

APPENDIX

RESEARCH QUESTIONNAIRE

Pattern of Management and Production of Thai kitchen

This interview questionnaire is constructed to acquire the opinion of management and production experts in Thai kitchen be used as a guideline for ideal model of Thai kitchen producing large quantity food. Your information is confidential and will be used for this research only. Therefore, please respond to every question to provide perfect data for completion of the research.

The questionnaire is divided into 5 sections:

Section 1: General data on sample groups

Section 2: Personnel Structure of production unit in Thai kitchen

Section 3: General data of staff in Thai kitchen

Section 4: Management and production systems of Thai kitchen

Section 5: Problems, limitations and solving guidelines in management and production system of Thai kitchen

Thank you for your cooperation

Premrueai Yambunjong

A Ph.D. candidate in Tropical Agriculture

Faculty of Agriculture

Kasetsart University

Introduction : Please read the question carefully and answer accordingly.

Section 1: General data on sample groups

You are working in the hotel which is categorized as

5 stars 4 stars 3 stars others.....

Is it single hotel or chained hotel ? (single hotel go straight to question 4)

single hotel chained hotel

Is it a branch of the chained hotel in oversea or domestic ?

oversea domestic

How many rooms the hotel provides?

200-300 rooms 301-400 rooms
 401-500rooms more than 500 rooms

Does the hotel organize the Thai kitchen as?

separated Thai kitchen sectioned Thai kitchen

What is the area of Thai kitchen?sq.m.

How many female and male staff in Thai kitchen ?

.....female male

Please state your opinion on essential characteristic of Thai kitchen staff in terms of skills by ranking from the most important characteristic (7) to the least important characteristic (1) respectively. Additional opinion may be given.

Skill characteristics

Management levels;

- () Must have practical ability in Thai food cooking in terms of good taste and hygienically standard
- () Must have the ability in setting Thai menu correctly and suitably
- () Must have the correct technique in Thai cooking
- () Must have the knowledge of Thai food ingredients
- () Must have the ability in developing the standard of food service
- () Must have the ability in utilizing the kitchen equipments properly and safely
- () Must have knowledge and skill in how to transfer heavy load
- others.....
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Job levels;

- () Must have practical ability in Thai food cooking in terms of good taste and hygienically standard
- () Must have the correct technique in Thai cooking
- () Must have the knowledge of Thai food ingredients
- () Must have the ability in developing the standard of food service
- () Must have the ability in utilizing the kitchen equipments properly and safely
- () Must have knowledge and skill in how to transfer heavy load
- others.....
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Please state your opinion on essential characteristic of Thai kitchen staff in terms of personal characteristics by ranking from the most important characteristic (10) to the least important characteristic (1) respectively. Additional opinion may be given.

Personal characteristics

Management levels;

- () Must have good belief and pride in one's occupation
 - () Must have the ability to work with others as teamwork
 - () Must have a keen sense of taste and odor
 - () Must have good sense of cleanliness
 - () Must be careful and interested in the job
 - () Must be in good health
 - () Must be alert and willing to work hard
 - () Must be honest and reliable
 - () Must be punctual
 - () Must agree to accept advises and opinions from others
- others.....
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Job levels;

- () Must have good belief and pride in one's occupation
 - () Must have the ability to work with others as teamwork
 - () Must have a keen sense of taste and odor
 - () Must have good sense of cleanliness
 - () Must be careful and interested in the job
 - () Must be in good health
 - () Must be alert and willing to work hard
 - () Must be honest and reliable
 - () Must be punctual
 - () Must agree to accept advises and opinions from others
- others.....
-

Kind of RW.	Purchasing method			Purchase source					No. of day purchased in advance
	Direct	Quotation	Others (specify)	producer	Fresh market/ retailer	Super market	Whole saler	Others (specify)	
Curry									
Paste									
Spices and herbs									
Seasoning									
Dry foods									
Canned food and frozen food									
Thai desserts									
Others.....									

2. What are the steps in purchasing of raw materials?

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3. What is the receiving method of raw materials in terms of quantity and quality?

Kind of raw materials	Receiving method	
	Quantity (weight)	Quality (general appearance, color, odor, texture etc.)
Meat		
Poultry		
Seafoods		
Preserved foods		
Eggs		
Vegetables		
Fruits		
Coconut milk		
Curry Paste		
Spices and herbs		

Kind of raw materials	Receiving method	
	Quantity (weight)	Quality (general appearance, color, odor, texture etc.)
Seasoning		
Dry foods		
Canned food and frozen food		
Thai desserts		
Others.....		

4. What are the steps in receiving of raw materials?

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5. What is storage method of raw materials?

() FIFO () LIFO () others.....

6. How are these raw materials stored?

Kind of raw materials	Temperature (° C)	Shelf life (days)	Storage method		
			With package	Without package	Others (specify)
Meat					
Poultry					
Seafoods					
Preserved foods					
Eggs					
Vegetables					
Fruits					
Coconut milk					
Curry Paste					
Spices and herbs					
Seasoning					
Dry foods					
Canned food and frozen food					

9. What are the production procedure of Thai kitchen?

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10. What is the tool for controlling the production of Thai kitchen ?

() standard recipe () others.....

11. How to prepare each kind of raw materials before cooking and does each raw material to be used in each type of cooking method (curry and boiling, stir fry, deep fry etc.) has the same preparing method ?

Meats.....

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Vegetables.....

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Stocks.....
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Sauces.....
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Others.....
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12. What kind of coconut milk used in Thai kitchen?

- fresh coconut milk pasteurized coconut milk
- sterilized coconut milk others.....

13. How to prepare curry paste for Thai cooking?

- freshly prepared curry paste processed curry paste

14. What kind of menu is provided in your Thai restaurant?

- a la carte
- set menu
- others.....

15. How do you arrange menu for customer in Thai restaurant ?

- According to cooking methods
- According to kind of raw materials
- According to serving method (eg. Table d’hote)
- others.....

16. Additional information (eg. Set menu, menu rotation, garnishing etc.)

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Section 5: Problems, limitations and solving guidelines in management and production system of Thai kitchen

Specify the problems encountered in Thai kitchen regarding the following procedures.

Purchasing.....
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Receiving.....

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Storing.....

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Issuing.....

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Producing.....

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Training.....

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Sanitation.....

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How would you solve those problems?

Purchasing.....
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Receiving.....
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Storing.....
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Issuing.....
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Producing.....

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Training.....

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Sanitation.....

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ENVIRONMENT OBSERVATION FORM

Pattern of Management and Production of Thai kitchen

Structural plan, layout and functional facilities of the Thai kitchen in each hotel samples were observed, sketched and photographed.

Section 1 : Size and functional areas

Section 2 : Layout, equipment and furniture

Section 3 : Photographs (functional areas, layout, equipment, furniture and construction materials)

Department of Home Economics
Faculty of Agriculture
Kasetsart University
Phahonyotin, Chatuchak
Bangkok 10900

18 February 2003

Subject : Requesting the cooperation on data collection

President of Thai Hotels Association
203-209/3 Ratchadamnoen Klang Avenue
Bowonniwet, Bangkok 10200

Dear Sir,

Miss Premruetai Yambunjong, a Ph.D.(Tropical Agriculture) candidate in the field of food and nutrition is working on her thesis on“ Pattern of Management and Production of Thai kitchen” under the supervision of Associate Professor Dr. Montharop Chakapak, Associate Professor Obcheuy Wongtong and Assistant Professor Dr.Surachai Jewcharoensakul.

The required data includes information on management and production of Thai kitchen established in hotels. The results from this study will be used as a guideline for proposing an ideal model of Thai kitchen producing large quantity food. Moreover, it will be useful for development of Thai restaurant foodservice business to meet international standard level. Thus, we would like to ask for your assistance in requesting the cooperation from hotels which are your members for appropriate information. The data collection will be done by Miss Premruetai herself. Your prompt reaction on the matter would be most appreciated.

Best Regards,

(Asst.Prof.Dr.Anchane Utaipatanacheep)
Program Chairman of Home Economics

Tropical Agriculture Program
 Faculty of Agriculture
 Kasetsart University
 Phahonyotin, Chatuchak
 Bangkok 10900

28 October 2003

Subject : Requesting the cooperation on data collection

Personnel Manager

.....Hotel

Dear Sir,

Attached : 1. Requested details of interest
 2. Letter of Thai Hotels Association

Miss Premruetai Yambunjong, a Ph.D.(Tropical Agriculture) candidate in the field of food and nutrition is working on her thesis on“ Pattern of Management and Production of Thai kitchen” under the supervision of Associate Professor Dr. Montharop Chakapak, Associate Professor Obcheuy Wongtong and Assistant Professor Dr.Surachai Jewcharoensakul.

Miss Premruetai would like to collect data on management and production of Thai kitchen from your hotel by ways of interview and observation, including photography if possible. The results from this study will be used as a guideline for ideal model of Thai kitchen producing large quantity food. Moreover, it will be useful for development of Thai restaurant foodservice business to meet international standard level. We would like to ask for your kindly assistance to collect data accordingly of Thai kitchen in your hotel. Your prompt reaction on the matter would be most appreciated.

Best Regards,

(Assoc.Prof.Dr. Somnuk Wongtong)

Director of International Center for Tropical Agriculture

Requested details of interest

Character of required Thai kitchen : The kitchen with specific working area and equipment of its own.

Details of interest :

1. Personnel structure and function
2. Management system of Thai kitchen ie. purchasing, receiving, issuing and storing
3. Production system ie. preparing, cooking and serving
4. Sanitation and safety
5. Training
6. Design and layout;
 - functional area
 - work flow
 - equipment and furniture
 - water supplies
 - drainage
 - gas and electricity supplies
 - ventilation
 - safety system
 - emergency electric supply

Personal Contact :

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CURRICULUM VITAE

NAME : Miss Premruetai Yambunjong

BIRTH DATE : October 17, 1973

BIRTH PLACE : Nakhon Ratchasima, Thailand

EDUCATION	:<u>YEAR</u>	<u>INSTITUTION</u>	<u>DEGREE</u>
	1995	Kasetsart Univ.	B.S. (Home conomics)
	1999	Kasetsart Univ.	M.S. (Home conomics)

POSITION : Instructor

WORK PLACE : Suan Dusit Rajabhat University

