



STANDARD OPERATING PROCEDURE COOKING CLASS

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Greetings from Care and Love Corporation,

First of all, we would like to thank to Ida Sang Hyang Widhi Wasa (God Almighty) for the completion of this standard operating procedure. This guidance book is based on the owner's experience in hospitality industry, which aims to help young people who want to work in hospitality industry, especially in Katak Tepi Sawah Villa, Restaurant and SPA.

CEO

CARE & LOVE CORPORATION

I Nyoman Sudiartawan, S.S

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COOKING CLASS GUIDELINE



A. RECEIVING COOKING CLASS RESERVATION

- 1 Ask the guest when they want to join cooking class activities
- 2 Before making deal. Ask first to the kitchen team that the date and time that request by the guest is available.
 - If Available. Ask the guest to choose the menu of cooking class
- 3 Inform to the receptionist to make registration
- 4 Fill the Form of Guest Activities (Cooking class)
- 5 Inform to the kitchen team about the reservation
 - For the receptionist should prepare recipes and cooking class certificates as number of the cooking class participants

B. MENU OF COOKING CLASS

"COOKING CLASS" MENU



"CREATE YOUR OWN COURSE"



MENU SEREH

- **Perkedel Tahu** (Tofu fritter)
- **Vegetables Soup**
- **Sayur Urap** (steam vegetables mixed with grated coconut)
- **Ikan Laut Bumbu Serih** (fish with lemongrass sauce)
- **Bubur sum- sum** (rice flour porridge with palm sugar sauce)

MENU URAB

- **Sayur Urab** (steam vegetables mixed with grated coconut)
- **Vegetables soup**
- **Perkedel Jagung** (corn fritter)
- **Pepes Ikan** (steamed Fish wrapped with banana leaf)
- **Dadar Gulung** (palm sugar and coconut wrapped with flour creppes)

MENU TEMPE

- **Tempe Manis** (fermented soya bean with sweet soya sauce)
- **Vegetables Soup**
- **Sate Lilit Tempe** (mashed tempe moxed with grated coconut grilled on the stick)
- **Gado- gado** (vegetables and tofu mixed with peanut sauce)
- **Kolak Pisang** (steam banana with palm sugar sauce)

MENU KENTANG

- **Perkedel Kentang** (potato fritter)
- **Vegetables Soup**
- **Sate Lilit** (fish or chicken mixed with grated coconut grilled on the stick)
- **Plecing Kangkung** (water spinach with balinese sauce and lime kafir)
- **Pisang Goreng** (fried banana)

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C. STEPS COOKING CLASS

TIME :

- Morning at 09.00 am- 01.00 p.m (for lunch)
 - Afternoon at 02.00 pm- 06.00 pm (for dinner)
1. Prepare cooking class recipes & certificates
 2. Prepare cooking class tool and ingredients according to the menu
 3. Pick up the guest
 4. Bring the guest to the traditional market
 5. Prepare welcome drink for the guest after arrive at the villa
 6. Bring the guest to the kitchen cooking class
 7. Bring the guest to garden
 8. Wearing epron and cooking hat
 9. Explain about the ingredients to the guets
 10. Start to cook
 11. Prepare drink and cuttleries for the guest
 12. Let the guest enjoy the food
 13. Inform them to give some review in trip advisor (kts jaen cooking class)



D. LANGUAGE EXPRESSION

1. Pick Up Guest

- Greeting and Introducing ourself:

Good morning/ afternoon Mrs. Beril, my name is Kusuma and I am Staff from KTS Villa and KTS cooking class

Are you ready to start? Please kindly follow me Maam.

Before we go, let me make sure that you bring all of your belonging.

- Explaining the cooking class steps

Once again thank you very much for choosing us to experience the cooking Balinese cuisine.

Once again, my name is Kusuma and this is Dewa our driver.

Today we will start the route by visiting traditional market and buy the items needed after that we will go to our villa to harvest some organics vegetable; next we will cook based on the menu that you have choose and the last you will enjoy the food that you have cook.

- Explaining about the traditional market

Traditional market is very important for Balinese people, because we usually buy our groceries there, such as rice, vegetable, fruit, meat, spices and others, the price also cheaper then warung and supermarket.

The traditional market itself is easy to find in Bali because every area has its own traditional market. There are some market which open morning to evening, some of them only open in the evening, we call senggol but mostly in Bali, the traditional market is open early in the morning.

Now we are going to..... traditional market which located in.....

And hereby we prepare the item that we should buy later in the market (read the list). The most important thing that you need to remember as foreigner when you come to the market is, sometimes the seller will give us the high price of the item that they sell, in the market we can bargain it, if the seller don't wan to negotiate, we can find other seller first.

- Explaining about Indonesian currency

Maam, do you have any question about the traditional market?

....

Besides bargaining, other important thing that you have to remember is our currency, when you come to the traditional market, try to prepare the small amount of rupiah such as 5000, 10.000, 20.000 because like we informed you before the price will be cheaper and usually the seller will be difficult to give you change if you pay with big amount of rupiah

- Arriving at the traditional market

We have arrived in the..... traditional market. Now we will buy.....first. Are you ready maam?

Before we are going to the seller, lets read the shop list first and find the nearest seller.

(arriving in the seller) Teach them how to speak a little bit Bahasa: Saya ingin membeli pisang. Berapa harganya? And others

2. Giving Welcome Drink For The Guest After Arrived At The Villa

Escort the guest to cooking class and giving welcome drink, while they enjoy their drink, we can explain about KTS, Outlet, facilities and activities

3. Bring The Guest to Garden

- Escort the guest to the garden in KTS 1 and Pick fresh vegetables, Explain to the guest about local organic vegetable are there in Bali, tell them about the vegetables, such as how long will it take to grow until we can harvest, whats the vitamin/ benefit to consume it and what kind of food that we can make from it.
- After that we teach them how to harvest it and continue to harvest sugarcane in TIPS and visiting TIPS (inform the the guest in regard about TIPS)

4. Explaining About TIPS

- TIPS is a green school academy, TIPS is stands for To Improve Proper Skill in Hospitality Industry, TIPS is one of the company belong to Care and Love Foundation, which teach the students about language and hospitality. We have three classes here and as the concept is green school, we use joglo as the classroom and every students who learn here sit on the floor like Japanese style, seiza. We also teach the about Balinese culture because the Balinese concern is the important part of Tourism in Bali.
- Maam/ Sir, maybe if you interest to share about your experience or about your country to our students, you can be volunteer teacher. Its to help improving our local community in English Language.

5. Cooking Started

- Introducing the chef and his experience and sharing the recipe, also tell the guest the ingredients and cooking steps for the menu that they have choose, tell what types of tools that we will use and also the function.
- Once again welcome to KTS Cooking Class and before we start the class, let me introduce my self. My name is Chef Kadek, I have some experience before in.....
- And now I will make the best memory for you during your holiday in Bali.
- Start to Cook.
- When finish, ask them whether they want to enjoy their food in Restaurant/ KTS 2
- Serve the guest using sequence of service
- Giving the certificate and farewell

E. GARDENING ACTIVITIES



F. SHOPPING TO TRADITIONAL MARKET



G. COOKING ACTIVITIES

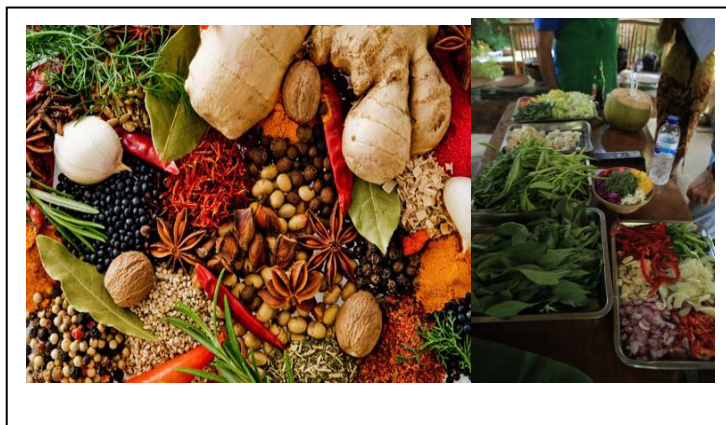


H. COOKING CLASS KNOWLEDGE

Kitchen Tool



Kitchen Ingredients (based on request)



Cooking Vocabulary

Menuang -> pour

Minuman -> drink

Memasak = cooking

Memotong = cut

Menggoreng = fry

Mengaduk = mix

Memetik = pick

Panas = hot

Empuk = soft or tender

Matang = Ripe

Mentah = Unripe

Piring -> plate

Pisau -> knife

Resep -> recipe

Menambahkan = add	Sapu -> broom
Mengkukus = steam	Sendok -> spoon
Memanggang = grill	Sumpit -> chopstick
Menanam = plant	Dapur = kitchen
Kupas =peel	Pasar = market
Mengaduk -> to stir, mix, beat, or swirl	Kebun= Garden
Mengembang -> to expand or swell	Satu sendok teh = one tea spoon
Menggiling/giling -> to grind or roll out	Satu sendok makan = one table spoon
Haus = Thirsty	Bumbu = spice
Lapar = hungry	Garpu -> fork
Rasa = Taste	Kompas -> stove
Pahit -> bitter	Kompas gas -> gas stove
Enak = Delicious	Korek api -> match
Manis = Sweet	Kulkas -> refrigerator
Pedas = Spicy	Lantai -> floor
Asin = Salty	Lemari es -> freezer
Asam = Sour	Lengket -> sticky
Dingin = cool	Loyang -> baking pan
	Mangkuk -> bowl

Paon (Traditional Balinese Kitchen)

In Balinese architecture, the kitchen is placed at the front of the house because the function of the kitchen as well a cooking place also functions as a burner of bad spirits. Therefore the Balinese after traveling before sntering the house must enter the kitchen first to cleanse themselves of things that are not good that follow us. (by calon Jro Mangku Pegending)

Banten Ngejot/ MESAIBAN

Banten Ngejot is simple offerings with a very small portion of food on piece of banana leaf. It usually done after finish cooking or before enjoying food. We offer everythig that we cooked.

We offer on God statue, in front of home gate and in the kitchen. The purpose is as symbol of gratitude to Ida Sang Hyang Widhi Wasa (God).

Ganesha

Lord Ganesha is one of the manifestations of the God. Hinduism believe that Ganesha is the son of Lord Shiva and Dewi Parvati, who are worshiped as the remover of obstacles, the patron of arts and sciences and the deva of intellect and wisdom. The God Ganesha is also worshiped as a protector of humas from negative elements.

Cooking Class Certificate

