1.0 INTRODUCTION

Brahim's SATS Food Service Sdn Bhd (317281-X), (BSFS), formerly known as Brahim's Airline Catering (BAC) and also LSG Sky Chefs Brahim's Sdn Bhd (LSGB), is the principal inflight services provider at both the Kuala Lumpur International Airport (KLIA) and Penang International Airport. The Executive Chairman of BAC, Dato' Seri Ibrahim Haji Ahmad Badawi who is a specialist in food technology and he has a wide knowledge and experience in various food and agro-based industries.

At Brahim's, they identify and create opportunities by rebuilding and realigning their core businesses and capabilities to meet the changing needs of the economic landscape to stay relevant. By rising to the occasion, it heightens their ability to create new and rewarding business opportunities and possibilities for their customers and their selves. Their innovative products and services create an atmosphere charged with optimistic entrepreneurial energy. This energy is emphasized in the use of the Group's strong corporate colors (refer figure 1.2) – maroon symbolizing energy and strength and rich yellow reflecting optimism and heritage.

Figure 1.1 Dato' Seri Ibrahim Haji Ahmad Badawi (Executive Chairman of Brahim's SATS Food Service Sdn Bhd)

Figure 1.2 Logo of Brahim's SATS Food Service Sdn Bhd

1.1 COMPANY BACKGROUND

Brahim's SATS Food Services Sdn Bhd (BSFS) or Brahim's Airline Catering (BAC) is one of the biggest airline catering industries in Malaysia.

BSFS currently serves 36 international airlines. BSFS is one of the main vendors to MAS, the national carrier while other clients include Air Asia X, Etihad, Cathay Pacific, China Airlines, Japan Airlines, Korean Air, Thai Airways, All Nippon Airways, Emirates Airlines, Garuda, KLM, Indian Airlines, Eva Air and Pakistan International Airlines.

BSFS caters to an average of 190 aircraft per day and prepares an average of 35,000 to 40,000 meals per day from its huge and highly sophisticated halal flight kitchen located in KLIA. Menus are planned in collaboration with in-flight services teams from the customer airlines which usually stipulate their requirement. The chefs at BSFS will the suggest recipe modifications taking in account the locally available raw ingredients. A food tasting session is then arranged before a new menu is adopted and finally implemented.

BSFS's flight kitchen is categorized into three departments known as the hot kitchen, cold kitchen and the pastry and bakery kitchen. These kitchens produce a combination of hot meals, cold salads, dessert, bread and pastries. The operations in the kitchen are enhanced by modern equipment.

Operating 24 hours daily with a maximum capacity of about 50,000 meals per day, BSFS prides itself as a globally recognized 100% halal certified flight kitchen with a fully halal compliant integrated food logistics supply chain.

Besides food, BSFS also provides cabin handling services covering laundry services for pillows and blankets, filling the cabin trolley with items for in-flight sales as well as providing passenger headsets, newspapers and periodicals.

With 1,193 staff operating from a 59,000 square meter complex KLIA, BSFS is the world's biggest halal flight kitchen and has won many international awards for quality and excellence.

In 2003, BSFS (formerly known as LSGB) entered into a catering agreement with MAS, for the exclusive right to supply and provide in-flight catering and cabin handling services to MAS at both the KLIA and Penang Airport. Current business growth was due to the increase in number of meals served as more passengers travelled from KLIA and Penang airports as well as fleet expansion by several airlines including MAS, AirAsia, AirAsia X and Emirates. MAS continues to be BSFS's main customer.

BSFS is majority owned by Brahim's Airline Catering Holdings Sdn Bhd (70%) and the balance (30%) owned by Malaysia Airline System Berhad ("MAS").

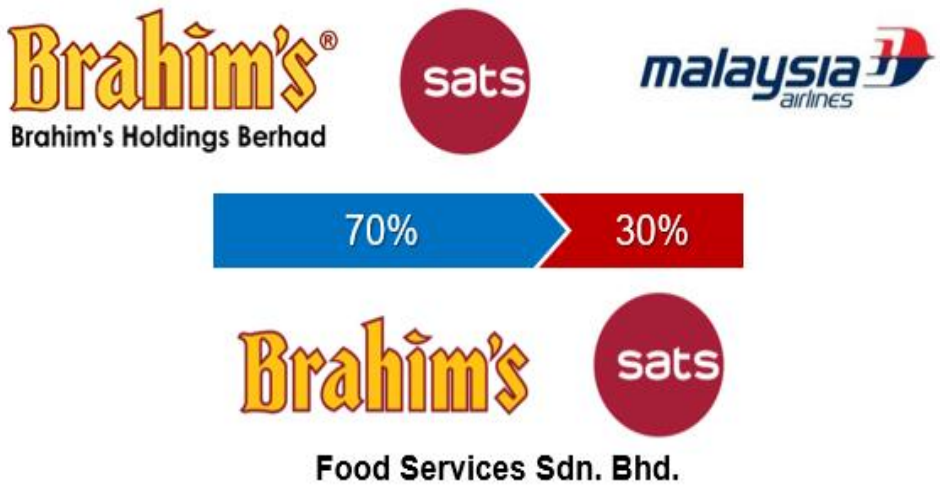


Figure 1.3 Brahim's SATS Food Service Sdn Bhd Corporate Structure

Figure 1.4 LSGB Sky Chefs Brahim Sdn Bhd (before)

Figure 1.5 Brahim's Airline Catering Sdn Bhd (after)

Figure 1.6 Brahim's SATS Food Service Sdn Bhd (now)

1.2 COMPANY LOCATION

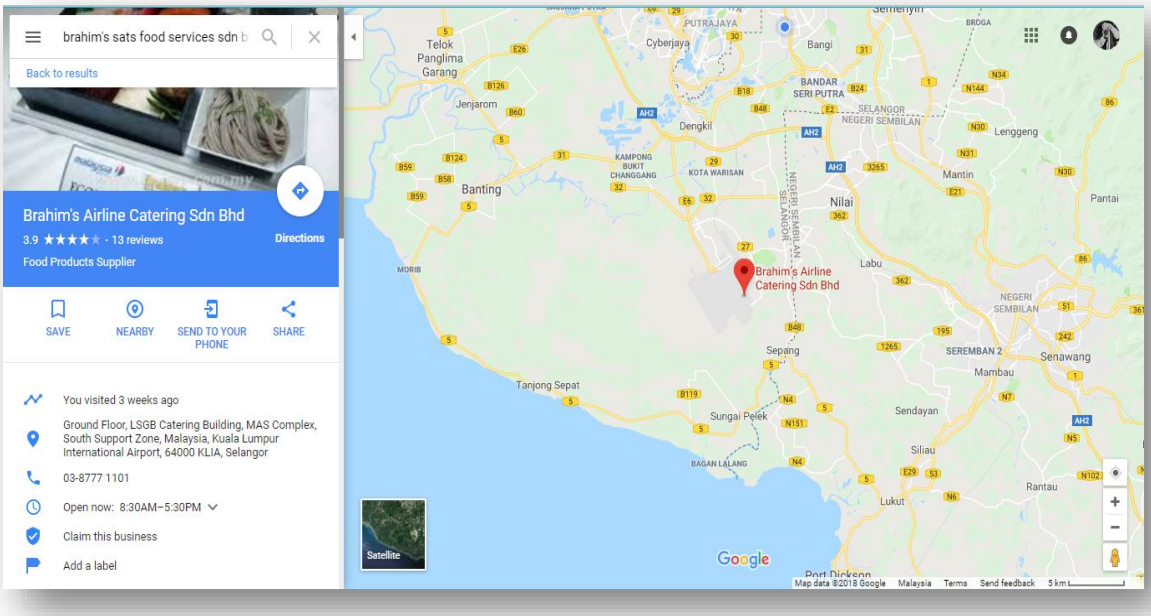


Figure 1.7 Brahim's SATS Food Service Sdn Bhd on Google Maps

Brahim's SATS Food Services is located at MAS Complex, South Support Zone Kuala Lumpur International Airlines (KLIA). The distance of the location is 133km from Kuala Lumpur and around 5km from the Kuala Lumpur International Airlines (KLIA). The total size of the building is 28 acres and can accommodate a wide range of modern equipment. There are two floors in Brahim's SATS Food Services where the first floor is divided into perishable storage area, and there are three main kitchen, hot kitchen, cold kitchen, and pastry kitchen, tray setting place and for the ground floor is divided into dry receiving, wet receiving, garbage, inbound, outbound and ware wash.

1.3 VISION, MISSION, MOTTO AND CORE VALUE

VISION

- To be preferred partner in halal food solutions that delight our customer satisfactions.

MISSION

- Enriching halal food and services through our commitment, respect, integrity and innovation that exceeds customer satisfaction. Meeting the goals by engaging people's talent and patient to sustain the product and services quality.

MOTTO

- "Inspiring Tomorrow and Beyond"

CORE VALUE (CRISP)

Commitment

- Committed to deliver customer service with enthusiasm, encourage team work and full engagement to give our best.

Respect

- We treat everyone with courtesy and dignity.

Integrity

- We maintain in the highest standard of professionalism and integrity.

Sustainability

- Continuously delivers quality products and highest standard of service delivery that exceeds customer's expectations.

Performance

- Achieving best practices and breakthrough result.

1.4 ORGANIZATION CHART

Figure 1.8 Brahim's SATS Food Service organization chart

1.5 COMPANY AIRLINE PARTNERS

Figure 1.9 Brahim's SATS Food Service Partners

BSFS currently serve more than 20 international airlines and also one of the supplier for ETS (KTM). BSFS in one of the main vendors to MAB, the national carrier while other clients include Air Asia, Air Asia X, Etihad, Emirates, ANA airline, Japan Airlines, British airlines, Korean Air, Eva Air, Garuda Airlines and more.

1.6 COMPANY CERTIFICATE

KEMENTERIAN KESIHATAN MALAYSIA

SIJIL PENGIKTIRAFAN

SEKOLAH LATIHAN PENGENDALI MAKANAN (SLPM)

Dengan ini adalah diperakui bahawa

BRAHIM'S AIRLINE CATERING SDN. BHD.
Catering Building
MAS Complex, South Support Zone
Kuala Lumpur International Airport
64000 Sepang, Selangor

Telah memenuhi syarat-syarat pengiktirafan sebagai Sekolah Latihan Pengendali Makanan (SLPM) yang diiktiraf oleh Kementerian Kesihatan Malaysia.

Sijil ini adalah sah selama ***tiga (3) tahun*** *bermula dari tarikh ianya dikeluarkan.*

Datuk Dr. Lokman Hakim bin Sulaiman
Timbalan Ketua Pengarah Kesihatan
(Kesihatan Awam)
Kementerian Kesihatan Malaysia

Tarikh : 8 Feb 2016
No. Rujukan : KKM.600-22/3/66
Kod SLPM : A/B/088

Figure 1.10 Food Handler certificate

KEMENTERIAN KESIHATAN MALAYSIA
MINISTRY OF HEALTH MALAYSIA

SIJIL HACCP
HACCP CERTIFICATE
(Hazard Analysis and Critical Control Point)

BRAHIM'S SATS FOOD SERVICES SDN BHD
CATERING BUILDING, MAS COMPLEX,
SOUTH SUPPORT ZONE,
KUALA LUMPUR INTERNATIONAL AIRPORT
64000 SEPANG, SELANGOR.

HACCP

Scanned by CamScanner

Figure 1.11 HACCP certificate

Figure 1.12 ISO 9001:2015 certificate

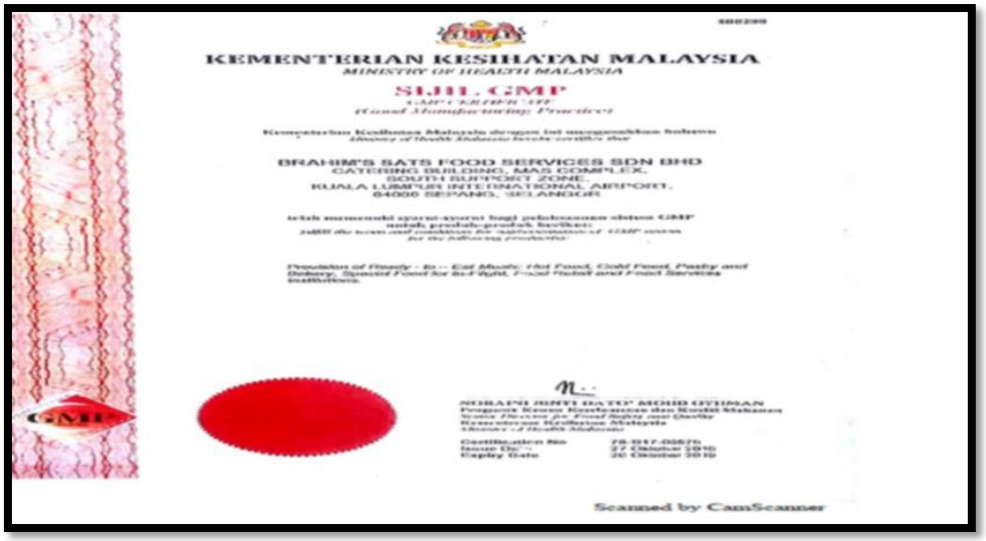


Figure 1.13 GMP certificate

1.7 TRAINING SCHEDULE

DEPARTMENT / PROGRAM ATTACHMENT SCHEDULE	DATE	DURATION
Induction Week	30 July 2018 – 03 August 2018	5 days
Hot Kitchen (Japanese Kitchen)	06 August 2018 – 11 November 2018	98 days
Cold Kitchen	12 November 2018 – 25 November 2018	14 days
Human Resource	26 November 2018 – 30 November 2018	5 days

Table 1.1 Training Schedule

Table 1.1 shows my training schedule during 4 months internship at Brahim's SATS Food Service Sdn Bhd. I was started my first week at Human Resources Department as induction week. It called orientation week which is in this week I get a bit information about food safety, hygiene, HACCP (Hazard Analysis And Critical Control Point) and CCP (Critical Control Point) also building tour. After that, I was in Production Department at Hot Kitchen I was assigned to assigned to assist in term of cooking and dishing at Japanese section but I most at dishing operation. Then, I was transferred to Cold Kitchen to assist Sandwich Section from 12th November until 25th November 2018. Lastly, I was returned to the Human Resources Department as my last week at Brahim's SATS Food Service Sdn Bhd.

2.0 DEPARTMENTS

2.1 PRODUCTION DEPARTMENT

2.1.1 Introduction

Brahim's Airline Catering actually has 6 main departments which are administration, production, warehousing, support and operation department, maintenance and central procurement. Production area itself has 3 main kitchens which are the main departments in Brahim's SATS. Those kitchens are Hot Kitchen, Cold Kitchen and Pastry Kitchen. There are many things that need to aware for every flow of each of the foods that need to be sent to the fight. I had attached to Japanese Kitchen but I am very grateful to have Chef in charge which is very friendly and understanding as my supervisor.

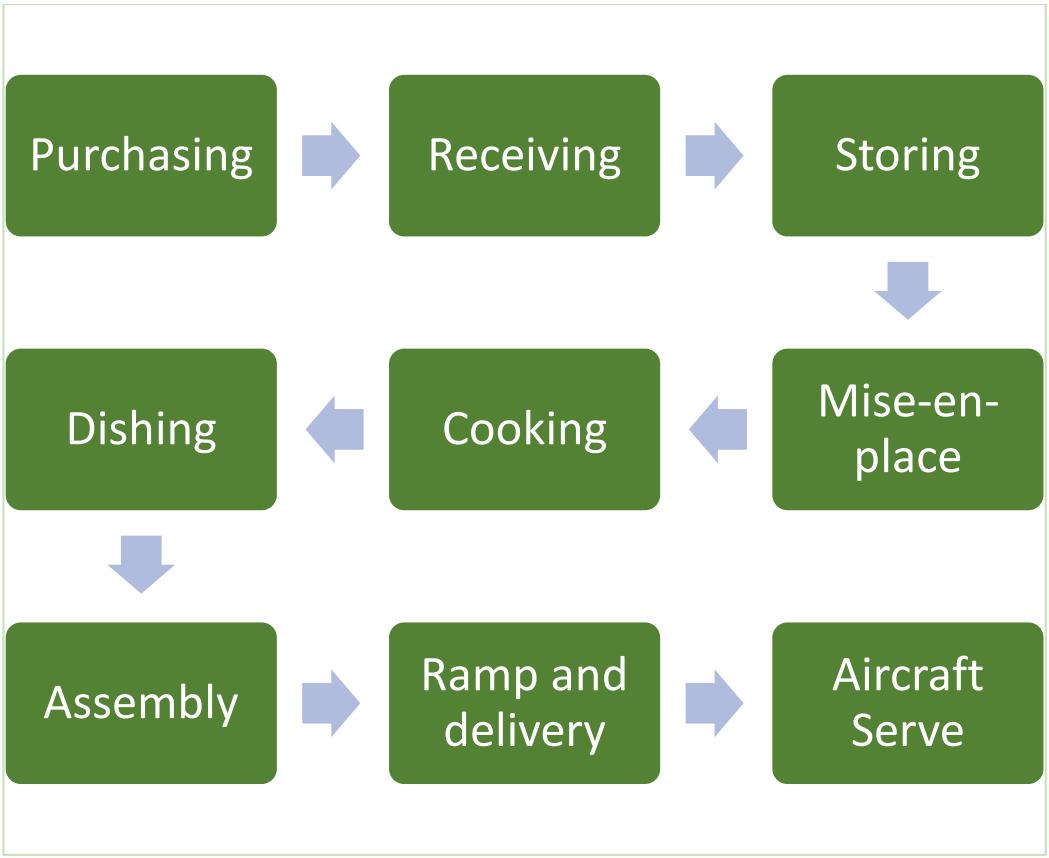


Figure 2.1 Production Process Flow

Production area has its food process flow to ensure that all the cooked foods produce undergoes a systematic process to keep maintained the food at the highest hygiene condition and does not spoil before their maximum hours of shelf life. The first step in production process flow is the procurement process. This process is one of the vital steps especially for cost control and customer request requirement.

The first thing is the ordering process. Ordering will be working day to ensure all the kitchen needs are fulfilled. The ordering will be made by chef to central procurement and they will proceed to order from vendor or supplier. Secondly, it is about the purchasing process. It is the process of getting the right product to the operation area at the right time and meets the standards for quantity, quality, and price receiving process. The flow of the purchasing process including identifying the needs, determine the standard quality of each items and its specifications, estimate quantity needed by using par stock method, desired inventory method and doing some market research on potential vendors. Next, it is about the receiving process. Receiving is a process where the customers receive the items ordered from the suppliers. During the process, the quantity and quality of product such as the specifications of the items like size, type, grade, brand, appearance, quality standards and expired date will be inspected by the quality control department in the receiving area. Lastly, it is about the storing process. Storing process is a process where all the products received from the vendors and suppliers are stored in the warehouse. FIFO (First In First Out) method are highly used in Brahim's SATS to prevent perishable food items especially from damage or spoiled. The storage sections are divided by two categories which are dry and wet storage. Things that need to be aware in storing process are the temperature, arrangement of the items and sanitation to maintain the hygiene.

Fifth, it is the, the Mise-en-Place Process. Mise-en-place process would be different in both hot and cold kitchen due to the hygiene and mass items issues. Mise-en-place process at hot kitchen will be done at Butchery Section and Vegetable Preparation Section while cold kitchen it will be done at their own Mise-en-place section. Butchery section in the hot kitchen is divided into 3 subsections which are poultry, meat and seafood section. These subsections are highly secured by the person in charge because of the high end products. Only the authorized persons are able to take the orders in the cold room to bring to their own cooking sections.

Sixth, it is the Cooking Process. This process is occurred in hot kitchen only where all the raw items need to be cooked in this kitchen. This process also is one of the crucial critical control points (CCCP) to prevent the growth of bacteria in the food due to over limit temperature

Next, Dishing Process. All the foods need to be plated and portioned according to the Aero Chef System (ACS). ACS System is the system that the Dishing Section staffs used to check the airline meal order where it include complete recipes, weight and portion of food, type of flight, destination, estimated time departure and actual image of the food on the plate.

Seventh is the Assembly Process. This process occurs when all the foods that has been dished and portioned be assembled and chilled in the cold room to maintain the quality of foods. The foods will be sorted according to the flight name, flight number and their estimated time departure (ETD) before it will be transferred to the Tray Setting Unit (TSU) area. This process need to be done right including the FiFo method.

After that it is the Ramp and Delivery Process. This is where all the meals that have already set in the meal carts at the TSU section will be delivered to the aircraft according to the flight schedule using the Hi-Lift lorry. At this section, the Quality Control teams need to tally the actual meals with the ACS to maintain its quality and the specifications.

Last but not least, the Aircraft Serve. This is the last process of production flow where all the meals are served to the customers on flight.

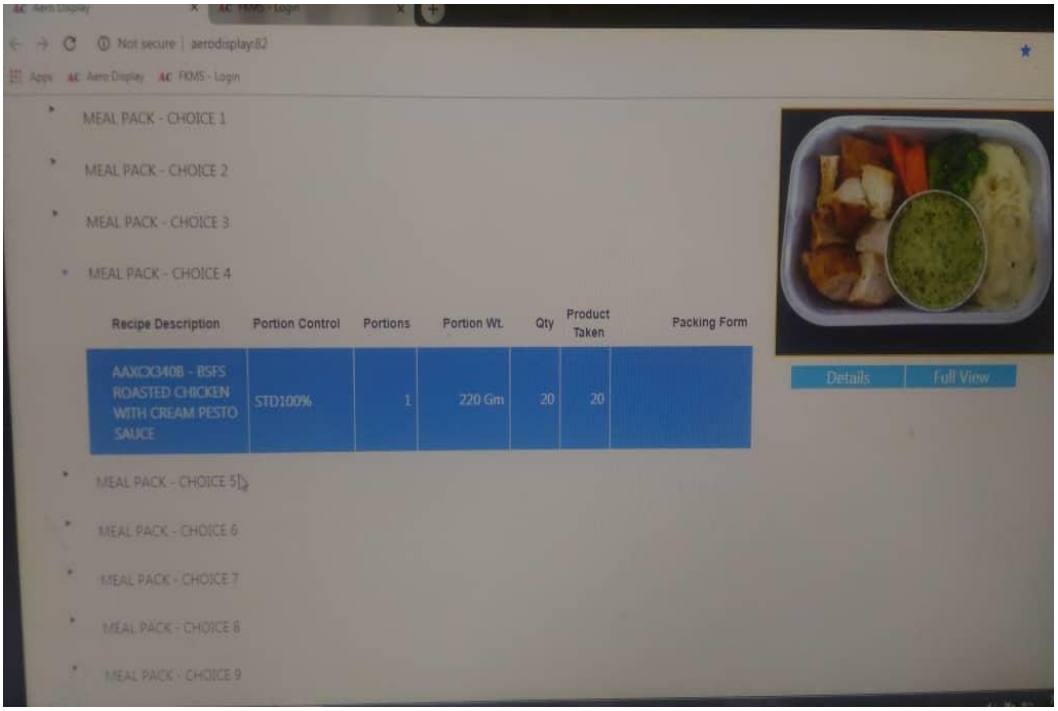


Figure 2.2 Aero Chef System (ACS)

2.1.2 LAYOUT OF THE PRODUCTION AREA

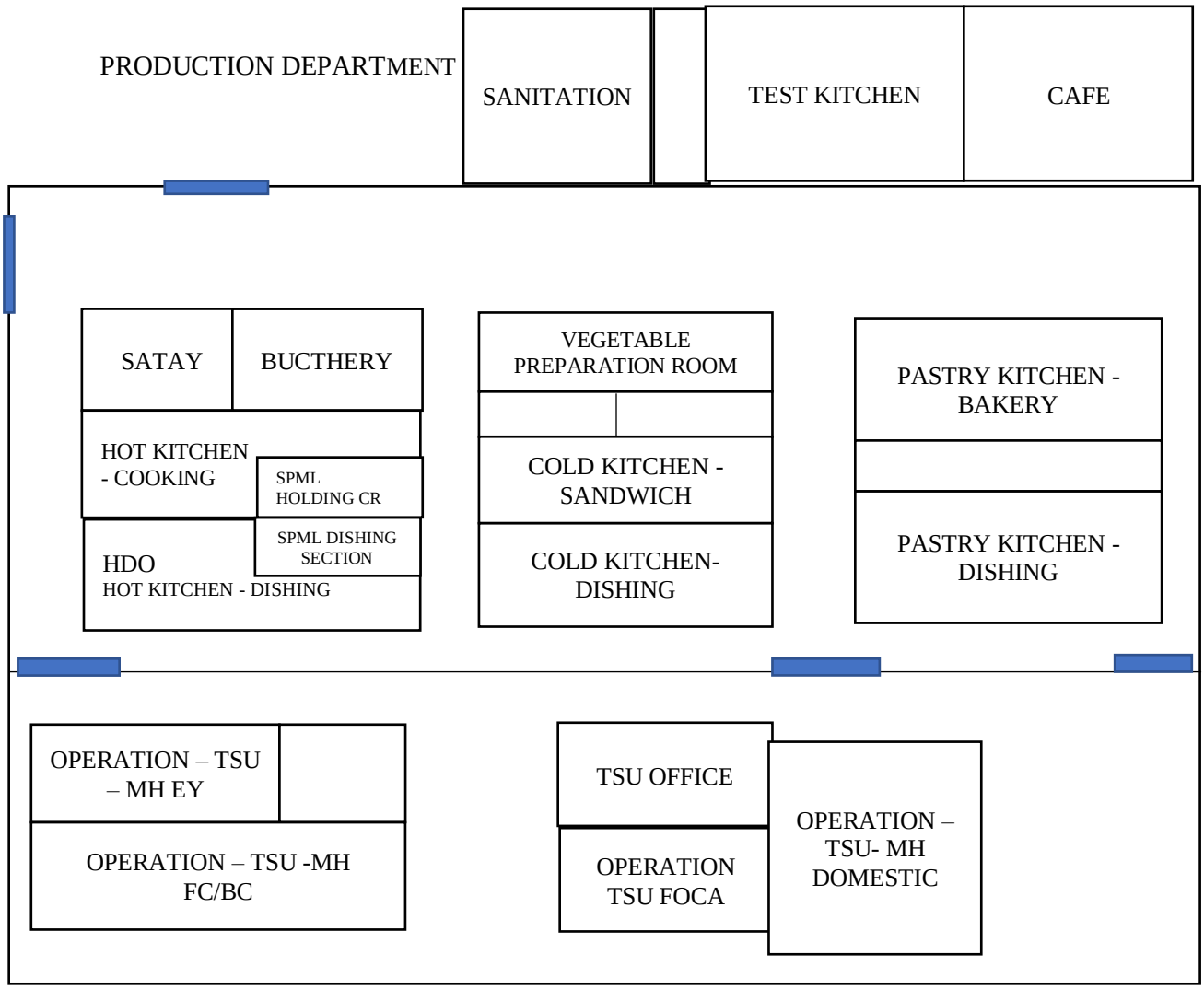


Figure 2.3 Layout of the Production Area

The figure above has shown the layout of the production, that is the layout of the production area at Brahim's SATS Food Services. As we can see, the biggest kitchen in the production area is the Hot kitchen followed by the Cold kitchen and Pastry kitchen. This is because Hot Kitchen needs a large space for them to cook mass quantity of meals rather than Cold and Pastry Kitchen. By referring to the *Figure 2.3,* Hot Kitchen has 5 main sections which are satay, butchery, cooking, dishing and vegetable preparation room.

Cold kitchen is the kitchen which has three main sections which are mise en place section, sandwich and dishing section. All the items in this kitchen are mostly the cooked or ready to eat items. Next is pastry kitchen. This is the place where they will prepare all the bakeries and desserts to the flights.

Last but not least is Tray Setting Unit (TSU) area. Tray setting area is where all the meals which already prepared in foil or dishing plate will be put on a tray with the set of cutleries and other items needed. Those foods will be stacked and arranged into the oven rack in the meal carts before delivered to the hi-lift lorry.

2.1.3 (a) HOT KITCHEN

i. Introduction

Hot kitchen is the biggest kitchen at BSFS production kitchen area. Hot kitchen consists of three main sections which are preparation section, cooking section and dishing section. The preparation section can be divided into two which is butchery section and vegetable preparation room. Cooking section can be grouped into these 13 subsections which are Satay, Pasta, Sauce, Western, Rice, Potato, Omelette, Chinese, First Class Vegetable, Malay section, Indian kitchen, Japanese kitchen and Indian Vegetarian Kitchen. For Dishing section it has three main subsections which are Meal box dishing section, EYCL wide body dishing section and FCBC dishing section. Each subsection for this main section is controlled by the Executive Sous Chef, Junior Sous Chef, expert chefs, catering supervisor and senior cook. Below is the figure of Hot kitchen floor plan layout.

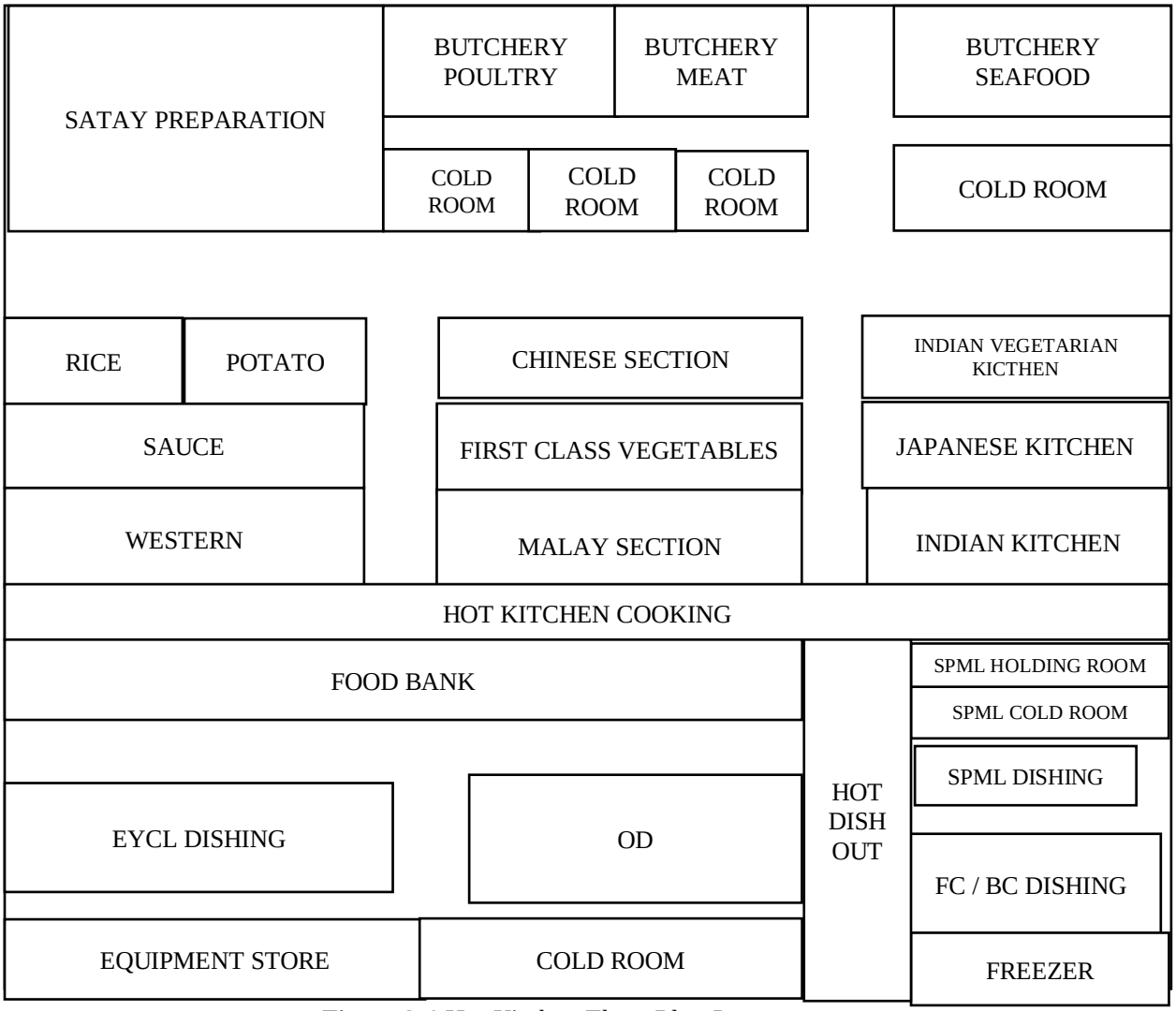


Figure 2.4 Hot Kitchen Floor Plan Layout

ii. HOT KITCHEN ORGANIZATION CHART

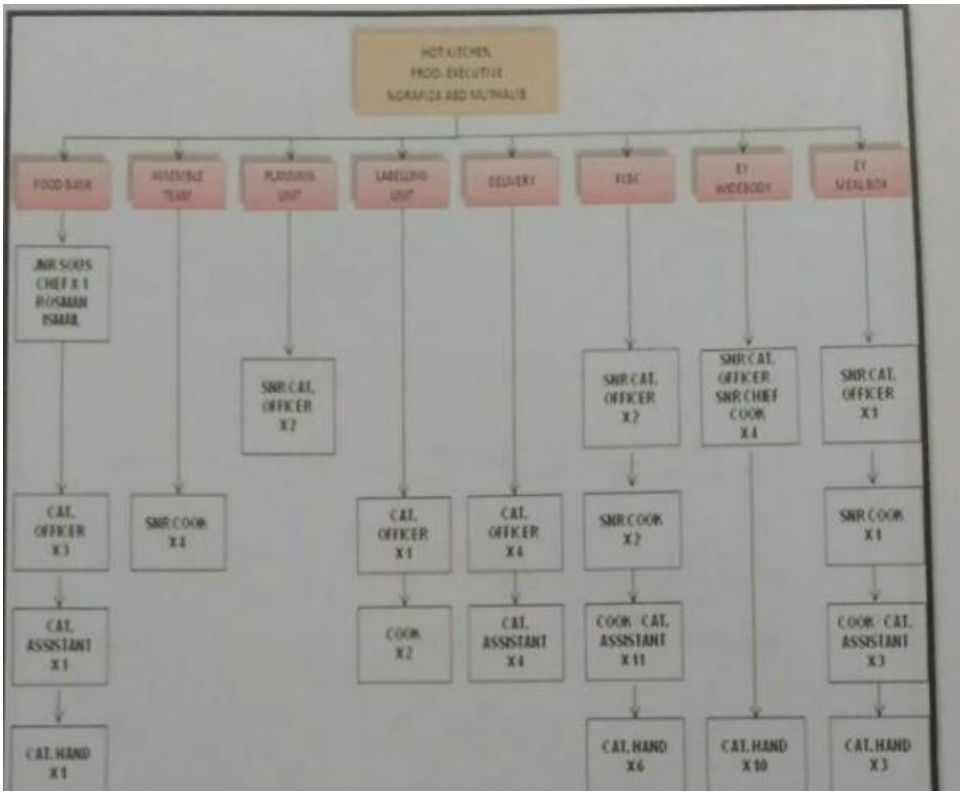
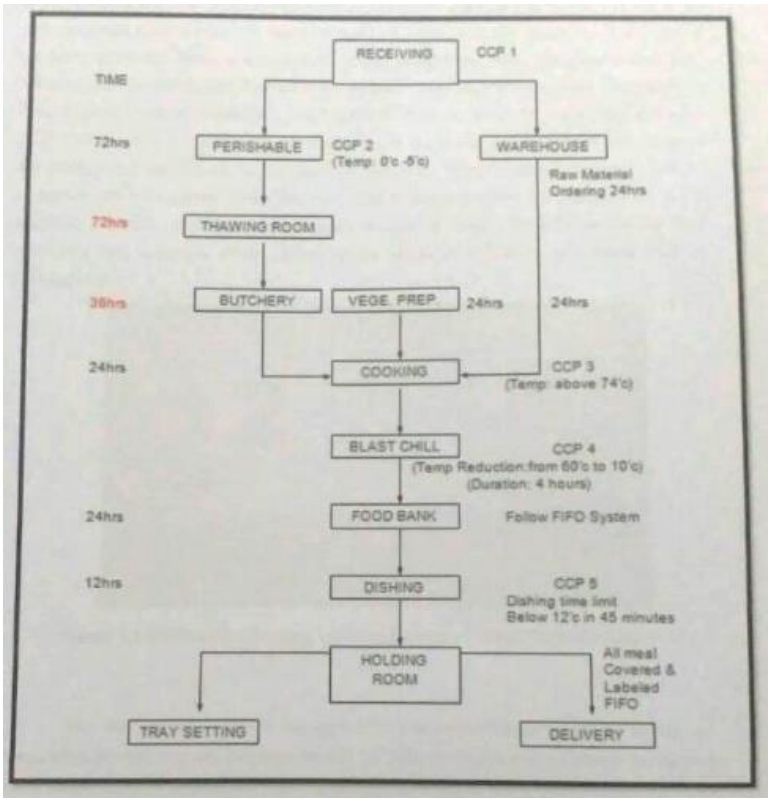


Figure 2.5 Hot Kitchen Organization Chart (Dishing section)

iii. HOT KITCHEN PROCESS FLOW



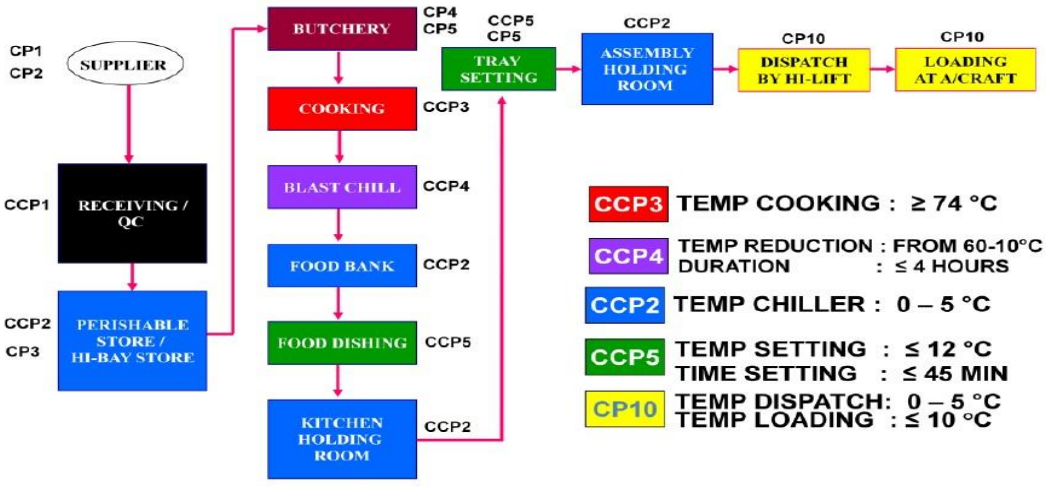


Figure 2.6 Hot Kitchen Process Flow

Figure 2.6 showed the whole process flow along with the temperature limit for each of the critical point. Begin with CCP 1 from receiving area where staffs need to record and check the items as soon as the items arrive at the receiving area. This is to make sure that there are no any temperature spoilage or missing items. The Starting from the receiving area where the CCP 1 takes place. During the receiving process, there a few things that receiving staff should check the quality of the products received in terms of size, weight, color, appearance, taste, expired date and others to make ensure it is follow the company ordered from the supplier. They also have to check the quantity of the product items received to prevent the wastage or shortage of food supply. Next is CCP 2, implemented in the storing process. Where the perishable items are stored in a cold room and dry items are stored in the warehouse. Temperature for perishable items must be range 0ºC until 5ºC to ensure the food is safe. Next step is thawing. The butchery items such as seafood, chickens and meats are thawed in thawing room for 72 hours before the flight estimated time departure (ETD). Below is the figure of defrosting or thawing label for Garoupa fish.

Figure 2.7 Defrosting / thawing label for Garoupa Fish (Tuesday – Day 2)

Then, 36 hours before the flight ETD, the perishable items will be send to preparation section which is butchery section for raw materials (chicken, seafood, meat and others) and vegetable preparation room for all types of vegetables. Next, the cooking process. The process where all the raw material will be cooked by grilling, roasting, cooking or steaming. In this process CCP 3 was implemented. All of the items from the butchery section, vegetable preparation section and dry items from warehouse are included in the cooking process. The temperature of cooking must be at 74ºC and above. CCP 4 will takes place after the cooking process was complete. Cooked items will be stored and cooled down in the blast chiller for temperature reduction from 60ºC until 10ºC for 4 hours to ensure the safety of food. After the food is completely cooled down in the blast chiller, the cooked items will be transferred to the food bank according to the sections based on the FIFO system. Food bank is the biggest cold room or holding room for cooked items that are divided into many sections inside it. Food bank is one of the most important holding rooms to hold the cooked items before the dishing process occur.

After that, CCP 5 was implement in this process. The dishing process occurred 12 hours before the flight ETD. All of the cooked items from the food bank will be portioned in the plate, foil or dish according to the assignment or Aerochef system. Dishing time limit is 45 minutes and the temperature of food must not exceed 12ºC. The meals that has already portioned will be stored in holding room according to the FCBC meals, Crew and Captain meals, EYCL meals or Economy Meal box meals and flight code. All food at the production kitchen in BSFS must be labeled with the color coding sticker to ensure the effectiveness of FIFO system. Blue for Monday (Day 1), Grey colour for Tuesday (Day 2), Black colour for Wednesday (Day 3) and others. For example, if today is Wednesday, the sticker must be a black colour and put it on the food trays. The last step is meals will be transferred to the TSU area or delivery area.

Figure 2.8 Daily Color Coding

iv. COOKING SECTION

Cooking section can be divided into two parts which are preparation or mise-en-place part and ccoking part. Preparation part can be divided by two which are butchery section and vegeteable preparation room. Cooking part can be divided into 13 subsections such as Satay, Pasta, Sauce, Western, Rice, Potato, Omelette, Chinese, First Class Vegetable, Malay section, Indian kitchen, Japanese kitchen and Indian Vegetarian kitchen.

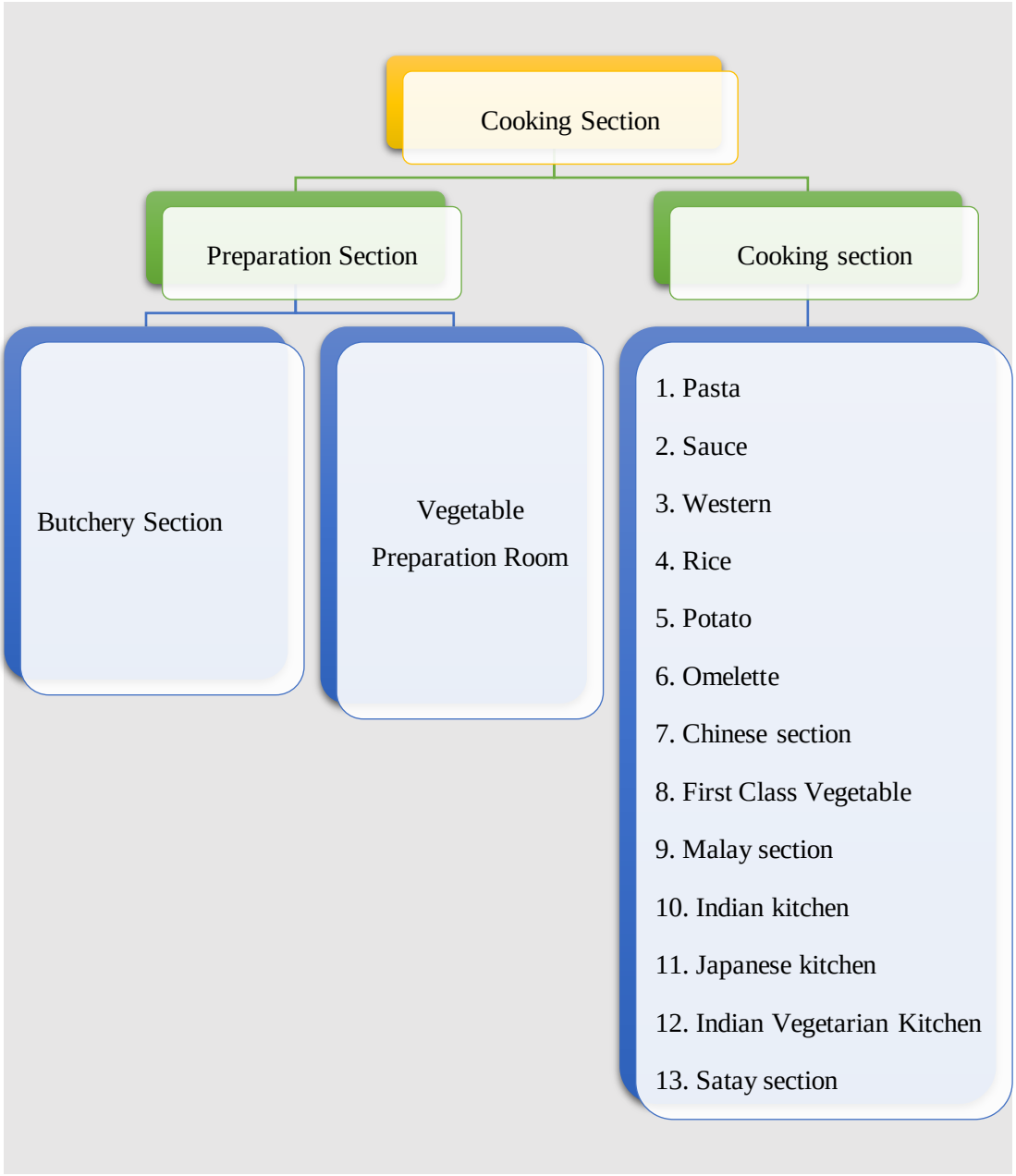


Figure 2.9 Hot Kitchen Cooking Section

- Japanese Kitchen

Japanese kitchen is the place where has prepared Japanese cuisine. Japanese cuisine is the food which is has ingredient, preparation and way of eating of JAPAN. Japanese kitchen consists of three main sections which are preparation section, cooking section and dishing section. For dishing section its only for Business Class and First Class. In Japanese kitchen, Japanese cuisine has developed a standard Japanese meal always consists of a bowl of cooked white Japanese rice as shushoku with accompanying tsukemono (pickles), a bowl of soup and variety of dishes known as okazu- fish,vegetables and meat. Also at Japanese kitchen , they have a few Japanese cooking styles which are Ninomo means food (usually single item) simmered in seasoned water, broth such as fish in sake- flavoured broth, served hot or at room temperature ; Sunomono, mixed salad with vinegar dressing such as crab and cucumber with rice vinegar and soy sauce ; Men Rui, noodles dishes served hot or cold (plain or topped with fish or vegetables) with dipping sauce ; Yakimono, broiled or grilled food (often marinated) such as teriyaki or yakitori ; Agimono, deep fried food such as deep fried fish usually served with dipping sauce. For Japanese meal patterns, in Japanese kitchen meals typically are not served in courses. Food usually presented at one time in indivually portions. Bento, an assortment of 10 or more items packaged attractively for comsuption; Japanese equivalent of takeout boxes. Traditionally, desserts are not usually served at the ends of the meal, fresh fruit is served instead. In Japanese kitchen usually uses four basic flavours in Japanese cuisine which are salt, sugar, vinegar and miso. Also used a range of herbs and spices and other ingredient to enhance the flavor present in the dish. Miso (soybean paste) is an important seasoning agent for Japanese cooking and miso, which has been around at least since 8th century, is actually older . It is made up of boiled and crushed soybeans. Lastly, Japanese kitchen is controlled by the Executive Sous Chef : Chef Hazlin Hassan, Senior Chief Cook : Chef Saiful Azli, Senior Cook : Sabri Ahmad.

Below is the figure of Japanese kitchen floor plan layout

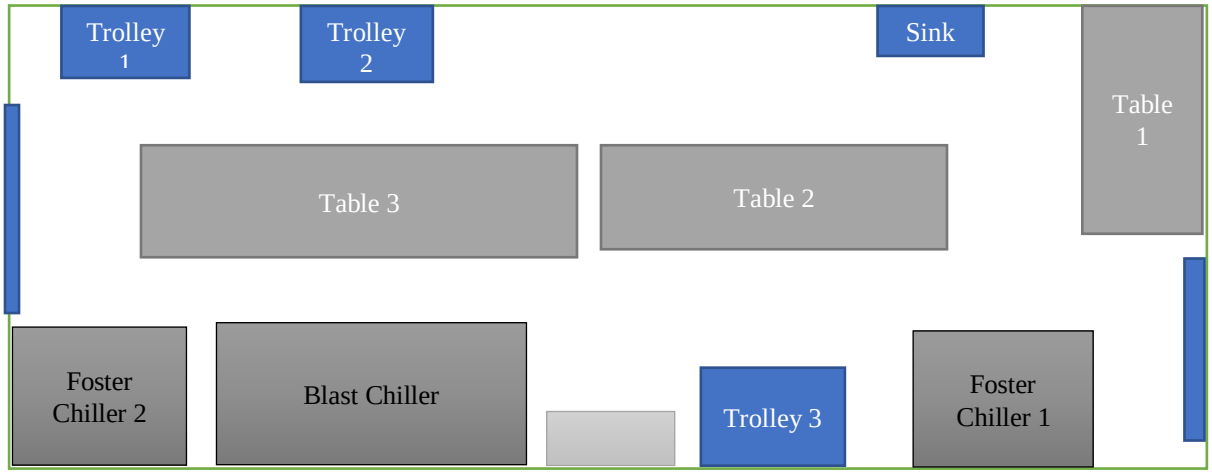


Figure 2.10 Japanese kitchen layout

- Duties and Tasks

I was assigned to dishing Japanese meal that requested by main airlines : Malaysia Airlines (MH), Japan Airlines (JL), All Nippon Airways (ANA).

Firstly, I was learned about name of airlines and menu specification. So that for MH has 3 flight which is MH70, MH88, MH52 : -

MH 88 > KUL/NRT	MH 52 > KUL/NRT	MH 70 > KUL/KIX
Breakfast	Lunch	Supper
STD 2330/0740	STD 0950/1800	STD 2230/0530

And the menu for that flight is same but for MH88 does not have udon noodles like MH 70/52

Menu : i. Nimono (Cabbage with spinash roll accompanied with shimeji and carrot stick also nimono sauce)

ii. Udon Noodle (White soba noodle accompanied with seaweed,wasabi and sprng onio slice)

iii. Appetizer (Vinegared jelly fiah in lime cup accompanied with simmered prawn . unagi square red pepper triangle and spring onion slice)

iv. Pickles (Subasu with shibazuke)

Also ANA has 2 flight which is NH816 and NH886 : -

NH 816 > KUL/HND	NH886 > KUL/HND
Lunch	Breakfast
STD 1415	STD 0800

And menu for that flight is same but for NH 886 does not have Donburi and Hot Snack

Menu : i. Hot Snack (Japanese savoury omelet accompanied with fried chicken,simmered bean and yellow pickle radish also plastic baran leaf)

ii. Donburi (Japanese steamed rice served with chicken miso guava accompanied sauted red/yellow/green pepper)

iii. Pickle (Takuan pickle and kapazuke)

iv. Kobachi (Deep fried beancurd slice served with simmered pak choy in soy based)

v. Sunomono (Wakame seaweed served with Japanese cucumber slice, boiled octopus, red radish slice and sweet vinegar)

vi. Shusai (Cod fish accompanied with vege julienne based soy sauce served steamed rice and black sesame seed)

Lastly Japan Airlines (JL724) > 2250 :- Breakfast

Menu : i. Entrée:Hotmeal (Salmon shioyaki served with chicken clear soup accompanied with toufu filled with fish mousse, roll cabbage, snap peas blanced, nimono potato taro and carrot flower)

ii. Bento (Which has umiboshi, kapazuke, subasu ; shrimp, sesame seed, marinated wakame ; shimeji, spinash ; carrot chunk, snap peas, salman teriyaki, lotus root)

iii. Miso soup (Spring onion slice with toufu)

Furthermore, I was learned about general process flow, for example ANA process flow,

ANA PROCESS FLOW : HOT KITCHEN General Process Flow		
PROCESS FLOW	S.O.P	RECORD
<Start> BUTCHER PROCESS	Thawing Process 72 hours to cooking. Percut and Marination Process	CP04
COOKING	Reconcile Stock in F64. Cooking based on MON/ DRAF or quantity required	CCP03 Intersection Order from Japanese Kitchen Team ICIS/PPS Assignment
BLAST CHILLED HOLDING IN FOOD BANK	Blast Chilled. Label and locate at dedicated area/parking lot	CCPO4
DISHING HOT MEALS ACCORDING TO SPECIFICATION AND QUANTITY REQUIRED	Dishing Hot Meals in bulk. Correct Meals Label/Day Produced	CCP05 Based on MON/Check list
HOLDING in F18 & BREAK UP BY FLIGHT	Transit & Bulk Meals break up based on flight and delivery window	
<END PROCESS>	Deliver to TSU/ Acknowledge receipt	

ANA PROCESS FLOW : DISHING OUT PROCESS FLOW		
PROCESS FLOW	S.O.P	RECORD
<Start> ASSEMBLE AK MEALS IN F64	Meals available 36 hours before STD	
COMMENCE DISHING BY MENU/WINDOWS	Dishing based on ordering – MON and divided to two windows (based on STD) ; I. Clear Meals label II. Day Coding	CCP05 MON / DRAF
MEALS LOCATED IN HOLDING ROOM	Holding in F18	Ordering Note Slip
<End Process>	Acknowledge TSU staff on the delivery	Handover

Table 2.2 ANA Process Flow

Secondly, it was about menu specification, all food item has follow menu specification before dishing , for example ;- NH816 , MH70/MH52

MENU SPECIFICATION ALL NIPPON AIRWAYS (ANA)		FLIGHT NO : NH816 KUL/NRT MEAL TYPE : HOT SNACK CLASS : BUSINESS CLASS	
CODE	DESCRIPTION	WEIGHT	PHOTO
NHNL053A	<u>DONBURI</u> Japanese Steamed Rice Chicken Miso Guava Sauteed Red/Yellow/Green Pepper Sauteed Onion Shredded Egg Crepe	 80 gm 30 gm x2 1 gm for each 2 gm 20 gm	
NHNL0274	<u>HOT SNACK</u> Wakame Rice Ball with Wakame Seaweed Fried Chicken Simmered Beans Yellow Pepper Radish Pickle Cucumber Plastic Baran Leaf	 80 gm *2pc 20 gm 10 gm 4 gm x3pc 7 gm 1 pc	
NHCX030	<u>CURRY</u> Chicken & Vegetable with Steamed Rice Chicken & vegetable Curry Steamed Rice	 170 gm 170 gm	

Table 2.3 ANA Menu Specification

MENU SPECIFICATION ALL NIPPON AIRWAYS (ANA)		FLIGHT NO : NH816 KUL/NRT MEAL TYPE : JAPANESE BREAKFAST CLASS : BUSINESS CLASS	
CODE	DESCRIPTION	WEIGHT	PHOTO
NH0067A	ZENSAI (APPETIZER) Smoked Salmon Stirfired Burdock Root with Soy Based Sauce Japanese Omelet with Spinash Crab Meat Oyster Flavoured Sauce Fish Cake (White Kamaboko) Cucumber Japanese Salmon Rose Sesame Seed Grilled Asparagus Rolled with Beef Marinated Flower Shaped Red Pepper in Soy Sauce Banana Leaf	 17 gm 10 gm 15 gm 3 gm 5 gm 10 gm 2 gm 1 gm 1 gm 15 gm 2 gm 1 pc	
NHVG021	Vegetable Garnish Wakame Seaweed Tofu	 3 gm 10 gm	
NHVG003	Vegetable Garnish Takuan Pickles Kapazuke	 4 gm *3pc 7 gm	
NHSE011F	Shusai Cod Fish Fillet (Australian) Vegetable Julienne with Soy Based Sauce (Carrot, Black Mushroom, Bamboo Shoot, French Bean) Soy Based Sauce	 50 gm 25 gm 20 gm	

Table 2.4 ANA Menu Specifica

MALAYSIA AIRLINES BERHAD (MAB) – FCCL MENU SPECIFICATION			
FLIGHT NO : MH 70 MH 52	SECTOR : KUL/NRT KUL/KIX	MEAL SERVICE : LUNCH SUPPER	STD/STA : 0950/1800 2230/0530

NAME	SPECIFICATION	WEIGHT
APPETIZER : SOBA NOODLE	White Soba	60 gm
	Seaweed	3 gm
	Wasabi	2 gm
	Spring Onion Chopped	2 gm
NIMONO	Cabbage with Spinash Roll	20 gm x2
	Shimeji	10 gm
	Carrot Stick	5 gm
	Soy Sauce	5 ml
ZENSAI	Simmered Prawn	20 gm x2
	Vinegared Jelly Fish in Lime Cup	10 gm / 1 nos
	Unagi Square	15 gm
	Spring Onion Slice	1 gm
	Red Pepper Triangle	3 gm
PICKLE DISH	Subasu	3 gm
	Shibazuke	5 gm

Table 2.5 MAB Menu Specification

Lastly , its about Japanese Kitchen overall work flow. Below figure of Japanese Kitchen overall work flow

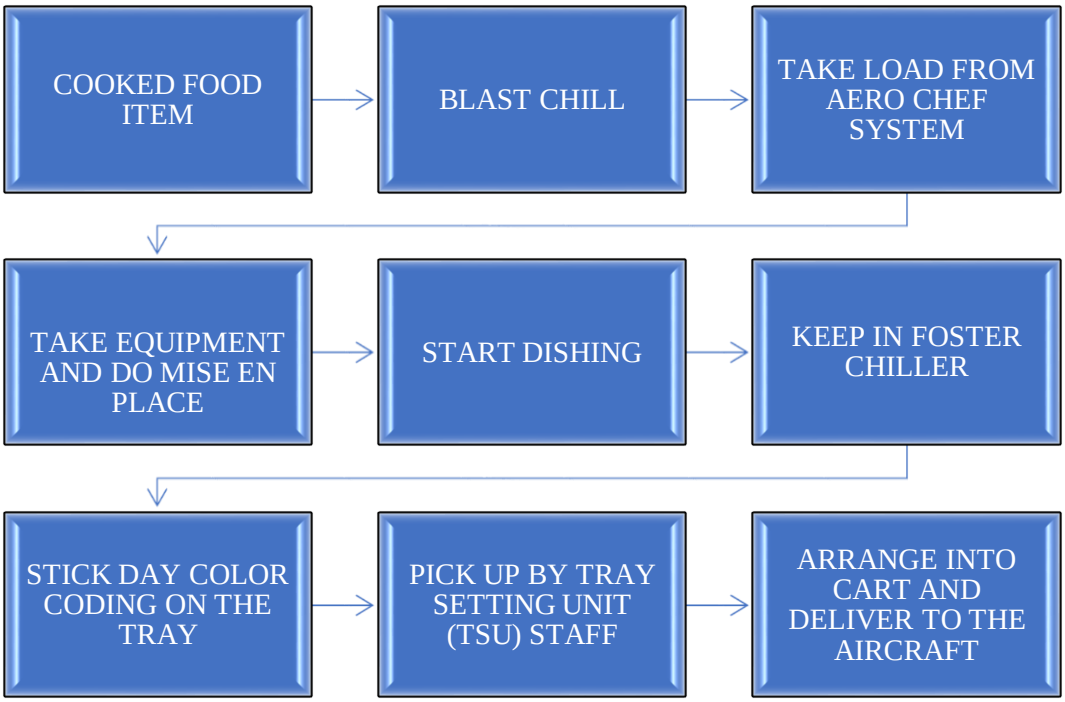


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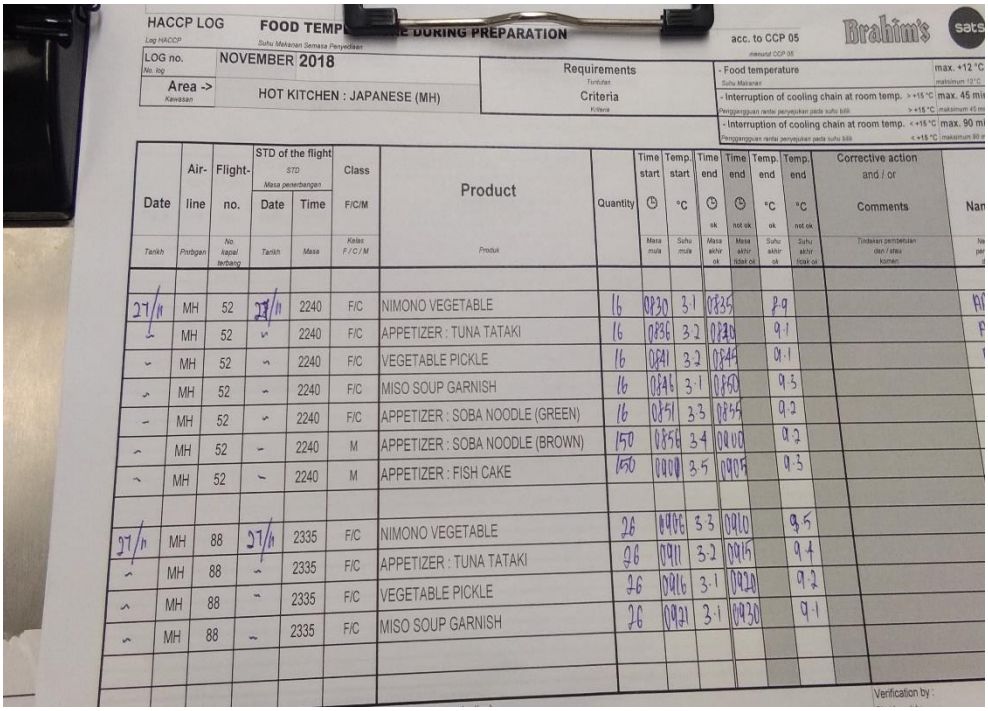
Figure 2.11 Japanese Kitchen Work Flow

The flow begin with cooking process which is Japanese senior cook chef was cooked food item follow the standard recipe that been given. The temperature of cooking must be at 74ºC and above. After that, CCP 4 will takes place after the cooking process was complete. Cooked items will be stored and cooled down in the blast chiller for temperature reduction from 60ºC until 10ºC for 4 hours to ensure the safety of food. After the food is completely cooled down in the blast chiller, the cooked items will be transferred to the food bank according to the sections based on the FIFO system. Next, take load from Aero Chef System for setting meal that day. After knowing how much load , started doing my tasks ; firstly , take equipment from cart that was delivery by EPA and do mise en place. Secondly, start dishing which is CCP 5 was implement in this process. The dishing process occurred 12 hours before the flight ETD. All of the cooked items from the food bank will be portioned in the plate, foil or dish according to the assignment or menu specification. Dishing time limit is 45 minutes and the temperature of food must not exceed 12ºC. Last but not least, keep in foster chiller and stick day color coding on the tray also write in logging form (Figure 2.12). The end of flow, the meal was pick up by TSU staff and arrange into cart and deliver to aircraft



HACCP LOG — FOOD TEMP… DURING PREPARATION — acc. to CCP 05 — Brahim's

LOG no. NOVEMBER 2018

Area -> HOT KITCHEN : JAPANESE (MH)

Requirements / Criteria

- Food temperature — max. +12 °C
- Interruption of cooling chain at room temp. > +15 °C — max. 45 mi
- Interruption of cooling chain at room temp. < +15 °C — max. 90 mi

Date	Air-line	Flight-no.	STD of the flight Date	STD of the flight Time	Class F/C/M	Product	Quantity	Time start	Temp. start °C	Time end ok	Time end not ok	Temp. end °C ok	Temp. end °C not ok	Corrective action and / or Comments	Nam
27/11	MH	52	27/11	2240	F/C	NIMONO VEGETABLE	16	0830	3.1	0835		8.9			A
"	MH	52	"	2240	F/C	APPETIZER : TUNA TATAKI	16	0836	3.2	0840		9.1			P
"	MH	52	"	2240	F/C	VEGETABLE PICKLE	16	0841	3.2	0844		9.1			
"	MH	52	"	2240	F/C	MISO SOUP GARNISH	16	0846	3.1	0850		9.3			
"	MH	52	"	2240	F/C	APPETIZER : SOBA NOODLE (GREEN)	16	0851	3.3	0855		9.2			
"	MH	52	"	2240	M	APPETIZER : SOBA NOODLE (BROWN)	150	0856	3.4	0900		9.2			
"	MH	52	"	2240	M	APPETIZER : FISH CAKE	150	0901	3.5	0905		9.3			
27/11	MH	88	27/11	2335	F/C	NIMONO VEGETABLE	26	0906	3.3	0910		9.5			
"	MH	88	"	2335	F/C	APPETIZER : TUNA TATAKI	26	0911	3.2	0915		9.4			
"	MH	88	"	2335	F/C	VEGETABLE PICKLE	26	0916	3.1	0920		9.2			
"	MH	88	"	2335	F/C	MISO SOUP GARNISH	26	0921	3.1	0930		9.1			

Verification by :

Figure 2.12 CCP05 Logging Form

2.1.3 (b) COLD KITCHEN

i. Introduction

Cold kitchen is the second kitchen at BSFS. Cold kitchen prepares cold items such as salads, appetizers, sandwiches, fruits and more. Cold kitchen can be divided into two main sections which are preparation and dishing section. Preparation section has 2 subsections which are mise-en-place and fruit section. Dishing section have 6 subsections which are sandwiches section, Malindo (OD) FCBC section, FCBC fruit section, Crew and Ancillaries section, FCBC British Airways (BA) and Emirates Lounge (EKL) section and Economy MH and FOCA section. Cold kitchen product items such as sauces, sandwich fillings or sweets has been already made by the other kitchen which are hot kitchen and pastry and bakery kitchen. Basically, cold kitchen do not have any stove or cooking equipment because the kitchen is only prepared the cold meal items. I only attach in this kitchen for 14 days but I get the information about this kitchen from the chefs and my friends.

ii. Cold Kitchen Organization Chart

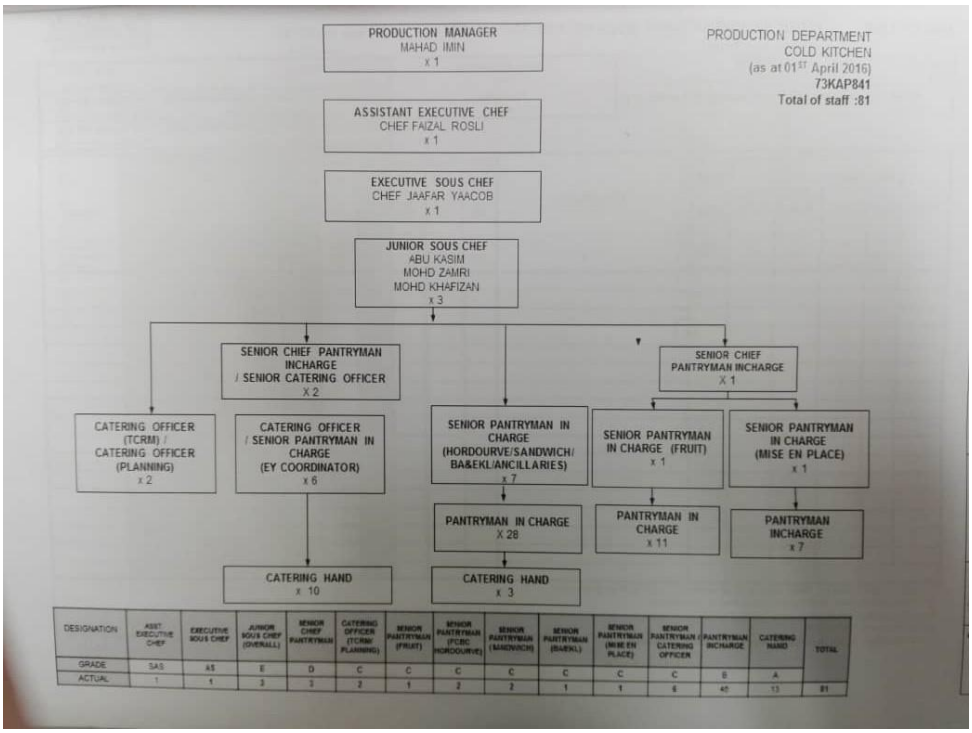
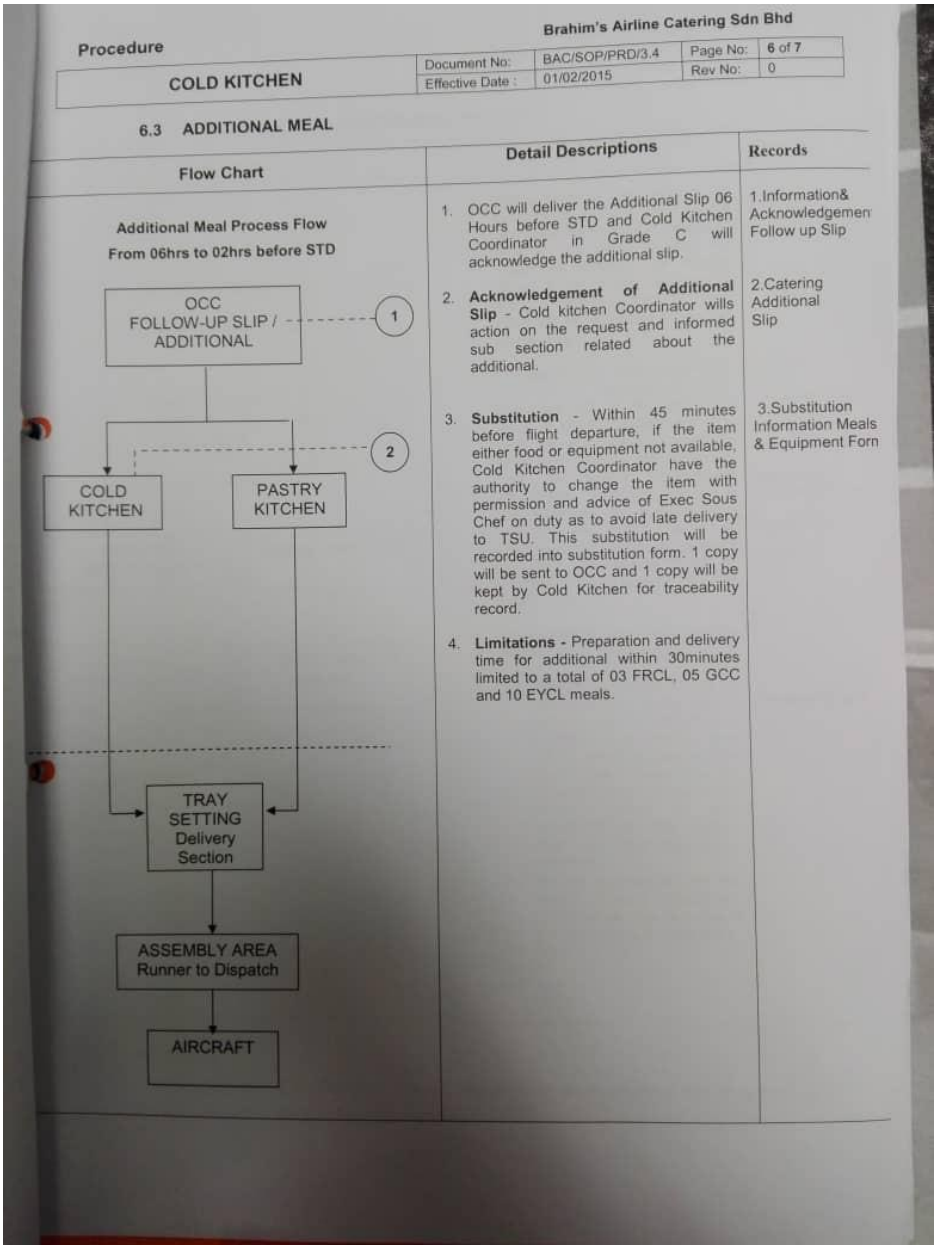


Figure 2.12 Cold Kitchen Organization Chart

iii. Cold Kitchen Process Flow

Meal Process Flow From 06 Hours to 02 hours before Standard Time Departure (STD)



Brahim's Airline Catering Sdn Bhd

Procedure

COLD KITCHEN	Document No:	BAC/SOP/PRD/3.4	Page No:	6 of 7
	Effective Date :	01/02/2015	Rev No:	0

6.3 ADDITIONAL MEAL

Flow Chart	Detail Descriptions	Records
Additional Meal Process Flow From 06hrs to 02hrs before STD OCC FOLLOW-UP SLIP / ADDITIONAL (1) (2) COLD KITCHEN PASTRY KITCHEN TRAY SETTING Delivery Section ASSEMBLY AREA Runner to Dispatch AIRCRAFT	1. OCC will deliver the Additional Slip 06 Hours before STD and Cold Kitchen Coordinator in Grade C will acknowledge the additional slip. 2. **Acknowledgement of Additional Slip** - Cold kitchen Coordinator wills action on the request and informed sub section related about the additional. 3. **Substitution** - Within 45 minutes before flight departure, if the item either food or equipment not available, Cold Kitchen Coordinator have the authority to change the item with permission and advice of Exec Sous Chef on duty as to avoid late delivery to TSU. This substitution will be recorded into substitution form. 1 copy will be sent to OCC and 1 copy will be kept by Cold Kitchen for traceability record. 4. **Limitations** - Preparation and delivery time for additional within 30minutes limited to a total of 03 FRCL, 05 GCC and 10 EYCL meals.	1.Information& Acknowledgemen Follow up Slip 2.Catering Additional Slip 3.Substitution Information Meals & Equipment Forn

Figure 2.13 Cold Kitchen Process Flow

iv. Sandwich Section

. I only attach in this section for 14 days, So I only dishing a few meal for All Nippon Airways (ANA ; NH816 / NH 886) Malaysian Airlines (MH 131) and Japan Airlines (JL724)

So there is my tasks :

NH 816 / NH 886 (KUL/HND) – Jumbo Croissant with Cheddar Cheese & Tomato Cucumber Lettuce

- STD : 0710 / 1415

MH 131 (KUL/AKL) – Sandwich with Chix Hoisin

- STD ; 2325

JL724 (KUL/NRT) – Croissant with Chix Hoisin Chive Green Coral

- STD ; 2250

2.1.4 CONCLUSION

There are so many things that I have learn in the Hot kitchen especially in Japanese Kitchen. I gained a new knowledge, experiences and skills during my internship period here. Even it is a short time for me to learn everything but I still can get some knowledge here. I have been taught how to work fast and efficient and always to make sure the work station is clean and hygiene.

They taught me on how to write the reading temperature and time in the CCP logging form during before and after of food preparation, how to use the Teflon grill machine, how to use the combination oven, how to use the small tilt skillet, how to make the right portion of food, the process flow of the kitchen, the recipes and more. I hope that I can improve my skills better and implement the knowledge and experiences here in the future.

3.0 **RECOMMENDATIONS**

In the light of the conclusions, there are a few recommendations that the company of the respondents should consider and be taken into account. One of them being problems regarding hygiene. As the company is mostly about cooking food and serving it, hygiene and cleanliness is the first factor to be considered. Before proceeding to work and entering working station, employees need to make sure they have washed their hands and also they are needed to use the equipment prepared, which is called rolling, to eliminate the dust and germs that sticks on their clothes. However, not everyone takes this matter seriously and thus, the hygiene is not well taken care of. Therefore, the employers have to stress out and do regular check up on this issue as this may affect the company's standards and quality values if not being stop or controlled.

Apart from that, problems that arise is the lack of hygiene equipment. Since hygiene is very important, the company should prepare more equipment to ensure the hygiene issue is well taken care of. The lack of face masks and gloves is the problem that I find very disturbing. Certain times, there were not enough gloves for the workers and other workers have to reuse the gloves and wash them soon after. Also, if the gloves are not sufficient, other workers will have to wear simple plastic gloves. Therefore, the company have to consider of supplying enough amount of hygiene equipment so that less problem regarding hygiene and cleanliness occur.

There are also problems occurred to the internship system. The sole purpose of internship is to enhance skills and knowledge regarding foodservice management. However, internship students are not exposed thoroughly to the field. Students were not exposed to cooking and carving. Therefore, less information and experience we got regarding that section. The company have to aware of this issue and one of the suggestions being making a special class and teach cooking and carving so that the students will have the idea of being in those sections of the company.

Last but not least, is being concerned towards the customers. Some of the customers will order a special meal on the flight due to the allergies they have for food. Therefore, it is advisable for the company to separate the allergens and non-allergens in different racks or shelves. This should had been done because the action of mixing them together in one place may affect the food while preparation process and will be harmful for the customers. Therefore, the company have to alert their employees about this issue and do a regular check up to make sure it is practiced at all times.

4.0 OVERALL CONCLUSION

To sums up everything during this internship, I can summarize that I have learn so many new things from here. I consider myself lucky as this is a free education and I am the one of the lucky person to experience it. I also reckon that my confident level had boost up from here and capable at doing multitasking. I feel more confident about myself and now able to do more things that I am not confident to do it before. Multitasking is one of the skills that I developed due to the experience that I had during the internship.

In addition, knowledge in foodservice industries nowadays need to be upgraded because it is very concern things about the quality of foods, cleanliness of foods and customer satisfaction and most important is halal. All what I learn before were just in the general. When I was exposed to the real situation of work, I have been taught in depth theory and application of what I have learnt previously. Despite the teachings, I also had learnt from the difficulties and problems that students faced. For instance, observing the problems faced in every kitchen can make improvements thus will enhance the company's performance and also reduce wastage. Other than that, I have got lot of information about the system for each departure time and temperature control of food before it sending to the aircraft.

In here, I can see the pros and cons of an organization. The pros is the company is so one ahead forward because they have been used modern equipment to make the output goes faster and they ease the staffs job. Besides that, the company also use a system for airline so that every staff knows the assignment the need to do for that particular day. I realized that the bigger the organization, the tougher challenge students and staffs have to faced day by day. for examples this company, they serve not only for MH flight but also for FOCA airline. In order to maintain their quality over the world, they need to follow so many procedures until the food serves in front of the passengers. Therefore, I shall praise and compliment BSFS as they implemented the HACCP because when I was in UiTM Penang, I just learn only the theory but now I can see that HACCP is very crucial in catering. And also, from here I learnt on how to improve my skill, knowledge and experience. I also learned on how to communicate well with people at all stage of age.

For the cons, what I can see is even though the company provides sanitation equipment such as rolling brush, sanitizer and other but the staff did not want to follow.

Lastly, even though I have been through so many during my internship program, I am so glad that my friends and I finish it with successful. I will appreciate all the memories, knowledge and experiences that I had gained and learnt from Brahim's SATS Food Service because it is very valuable for me in the future.