

SUPPLY CONSISTENCY ON KITCHEN MANAGEMENT AT 8 KINGS BUFFET RESTAURANT: STRATEGIES FOR MITIGATING DISRUPTIONS

ABSTRACT

AUTHORS

Karen Mae Abuyabor
Glaiza Camille Delos Reyes
Jandel Jhumel Donato
Maria Angelica Durna
Mary Rose Nikka Gerado

RESEARCH ADVISER

Roland Rambo B. Jayoma,
CHP, MBA

AFFILIATION

Bestlink College of the
Philippines

DISCIPLINE

Hospitality Management

KEYWORDS

*supply chain management;
kitchen management; buffet
restaurant; risk management;
inventory tracking; pos
systems*

ARTICLE ID

AASGBCPJMR-B79614

This study investigates supply consistency in kitchen management at 8 Kings Buffet Restaurant. Buffet establishments often face operational challenges in meeting varied customer demands due to factors such as specialty diets, sustainability practices, and local sourcing requirements. These challenges are compounded by issues like supplier reliability, ingredient seasonality, and fluctuating demand, all of which can disrupt food offerings and impact customer satisfaction. The study aims to examine the factors affecting supply consistency, evaluate existing operational strategies, and propose data-driven solutions to mitigate disruptions. The findings are intended to support improved supply chain practices, enhance kitchen efficiency, and contribute to hospitality management literature. A quantitative descriptive research design was employed. Data were collected from 50 respondents (25 male and 25 female) through purposive sampling, focusing on individuals with direct involvement or knowledge of kitchen and supply chain operations at 8 Kings Buffet Restaurant. A structured survey instrument was used to gather data regarding supply chain practices and disruption management. The findings revealed that most employees were aged 18–27 and had 1 to 4 years of service, indicating a young, entry-level workforce. The restaurant demonstrated strong performance in supply chain risk management (mean = 3.31) and performance measurement (mean = 3.30). Effective inventory tracking, strong supplier partnerships, and demand forecasting were identified as core strategies for managing supply disruptions. The use of Point of Sales (PoS) systems was acknowledged as crucial for operational efficiency; however, respondents expressed limited involvement in technology-related decision-making processes. The study highlights that while 8 Kings Buffet Restaurant maintains strong supply chain strategies, there is room for improvement in areas such as risk communication and employee engagement in system-based decision-making. The youthful workforce presents both opportunities and challenges in terms of retention and capacity building. Strengthening staff involvement, enhancing technological integration, and reinforcing supplier collaboration are recommended to further improve supply consistency and overall operational resilience in buffet kitchen management.

RECOMMENDED CITATION

Abuyabor, K. M., Delos Reyes, G. C., Donato, J. J., Durna, M. A., & Gerado, M. R. N. (2025). Supply Consistency on Kitchen Management at 8 Kings Buffet Restaurant: Strategies for Mitigating Disruptions. *Ascendens Asia Singapore – Bestlink College of the Philippines Journal of Multidisciplinary Research Abstracts*, 7(2), 135.