

KITCHEN EQUIPMENT LIMITATIONS AND WORKFLOW AT DYLAN PATISSERIE IN MAKATI: BASIS FOR EQUIPMENT UPGRADES AND PROCESS OPTIMIZATION

ABSTRACT

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This study examined kitchen-equipment limitations at Dylan Patisserie in Makati and their perceived relationship to workflow, employee productivity, and production quality. Guided by the Theory of Constraints, it focused on equipment malfunctions, outdated technology, insufficient specialized pastry equipment, and operational bottlenecks. The study used a descriptive quantitative design. Twenty-five kitchen workers at the Makati branch were selected through purposive sampling and answered a validated survey questionnaire. Data were analyzed using frequency, percentage, and weighted mean. The source results section does not report completed findings. It states that the results were intended to demonstrate relationships among equipment quality, product consistency, work speed, and occupational health and to support a framework for equipment upgrades and workflow optimization. Most respondents were described as young, single or unmarried, early in their careers, educated at the undergraduate level, and working as pastry chefs or trainees. Reported operational challenges included recurring equipment malfunctions, insufficient maintenance, outdated devices, inadequate training in equipment use, and ineffective use of measuring tools and timers. These concerns were perceived as affecting kitchen operations and the ability to meet customer expectations.

RECOMMENDED CITATION

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