



Procurement of Food Ingredients in *Food Production* at Hotel Melia Makassar

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Abstract

Aims. This research aims to understand how food ingredient procurement in Food Production at Hotel Melia Makassar operates and to identify the obstacles encountered.

Methods. The research method is qualitative, with data collected through interviews and documentation.

Result. The results of this research indicate that procurement of food ingredients is carried out through a systematic process, beginning with planning based on the Daily Market List (DML). This process, prepared by the kitchen team, involves the purchasing team's verification and supplier selection, the creation and delivery of Purchase Orders (PO), and the receiving team's receipt and inspection of materials in collaboration with the kitchen team. The food storage system strictly adheres to the First In, First Out (FIFO) principle, with clear storage zone divisions, including dry storage, chiller, and freezer, to ensure the quality and freshness of food ingredients. The main obstacles identified in this study include irregularities in the ordering process due to sudden order requests from the kitchen team, delivery delays from suppliers, discrepancies between the quality of received materials and established specifications, and challenges in managing food stock.

Conclusion. Based on these findings, this research provides several strategic recommendations to improve food procurement efficiency in the hospitality industry, including enhancing interdepartmental coordination, implementing a more modern inventory system, conducting periodic evaluations of supplier performance, and developing staff capacity through structured training programs.

Keywords: Food Procurement. Food Production Operational Management, Operational barrier



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INTRODUCTION

The tourism industry is one of the economic sectors that offers strategic advantages for a country's development. According to Law No. 10 of 2009, tourism is a range of activities undertaken by tourists, such as travel, lodging, food and beverage consumption, and other activities for recreation, business, or other purposes.

The development of the tourism and hospitality sector in Indonesia in the 2019-2024 period shows significant dynamics. In 2019, the tourism sector in Indonesia recorded good growth, with a total of 16.1 million foreign tourist visits (BPS 2019). However, in 2020-2021, the sector experienced a significant decline due to the COVID-19 pandemic, which limited global tourist mobility. In 2022-2023, the tourism sector began to recover, in line with increases in domestic and international tourist visits. The hotel industry has a close relationship with the tourism sector, as the existence of hotels today is highly supportive of tourism development.

Tourism itself is a series of activities related to vacation travel that involve tourists. In this context, the hospitality industry includes not only accommodation, but also other sectors such as *restaurants, laundry services, and travel agents*. All of these have service characteristics inherent in the products offered. Accommodation is very important for tourists, both domestic and foreign, who are traveling and looking for a place to stay, equipped with various facilities such as food, drinks, and transportation, or those who only provide rooms to rest. (Santoso et al., 2023)

The development of the tourism industry certainly affects the growth of tourism-supporting facilities, such as accommodation. Tourists who travel need adequate lodging to ensure comfort. One area affected by tourism is the city of Makassar. Tourists visiting Makassar will definitely choose to stay in the city, thereby driving tourism growth and impacting the city's development. Supporting infrastructure, such as hotel lodging, must be set up to meet guests' needs. (Anas et al., 2020)

Hotel Melia Makassar is a 4-star hotel located in the center of Makassar City, South Sulawesi. Hotel Meliá Makassar is designed to meet the standards with a "*bleisure*" (business and leisure) concept that combines comfort and convenience for both business and leisure guests. With its strategic location and comprehensive facilities, Hotel Meliá Makassar is the perfect choice for travelers visiting Makassar City and business travelers alike.

Hotel Meliá Makassar has several departments, including Human Resources, Finance, Front Office, Food & Beverage, Sales & Marketing, Housekeeping, Engineering, IT, Spa, and

Security, which work together as a team and in accordance with applicable regulations. One of the key efforts to drive a hotel's success is through the Food and Beverage department. *The Food and Beverage department* is divided into 2 departments, namely *Food and Beverage Product* and *Food and Beverage Service*. The kitchen in a hotel is a food production center that is responsible for processing food for hotel guests (WTF) et al., 2024)

Food and beverages are indispensable in hotel operations. Revenue from food and beverage sales is the second largest, after revenue from room sales. Therefore, improving the quality of food and beverage products is essential to create guest satisfaction. (Desthiani et al., 2021)

The procurement of food ingredients in *Food Production* will run well and smoothly when the necessary materials are available in accordance with the Order mechanism. The procurement of foodstuffs in *Food Production* is carried out by *the Food & Beverage Product admin*, then taken to the *purchasing* department for immediate processing for ordering. Based on the author's observation of the Melia Makassar Hotel, it shows that the Melia Makassar Hotel Procures Foodstuffs by following the Standard Operating Procedures (SOP), which start with planning material needs, Supplier Selection, Ordering Goods, Receiving and Inspecting Goods, and Storing Goods. However, it has some obstacles, such as an inefficient ordering process. For example, *the kitchen* team often places additional orders after *the daily market list* has been created. In addition, there are errors in ordering goods, and non-optimal stock management is also a problem, for example, a lack of communication between the *kitchen* team in recording the stock of depleted goods. As for the external constraints, empty goods from the supplier, delivery delays, and goods that arrived were not good.

Thus, based on the background of the presented problems, the researcher is interested in conducting a more in-depth study titled "Procurement of Food Ingredients in Food Production at Hotel Meliá Makassar". The purpose of this study is to analyze how the mechanism of food procurement in Food Production at Hotel Meliá Makassar, as well as what obstacles are faced in the procurement of these materials. The results of this study are expected to provide practical recommendations for the hotel industry to further maximize cooperation between one *department* and another. Regarding the procurement of foodstuffs in *Food Production* at Hotel Melia Makassar.

Although various studies have discussed food procurement procedures and stock management in the hospitality industry, there are still limited studies that specifically analyze

operational barriers to food procurement in food production star hotels, especially in the context of interdepartmental coordination, sudden kitchen demand, supplier delays, and material quality mismatches. Therefore, this research is important to fill the gap by analyzing the procurement mechanism for foodstuffs at Hotel Melia Makassar and identifying internal and external constraints affecting the procurement process's effectiveness.

METHODS

This study uses a qualitative approach for several reasons. Among them, the author's data consists of interview results and documentation. Then, in terms of purpose, the author uses a qualitative approach in this study to gain knowledge about the procurement of food ingredients in Food Production and to identify the obstacles faced in this procurement.

Qualitative research focuses on understanding social phenomena through data collection methods such as observation, documentation, and interviews. The goal is to explore the meanings, perceptions, experiences, and contexts that play a role in the performance or interaction of research subjects (Handoko et al., 2024)

DISCUSSION

The process of procuring foodstuffs at Hotel Melia Makassar is carried out through a series of systematic stages, starting with the kitchen team's planning of needs based on the Daily Market List (DML). This DML is prepared based on the predicted occupancy rate and the menu to be served. Furthermore, the purchasing team verifies data completeness, stock availability, and the selection of suppliers who have undergone a strict selection process based on product quality and delivery reliability. After the official order (*Purchase Order/PO*) is delivered, the groceries generally arrive within 1 working day and are strictly inspected by the receiving team together with the kitchen team to ensure quality and quantity are compatible with the PO. The food storage system strictly adheres to the principle of First In First Out (FIFO), supported by a clear division of storage zones (dry storage, chiller, freezer) and accurate labeling to minimize waste and material damage.

However, in its implementation, Hotel Meliá Makassar faces several significant obstacles. Internal constraints mainly stem from order irregularities caused by sudden requests (*rush orders*) from the kitchen team, which often occur after the DML has been prepared. This

disrupts the planning process and may lead to stock wastage. On the external side, the main problems include supplier delivery delays and non-conformity with the quality of materials received against the specifications set. In addition, suboptimal stock management due to poor interdepartmental communication is a challenge for maintaining operational efficiency.

These findings are consistent with previous research by I Komang Arya Darmawan (2024), which highlighted the importance of consistency in applying FIFO and strict supervision during the material receipt process. However, this study makes an additional contribution by emphasizing the need for collaboration between departments based on *the Daily Market List (DML) and a proactive approach to supplier* management. The results show that integrating clear SOPs, inventory technology, and increased staff capacity is key to optimizing grocery procurement in the hospitality industry.

Aspects	Description
State of the Art	Previous research has primarily examined the procurement system for food and groceries in the hotel's Food & Beverage department, focusing on procurement SOPs, FIFO implementation, supplier selection, and the processes of purchasing, receiving, and storing foodstuffs. This article follows the study by examining the process of procuring foodstuffs, including the Daily Market List, Purchase Order, receipt inspection, and FIFO storage, at Hotel Melia Makassar.
Research Gap	Previous studies tend to emphasize procurement and storage procedures but have not discussed the specifics of daily operational challenges, such as rush orders from kitchens, supplier delays, material quality mismatches, and weak communication among kitchens, purchasing, and receiving in the context of star hotels in Makassar.
Novelty	The novelty of this article lies in the analysis of integrated food procurement at Hotel Melia Makassar, highlighting the relationships among the Daily Market List, interdepartmental coordination, supplier constraints, stock management, and recommendations for the use of digital inventory and periodic supplier evaluation.

CONCLUSION

From the conclusion of the research results regarding the Procurement of Food Ingredients in Food Production at Hotel Melia Makassar, it can be concluded that:

1. Food procurement is the process of procuring, procuring, and paying for foodstuffs to meet the needs of a *department*. This process involves several stages, starting with daily Market List (DML)-based needs planning, supplier selection, ordering (Purchase Order), and receiving and storing, with *the principle of First In First Out* (FIFO). This process involves collaboration between departments such as the *kitchen*, *purchasing*, and *receiving* to ensure stock availability and material quality.
2. The main obstacles in the process of procuring foodstuffs at Hotel Melia Makassar are internal constraints, such as irregularities in orders due to sudden demand (rush orders) from the kitchen team, mismatches in the quality of materials received from suppliers, and suboptimal stock management due to less effective communication between departments, which are also obstacles. Thus, although Hotel Melia Makassar already has a clear SOP, improvements are still needed in several areas to ensure that the procurement of foodstuffs at Food Production, Hotel Melia Makassar, runs according to standards.

Suggestions:

Based on the conclusions from the results of the research conducted, the researcher made the following suggestions:

1. To overcome obstacles in the procurement of foodstuffs, it is recommended that Hotel Melia Makassar improve coordination between *the kitchen* and *purchasing teams* through daily *briefings* to minimize sudden demand. In addition, implementing a digital inventory system can help monitor stock in real time and predict needs based on forecast occupancy, thereby reducing the risk of stockouts or waste. On the other hand, periodic evaluation of *supplier* performance should be carried out using indicators such as material quality and flexibility in meeting demand.
2. To overcome problems such as delays in delivery from *suppliers* or materials that are not in accordance with the Purchase Order (PO), it is necessary to build *a* network of backup suppliers, especially for *perishable materials*, to anticipate unavailability or price fluctuations. On the other hand, it is also necessary to provide firmness to suppliers when there are problems, such as delivery delays or goods that are not good or in accordance with the order. In addition, regular training for *purchasing* and *kitchen* staff on effective ingredient procurement procedures and food handling can be conducted in accordance with standards. With these measures, Hotel Melia Makassar can minimize disruptions in the procurement process and ensure the availability of quality foodstuffs.

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