

# Cook Galley & General English

for Executive Hybrid Class



Tim Penulis:

Dewa Ngakan Kadek Wahyu Utama, S.Tr.Par

Gusti Made Diva Widia Wiartha S. Kom

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## KATA PENGANTAR

Rasa syukur yang teramat dalam dan tiada kata lain yang patut kami ucapkan selain mengucapkan rasa syukur. Karena berkat rahmat dan karunia Tuhan Yang Maha Esa, buku yang berjudul “Cook Galley & General English For Executive Hybrid Class” telah selesai di susun dan berhasil diterbitkan, semoga buku ini dapat memberikan sumbangsih keilmuan dan penambah wawasan bagi siapa saja yang memiliki minat terhadap pembahasan tentang Cook Galley & General English For Executive Hybrid Class.

Akan tetapi pada akhirnya kami mengakui bahwa tulisan ini terdapat beberapa kekurangan dan jauh dari kata sempurna, sebagaimana pepatah menyebutkan “*tiada gading yang tidak retak*” dan sejatinya kesempurnaan hanyalah milik tuhan semata. Maka dari itu, kami dengan senang hati secara terbuka untuk menerima berbagai kritik dan saran dari para pembaca sekalian, hal tersebut tentu sangat diperlukan sebagai bagian dari upaya kami untuk terus melakukan perbaikan dan penyempurnaan karya selanjutnya di masa yang akan datang.

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Februari, 2024  
Penulis

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**COOK**

# CHAPTER 1

## COOK DEFINITION

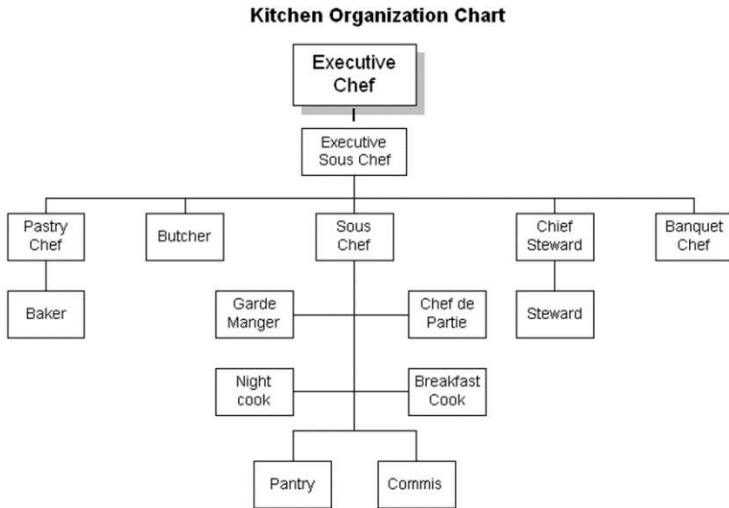
**Catherine Maria Romula of Lorenzo de 'Medici**, known simply as Caterina de' Medici (Florence, 13 April 1519 - Blois Castle, 5 January 1589), was queen consort of France, as wife of Henry II , from 1547 to 1559, regent from 1560 to 1563. Known as "the queen mother" for having generated three sovereigns of France (Francis II, Charles IX , Henry III ), she had a great and lasting influence in the political life of the State. **Anne of Austria, French Anne d'Autriche**, (born Sept. 22, 1601, Valladolid, Spain—died Jan. 20, 1666, Paris), queen consort of King Louis XIII of France (reigned 1610–43) and regent during the opening years of the reign of her son King Louis XIV (from 1643). **François Pierre de la Varenne (1615–78 in Dijon)**, Burgundian by birth, was the author of *Le Cuisinier françois* (1651), one of the most influential cookbooks in early modern French cuisine. La Varenne broke with the Italian traditions that had revolutionised medieval and Renaissance French cookery in the 16th century and early 17th century.

**Anthelme Brillat-Savarin, (born April 1, 1755, Belley, Fr. died Feb. 2, 1826, Paris)**, French lawyer, politician, and author of a celebrated work on gastronomy, *Physiologie du goût* ("The Physiology of Taste"). **Charles Ranhofer** was chef at the famous Delmonico's Restaurant in New York, and author of a popular cookbook titled "The Epicurean." **Marie-Antoine Carême (born in Paris, France, June 8, 1784 - died in Paris, France, January 12, 1833 at the age of 48)** is a French cook known as "the King of Cooks and Cooks of Kings". He introduced a cooking style known as *grande cuisine*. Carême worked for the king, head of state and rich people and was known as the first celebrity cook. Apart from being a cook,



# CHAPTER 2

## COOK ORGANIZATION



The kitchen organization chart, also known as the kitchen brigade system, outlines the hierarchical structure of roles and responsibilities in a professional kitchen. The traditional kitchen brigade was developed by Auguste Escoffier, a renowned French chef, and it has been widely adopted in the culinary industry. While modern kitchens may have variations in titles and roles, the classic brigade system includes the following key positions:

### 1. Executive Chef (Chef de Cuisine):

- The top-ranking chef responsible for overseeing the entire kitchen operation.
- Develops menus, sets culinary standards, and manages kitchen staff.

# CHAPTER 3

## KITCHEN SECTION

**In a hot kitchen** on a cruise ship, various sections or stations are typically designated for specific types of cooking or food preparation. The organization may vary based on the size and style of the ship, as well as the cruise line's culinary structure. Here are common hot kitchen sections found on a cruise ship:

### 1. **Sauté Station (Saucier):**

- The sauté chef is responsible for cooking dishes that require sautéing, frying, or any method involving a hot, shallow pan. This includes many meat and vegetable dishes.

### 2. **Grill Station (Grillardin):**

- The grill chef manages the grill station and is responsible for preparing grilled items, including meats, seafood, and vegetables.

### 3. **Roast Station (Rôtisseur):**

- The roast chef is in charge of roasting meats, poultry, and certain vegetables. This station often handles larger cuts of meat and whole birds.

### 4. **Fish Station (Poissonnier):**

- The fish chef specializes in preparing fish and seafood dishes. This includes various cooking methods such as grilling, poaching, and baking.

### 5. **Fry Station (Friturier):**

- The fry chef manages the fry station, handling deep-fried items such as appetizers, tempura, and other fried dishes.

# CHAPTER 4

## COOKING UTENSILS

**CLASIFICATION OF KITCHEN EQUIPMENT:** kitchen equipment can be classification as follow:

1. PORTABLE KITCHEN UTENSIL
  - a. Cutting utensils
  - b. Utensil for cooking and handling food
  - c. Measuring and storage utensils
  - d. Pastry utensils
  - e. Miscellaneous utensils
2. FIXED KITCHEN EQUIPMENT
  - a. Kitchen machines
  - b. Electrical kitchen equipments
  - c. Non electrical and kitchen equipment

# CHAPTER 5

## INGRIDIENTS IDENTICIATION

### BEEF

#### 1. Beef Chuck



It's good for braising, stewing meat and ground meat.

#### 2. Rib



These cut are good for grilling, broiling, and roasting.

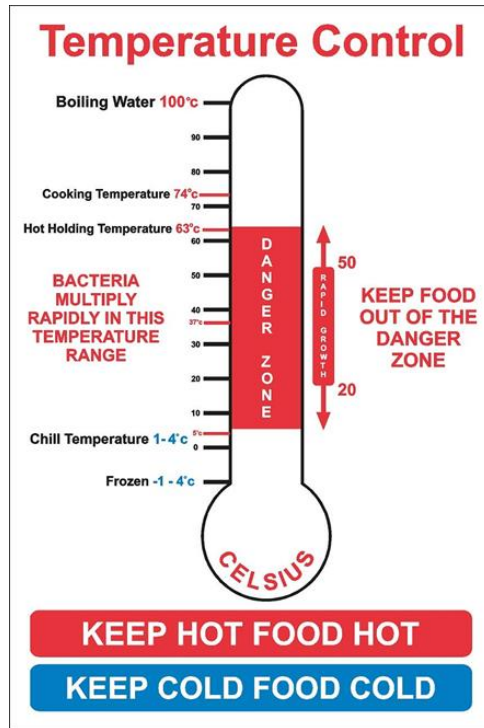
#### 3. Loin



# CHAPTER 6

## CHECKING AND STORING

### Time and Temperature Control System



Bacteria need just three things to grow: food, moisture, and warmth. Small amounts of bacteria growth in TCS food are not a problem, but too much can cause foodborne illness. TCS foods have the nutrients and moisture bacteria need to grow. Add time and warmth to the mix, and these foods can become bacteria breeding grounds.

## CHAPTER 7

### FAT AND LEAN

#### Types of fatty fish

- **Anchovies:** Anchovies are small saltwater fish of the herring family.
- **Butterfish:** Called butterfish in the eastern United States, and Pacific or California pompano in the West, this small silvery saltwater fish is usually sold whole, drawn, or dressed.
- **Carp:** This freshwater fish is a favorite with two diverse ethnic groups: Chinese cooks like to poach or steam it whole, while Eastern European Jews use it for making gefilte fish and also serve it poached, with a sweet-and-sour sauce.
- **Chilean sea bass (Patagonian toothfish):** Chilean sea bass is not actually a member of the sea bass family. With its snow-white flesh, firm, rich texture, and melt-in-your-mouth flavor, Chilean sea bass has become extremely popular.
- **Eel:** While they resemble snakes, eel are actually true fish, with tiny scales and gills.
- **Herring:** This huge family of fish has over 100 varieties. Small young herring are commonly sold as sardines. Fresh herring is occasionally available but you're more likely to find it smoked and salted, or pickled.
- **Mackerel:** Mackerel is the common name for members of the family *Scombridae*, which includes many species of open-sea fishes, including the bonito and tuna.
- **Pompano:** Sometimes called Florida pompano, this silvery fish is caught in the Atlantic off the southern US coast.

# CHAPTER 8

## DAIRY PRODUCT

### MILK

1. **WHOLE:** contain no less than 3% milk fat
2. **LOW FAT:** usually contain 2% milk fat
3. **SKIM:** contain less than 0,1% milk fat
4. **POWDERED:** milk from which water is completely removed
5. **EVAPORATED:** milk that has been heated to remove 60% of water
6. **CONDENSED:** evaporated milk that has been sweetened



### CREAM

Cream is a form of milk

1. **HEAVY WHIPPING CREAM:** contain of at least 36-40% butterfat
2. **LIGHT WHIPPING CREAM:** contain milk fat between 30-36% butterfat
3. **LIGHT CREAM:** contain of milk fat between 18-30% butterfat
4. **HALF AND HALF:** a composite of milk and cream, it must contain at least 10,5% butterfat

## CHAPTER 9

### DRIED PASTA

- **Vermicelli:** very thin, Chinese noodles made from egg yolks starch dough.
- **Cannelloni:** large cylinders
- **Capellini:** mostly called angel hair cause is very thin like hair.
- **Shells/conchiglie:** medium and large size like shell shape.
- **Egg noodle:** usually ribbons in varying widths.
- **Macaroni:** it is called elbow with curved tubes.
- **Farfalle/Bowtie:** flat and rectangular shape as butterfly.
- **Fettuccini:** long and flat it is ¼ inch wide.
- **Fuseli/twists:** long and spring, corkscrew shape.
- **Lasagna:** flat and about 3 inches wide.
- **Orzo:** tiny and long grain shape as rice.
- **Penne:** shape as tube and smaller than cannelloni.
- **Spaghetti:** round strands and very thin.
- **Tagliatelli:** same as fettuccine but more wider and sometimes mixed with spinach.
- **Ziti:** it is medium size tube.

### GNOCCHI

This is small dumplings made of flour, semolina, potato, and or choux paste.

### Gnocchi Variations

- **Gnocchi Romaine** is prepared with semolina cooked in milk and butter.
- **Gnocchi Venitienne** is prepared with two-thirds mashed potatoes and one third finely chopped cooked chicken.



## CHAPTER 10

### LEGUMES

This is large variety of plant that have double seamed pods that contain a single row of seeds. This includes beans, peas, and lentils.

- **Peas:** come from a vine cultivated for the rounded, smooth or wrinkled, edible protein rich seed.
- **Sugar snap peas:** are a bright green, crisp pod that contain pale green, tender peas.
- **Snow peas:** are picked in the very early stages of development, when the pea within the pod is very small.
- **Black-eyed peas:** are a small, beige seed with circular black eye on the curved edge of the seed.
- **Chick peas:** have a tan color and spherical shape.
- **Lentils:** are the small flat seed of a number of legumes.
- **Beans:** are the name given to edible seeds.
- **Green beans:** grow as long, straight pods.
- **Fava beans:** also called to the broad beans, were name for its broad, plump shape.
- **Lima beans:** are shelling beans that have a flat and kidney shaped.
- **Kidney bean:** is a dark red-skinned bean of medium size.
- **Black bean:** is black-skinned bean large bean.
- **Pinto beans:** have mottled skin that is tan to pale brown in color with slightly darker reddish brown strips or spots.
- **White bean:** is a large group of bean that are white in color and include great northern, navy, and the pea bean.

# CHAPTER 11

## NUTS AND SEEDS

- **Almond:** teardrop-shape seed of fruit that resembles the apricot.
- **Cashew:** kidney shape nut and it's skin contain irritating oils similar to those in poison ivy.
- **Hazelnut:** small nearly round nut and delicate flavor.
- **Peanut:** seed grows inside a fibrous pod among the roots of plants.
- **Pine nut:** tiny cream colored is the seed of Mediterranean pine.
- **Macadamia:** nearly round, sweet nut native to Australia.
- **Poppy seeds:** tiny and round, blue-black seeds.

### TYPES OF NUTS AND SEEDS



## CHAPTER 12

### FRUIT AND VEGETABLES

**Apples** are a member of pomes fruit family of fruit that includes apples and pears. Pomes fruit are tree fruits that have a thin skin with firm flesh.

- **Crabapple:** very small, red with blush of yellow or white for sauces.
- **Golden delicious:** the color is golden and sweet, juicy.
- **Granny smith:** green skin and white-light green flesh.
- **Greening:** green skin, firm flesh with mild.
- **Mc in Tosh:** primarily red, streaked with yellow or green.
- **Northern spy:** firm texture, juicy and sweet tart taste.
- **Red delicious:** bright red speckled with yellow.
- **Rome beauty:** bright red skin, flesh is firm with milk tart sweet flavor.
- **Wine sap apples:** slightly tart, spicy, wine like flavor.
- **Fuji:** yellow-green with red highlights to very red.
- **Brae burn:** greenish-gold with red sections to nearly solid red.
- **Cameo:** red striped over a creamy background.



## CHAPTER 13

### SPICES

- **Nut meg:** is used for sauces and soups with round shape.
- **Cinnamon stick:** long stick is good for flavor.
- **Star anise:** strong aromatic specially for Asian dishes.
- **Saffron:** small threads as yellow coloring.
- **Pepper corn:** small round shape and spicy taste.
- **Cumin:** small size but very strong spices.
- **Coriander:** small round shapes for spices.



# CHAPTER 15

## BASIC CUTTING

Here are some basic cutting techniques used in cooking, each serving a specific purpose in food preparation:

**1. Chop:**

- To cut food into relatively large, irregular pieces. Suitable for vegetables, fruits, or herbs.

**2. Dice:**

- To cut food into small, uniform cubes. Commonly used for onions, tomatoes, and potatoes.

**3. Mince:**

- To finely chop food into very small pieces. Often used for garlic, herbs, or shallots.

**4. Julienne:**

- To cut food into thin, matchstick-sized strips. Common for vegetables like carrots or bell peppers.

**5. Brunoise:**

- A finer cut than julienne, creating tiny cubes. Typically used for small, decorative cuts.

**6. Slice:**

- To cut food into flat, thin pieces. Common for meats, bread, and some vegetables.

**7. Bias (or Diagonal) Slice:**

















- Slicing food at an angle instead of straight down. Common for elongated items like carrots or zucchinis.

**8. Chiffonade:**

- To finely shred or slice leafy vegetables or herbs into thin ribbons. Often used for herbs like basil or mint.

# CHAPTER 16

## STORAGE AND CROSS CONTAMINATION

How to store food properly			
	 <b>RIPE AVOCADO</b> Keep in the fridge shelf for up to <b>4 DAYS</b>		 <b>BACON</b> Keep in the fridge for up to <b>2 WEEKS</b>
	 <b>BERRIES</b> Keep in the fridge drawer for up to <b>5 DAYS</b>		 <b>BACON</b> Keep in the freezer for up to <b>1 MONTH</b>
	 <b>UNRIPE MELON</b> Keep on the counter for up to <b>5 DAYS</b>		 <b>UNOPENED DELI COLD CUTS</b> Keep in the fridge shelf for up to <b>2 WEEKS</b>
	 <b>RIPE PLUMS &amp; PEACHES</b> Keep in the fridge for up to <b>5 DAYS</b>		 <b>LIVE SHELLFISH</b> Keep in the fridge shelf for up to <b>1 DAY</b>



Cross Contamination, Transferring bacteria to the food, such as:

- Using dirty utensil: spoon, pans, cutting board, knives
- Handling raw and cooked food at the same time

# CHAPTER 17

## COOKING TERMINOLOGY & METHOD

Here's a comprehensive list of cooking terminology with specific definitions:

### 1. **Al Dente:**

- Pasta cooked to a firm texture, offering slight resistance when bitten.

### 2. **Bain-Marie:**

- A method of gently heating or maintaining the temperature of delicate foods by placing the cooking container in a larger pan of hot water.

### 3. **Blanch:**

- To briefly immerse food, such as vegetables or fruits, in boiling water and then quickly cool it in ice water to halt the cooking process.

### 4. **Braise:**

- A cooking method where meat is first browned in fat, then cooked slowly in a covered pot with a small amount of liquid until tender.

### 5. **Caramelize:**

- To heat sugar until it melts and turns brown, creating a sweet, rich flavor. Also used to describe the browning of onions or other vegetables to enhance sweetness.

### 6. **Deglaze:**

- To add liquid, such as wine or broth, to a pan after sautéing or roasting to loosen and incorporate the flavorful browned bits stuck to the bottom.

# CHAPTER 18

## COOKING TEMPRATURE

### **Cooking Temperatures for Various Types of Meat: A Comprehensive Guide**

Ensuring meats reach and maintain the correct internal temperature during cooking is crucial for both flavor and, more importantly, food safety. Here's a detailed guide on recommended cooking temperatures for different types of meat:

#### **1. Beef, Veal, and Lamb:**

- Medium Rare: 145°F (63°C) - The center is pink and slightly warm.
- Medium: 160°F (71°C) - Pink center turning brown.
- Well Done: 170°F (77°C) - Grayish-brown throughout.

#### **2. Pork:**

- Pork Chops, Roasts: 145°F (63°C) - Slightly pink in the center.
- Ground Pork: 160°F (71°C) - No longer pink in the center.

#### **3. Poultry:**

- Chicken and Turkey (Whole): 165°F (74°C) - White meat should reach this temperature.
- Chicken and Turkey (Breasts, Thighs, Wings):\* 165°F (74°C) - Juices should run clear.

#### **4. Ground Meat:**

- Ground Beef, Veal, Lamb: 160°F (71°C) - No pink meat.
- Ground Poultry: 165°F (74°C) - Cook until no longer pink.

#### **5. Fish and Seafood:**

- Fish: 145°F (63°C) or until opaque and flakes easily.
- Shrimp, Lobster, Crab: Until opaque and firm.



# CHAPTER 19

## FOOD ALLERGIC

### Food Allergy: Definition and Types

#### Definition:

A food allergy is an abnormal immune response triggered by the ingestion of certain proteins found in specific foods. Unlike food intolerances, allergies involve the immune system and can lead to a range of symptoms, from mild to severe. Here, we'll explore the definition and types of food allergies.

#### Types of Food Allergies:

##### 1. Milk Allergy:

- Reaction to proteins in cow's milk.
- Symptoms may include hives, stomach cramps, or, in severe cases, anaphylaxis.

##### 2. Egg Allergy:

- Reaction to proteins in egg whites or yolks.
- Common in children but may be outgrown.

##### 3. Peanut Allergy:

- Severe and often life-long allergy.
- Symptoms range from mild itching to severe anaphylaxis.

##### 4. Tree Nut Allergy:

- Reaction to proteins in tree nuts such as almonds, walnuts, and cashews.
- Can cause severe allergic reactions.

##### 5. Soy Allergy:

- Allergic reaction to proteins in soy products.
- Symptoms can include hives, digestive issues, or anaphylaxis.

## CHAPTER 20

### GALLEY STEWARD

A Galley Steward, often referred to as a Steward or Utility Galley Steward, is a position in the maritime and cruise industry responsible for maintaining cleanliness and orderliness in the galley, which is the ship's kitchen. The role is crucial for ensuring a hygienic and organized food preparation environment. While specific duties can vary depending on the cruise line or ship, common responsibilities of a Galley Steward include:

#### 1. **Cleaning and Sanitation:**

- Cleaning all surfaces, equipment, and utensils in the galley to maintain high hygiene standards.
- Sanitizing food preparation areas and ensuring compliance with health and safety regulations.

#### 2. **Dishwashing:**

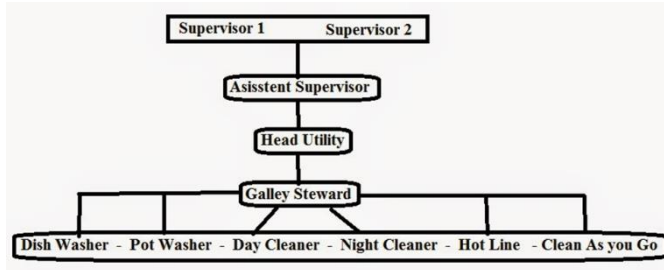
- Washing dishes, pots, pans, and kitchenware used in food preparation.
- Operating dishwashing equipment and ensuring proper sanitation of all dishware.

#### 3. **Garbage Handling:**

- Managing and disposing of kitchen waste properly.
- Sorting and recycling materials as per environmental policies.

# CHAPTER 21

## GALLEY STEWARD ORGANIZATION



### 1. Supervisor

- Overall Management: Oversees the Galley Stewarding department.
- Performance Monitoring: Monitors the performance of Assistant Supervisors under their supervision.
- Coordination: Collaborates with other departments for efficient galley operations.

### 2. Assistant Supervisor

- Shift Management: Manages specific shifts within the Galley Stewarding department.
- Staff Supervision: Supervises and coordinates the work of Galley Stewards and support staff.
- Training: Provides training to new staff members.
- Reporting: Reports to Supervisor 1 on the performance of their designated area.

### 3. Galley Steward:

- Cleaning and Sanitation: Responsible for maintaining cleanliness and hygiene in the ship's galley.

## CHAPTER 22

### HYGIENE AND SANITATION

#### What is sanitation? What is hygiene? Is there a difference?

**Sanitation** is the effective use of tools and actions that keep our environment healthy. These include latrines or toilets to manage waste, food preparation, washing stations, effective drainage and other such mechanisms.

**Hygiene** is a set of personal practices that contribute to good health. It includes things like hand-washing, bathing and cutting hair/nails. Hand-washing is the single most important activity we can all do to encourage the stop of disease.

## CHAPTER 23

### USPH

The USPH (United States Public Health) standards refer to a set of regulations and guidelines established by the U.S. Centers for Disease Control and Prevention (CDC) and the U.S. Public Health Service (USPHS) to ensure public health and safety on cruise ships. These standards are specifically designed for vessels that operate in U.S. waters and are subject to inspection by the Vessel Sanitation Program (VSP).

The Vessel Sanitation Program is administered by the CDC and conducts unannounced inspections of cruise ships to assess their compliance with public health standards. The inspections cover various aspects of the ship's operations, with a primary focus on the sanitation and hygiene practices in areas that directly impact passengers' health.

Key areas covered by the USPH standards and subject to inspection include:

#### **1. Food Handling and Preparation:**

- Ensuring that food is stored, handled, and prepared in a manner that prevents contamination and foodborne illnesses.

#### **2. Water and Ice Safety:**

- Verifying the safety of the ship's water supply and ensuring that ice used on board is made from potable water.

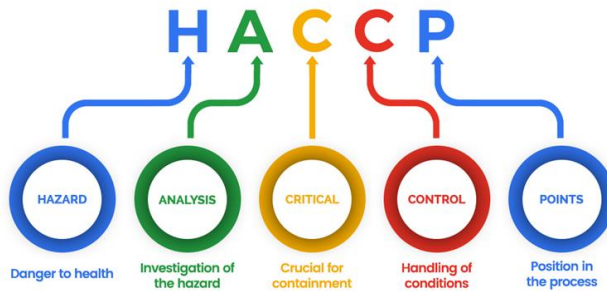
#### **3. Sanitation of Living and Recreational Spaces:**

- Assessing the cleanliness and sanitation of cabins, common areas, swimming pools, spas, and recreational facilities.

# CHAPTER 24

## HACCP

### HACCP CERTIFICATION



HACCP stands for Hazard Analysis and Critical Control Points. It is a systematic approach to food safety that is widely used in the food industry, including in the production and handling of food on cruise ships. HACCP is a preventative system designed to identify, evaluate, and control potential hazards throughout the food production process.

The key principles of HACCP include:

#### 1. **Conducting Hazard Analysis:**

- Identifying and assessing potential hazards associated with each step of the food production process. Hazards may include biological, chemical, or physical contaminants.

#### 2. **Determining Critical Control Points (CCPs):**

- Identifying specific points in the food production process where controls can be applied to prevent, eliminate, or reduce hazards to acceptable levels.

# CHAPTER 25

## GENERAL EQUIPMENT



Floor Brush Cw Squeegee (2 in 1)    Multipurpose Broom    Grouting Brush    Flix Clamp    Table Dustpan    Coco Brush



Toilet Bowl Brush - Angle    Italy Toilet Bowl Brush    Toilet Bowl Brush - Oval    Toilet Bowl Brush c/w Cover    Toilet Pump    Nano Magic Sponge



Sponge c/w Scrubbing pad    Yellow Sponge    Hand Brush    Hand Scrubbing Pad    CobwebBrush    Ceiling Broom (Round Shape)



Scrubbing Machine    Box Sweeper    Polishing Machine    Vapor Cleaning Machine    Vacuum Cleaner    CAUTION WET FLOOR

## CHAPTER 26

### TYPES OF CHEMICALS CLEANING SERVICES FREQUENTLY USED

#### **Basa Type**

Chemical cleaning service products, including basic types, are usually seen from their physical appearance, which is a detergent. Usually this type of product is used to clean oil-containing stains. How the detergent works itself does have a chemical element that can release oil and bind it with the help of foam. Some examples of these products *are powder detergent, sticky soap, bar soap.*

#### **Acid type**

It is called an acid type, because indeed this chemical cleaning service product contains HCL aka hydrochloric acid. The HCL content has the function of cleaning stains containing lime. It's just that this type of acid product will not damage objects made of lime such as plastering, marble and walls. Because the HCL reaction is only just damaging the lime stain instead of the object.

Because of the acid content, the smell of this product is indeed extraordinarily stung to be able to emit acidic steam. In some people, sometimes it can feel allergic itching when this chemical product touches the skin. Some examples of products that are often used by the general public such as *porstek, porsclean and vixal.* Usually often used to clean the bathroom.

#### **Oil type**

One product that is often used by many cleaning service providers is the type of oil. It is called the type of oil because it



# CHAPTER 27

## GALLEY STEWARD RESPONSIBILITY

### 1. **Cleaning and Sanitation:**

- Cleaning all surfaces, equipment, and utensils in the galley to maintain high hygiene standards.
- Sanitizing food preparation areas and ensuring compliance with health and safety regulations.

### 2. **Dishwashing:**

- Washing dishes, pots, pans, and kitchenware used in food preparation.
- Operating dishwashing equipment and ensuring proper sanitation of all dishware.

### 3. **Garbage Handling:**

- Managing and disposing of kitchen waste properly.
- Sorting and recycling materials as per environmental policies.

### 4. **Assisting Cooks and Chefs:**

- Supporting kitchen staff by ensuring they have clean and available equipment.
- Assisting in basic food preparation tasks, as needed.

### 5. **Stocking Supplies:**

- Replenishing kitchen supplies, such as cleaning materials, detergents, and disposable items.
- Assisting in inventory management for kitchen supplies.

### 6. **Galley Organization:**

- Maintaining an organized and efficient galley layout to facilitate smooth workflow.
- Ensuring that all kitchen tools and equipment are stored properly.



**ENGLISH**

# CHAPTER 1

## ALPHABETH

### ALPHABET

A	B	C	D	E	F	G	H	
ei	bi	si	di	i	ef	ji	eic	
I	J	K	L	M	N	O	P	Q
ay	jei	kei	el	em	en	ow	pi	kyu
R	S	T	U	V	W	X	Y	Z
ar	es	ti	yu	vi	dablyu	eks	wai	zed/zi

Here's an example related to the cruise ship environment for each letter of the alphabet:

**A. - Atrium Decor:**

- The atrium is often a central and visually striking area on cruise ships. Decor elements like grand staircases, artwork, and lighting contribute to the overall ambiance.

**B. - Buffet Brunch:**

- Many cruise ships offer extravagant buffet brunches with a wide variety of breakfast and lunch options. Passengers can enjoy a leisurely meal with ocean views.

**C. - Cabin Cleanliness:**

- Housekeeping ensures cabins are spotless, with neatly made beds, fresh linens, and tidy bathrooms, providing a comfortable and clean living space for passengers.

## CHAPTER 2

### INTONATION

#### Intonation Definition:

Intonation refers to the variation in pitch (the highness or lowness of a sound) when speaking. It plays a crucial role in conveying meaning, attitude, or emotion in spoken language. Changes in intonation can indicate questions, statements, excitement, surprise, or other nuances in communication.

#### Example:

Consider the sentence "I didn't say she stole my money." The meaning of this sentence can change based on the emphasized word due to intonation:

1. "I didn't say she stole my money." (Someone else said it.)
2. "I didn't say she stole my money." (Implies she might have taken someone else's money.)
3. "I didn't say she stole my money." (Denying the accusation that she stole money; perhaps it was something else.)

In each case, the emphasis on a different word changes the meaning, showcasing the role of intonation in conveying subtle nuances and clarifying the speaker's intent.

I'll use arrows to visually represent the **rising or falling intonation** for each example:

#### 1. Hello:

- Neutral Greeting: "**Hello**" (→) with a flat intonation is a standard and neutral way of saying hello when meeting someone.

## CHAPTER 3

### BASIC LANGUAGE

Definition of Basic Language:

Basic language refers to a simplified form of communication that typically includes fundamental vocabulary, simple grammatical structures, and essential expressions. It is often used for introductory or foundational communication, especially in language learning or when addressing individuals with limited language proficiency.

Example of Basic Language:

Consider a basic conversation between two people who are learning a new language:

**Person A:** Hello! My name is A. What is your name?

**Person B:** Hi! I'm B. Nice to meet you.

**Person A:** How are you?

**Person B:** I'm good, thank you. How about you?

**Person A:** I am fine, too. Where are you from?

**Person B:** I am from Country X. And you?

**Person A:** I am from Country Y. What do you do?

**Person B:** I am a student. How about you?

**Person A:** I am a teacher. Do you like this city?

**Person B:** Yes, I like it. It's beautiful.

Here are examples of basic sentences related to a cruise ship:

1. "The captain (**subjek**) [steers] (**predikat**) the ship (**objek**)."
2. "Passengers (**subjek**) [enjoy] (**predikat**) the scenic views (**objek**) from the deck."

## CHAPTER 4

### PHRASE FOR INTRODUCING & CONVERSATION

A "phrase for introducing and conversation" refers to expressions or sentences used to initiate and carry on a conversation when meeting someone new or engaging in social interactions. These phrases are often employed to establish a connection, convey friendliness, and facilitate a smooth conversation flow.

Example Phrases for Introducing:

1. "Hi, I'm **[Your Name]**. Nice to meet you!"
2. "Hello there! My name is **[Your Name]**. What's yours?"
3. "Hey, I don't think we've met. I'm **[Your Name]**."
4. "Good **[morning/afternoon/evening]**! I'm **[Your Name]**."

Example Phrases for Conversation:

1. "So, what brings you here today?"
2. "Have you been on a cruise before? This is my first time!"
3. "What do you think of the **[event/place]** so far?"
4. "I couldn't help but notice your **[interest/hobby]**. I'm into that too!"
5. "Do you have any exciting plans for the day?"

These phrases are versatile and can be adapted to various social situations. They aim to create a friendly and welcoming atmosphere, making it easier for people to engage in conversation.

Here's an example that combines an introduction with the beginning of a conversation:

# CHAPTER 5

## PUBLIC PLACES AND DIRECTIONS

"Places and directions" refer to vocabulary and expressions used to identify locations, describe positions, and provide guidance in a geographical context. This language is essential for giving or receiving directions, talking about where things are located, and understanding spatial relationships.



Example Vocabulary for Places and Directions:

### 1. Places:

- Street, avenue, road
- Park, square, garden
- Building, house, apartment
- Office, store, restaurant
- City, town, village

### 2. Directions:

- North, south, east, west
- Left, right
- Straight ahead
- Around the corner

## CHAPTER 6

### PHRASES FOR FIRST MEETING

#### Definition:

"Phrases for first meeting" refer to expressions and sentences used when meeting someone for the first time. These phrases are designed to establish a positive and friendly initial interaction, making the encounter more comfortable and enjoyable.

#### Example Phrases for First Meeting:

1. "Hello! It's a pleasure to meet you."
2. "Hi there! I'm **[Your Name]**. Nice to meet you!"
3. "Good **[morning/afternoon/evening]**! I'm delighted to make your acquaintance."
4. "Hey! I'm **[Your Name]**. What's your name?"
5. "Hi! I don't think we've met before. I'm **[Your Name]**."
6. "Greetings! I'm **[Your Name]**. How are you today?"
7. "Hello, it's so nice to finally meet you in person!"
8. "Hey! I've heard so much about you. I'm **[Your Name]**."
9. "Good to see you! I'm **[Your Name]**."
10. "Hi, I'm **[Your Name]**. Looking forward to getting to know you!"

#### Conversation Example for First Meeting:

**Person A:** "Hello! It's a pleasure to meet you."

**Person B:** "Hi! Likewise, the pleasure is mine. I'm **[Their Name]**."

**Person A:** "Nice to meet you, **[Their Name]**! How's your day going so far?"

**Person B:** "It's been good, thanks! How about yours?"

**Person A:** "Not too bad. By the way, have you been on a cruise before?"



# CHAPTER 7

## PHRASES FOR TRAVELLING

### Definition:

"Phrases for traveling" refer to expressions and sentences used in the context of travel. These phrases help convey information, express excitement, and facilitate communication during various travel situations, including planning, arriving, and exploring new destinations.

### Example Phrases for Traveling:

1. "I'm planning a trip to [destination]."
2. "I'm looking forward to exploring [city/country]."
3. "I booked my flight/hotel for [date]."
4. "I'm going on a business trip next week."
5. "Do you have any travel tips for [place]?"
6. "I love the adventure of discovering new places."
7. "I enjoy meeting people from different cultures when I travel."
8. "I need to check the departure time for my flight."
9. "Traveling allows me to broaden my perspective."
10. "I'm excited about the upcoming vacation."

### Conversation Example for Traveling:

**Person A:** "I'm planning a trip to Paris next month."

**Person B:** "Oh, that sounds amazing! I've always wanted to visit Paris. What made you choose that destination?"

**Person A:** "I've heard so much about the culture, cuisine, and architecture. It's been on my bucket list for a while."

**Person B:** "That's fantastic! Do you have any specific places you want to visit?"

# CHAPTER 8

## POPULAR DESTINATION

### **Definition:**

"Popular tourism destinations" are places that attract a significant number of visitors due to their unique attractions, cultural significance, historical landmarks, natural beauty, or recreational activities. These destinations are often well-known and sought after by travelers seeking diverse and enriching experiences.

### **Example Phrases for Popular Tourism Destinations:**

1. "Paris is a popular tourism destination known for its iconic landmarks such as the Eiffel Tower and Louvre Museum."
2. "The Great Barrier Reef in Australia is a world-renowned tourism destination for its stunning coral reefs and marine life."
3. "Kyoto, Japan, is a popular tourism destination, offering a blend of traditional temples, beautiful gardens, and historical charm."
4. "New York City is a bustling tourism destination with attractions like Times Square, Central Park, and Broadway shows."
5. "Machu Picchu in Peru is a must-visit tourism destination, showcasing ancient Inca ruins amid breathtaking mountain landscapes."

### **Example Sentences:**

1. "Barcelona is a popular tourism destination, attracting visitors with its unique architecture, vibrant street life, and delicious cuisine."
2. "The Maldives is a popular tourism destination, known for its overwater bungalows, crystal-clear waters, and coral reefs."

# CHAPTER 9

## HANDLING COMPLAIN

### **Definition:**

"Handling complaints" refers to the process of addressing and resolving concerns or dissatisfaction expressed by customers or individuals. Effective complaint handling involves listening to the complaint, understanding the issue, taking appropriate actions to resolve it, and ensuring customer satisfaction.

### **Example Phrases for Handling Complaints:**

1. "I'm sorry to hear about the issue you encountered. Let me investigate and resolve it for you."
2. "Thank you for bringing this to our attention. We will work to address your concerns promptly."
3. "I apologize for any inconvenience. Please share more details, and we'll work on finding a solution."
4. "Your feedback is valuable to us. We will investigate the matter and take corrective measures."
5. "I understand your frustration. Let's work together to find the best resolution for this situation."

### **Here are examples of handling complain for Housekeeping**

**Guest (G):** Excuse me, I'm not satisfied with the cleanliness of my room. There are some issues.

**Housekeeping Staff (H):** I apologize for the inconvenience, and I appreciate you bringing it to my attention. Can you please share the specific issues you've encountered?

**Guest (G):** The bathroom hasn't been cleaned thoroughly, and there's a strange odor.

# CHAPTER 10

## SAFETY & EMERGENCY PROCEDURE

### **Definition:**

"Safety and emergency procedures" refer to established protocols and guidelines designed to ensure the well-being of individuals and the effective response to emergencies or hazardous situations. These procedures are crucial in various settings, including workplaces, public spaces, transportation, and recreational activities, to prevent accidents and respond promptly to unexpected events.

### **Example Phrases for Safety and Emergency Procedures:**

1. "In case of a fire, please follow the emergency exit signs to the nearest exit and assemble at the designated meeting point outside the building."
2. "During a flight, familiarize yourself with the location of the nearest emergency exits and listen to the safety instructions provided by the cabin crew."
3. "In the event of an earthquake, 'Drop, Cover, and Hold On' until the shaking stops, then evacuate the building calmly and follow designated evacuation routes."
4. "For workplace safety, always wear the appropriate personal protective equipment (PPE) when handling hazardous materials or operating machinery."
5. "If you witness any suspicious activity, report it immediately to security personnel to ensure the safety of everyone in the area."

# CHAPTER 11

## PHRASES IN WORKPLACE

### **Definition:**

"Phrases in the workplace" refer to expressions commonly used in professional settings to communicate effectively, maintain a positive work environment, and interact with colleagues, supervisors, and customers. These phrases contribute to clear communication, teamwork, and customer service in various work roles, including housekeeping, cooking, and waiter/waitress positions.

### **Phrases in the Workplace for Housekeeping:**

#### **1. Greeting Guests:**

- Example: "Good morning! Is there anything specific you'd like us to focus on during today's cleaning?"

#### **2. Checking Room Status:**

- Example: "Are there any special requests from guests in room 302? I want to make sure everything is perfect for their stay."

#### **3. Coordinating with Team:**

- Example: "Let's divide the tasks for today's shift. I'll take care of the public areas, and if anyone needs assistance, please let me know."

#### **4. Reporting Issues:**

- Example: "I noticed a maintenance issue in the hallway. I'll report it to maintenance, so it can be addressed promptly."

#### **5. Seeking Feedback:**

- Example: "How was your experience with the cleanliness of the rooms? Any feedback can help us improve our service."

# CHAPTER 12

## TEAM COMMUNICATION

### **Definition:**

"Team communication" refers to the exchange of information, ideas, and updates among members of a team to ensure a smooth workflow, collaboration, and successful completion of tasks. Effective team communication is essential in the hospitality industry, fostering coordination and cooperation among different roles such as housekeeping, cooking, and waiter/waitress positions.

### **Team Communication for Housekeeping:**

#### **1. Morning Briefing:**

- Example: "Good morning, team! Today's priorities include deep cleaning in the public areas, focusing on the lobby and corridors. Let's ensure all guest rooms are refreshed, and please report any maintenance issues you come across."

#### **2. Task Assignment:**

- Example: "Maria, could you please take care of the guest rooms on the fifth floor? Carlos, let's work on the common areas together. And remember, communication radios are essential if you need assistance or encounter any challenges."

#### **3. Coordination with Other Departments:**

- Example: "The front desk has informed us of early check-ins today. Let's make sure those rooms are prioritized for cleaning, and please inform me if you need extra support."

#### **4. Reporting Issues:**

- Example: "I noticed a malfunctioning light in the hallway. I've reported it to maintenance, but please be cautious, and let

# CHAPTER 13

## MEETING

### **Definition:**

A "meeting" on a cruise ship involves a gathering of team members within specific departments, such as housekeeping, cooking, and waiter/waitress roles. These meetings serve as a platform for communication, coordination, and the exchange of important information to ensure smooth operations and deliver excellent services to passengers.

### **Meeting for Housekeeping on a Cruise Ship:**

#### **1. Morning Briefing:**

- Definition: A daily meeting to discuss the day's tasks, priorities, and any special requests or events.
- Example: "Good morning, housekeeping team! Today, we have a full house, and there's a special event in the evening. Let's prioritize guest rooms and ensure the event space is set up to perfection. Any specific issues or concerns, please raise them now."

#### **2. Task Assignment Meeting:**

- Definition: A meeting to allocate tasks, assign cleaning responsibilities, and discuss any maintenance issues.
- Example: "Team, we have several check-ins today. Maria, you'll be responsible for refreshing the suites on Deck 8. Carlos, please focus on the common areas, and let's meet back here in two hours for a status update."

#### **3. Guest Feedback Session:**

- Definition: A meeting to review guest feedback, discuss any recurring issues, and strategize improvements.

# CHAPTER 14

## PRESENTATION SKILL

### **Definition:**

"Presentation skill" refers to the ability of individuals in various roles on a cruise ship, such as housekeeping, cook, and waiter/waitress, to effectively convey information, products, or services in a clear, engaging, and visually appealing manner. Strong presentation skills contribute to enhancing the guest experience, showcasing the ship's offerings, and ensuring a high standard of service.

### **Presentation Skill for Housekeeping on a Cruise Ship:**

#### **1. Room Preparation Showcase:**

- **Definition:** The ability to present a guest room in a visually appealing manner during ship tours or for special events.
- **Example:** "As part of our ship tour, I'll showcase a sample of our guest rooms. Notice the attention to detail in bed-making, amenities arrangement, and cleanliness. It's our commitment to providing a comfortable and welcoming atmosphere for our guests."

#### **2. Demonstrating Cleaning Techniques:**

- **Definition:** Effectively demonstrating proper cleaning techniques during training sessions or team briefings.
- **Example:** "In today's training, we'll focus on advanced cleaning techniques. Watch closely as I demonstrate the proper way to sanitize high-touch surfaces. This ensures we maintain the highest standards of cleanliness for our guests."



# CHAPTER 15

## CULTURAL DIVERSITY

### **Definition:**

"Cultural diversity" on a cruise ship refers to the presence of individuals from various cultural backgrounds, ethnicities, and nationalities working together harmoniously and respectfully to create a rich and inclusive environment. It acknowledges and values the differences among crew members and passengers, fostering a sense of unity and celebration of diverse perspectives, traditions, and customs.

### **Cultural Diversity in a Cruise Ship:**

#### **1. Multinational Crew Representation:**

- Definition: The inclusion of crew members from different countries and cultures, contributing to a diverse and global team.
- Example: "Our cruise ship has a truly multinational crew. We have staff members from over 30 countries, each bringing unique skills, languages, and cultural perspectives. This diversity enriches our onboard community."

#### **2. Cultural Events and Celebrations:**

- Definition Organizing and participating in events that celebrate various cultural festivals, holidays, and traditions.
- Example: "As part of our commitment to cultural diversity, we host monthly events celebrating different cultural festivals. For instance, this month, we're organizing a Diwali celebration with cultural performances, traditional cuisine, and decorations."

# CHAPTER 16

## CULTURA ETHICS IN CRUISE SHIP

### **Definition:**

"Cultural ethics" in a cruise ship context refers to the principles, values, and guidelines that govern the respectful and responsible behavior of both crew members and passengers in the diverse cultural environment of the ship. It involves understanding, appreciating, and upholding ethical standards that promote inclusivity, tolerance, and positive interactions among individuals from various cultural backgrounds.

### **Cultural Ethics in a Cruise Ship:**

#### **1. Respect for Cultural Differences:**

- Definition: Recognizing and respecting the diverse customs, traditions, and practices of fellow crew members and passengers.
- Example: "In our crew handbook, there's a section that emphasizes the importance of respecting cultural differences. It encourages us to be mindful of religious practices, dietary preferences, and other cultural nuances to ensure a harmonious environment."

#### **2. Inclusive Communication:**

- Definition: Engaging in communication that is inclusive, sensitive, and avoids stereotypes or cultural biases.
- Example: "During training, we were advised to use inclusive language and avoid assumptions about cultural backgrounds. For instance, instead of asking 'Where are you from?' we might ask 'What brings you to work on a cruise ship?' to be more open and respectful."



# Cook Galley & General English

for Executive Hybrid Class

Selamat datang di buku terbaru kami, 'Cook and Galley + General English for Executive Hybrid Class,' yang khusus dirancang untuk siswa latih di LPK Rhapsody Hospitality Development Center. Buku ini merupakan panduan komprehensif yang menyatukan seni memasak dan manajemen dapur dengan pengembangan keterampilan Bahasa Inggris umum, menciptakan pengalaman pembelajaran holistik untuk calon profesional di dunia kuliner dan perhotelan. Dalam bagian Cook and Galley, siswa akan memperoleh pemahaman mendalam tentang teknik memasak, penyajian hidangan, manajemen bahan makanan, dan kebutuhan dapur secara keseluruhan. Materi disajikan dengan pendekatan praktis, memungkinkan siswa untuk mengembangkan keterampilan memasak yang kreatif dan efisien, sambil memahami tuntutan yang unik dalam lingkungan perhotelan dan kapal pesiar. Sementara itu, bagian General English didesain untuk meningkatkan keterampilan berbahasa Inggris siswa secara menyeluruh. Dengan fokus pada kosakata dan frasa yang sering digunakan dalam konteks kuliner, perhotelan, dan kapal pesiar, siswa akan dapat berkomunikasi dengan percaya diri baik lisan maupun tertulis. Keunggulan buku ini adalah fleksibilitas belajar yang tinggi, memungkinkan siswa untuk mengakses materi baik melalui sesi tatap muka di kelas maupun secara daring. Kami yakin, kombinasi unik ini akan memberikan landasan yang kuat bagi siswa latih di LPK Rhapsody Hospitality Development Center untuk memasuki dunia kuliner dan perhotelan dengan keterampilan dan pengetahuan yang terintegrasi secara mendalam.

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