



Special Service Management of School Cafeteria at Junior High School 13 Malang

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Abstrak: School cafeteria is a special service that provides healthy food and drinks for students and school staff who occupy a building part of the school building. The cafeteria is one form of school attention to the school community in order to meet their needs. The purpose of this study was to determine how the canteen is managed in schools. The method used is a qualitative approach with interview and observation techniques. The results of this study are that schools implement POAC management in managing school canteens.

Keywords: Cafeteria, Cafeteria Management, School Canteen

Introduction

According to Zulkarnain (2018), a school cafeteria is a special service that provides healthy food and drinks for students and school staff who occupy a building that is part of the school building. Meanwhile, according to Primastuti et al. (2023), a cafeteria is a place in the school environment that functions as a place to provide food or drinks for school residents. This is intended so that students do not need to go out of the school complex during breaks just to meet their food and drink needs while studying. The price of food and drinks in the school cafeteria must be affordable for students' pocket money and meet the requirements for cleanliness and sufficient nutritional content. A cafeteria is a place, room, or building in a school that provides healthy food and drink sales services for students and school residents at affordable prices. Zulkarnain (2018) also argues that canteen or cafeteria services are a form of special service in schools that seek to provide food and drinks needed by students or school personnel. The school cafeteria as an integral part of the overall school program is not seen as a place to make a profit or business alone. The cafeteria is also used as a medium for instilling healthy living values for students, for example the habit of always choosing clean, healthy, and nutritious food. Therefore, the school cafeteria must be managed properly, not only in terms of food procurement, but the cleanliness of the location and service of the school cafeteria must also be ensured to be of high quality.

Hendra & Turrahmi (2022) stated that the school cafeteria is indirectly closely related to the teaching and learning process in schools. Sometimes the teaching and learning process cannot run properly because students are hungry and thirsty. The school cafeteria does not have to be administered by the school, but can also be administered by individuals outside the school or such as the school's women's charity. However, this school canteen must still not be separated from the attention of the principal. The principal must think about and strive so that the presence of the school canteen has a positive contribution to the teaching and learning process of children at school.

The following are some things that must be considered in cafeteria administration according to Hendra & Turrahmi (2022), namely: (1) School cafeteria administration must maintain the cleanliness (hygiene) of the food served to students; (2) The place



used must also be a primary consideration, because cleanliness is expected to prevent the spread of pests and diseases; (3) The food provided should be highly nutritious, containing vitamins that students generally need; (4) The price of food should be affordable or in accordance with the economic conditions of students; and (5) Strive so that the school cafeteria does not provide services and opportunities for students to linger or hang out. Such conditions will encourage the emergence of negative student behavior. Based on these things, schools can provide policies that benefit the school and school cafeteria managers. Junior High School 12 Malang has permanent school cafeteria facilities with all planned planning and management. Junior High School 12 Malang also pays special attention to the provision of food in the school cafeteria. Of course, various snacks and foods served in the school cafeteria have gone through a selection process before being offered to students. The school cafeteria manager balances food capacity, nutrition, and price by arranging adequate and fast food presentation and service methods. Thus, it can attract the tastes of buyers who are mainly students. Junior High School 12 Malang has a permanent school cafeteria building facility, which is one of the main supports in organizing a healthy canteen in schools. The school management has appointed several teachers to be managers of the school cafeteria. The school is also open to constructive input related to school health. The snacks and foods provided in the school cafeteria are also quite affordable for students. However, the school cafeteria building at Junior High School 12 Malang is very close to the classroom due to limited land used for the cafeteria. Based on observations in the field, it is known that the location of the school cafeteria is right in front of the classroom which is a place for learning and teaching activities. The location of the school cafeteria which is very close to the classroom is feared to be able to disrupt the learning process because the noise that occurs in the school cafeteria can be heard clearly in the classroom, so that students' concentration in learning can be disrupted.

Method

This research method uses a qualitative approach. According to Maruwu (2023) qualitative research is descriptive and analytical research. Descriptive in qualitative research means describing and describing events, phenomena and social situations being studied. Analysis means interpreting and comparing research data. Qualitative research is a research technique that uses narratives or words to explain and describe the meaning of each phenomenon, symptom, and certain social situation. In qualitative research, researchers are key instruments for interpreting and interpreting each phenomenon, symptom, and certain social situation. Therefore, researchers need to master the theory to analyze the gap that occurs between theoretical concepts and the facts that occur. The data collection technique carried out by the researcher is obtained from the results of observation activities, interviews, and documentary studies that can be arranged systematically, completely, and easily understood by readers so that the information conveyed to readers is not misinterpreted. This study uses a location in the Malang City area, namely Junior High School 12 Malang. The location of Junior High School 12 Malang is right on Jl. Slamet Supriadi No.49, Bandungrejosari, Kec. Breadfruit, Malang City, East Java.



Result and Discussion

Result

The cafeteria at Junior High School 12 Malang conducted planning based on a survey of students, including the choice of service system and food menu. The survey results indicated student preferences for the "wait service system" and healthy food. Planning involves the management of a healthy cafeteria and the planning of an attractive cafeteria space. The organizational structure of the cafeteria involves the principal as the person in charge of the cafeteria, the coordinator, and the treasurer. They have clear tasks in managing the cafeteria operations. The cafeteria also manages eight stands that are rented to parties outside the school.

The movement in the cafeteria involves arranging good physical facilities to facilitate service. This includes protecting food from flies and dust, serving fresh food, cleanliness of food storage areas, and using clean equipment. It also includes ethical eating practices and strict health standards. The supervision process of the school cafeteria is carried out by the principal as the person in charge, who can delegate his authority to the manager. Supervision includes checking the implementation of the cafeteria carefully, evaluating, and reporting performance. The local health center is also involved in supervising school sanitation.

Discussion

Special Service Management Process of School Cafeteria at Junior High School 12 Malang City

1. Planning

The planning carried out at Junior High School 12 Malang is adjusted to the situation and conditions of the school. The school conducted a survey of all students. In this survey, students were given a choice of which service system to use. In relation to this, there are three types of school cafeteria services that were used for the survey, namely self-service system, wait service system, tray service system. In addition, a selection of food menus that are widely liked by students was also carried out. Based on the survey results, students preferred the wait service system, where buyers waited to be served by cafeteria staff according to their orders. On the food menu, students chose healthy foods such as fruit salad, soto, vegetables, and many snacks. The food and drink menu is planned to be varied according to student tastes and of good quality, but the price is tried to be as cheap as possible.

In addition, there is a healthy canteen management plan such as providing a place to wash hands and a place to wash eating and drinking utensils with running water. The cafeteria room is carefully planned to attract buyers while also illustrating health education for students. The canteen building at JUNIOR HIGH SCHOOL 12 Malang is located right in front of the classroom due to limited land used for the cafeteria. The location of the cafeteria is strategic in the school so that school residents can easily visit it, and can be monitored by the school management.

2. Organizing

Based on the results of interviews and observations conducted by researchers at Junior High School 12 Malang Malang, it was found that the organization of the cafeteria structure consists of several levels, namely those led directly by the principal as the person in charge of the canteen, then having members in the management field of two, namely in the coordinator field and the treasurer field. In this period, the principal was held by Mr. M. Shodiq, M.Pd as the person in charge of the canteen, the



coordinator field was held by Mrs. Suwanik Hariati, M.Pd, and the treasurer field was held by Mrs. Heny Panglipurningtyas M.Pd.

Of the three canteen organizational structures, in carrying out their duties they must be accountable and be able to carry out the operations of the school canteen effectively and efficiently. As for the results of observations and group interviews, there are tasks from the canteen coordinator field, namely managing daily operations which include monitoring all cafeteria operations by ensuring that stand tenants have obstacles or not which aims to ensure that everything runs smoothly, making procurement according to needs, and always supervising the level of cleanliness and food safety.

For the task of the Junior High School 12 Malang canteen treasurer field, it is to manage finances which include stand rental fees or expenses during the operation of the school canteen, this financial recording includes recording all financial transaction flows in the school cafeteria field and managing the financial recording system and assisting in the preparation of periodic financial reports. With these tasks, it can divide aspects in organizing the canteen at Junior High School 12 Malang. In addition, there are 8 canteen stands, all of which are rented to parties outside the school and the canteen administrators who have been assigned by the school must collaborate with each other and must be oriented to their respective tasks in order to carry out the canteen organization process effectively and efficiently.

3. Actuating

Actuating the special service of the school cafeteria in the form of arranging good physical facilities so that services can be carried out faster and easier. In line with the opinion of Zulkarnain (2018) in his book entitled "Special Service Management in Schools", the actuation that occurs in the school cafeteria according to the Director General of Pendas must carry out the following: a.) Snacks must be wrapped and/or covered so that they are protected from flies or other animals and dust; b.) Food served in the cafeteria must be fresh and not expired; c.) The food storage area is clean, protected from dust, and free from hazardous materials, insects, and other animals; d) The place for processing or preparing food must be clean and meet health requirements according to applicable regulations; e) Equipment used for processing, serving and eating utensils must be clean and stored in a place free from pollution; f) Equipment is used according to its intended use and it is prohibited to reuse equipment designed for single use; g) Food officers and servers must always maintain cleanliness, wash their hands before cooking, and after going to the toilet. The location of the cafeteria at Junior High School 12 Malang is in front of the classroom, so that the noise and smell coming from the cafeteria can interfere with the teaching and learning process in the classroom. Therefore, according to Hikmah et al. (2017), schools should pay more attention to how food is stored in the school cafeteria, sanitation facilities, waste disposal and cleaning equipment.

4. Supervision (Controlling)

In the process of supervising the school cafeteria, real practice or training is carried out in ethical eating habits and existing health standards. The process of supervising the school cafeteria service is carried out by the Principal who is in charge. The principal can supervise the procedures for implementing the school cafeteria. In addition, the process of supervising the cleanliness of the school cafeteria at Junior High School 12 Malang is carried out by the designated on-duty teacher. The cleanliness evaluated here is cleanliness starting from preparing to sell until the canteen manager finishes selling (Hartisah et al., 2015).



At this controlling stage, the principal can delegate his authority to the manager so that the operation of the cafeteria is more efficient and determines a health standard. However, the principal must not avoid the task of supervision which requires careful checking of the implementation of the cafeteria. So the principal is responsible for managing the school program as a whole, besides he must continuously control the operation of the school cafeteria.

The school cafeteria service management process at Junior High School 12 Malang has been running well, but it still needs development as an effort to improve the quality and development of special services in schools so that they are adequate and students' needs can be met. Therefore, a strategy is needed to develop it, there are several strategies that can be developed based on the existing SWOT analysis, including:

Healthy Menu Development: Cafeterias can take advantage of the advantages in a variety of food and beverage menus to offer healthier menus, such as salads, healthy smoothies, or low-calorie food options. Thus, the cafeteria can become a healthy canteen, which is in accordance with the ongoing healthy food trend. **Special Menu Promotion:** By having many cafeteria stands, the cafeteria can promote special menus at each stand. Special discounts or food packages can attract more customers and increase sales throughout the cafeteria.

Seating Expansion: Cafeterias can address the lack of seating by taking advantage of opportunities to increase the number of seats. This will increase customer comfort and support the growth of the cafeteria. **Coordination of Operating Hours:** To overcome the weakness associated with many students buying snacks during class hours, the cafeteria can coordinate operating hours so that it operates outside of class hours, when students are freer to purchase food. **Coordination of Prices:** By having multiple cafeteria stands, the cafeteria can coordinate prices among different stands to create competitive prices without reducing profits. This can help overcome the threat of price competition between cafeteria stands. **Diversification of Cup Supply:** To overcome the threat of limited cups, the cafeteria can increase the supply of cups and other equipment, so that there is no shortage in serving drinks to customers.

Change of Location Pattern: To overcome the weakness of being located right in front of a classroom, the cafeteria can consider changing its location if possible. This will help reduce disruption to students who are studying. **Efficient Stock Management:** To overcome the weakness associated with limited cups and the threat of changing school policies, the cafeteria can improve overall stock and equipment management. With better management, the cafeteria can adapt to changing policies and customer demand. **Coordination with School:** Address the threat of changing school policies by working closely with school administrators to understand new policies that may impact the cafeteria. This will allow the cafeteria to adjust its operations accordingly.

It is important to remember that each strategy must be tailored to the specific situation of the school cafeteria and monitored regularly. Flexibility in adapting strategies is key to success, so that the cafeteria can continue to maximize its potential and overcome challenges as they arise.

Conclusion

The cafeteria at Junior High School 12 Malang has implemented various practices and standards to ensure efficient and quality cafeteria operations, with a focus on



student health and satisfaction. Continuous supervision is also an important part of the cafeteria management to ensure compliance with established standards and regulations.

Schools should continue to innovate by adding more healthy and nutritious food menu options. This can help students choose healthier food options and support the cafeteria's image as a healthy canteen. Cafeterias can consider expanding seating capacity by adding chairs or optimizing existing space to accommodate more students. Cafeteria employees, including service personnel and managers, need to receive training on dining etiquette and health standards. They should always adhere to hygiene and safety protocols when preparing and serving food. In addition, school cafeterias should also integrate technology, such as cashless payments or online ordering, to simplify the purchasing process for students and improve the cafeteria's operational efficiency.

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