

## Role Of Receiving Section In Assuring Quality Of Ordered Goods In Tentrem Hotel Semarang During Covid-19 Pandemic

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**Abstract.** *This project was made considering the importance of the quality of an item and the importance of the role of the part in charge of carrying out the receiving of the hotel ordered goods. This final project aims to explain the role of the receiving section in ensuring that the quality of hotel orders during the pandemic remains good and according to applicable standards. The research method used is qualitative method and literature study and the data collection method used in this project uses the method of observation, interviews and documentation so that the data obtained is more accurate. The results of this study show the importance of the role of the receiving section in ensuring the quality of hotel ordered goods, especially during the COVID- 19 pandemic, this final project underscores the importance of the role of the receiving section in maintaining the quality of goods. Hotel orders during the waiting time until then received by the user who has ordered the item especially during COVID-19 pandemic through various means such as monitoring, health protocol discipline and receiving staff's efficiency.*

**Keywords :** *receiving section, item quality, pandemic, hotel*

**Abstrak.** Proyek ini dibuat mengingat pentingnya kualitas suatu barang dan pentingnya peran bagian yang bertugas melaksanakan penerimaan barang pesanan hotel. Tugas akhir ini bertujuan untuk menjelaskan peran bagian penerima dalam memastikan kualitas pesanan hotel di masa pandemi tetap baik dan sesuai standar yang berlaku. Metode penelitian yang digunakan adalah metode kualitatif dan studi kepustakaan dan metode pengumpulan data yang digunakan dalam proyek ini menggunakan metode observasi, wawancara dan dokumentasi sehingga data yang diperoleh lebih akurat. Hasil penelitian ini menunjukkan pentingnya peran bagian penerima dalam menjamin kualitas barang pesanan hotel, khususnya pada masa pandemi COVID-19, tugas akhir ini menggarisbawahi pentingnya peran bagian penerima dalam menjaga kualitas barang. barang-barang. Pesanan hotel selama masa tunggu hingga saat itu diterima oleh pengguna yang telah memesan barang tersebut terutama di masa pandemi COVID-19 melalui berbagai cara seperti pemantauan, disiplin protokol kesehatan, dan efisiensi staf penerima.

**Kata Kunci :** bagian penerimaan, kualitas barang, pandemi, hotel

### INTRODUCTION

The tourism and hospitality sector is one of the most important and significant sectors in Indonesia and many other countries. Even at the 2019 Indonesian National Tourism Conference, the Minister of Tourism Arief Yahya said that the tourism sector had been designated as a leading sector contributing to the nation's economy so that it was able to surpass CPO / crude palm oil, he also said that he was optimistic that the tourism sector would become one of the sectors that would generate the country's largest foreign exchange in the coming years at that time (Hanni, 2019)

Along with the development and increasing importance of aspects of the tourism sector, as well as the standards applied in the hotel sector, several hotel businesses are competing to provide comfortable and quality accommodation in accordance with the hotel concept and also the target consumers set by the hotel. Not only luxury five-star hotels, there are also many hotels that target middle-class tourists at relatively more affordable prices, but with comfortable, unique rooms and adequate facilities.

The receiving and purchasing departments in the finance department themselves have an important role in realizing these quality sectors. The purchasing department must be able to carefully select high quality, honest vendors and suppliers for hotels, as well as those who are trusted and meet applicable standards. Purchasing itself has a big responsibility, because all items needed by the hotel will be processed and purchased through the purchasing department, which of course is based on quality assurance. Likewise with the receiving department because they will be the first hand in the hotel who selects goods and materials that will enter and become hotel products, so these goods and materials must be of high quality before entering and being processed by other departments in the hotel.

It is undeniable that the quality of raw materials will affect the quality of the final product in every aspect, be it cleanliness, aspects of appearance, aspects of hygiene and so on. Especially in the midst of the COVID-19 pandemic, which has made many people more aware of the cleanliness and hygiene of a product.

Hotel Tentrem Semarang carries out the process of procuring goods and receiving goods strictly according to SOP (Standard Operating Procedure), as well as selecting the quality of goods from suppliers is carried out by the purchasing department by comparing the same supplier sectors in terms of taste, quality, price and so on until the selected one is a supplier with a suitable price with good quality.

The process of procuring goods and receiving goods through strict selection, starting from suppliers to being received by the receiving department, the quality of ordered goods is maintained. This study aims to describe the procedures for receiving goods ordered by hotel and a description of the efforts given to receive goods in ensuring the quality of hotel orders during the COVID-19 pandemic.

## **LITERATURE REVIEW**

Noormans Hotel, which declared compliance with the CHSE (Cleanliness, Health, Safety, and Environmental Sustainability) standard certification for the revitalization of the hotel brand during a pandemic (Asshofi, 2020). One of the relevant theories behind the research topic was how important it is hotel branding about cleanliness, health and etc during or post pandemic for acquiring the guest unwavering trust. Hence it is important to make sure that cleanliness, safety or even environmental sustainability is perfect even from the smallest things like raw materials quality.

## **RESEARCH METHODS**

This research is a qualitative research and literature study because it is intended to describe the procedures for receiving hotel orders for the hotel receiving department and describe the efforts of the receiving section in guaranteeing the quality of hotel orders during the COVID-19 pandemic.

This research was conducted at Hotel Tentrem Semarang which is located at Jl. Gajahmada No. 123, Pekunden, Central Semarang subdistric, Semarang City, Central Java postal code 50134. The research was conducted by the author with a focus on the receiving department of finance. The research was conducted by the author from early July to early October 2021. The data collection method used by the author in compiling and collecting supporting data and information is divided into three, namely observation, interviews and documentation. Observations were made by the author on the quality, flow and also the workings of the receiving hotel to maintain cleanliness and ensure the quality of the goods ordered by the hotel until they are received by the relevant department that has ordered the goods. Observations were made by the writer in the receiving department while the writer was carrying out the On the Job Training process in the finance department and food and beverage service department. While the target of data collection through this interview process is associates who have worked for at least half a year, experienced in their fields and clearly know the job description and their responsibilities so that they can provide a clear picture and accurate information. In addition to asking questions directly, documentation and recording will also be carried out by recording important and notable matters so that they can be reviewed easily at a later date if needed, and also as a form of evidence of conducting interviews or consultations to complement and support the alignment of information.

The interview process to collect information related to this was carried out by interviewing Mr. Reza Yudha as receiving staff, Bp. Irfan as a storekeeper and also served as a receiving previously at a hotel in Bali, and also Bp. Zakaria who served as cost controller at Hotel Tentrem Semarang. The last method used to collect data is the literature study method which is carried out by searching for written information in books or articles related to the data collected. This data search method is very useful because it can be done without disturbing the object or research atmosphere (Nilamsari, 2014). The use of the literature study method can be said to be quite crucial if you need additional references so that it can also be used to clarify parts that are still ambiguous and lack detail.

## **FINDINGS AND DUSCUSSION**

The purchasing department can be summarized as being responsible for the process of supplier selection, price to quality and ordering of goods which will then be processed by the receiving department in the process of receiving goods and allocating the ordered goods.

But working in receiving also does not mean that there are absolutely no mistakes, a receiving must also be careful in looking at the items taken by the outlet or department when picking up the goods and who took them, because it does not rule out the possibility of an outlet representative accidentally taking the wrong goods, one outlet's goods taken by another outlet. In addition to mistakes due to negligence, sometimes there are also mistakes in picking up goods because suppliers who are supposed to be supplying various kinds of goods at that time cannot deliver the goods according to the request for certain reasons such as out of stock and so on.

Facing mistakes or unexpected things in receiving goods, the receiving staff usually coordinates with the purchasing section for unexpected matters, for example, vendors run out of stock, for goods that are urgent, the solution that can be taken is to buy individually the stock requirements at other vendors. Meanwhile, solutions regarding errors in picking up goods can be overcome with stricter supervision by the receiving staff, but if the goods are already carried away, the receiving staff can immediately inform the person concerned via telephone between departments.

Following are several types of goods along with examples of goods received by the receiving department:

1. Groceries

Receiving process of food-type goods usually comes daily or every day to maintain the freshness of the ingredients, usually ingredients that wilt easily such as vegetables, and so on.

Goods that are perishable and not durable can be referred to as perishable which usually includes vegetables, fish, red meat, fruits and eggs. Meanwhile, food ingredients that are durable or commonly referred to as non-perishable usually contain canned fruits, sugar, salt, pepper, nuts, flour, rice, and others.

Receiving process of these food ingredients is followed up quickly and swiftly to avoid any decrease in the quality of goods/foodstuffs while in the receiving area, especially for non-durable materials as described above. Here are some examples of fresh food ingredients that are usually ordered by restaurant outlets:

- a. poyay/horenso,
- b. chives,
- c. baby kaylan,
- d. bean sprouts,
- e. carrots,
- f. vannamei shrimp,
- g. broiler chicken,
- h. salmon meat,
- i. us beef,
- j. abalone,
- k. chicken eggs,
- l. century eggs, etc

These perishable foodstuffs, after being checked by the receiving party, are immediately stored in the receiving area with an air conditioning temperature of around 16°C to maintain the quality of these foodstuffs during the waiting time as well as to facilitate the cleaning of ordered goods because the room has been facilitated with a sink. Food ingredients that are not durable directly informed to the user/relevant department upon arrival along with a description of the food ingredients, then the relevant user/department will pick it up in less than 15 minutes.

The following are examples of durable food ingredients that are commonly ordered :

- a. instant crackers,
- b. wheat flour,
- c. cornstarch,
- d. jam,
- e. A4 rice,
- f. long grain rice,
- g. canned fruit,
- h. cereal
- i. chili sauce, tomato sauce, etc

Foodstuffs that are durable as written above after being checked by the receiving upon arrival, will be stored on shelves that have been categorized according to the outlet that made the order with temperatures ranging from 20°C – 25°C, and do not have to be stored in rooms in the receiving area with air conditioning temperatures of around 16°C. After that, the receiving also informs the user/relevant department that the goods have arrived and can be picked up at the receiving area.

The selection made by the receiving party in this category consists of the type of goods, brand of goods, quantity, price, and also the quality of the goods through the expiration date, the condition and appearance of the goods, the specifications requested if any, for example large and clean eggs.

## 2. Drink ingredients

Drink ingredients that are usually ordered by hotel restaurants also vary, ranging from coffee powder, herbal powder, canned drinks, syrups and so on.

Examples of beverage materials received by the receiving party:

- a. Canned beer
- b. Canned carbonated drinks
- c. Arabica coffee powder
- d. Teabags (example: Twinings, Dilmah)
- e. Chinese tea leaves (Oolong, Tie Guan Yin, etc.)
- f. Syrup, etc

The procedure for receiving this beverage material until it is picked up by the user/related department is more or less the same as for long-lasting food ingredients, after checking is carried out by the receiving, the beverage material will be placed on a shelf in the receiving area according to the outlet that made the order with temperatures ranging from 20 °C – 25 °C, until then it is picked up by the user/related department and will be stored by the outlet itself. The selection made by receiving in receiving beverage ingredients does not differ much from non perishable food ingredients, receiving will adjust to the Purchase Order (PO) sheet starting from the type of goods, brand, quantity, price of goods and also expiration date, condition and appearance of goods.

### 3. Inventory materials and assets

As the name implies, inventory materials and assets are also received through the receiving department, just like the receipt of food and beverage ingredients so that it also makes it easier for both the user/related department and the sender and makes the delivery and receiving process more effective. Receipt of goods belonging to departments other than the food and beverage department, such as the engineering department, front office, and so on, are mostly included in the inventory materials and assets category.

Some examples of inventory materials and assets:

- a. Blackboard
- b. Stationery
- c. Paper clips
- d. Staples
- e. Stamp
- f. Folders
- g. Business cards, etc

Materials in the form of supplies (stationery, masks, etc.) after arriving and being checked by the receiving party will be stored in the general store by the storekeeper. As for material assets which also include goods ordered by departments other than the food and beverage department, after checking they will be stored in the receiving area until the party that made the order/relevant department comes to pick up the goods.

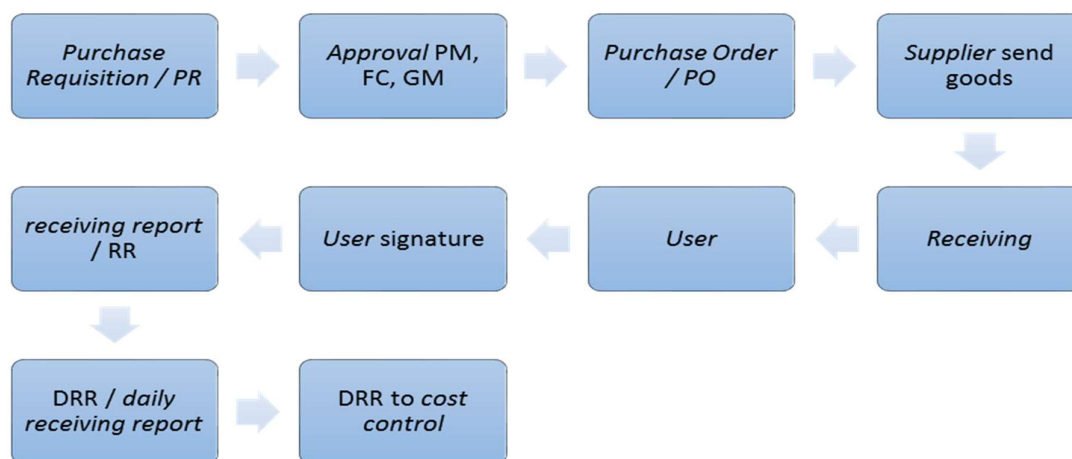
The selection made by receiving these materials is almost the same as other materials, which includes the type and brand of goods, the quantity of goods, and whether the price is in accordance with what is stated in the Purchase Order (PO), then also the condition and appearance of the goods.

The procedure for receiving goods is key and is also one of the daily tasks of receiving. The procedure for receiving hotel ordered goods cannot be separated from the initial process of ordering goods from the department concerned. So that in this sub-chapter will discuss the procedure for purchasing and receiving goods in a coherent manner. This in itself also shows how important cooperation is between the purchasing department, with the receiving and also all the relevant departments that place orders for goods. The procedure for procurement of goods until the receipt of this item starts from the relevant department or commonly referred to using the term user (the ordering department) in the hotel, the relevant user / department carries out the ordering process by entering the items needed into the system used by the Tentrem Semarang hotel, the system used in this process is the "Bee" application system which after making the relevant order result in purchase requisition ( PR ) document, purchase requisition can not immediately processed but must wait for approval from various parties, which is the head of the relevant department who makes an order. Then proceed with approval from the purchasing manager then the financial controller or commonly abbreviated as FC, then there are some PRs that also require approval from the hotel general manager, usually in the case of an order with a large total price, after all required approvals are complete, a purchase requisition / PR can be processed into a purchase order / PO and forwarded to suppliers who have worked with hotels and have met standards and been selected with rational price and quality. After the purchase order is given to the supplier, the supplier will prepare the goods and make the shipment according to the delivery date written in the purchase order document. Suppliers send goods to the address listed and the goods will be processed at the receiving department, the receiving staff will check the goods sent from various aspects such as the number of goods, quantity, price and also the quality of the goods. After the checking and monitoring process has been completed by the receiving, a receiving staff will give a stamp as having been received on the receipt which also includes the date of receipt of the goods and the signature of the receiving staff, the receipt of the goods sent will be brought by the receiving staff and a copy will be brought back by the supplier. The original receipt from the supplier is brought to the receiving section as proof of supporting documents in the payment process later in the account payable section. Goods received after going through inspection and supervision of the receiving department must be immediately taken by the department concerned and moved from the goods receiving area, with a standard waiting time of approximately 15 (fifteen) minutes. So a receiving staff must immediately provide information that the goods have arrived and are ready to be picked up to the relevant department, usually this process is done by telephone to the department concerned that made the order.



However, as long as the goods have not been collected, the goods will be stored in the receiving area which is divided into two areas, one with an air-conditioned room temperature of around 16°C and the other with a free outside temperature of 20°C –25°C . Items such as eggs, chilled juice, ice cream, frozen meat will be stored at air-conditioned room temperature during the waiting time. While at outside temperature to accommodate durable goods such as canned food, coffee grounds, business cards, engineering tools and so on. After the relevant department picks up the goods according to the order, someone will ask for the taker's signature on the note that has been stamped with the part that reads "user" as proof that the goods have been taken by the department concerned.

The receiving staff can then make a receiving report / RR document which must also be matched with the price and quantity of goods with the receipt from the supplier to avoid changes in price or quantity of goods without prior information. The receiving report is then printed and combined with the supplier's original receipt. After the receiving report has been completed and a receiving staff has not received goods again on that day, the receiving staff can make a daily receiving report document which contains a collection of all hotel orders received in that one working day. The daily receiving report document is then put together sequentially with the complete receiving report document to be submitted to the cost control department, after checking the cost control and affixing a signature, then the new daily receiving report is submitted to the accounts payable department. The following is an administrative procedure for procuring and receiving goods that is generally carried out for all types of goods, both food/beverages and inventory materials/assets. The procedure below in its implementation covers orders for goods from all departments that have the authority to order goods.



Source: Finance Department, Hotel Tentrem Semarang, 2022

The process of procurement to receipt of goods can be shortened into the following points:

1. The related user/department makes a Purchase Requisition/PR in accordance with the needs of the goods
2. PR waits for approval from PM, FC, GM before being processed
3. Purchasing makes a Purchase Order / PO and notifies the supplier
4. Suppliers send goods according to the PO on the receiving section
5. Receiving checks and receives hotel ordered goods in terms of quantity, price, and quality
6. Receiving informs the user/relevant department that the goods have arrived and so they can be picked up immediately
7. The goods arrive at the user/relevant department and the relevant user/department affixes a signature on the original note as proof
8. Receiving makes a receiving report / RR in accordance with the goods received from the supplier
9. Receiving makes DRR / daily receiving report
10. DRR is then forwarded to the cost control section for re-checking

Gaining the trust of guests themselves is not easy, so as a hotel that has received the trust of guests it must also provide quality products and environment and provide a sense of security for guests, which in Hotel Tentrem Semarang itself provides air conditioning equipped with UV-C light to kill bacteria and viruses without residue which allows to minimize the spread of viruses that cause pandemics, CHSE certificates and so on which can provide a sense of security for Hotel Tentrem Semarang guests. This was also applied to the Noormans Hotel, which declared compliance with the CHSE (Cleanliness, Health, Safety, and Environmental Sustainability) standard certification for the revitalization of the hotel brand during a pandemic (Asshofi, 2020). Receiving as the main door for hotel ordered goods is important because it will determine the quality of the dish that will be served to guests.

As the starting point for receiving goods, both food, beverage and asset goods, a receiving staff plays a crucial role in checking and supervising incoming goods to ensure the quality of hotel ordered goods. Apart from the receiving party, the purchasing party also has an important role as the first party to communicate with suppliers and in determining suppliers who have goods with high and stable quality and commensurate prices.

Choosing quality and hygienic suppliers themselves is the main key in getting quality hotel ordered goods, because without quality goods from suppliers, receiving efforts will not make a significant change to the quality of goods, because the receiving staff is more responsible for checking hotel ordered goods and forwarding these goods on time so that there is no decrease in goods that have been received in good condition and according to these standards.

A receiving staff, apart from checking as usual for incoming goods, must also implement strict health protocols in receiving goods to avoid contamination of hotel ordered goods.

To guarantee quality during a pandemic, personal hygiene is an important aspect, so every employee must follow strict health protocols, not only for operational staff such as waiters/waitresses, concierges, and so on who always deal directly with hotel guests, but also for back office staff such as receiving staff.

In addition to the receiving staff who are required to implement the health protocol, of course, it must be balanced with representatives of suppliers / senders who also carry out health protocols in accordance with the government's appeal which contains the following:

1. Using a mask
2. Washing hands using soap
3. Maintain a distance of at least 1 meter
4. Avoid crowds
5. Limit mobility

Receiving staff has the right to remind senders or supplier representatives who send goods to the receiving department to always wear a mask and wash their hands first using soap in the sink that has been provided near the receiving area before carrying out activities either the process of receiving goods or other activities in the hotel area. In addition, he also urged suppliers not to create crowds while waiting for the process of receiving goods or sending invoices and receipts.

Apart from being disciplined in carrying out health protocols, all hotel staff including receiving staff are required to get at least two doses of vaccines, in addition to providing a sense of security for guests but also to avoid the risk of contracting a virus outbreak which can have a severe impact if staff are exposed to it without any immunity at all/vaccination.

Apart from being disciplined with health protocols, Hotel Tentrem Semarang also uses vendor/supplier wellness checks to monitor the health of suppliers in the form of online forms and is distributed via barcode form which is then affixed near the receiving area/receiving area, commonly called loading dock B1.

This wellness check supplier is assisted and held by the Human resources of Hotel Tentrem Semarang. In addition to supplier wellness checks intended for suppliers, hotel staff including trainees and daily workers are also encouraged to fill out an associates wellness check at least once a week which content and use are more or less the same as a supplier wellness check.

Bellow are the questions in vendor / supplier wellness check :

1. Supplier identity
  - a. Full name
  - b. Vendor name
  - c. Vendor type
  - d. Phone number
  - e. Body temperature ( °C )
2. Do i feel sick or unwell?
3. Do i have a cough?
4. Do i have a fever greater than 37.5°C?
5. Do i have any other symptoms associated with COVID-19?
6. Have i been in close recent contact with anyone who has or may have COVID-19?

Apart from using forms for monitoring and also implementing health protocols, the alertness of a receiving staff to provide information to users from related departments is also an important point in ensuring the quality of ordered goods, because the receiving area itself is not designed to store hotel ordered goods for a long time. Over time passes, if ordered goods, especially non-perishable goods such as vegetables, fresh meat, and so on, are not taken immediately, it will be difficult to avoid a decline in quality.

In the receiving area itself, a place has been prepared for temporary storage of goods, one of which is an area with an air-conditioned room temperature with a temperature of approximately 16°C which is specifically for non-durable goods, especially such as vegetables, meat, then there is also a sink for washing goods or usually food ingredients before being transferred to the outlet or department concerned.

Goods ordered by the hotel which may not be of good quality when they arrive and do not meet the standard purchase specification / SPS can be immediately informed to the purchasing department so that the purchasing department can communicate with the supplier such as for the possibility of returning goods, of course the receiving party also has the right to reject goods that do not match both the quantity / price / and quality to ensure that the quality of the ordered goods that have been received are guaranteed.

It does not rule out the possibility that if the condition of the goods at the time of receipt is up to standard but there is a decrease in quality during operation, then the supplier and the receiving party cannot be blamed because there is a possibility of negligence during use in the department concerned that uses the goods.

The receiving staff also has the right to call more than once if there are goods that the user or the customer forgot to pick up, but if the goods that have not been collected within a period of time exceeding the ideal waiting time are goods that do not last long, then sometimes the staff and trainees from the receiving department themselves deliver the goods to the department concerned in order to maintain the quality of the goods.

## **CONCLUSION AND RECOMMENDATION**

Procurement procedures to receiving goods not only include the receiving section, but also the purchasing section, users to suppliers. Receiving is responsible for checking incoming goods to maintain the quality of goods during receipt of goods.

There are several efforts made by the receiving department to ensure the quality of goods during a pandemic, for example, starting from personal hygiene / implementing health protocols according to regulations for both receiving and supplier staff, complete vaccines and also having supplier wellness check forms by HRD and assisted in its implementation by receiving which can be used to monitor supplier health, then also receiving must be alert for user information so that goods are not idle in the receiving area and increase the risk of contamination.

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