

CHAPTER II

LITERATURE REVIEW

2.1. History of Hotel

DoubleTree by Hilton Phuket Banthai Resort, is a rebranding of Banthai Resort which was carried out in 2019 precisely a few months before Covid-19 came. The hotel only changed the name, the bosses such as the General Manager, Human Resource Development, and all Head of Department. Most of the staff whose positions are not Head of Department such as Chef de Partie Kitchen, Demi Chef, and Commis are still old chefs who have worked for Banthai Resort for more than 25 years. As DoubleTree celebrates its 50th brand anniversary in 2019, the DoubleTree by Hilton Phuket Banthai Resort is opening in a new location that has not been added to their rapidly growing portfolio of more than 560 hotels in 45 countries. The DoubleTree Hilton Group chose Thailand because of its ever-positive tourism growth in terms of annual increases in demand by business and leisure travelers. They saw an opportunity to expand the DoubleTree by Hilton Group here in Phuket.

2.2. Vision, Mission, and Company Objectives

2.2.1. Vision of Double Tree by Hilton Phuket Banthai Resort

To fill the earth with the light and warmth of hospitality - by delivering exceptional experiences - every hotel, every Guest, every time.

2.2.2. Mission of Double Tree by Hilton Phuket Banthai Resort

To be the most hospitable company in the world - by creating heartfelt experiences for Guest, meaningful opportunities for Team

Members, high value for Owners and positive impact in our Communities.

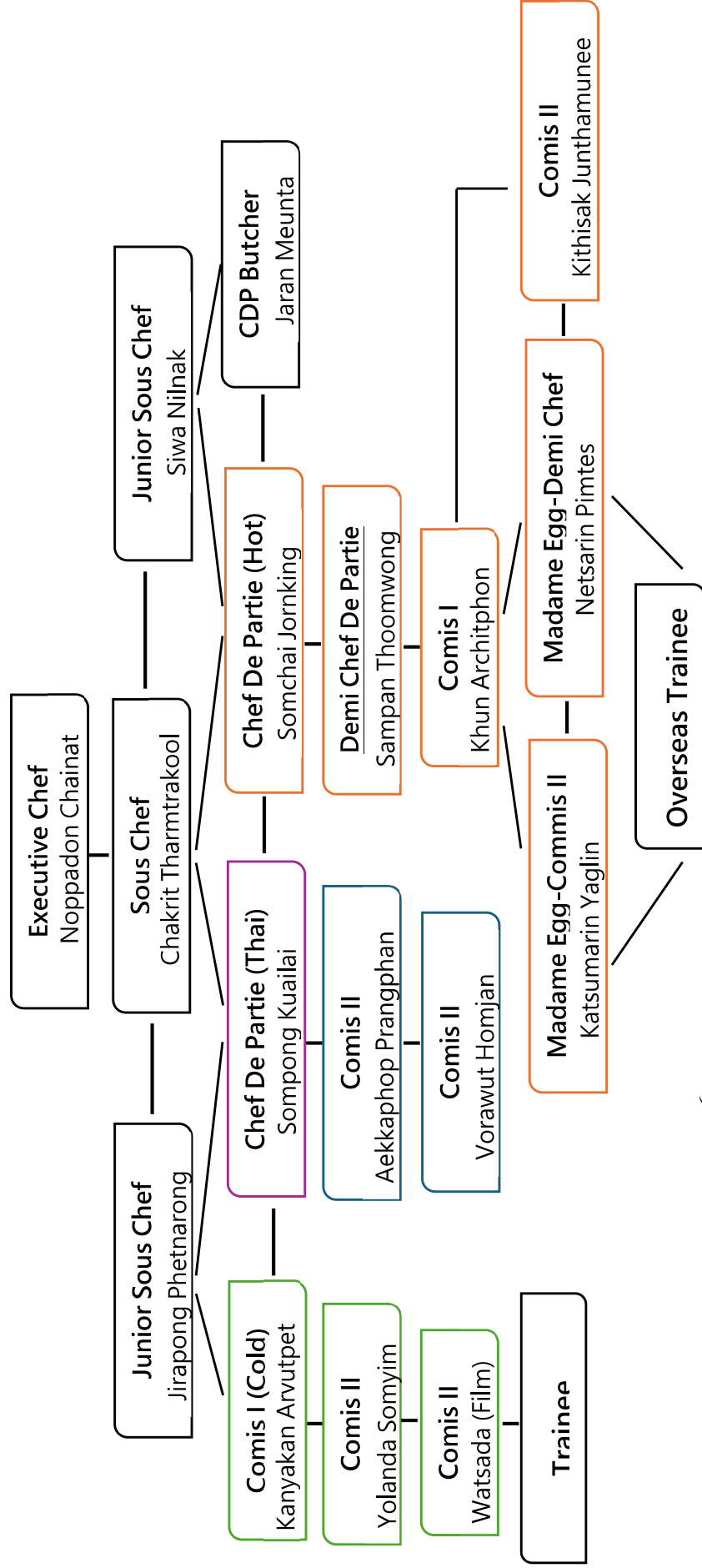
2.2.3. Values of Double Tree by Hilton Phuket Banthai Resort

Hospitality Integrity Leadership Teamwork Ownership Now

2.3. Organizational Structure and Main Task

2.3.1. Organizational Structure

Kitchen Brigade



Detail:

-  : Cold Kitchen
-  : Thai Kitchen
-  : Hot Kitchen

2.3.2. Main Task

1. Executive Chef
 - Oversees kitchen operations and menu development.
 - Managing and leading a team of chefs and kitchen staff.
 - Ensures the production and presentation of high quality food.
 - Create and maintain standards of food safety and hygiene.
 - Developed and implemented cost control measures to maximize profitability.

2. Sous Chef
 - Assist the Executive Chef in the planning and execution of menus.
 - Supervise and coordinate kitchen staff in food preparation.
 - Ensure consistent quality and presentation of dishes.
 - Manage inventory and food cost control.
 - Train and mentor junior kitchen staff.

3. Junior Sous Chef
 - Support the Sous Chef in kitchen operations.
 - Assist in food preparation and cooking.

- Assist in maintaining cleanliness and organization in the kitchen.
- Create schedules for kitchen team and evaluate their performance.

4. Chef de Partie

- Responsible for specific section of the kitchen but must also can assist another sections of the kitchen.
- Prepare and cook dishes according to recipes and standards.
- Coordinate with Sous Chef and other chefs for efficient service.
- Monitor food quality and presentation at assigned stations.
- Assist in training and supervising commis and apprentice chefs.
- Responsible for ordering of all fresh ingredient for use in 3 until 5 days.

5. Demi Chef de Partie

- Assist Chef de Partie in prepared and cooked dishes according to applicable recipes and standard.
- Assist in inventory management and control of food costs.
- Maintain high standards of food quality, presentation, and taste.
- Help train and supervise commis chefs and trainees in the kitchen.

6. Commis

- Assists in food preparation and basic cooking tasks.

- Maintain cleanliness and orderliness in assigned work areas.
- Provide support to Chef de Partie, Demi CDP, and other chefs as needed.
- Checking ingredients in freezer, dry store, and refrigerator that low or out of stock, then monitoring with CDP/Demi CDP and replenishing the stock.
- Discarding all expired and spoiled food item stored in dry store, refrigerators, and freezers.

7. Trainee

- Undergoes training in various parts of the kitchen.
- Assist in food preparation and service under supervision.
- Follow instructions from senior chefs and mentors.
- Help all the kitchen part to check stock of ingredients, cleaning and hygiene, spoiled food, take a order and cook until plating dish.
- Assisted several big event required staff.

2.4. Establishment Description

2.4.1. Establishment Accommodations Room

Table 2. 1 Room Type

Room Type	Total	Room Size (sq.m)	Capacity
Deluxe Room with Balcony	114	35	3
Premium Room with Balcony	91	35	2
Deluxe Room Pool Side	32	35	3
Premium Room Pool Side	20	35	2
Premium Room with Pool Access	18	35	2
One Bedroom Premium Suite with Balcony	10	65	3
One Bedroom Premium Suite with Pool Access	2	65	3
Two Bedroom Family Suite with Balcony	1	136	6
Three Bedroom Pool Villa	1	350	9
Accessible Room	1	35	2

Comfort Amenities

- Seating area with sofa
- LCD TV
- Bathrobe*
- Bath slippers
- Hairdryer
- Iron/Iron board*
- Crabtree and Evelyn(R) bath amenities
- Mini bar
- 24 Hour Housekeeping
- Convenient Electrical Outlets
- High Speed Internet Access
- Tea/Coffee Making Facilities
- Telephone - Voice Mail
- Safe
- Voltage: 220V

* On a request

Figure 2. 1 Room Amenities

Easy on the pocket

DELUXE ROOM WITH BALCONY

- Room size 35 sq.m. with balcony
- Garden or Pool View
- King or Twin sized-bed
- Seating area with sofa
- Capacity 3 guests



PREMIUM ROOM WITH BALCONY

- Newly renovated room size 35 sq.m. with Balcony
- Garden or Pool View
- King or Twin sized-bed
- Seating area with sofa
- Capacity 2 Guests



DELUXE ROOM POOL SIDE

- Room size 35 sq.m.
- Enjoy pool access via your own private terrace
- Seating area with sofa overlooking the pool
- King or Twin sized-bed
- Capacity 3 guests



Make it special

PREMIUM ROOM POOL SIDE

- Newly renovated room size 35 sq.m.
- Enjoy easy pool access from your own private terrace
- Seating area with sofa overlooking the pool
- King or Twin sized-bed
- Capacity 2 guests



PREMIUM ROOM WITH POOL ACCESS

- Newly renovated room size 35 sq.m.
- Located on ground floor level, direct pool access
- Seating area with sofa overlooking the pool
- King sized-bed
- Capacity 2 guests



Figure 2. 2 Room Type

Make it large

ONE BEDROOM DELUXE SUITE WITH BALCONY

- 65 sq.m. with separate living room
- Private bedroom with King sized-bed
- Garden or Pool View
- Perfect for families or couple looking for extra space
- Capacity 3 guests



ONE BEDROOM PREMIUM SUITE WITH POOL ACCESS

- Newly renovated suite 65 sq.m. separate living room
- A private bedroom with a king-sized bed
- Direct pool access, seating area with sofa.
- Capacity 3 guests



Stay together

TWO BEDROOM FAMILY SUITE WITH BALCONY

- Newly renovated suite 136 sq.m. with Two bedrooms
- Separate living room and dining area
- Garden and Pool view
- Capacity 6 guests



THREE BEDROOM POOL VILLA

- 350 sq.m. Luxuriate in this expansive duplex suite boasting three bedrooms, a large living and dining area and a private plunge pool, or access the resort pool via your private terrace. Each bedroom features a private balcony overlooking the resort gardens or one of the three main pools.
- Capacity 9 guests



Figure 2. 3 Room Type

2.4.2. Establishment Restaurant & Bar

Dining and Drinks



BEER BAR

Chill at our casual al fresco Beer Bar after a day exploring. Enjoy an ice cold beer, light bites and a friendly crowd.

3 SWIM-UP BARS

Our three swim-up pool bars offer a wide range of thirst-quenching tropical drinks and light snacks. Relax in the refreshing pool and sip cold drinks all day from your comfortable submerged seat.



THE PORT

A casual dining restaurant, offers both indoor and outdoor seating. Take your pick from a wide selection of à la carte choices from the freshest seafood to a myriad of local and international flavors.

THE SHORE

The Shore opens for daily buffet breakfast serving Asian and continental selections offering both indoor and outdoor seating.



Figure 2. 4 Restaurant and Bar

DoubleTree by Hilton has 2 restaurants with indoor and outdoor seating. There are also have 3 swim-up bars, a mojito bar, a beer bar, and bakery. Here is the description:

1. The Shore
 - 7 am – 10.30 am.
 - Buffet breakfast.
 - Serving a selection of Asian and continental food.
 - Have indoor and outdoor.
 - Monday – Sunday.

2. The Port
 - 11 am – 11 pm.
 - Casual dining restaurant.

- Has a menu of various a la carte options ranging from the fresh seafood, western, to local Thai flavors.
- Have indoor with AC and outdoor with live music at night.
- Monday – Sunday.

3. Mojito Bar

Relax at our open-air mojito bar with a friendly crowd and a beautiful sunset over Patong Beach. Enjoy a cold cocktail and mocktail with a wide selection and some snack.

- 11 am - 12 pm.
- Outdoor.
- Monday – Sunday.

4. Beer Bar

Relax at our open-air beer bar with a friendly crowd and a beautiful sunset over Patong Beach. Enjoy a cold beer with a wide selection and some snack.

- 2.30 pm – 11 pm.
- Outdoor.
- Monday – Sunday.

5. Swim-Up Bars

Offers a wide variety of thirst-quenching tropical drinks and light snack. Unwind in the refreshing swimming pool and enjoy a cold drink throughout the day from the comfort of your seats.

- Have 3 pool bar, pool A, pool B (Timmy Bar), and pool C.
- 10 am – 7 pm.

- Monday – Sunday.

6. The Port Bakery

Cannot eat in the bakery building, only produces bread for breakfast, some cakes for a la carte and room service such as Triple Chocolate Mouse, Opéra Cake, and Cheesecake (strawberry, DT cookies, blueberry).

- 8 am – 11 pm.
- Monday – Sunday.

2.4.3. Establishment Facilities

MEETINGS and EVENTS




Our Meetings

Andaman Ballroom : 400 Sq.M / 4500 Sq Ft
 Ceiling height : 8m
 Outdoor lawn area available for up to 100 pax
 Restaurant venues and smaller meeting spaces available



ROOM	SIZE in Metre (L x W x H)	AREA (M ²)	CLASSROOM	THEATER	BANQUET	RECEPTION	U-SHAPE
Andaman Ballroom	25 x 16 x 7	400	216	396	210	216	156
Andaman Ballroom A	12.5 x 16 x 7	200	90	180	70	90	68
Andaman Ballroom B	12.5 x 16 x 7	200	90	180	70	20	68

Our Facilities

- 3 Outdoor swimming pool
- Babysitter services
- 24/7 Fitness & Sauna
- Accessible room
- Cookie welcome room
- Non-smoking rooms
- Car park
- Direct access to Patong Beach




Figure 2. 5 Facilities

2.5. Hygiene and Sanitation

2.5.1. Personal Hygiene

- Should always wash their hands with soap and water before starting work, after handling raw food, after using the restroom, and after touching their face, hair, or body.
- Must wear clean uniforms and aprons daily to prevent food contamination.
- Hair should be tied back or covered with a hat or hairnet to prevent hair from falling into the food.
- Cannot have long nails, as long nails can harbour bacteria.
- Always wear hand gloves when touching food and change the gloves if you want to touch other ingredients that are not same to prevent food contamination.
- Wear a mask to cover nose and mouth if not feeling well.

2.5.2. Personal Grooming

- Staff must maintain a clean and neat appearance, including proper hair and facial care.
- It is important for staff to use deodorant and maintain oral hygiene to prevent body odour and bad breath.
- For man, should shave their beard.
- Cannot enter the kitchen if not wearing complete attributes according to the standard (chef jacket, name tag, hat and hairnet, apron, black safety shoes).
- Do not wear jewellery such as rings, bracelets, earrings more than one pair.

2.5.3. Sanitation

- Kitchen tools and equipment should be regularly cleaned and sanitized to prevent the growth of bacteria.
- Surfaces should be cleaned and sanitized before and after food preparation to prevent cross-contamination.
- Working table, pizza table, sink, deep fry station, Teppanyaki and salamander station, oven and stove should be clean after use it and also when want to close the kitchen (afternoon shift) need to wash with soap anti bacteria.
- Trash should be regularly emptied and disposed of properly to prevent odours and the attraction of pests.

2.5.4. General and Deep Cleaning

DoubleTree implements general cleaning on a daily basis to ensure the kitchen remains clean, safe and in good working order for food preparation, such as cleaning the working table, deep fry station, oven and Teppanyaki with water and a dry cloth after use and no orders have come in so that it remains clean when you want to use it afterwards. Always wash utensils and do not stack them in the sink.

For deep cleaning, DoubleTree does weekly for refrigerator, dry store, working room (have 4 rooms), on every Sunday. Starting from checking the label date, washing food storage containers with soap, sorting out ingredients that are still fresh and can be used, cleaning the walking refrigerator with running water and soap and then drying it, and twice a week, while closing usually turn on the automatic oven that can auto wash in the oven.

2.5.5. Receiving and Hand Ingredients

- Every Monday, Tuesday, and Friday there are always new fresh ingredients delivered by suppliers. Receiving and checking new incoming ingredients are always checked and separated into their respective boxes before put inside walking refrigerator (vegetables in green boxes, meat in red boxes, poultry in yellow boxes). But for fresh fruit, should be sent to fruit room directly also fresh egg.
- All food inside refrigerator kitchen should be stored in airtight containers and at the proper temperature to prevent spoilage.
- Before keep ingredient in refrigerator, freezer, and dry store, don't forget to put a date label after wrapped it. Also every 4-7 days always check the expired date label and change it.
- Poultry such as duck, and chicken, will be cut and be packed and label. Also for pork, seafood (shrimp, fish, squid, lobster, mussel, crab) will be peel, cut, and packed by weighed per gram according to kitchen standard for stock in freezer inside kitchen.

2.5.6. Waste

Waste disposal is divided into 5 categories: organic, recyclable, glass, cans, and cardboard. For organic waste for food ingredients, each kitchen area at DoubleTree usually has one, as well as recyclable waste for plastic and tissue. Glass, cardboard, and cans are in the back hallway. They do this detailed separation for projects that are being tested so that they can be processed again so as to minimize waste.