concept?
- P: Yes, i do. i can improve my skill because i handle many different ingredients all the time. I'm feel confidents of my dishes because i know that i serve a good quality of product.
- R: Besides, do you have any negative impact?
- P: Usually, it happened only on first day. I need to adjust myself and get used to the new composition and plating. Sometimes it is a bit difficult to manage the team because everyone tries to remember and not focus on the cooking.
- R: Is there any other positive or negative impact towards your work performance?
- P: I think that's all
- R: Alright chef, thank you so much for your time and your answer.

2. Interview with Restaurant Manager (Cedric Timolini)

- R: First of all, you know that this restaurant does menu changes frequently. Have you ever been in restaurant with this kind of concept?
- C: Not really, before I worked at the gastronomy restaurant, but the thing that i know is before, the gastronomy restaurant always handover their good quality of leftover ingredients into a bistro before Le Bistrot du Potager. So that bistrot always sell the dish that similar to the gastronomy restaurant in the smallest portion.
- R: Do you think that the concept of menu changing this time along with sharing menu concept run side a side?
- C: Yes, by having a changing menu frequently i believe that the ingredients used by chef also fresh and have a good quality. In the means time, it also helps the restaurant to define the concept of sharing menu. Changing the menu means that the variant of dishes on the menu offered for the customer also increase.
- R: So, do you see any positive impact for this restaurant operational in your point of view as a manager?
- C: of course, changing menu improve our knowledge about the dishes and ingredients. We can improve the skill of communication as well while talking with the guest, giving them a suggestion and for me especially i can help the guest to pair their food with the wine we have. I'm also happy to see my staff can communicate well and giving the right information about the dishes as well as giving a recommendation for the guest about the menu. And also, when i see the customer eager to try many kind of menu I will be glad.
- R: Besides the positive impact, do you face any negative impact of this changing menu?

- C: Yes, i do. I rarely have a proper meeting with chef to discuss about the changes. So only at every morning i will get the information about changing which have all planned by chef. Sometimes when we are in very hectic hours some of the dishes is sold out and can't be sell. So, anyone who received the changing from the chef need to tell all the staff about the changing or it can cause order missed. It happened rarely, yet still can cause a big trouble when they forgot to spread the information to others and it could waste the time.
- R: Alright. As you said before that chef has planned all the menu. Do you ever take a part on the process of changing menu?
- C: Usually no. But I will give a feedback to chef if the price is too low or too high. I often go to others restaurant as do a survey about the prices and menu offered there. So, I will give a suggestion to the chef to add the menu for special season or even suggest him to change the price to lower or higher.
- R: Do you have any example?
- C: Last week we start to enter the beginning of summer season, even though it is not that hot but I suggested him to create more cold dishes and bigger portion for cold dishes to be offered in lunch and dinner time. Sometimes people do not want to share, so we have main course for them to choose.
- R: Except the survey do you do an analysis for menu performance? Like how many sold per day or what dish is popular this week?
- C: Yes, i did. I can track the sales from the machine as well as from my observation. I do talk with customers so i always ask them if they like the new recipes or they prefer the

other recipes. When i receive the information i will tell the chef about guest preferences.

R: Well, that's interesting. So far, I have got all the information needed. Thank you for your time and cooperation.



3. Interview with Chef de Rang (Melisasandre Martin)

- R: Hi, i have a few questions about menu that change frequently in this restaurant.
- M: Yes, what is it?
- R: You've been working for more than a year in this restaurant. In your point of view do you think that this concept has a positive impact for you?
- M: Yes of course. I love to work like this. I've learn so much about food especially the ingredients use in each dish. I've learn many kinds of cuisines from others countries as well. I can see myself has a great improvement for knowledge about the ingredients and garnishes used in dish. I knew many kinds of fishes, sauces and types of dry sausage.
- R: Do you think that these changes happened too often that might can impact your performance?
- M: Not at all. I feel that this helps my brain to work efficiently and properly. It means that, any time the menu changes my bran will work to remember and recall any kinds of details that I've known before. I also can have more time to communicate with the customer about the menu details and what kind of dish that suitable to their preferences. Moreover, since I know about the wine, so i can easily paired customer's dishes with the wine we have.
- R: Ok, i see. Have you ever face any negative impact for all this time?
- M: No, never. I really into this job. So, any problem that happened is not a big deal. So far I can still handle it very well.

R: Alright, I found that you really giving your heart into this job and you can overcome any problem happened. Thank you for your time, I really appreciate it.



4. Interview with Apprentie (Annaïs Durix)

- R: Hai, do you have a time to talk?
- A: Yes of course.
- R: I'm doing a research about menu changing in this restaurant. As you know and you experience during your training here? What do you think about this concept?
- A: Personally, i think that this concept is interesting because we have so many choices of dishes here. I also can learn so many things from this concept.
- R: What have you learn that gives you a big impact?
- A: Generally, now i know many kinds of foods from many cities in this country. You know that each city in France has their own specialty and food characteristic.
- R: Can you give me an example?
- A: Yes. Here we serve a lot of Lyonnaise foods and Provence foods. It has differences from the ingredients uses. Lyonnaise food use a lot of pork meats and tend to be oily meanwhile Provence food often use tomato and bell pepper as a main ingredients or sauces.
- R: wow interesting. But do you have any negative impact of this menu changing concept towards your work performance? For example, your teamwork, communication, or any else?
- A: Let me think. I think that it happened only sometimes. Sometimes i forgot the detail ingredients used in a dish or the details of sauces that specially use inside the dish. So i can't explain to the guest immediately. I have to go to the kitchen and ask the chef about the meaning of the sauce of detail information that asked by customers.

- R: Any other things that happened during your training??
- A: So far, i think that's al
- R: alright, thank you for your time.



5. Interview with *Chef de Partie* (Stéphanie Clèment)

R: Hi Steph, i have a few questions about the menu which change often in this restaurant. As you are the assistance of Chef Pimmouse. I would like to ask your opinion about this concept. Do you mind if I ask for your time?

S: No, i don't.

- R: Ok, so as you always take over chef part when he is not here, then there is a moment when you have to do the menu change, do you ask chef about what should need to be changed or you can decide by yourself?
- S: Usually, I will make my own decision to change the menu if chef is in long holiday or more and 3 days. If he only has 1 day off, then he already planned for us and gave us brief information about what should we do the night before.
- R: Alright I see. Do you ever face any difficulties on planning the changes and or any bad impact toward your work performance?
- S: So far, I think there is no a big deal when I do plan and make a decision by myself, because I know what I want it to be and how it will taste. It will be just a little bit difficult when chef has planned all for us, and we have to figure out how will the dish turn out by our self. That's all.
- R: But do you think that it will make your performance low?
- S: No, I do not think so. I have a great team and we always back up each other and overcome any hectic situation together. So, I believe that I can face all because of my team as well.
- R: In the other hand, do you feel any positive impact because of the changing in the menu?

- S: Yes, i do. I learned a lot from chef and others cooks about ingredients and specialty from many places. I know how to handle and process the food differently depends on the character of each ingredient.
- R: Alright, it is very cool. Besides, do you still have any other opinion or impact in your opinion?
- S: So far, I only got this for you. I've been work for almost 2 years and these all I felt during this time or working.



6. Interview with Customer 1 (Phillipe)

- R: Good afternoon Mr. Philipe. Nice to see you again. Here is your drink. Can I ask you a favor? I have a research in this restaurant and needed to ask a few questions to the customer. You are the one that I choose because you come here often and has known this restaurant very well.
- P: Yes of course. What can I help you?
- R: What is your opinion about the menu that change frequently in this restaurant?
- P: You mean that the tapas menu?
- R: Yes sir.
- P: Personally, i really loves this concept. I come often to this restaurant so, I do not want the same food all the time. I also love the creation of the chef that always give me a very delicious and nice food each time i come and he always nailed it.
- R: Have you ever feel disappointed once when you are having a lunch or dinner here?
- P: Only once, I really love to eat asparagus and the asparagus dishes here is very nice. However, there is no more asparagus in the last 2 weeks. But i still very happy with the fish tempura that he served to me. It tastes really good with the sauce.
- R: Ok I see. Thank you very much for your time, your starter will arrive soon. Enjoy your drink.

7. Interview with Customer 2 (Michael)

- R: Hi sir, how are you doing?
- M: Hi, I'm well. And you?
- R: I'm good. I need just some minutes to talk to you. I need your opinion to help me to do my research.
- M: What can I help you?
- R: I would like to ask your opinion about the menu in this restaurant that change frequently in this restaurant? How do you feel about this concept?
- M: Personally, I'm happy to be served different food any time I come. You know that I come at least once a week. So, I want to have something different especially when I have a dinner with my family here. My family also like to come here because they have a very good experience. Meanwhile, when we felt in love with one dish, I believe that it will change the next time we came. But so far, most of our favorite food still available such as razor clam gratin.
- R: Is there any changes that you did not like?
- M: Only a few of them that are not my favorite. But it is my preference. My family loves them though.
- R: Alright, thank you so much for your time. I hope you enjoy your dinner.

8. Interview with Customer 3 (Viviane

- R: Hello Madame, here is your drink. Can i talk with you just 5 minutes?
- V: What is it for?
- R: I'm doing a research study for school. I need to ask a customer a few questions about my topic of research. I will talk about the changing menu in this restaurant.Before start, how many times you've been here?
- V: Alright I see. I can say that today is my first time coming here. I heard from the friend of mine that the food here is very good.
- R: Did they suggest any specific food to you? Or anything they like to let you to try?
- V: I really want try the grilled Octopus served with smoked mozzarella. I heard it's very good
- R: I'm sorry Madame. Tonight, we do not have the grilled octopus with smoked salmon. We've changed the recipes with Octopus ink sauce and fresh red cherries. Would you like to try?
- V: Is it good?
- R: Yes, it is. It tastes fresh with cherries. We often change our menu around 1-2 times a week. Depends on what available in the kitchen. Sometimes we change because of the season change since some ingredients are not available in the season. What do you think about this?
- V: In my opinion, I think that it's very nice concept because I believe that you might be use fresh ingredients. But I come here because I want to try the octopus that

recommended from my friend. Unfortunately, I could not taste it. But it's ok. I will try the new recipes. I hope it taste better.

R: Yes, I'm sure that it will taste very good. Thank you so much for your time and having a short conversation with me. Wish you enjoy your food. I have to go back to work.



APPENDIX 2

The Restaurant

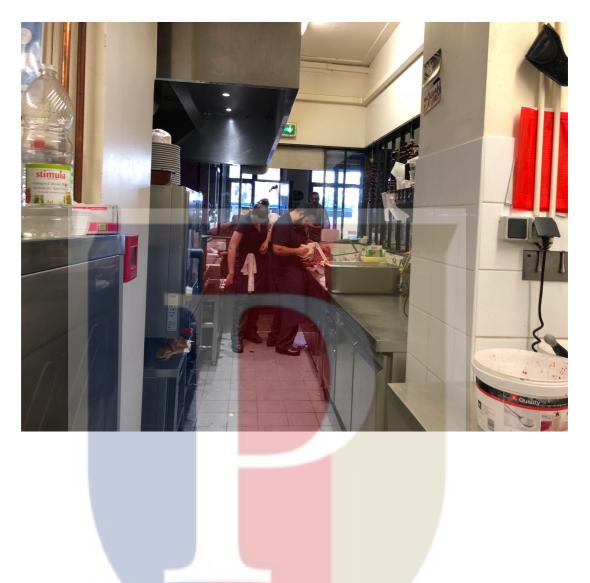
Picture 1. First room where the table is arranged for group dinner

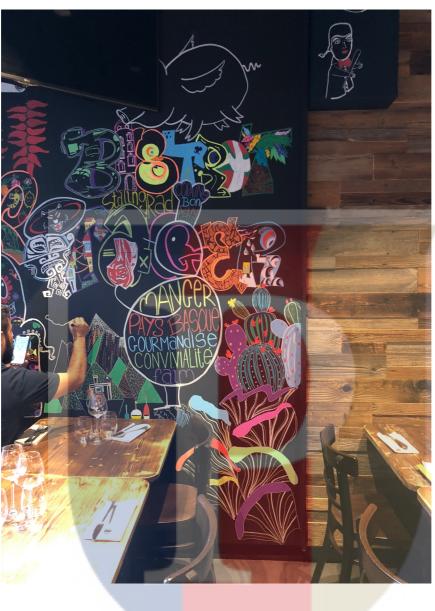


Picture 2. Back kitchen area



Picture 3. Front kitchen area





Picture 4. Paint corner in first room

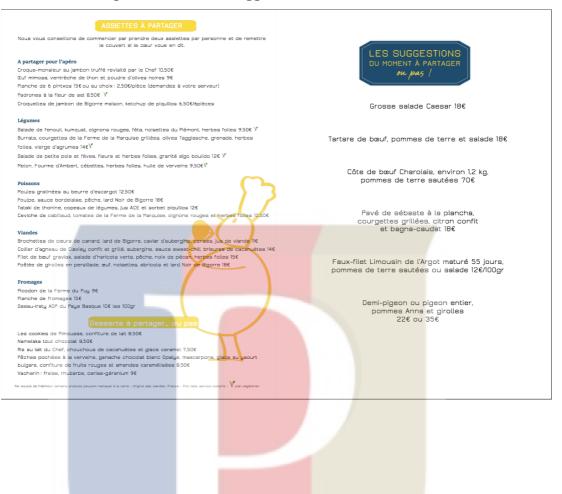
Picture 5. Second room area



Picture 6. Executive Chef



Picture 7. Small plates menu and suggestion menu



Picture 8. Menu du jour, dégustation menu and cocktail men



Bistrot, bar à manger, restaurant…

Ici, on ne rentre dans aucune case et c'est tant mieux ! Le Bistrot du Potager vous propose une nouvelle façon de s'attabler autour d'assiettes à partager réalisées à partir de produits frais et de saison issus de petits producteurs, le tout dans une ambiance conviviale. Le principe : pas de règles, on fait ce qu'on veut et on commande ses assiettes au fur et à mesure en fonction de ses envies. Et si vous vous laissiez guider par la gourmandise ?

MENU DU JOUR

- uniquement le midi -

Entrée, Plat, Dessert 1<mark>9€ / Entrée, Plat ou Plat,</mark> Dessert 16.50€ / Plat du jour 12€

FORMULE DÉCOUVERTE - 35€ / 45€

- po<mark>ur l'ensemble</mark> de la table -

Pour tout goûter ou simplement oser, notre chef Pierre-Michaël Martin vous propose un menu les yeux fermés à travers une succession de petites assiettes bistronomiques. Un véritable meltingpot de saveurs qui ne vous laissera pas indifférent...

NOS COCKTAILS

Les sans alcools

- November Seabreeze 8€
 Jus de cranberry / Jus de pomme /
 Citron vert / Soda
- Cracker 8€ Jus de cranberry / Jus d'ananas / Nectar passion / Jus de pamplemousse / Limonade

Les longs drinks

- Spritz 10€
 Aperol / Prosecco DOC / Eau gazeuse
- Bonneveine 11€
 Pastis / Framboises fraîches / Sirop de mûre
 Jus de cranberry
- Moscow Mules 12€
 Vodka / Angostura / Citron / Ginger Beer
- Champagne Cocktail 12€
 Champagne / Sucre / Angostura / Cognac

Les shorts drinks

- Negroni 11€ Martini / Campari / Gin
- Old Fashioned 9€
- Bourbon / Angostura / Sucre • Mai Tai 10€ Grand Marnier / Rhum blanc / Rhum ambré /
- *Jus de citron vert / Sirop d'orgeat* ■ Doum Papa Sour 12€
- Don Papa / Sucre / Citron / Cannelle / Blanc d'œuf / Angostura
- Bramble 10€ Liqueur de mûre / Sirop de sucre de canne / /Gin / Jus de citron

Les Tonics

• Martini Blanc ou Porto Blanc Tonic 8€

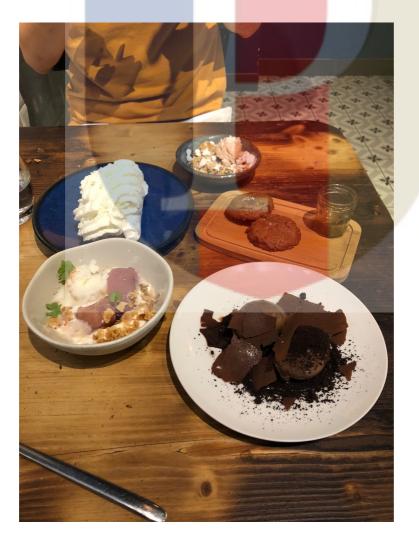
Picture 9. One of plates from degustation menu (Tataki du thonin avec legumes d'été et jus aseo)



Picture 10. Small tapas in degustatin menu which also serve in a la carte



Picture 11. Collection of dessert in a la carte



Picture 12. Tapas menu (couteaux gratinées a la beurre d'escargot, Mozzarella, framboise, basilic et caviar d'aubergine)





Picture 13. Brioche facon pain perdu avec glace vanille et caramel beurre sallé

Picture 14. Millefeuille avec glace vanilla et crème café et chips d'artichot

