

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 History Of Restaurant**

Paresa Heaven of all Heavens was the name given to the resort after the owners first laid their eyes on the sunsets that rose in front of their new home. The term Paresa is a compound word combining 'para' (supreme) and Isa' (the Lord or God), therefore meaning the Supreme Lord. Names involving the terms isa or isvara, such as Paresa, Paramesvara and Mahesvara, came to be associated with the god Siva. In classical Hindu cosmology, the higher heavenly realms of the universe are associated and named after the deities that supposedly ruled over them, with the head deity of each cult believing his own deity ruled over the highest heaven.

In Siva worship, the cosmological system of the universe was split into 35 realms known as 'tattvas' with the different manifestations of Siva and his consort ruling over the highest realms, of which Paresa-tattva Is a name for one such realm. If one was a worshipper of Brahma, the highest heaven would be the Brahma-loka whilst a worshipper of Visnu would be Visnu-loka. To abbreviate these terms, it was common to drop the word tattva or loka so that simply the name of the deity could be a shorthand for their respective heaven. This too is the case with the term paresa, which can mean both the god Siva himself and the highest heaven that corresponds to him; Heaven of all Heavens.

Paresa is passionate about its commitment to the environment and its support to the community in which we live and work. We recognize that only through constant monitoring, while at the same time always looking for new innovative ways to improve and enrich everyone's experiences in a sustainable and responsible manner, can we become truly successful.

The Phuket Pledge is an agreement to reducing, reusing, and recycling single-use plastic in Phuket, with the aim to eradicate it in all hotels and resorts.

In addition, the stakeholders vowed to undertake a youth community education program to ensure grassroots awareness of the critical problems surrounding plastic usage on the island. Paresa has devoted to replacing items of plastic with more sustainable choices every year. As part of our drive towards a plastic-free environment, we encourage all guests to bring their own personal care products, such as toothbrushes and combs. "We need to fight for Phuket, and we can't do it alone. We need to do it together." Plastic straws are out. Plastic bottles are out. Instead, our resort treats, purifies, mineralizes and bottles its own still water in reusable glass bottles on site. Water is provided on a complimentary basis in all guest rooms and restaurants.

## **2.2 Vission and Mission**

### **2.2.1 Vission of PARESA**

Recognized as leading in service from the heart of Thai Hospitality and offer our guests, people and community, innovation, development and a commitment to deliver unique heavenly experiences, growth and business success.

### **2.2.2 Mission of PARESA**

1. Our first priority is to respond to every guest enquiry
2. We treat our colleagues, guests, owners and community respectfully and equally
3. We work as a team, assist others and achieve goals together
4. We promote open communication, innovation, and creativity
5. We accept responsibility and accountability
6. We create a home like atmosphere and friendly workplace
7. We always offer our guests a warm Thai welcome and “wai”

## 2.3 Organizational Structure and Main Task



**Figure 2. 1** Human Of Department Brigade

### 1. General Manager

- Oversee daily operations of the hotel, ensuring all departments function smoothly
- Conduct performance evaluations and provide ongoing feedback and coaching
- Foster a positive and productive work environment
- Ensure exceptional guest experiences by maintaining high standard of service

### 2. Executive Asisstant Manager

- Assist the General Manager in the overall management of the hotel
- Support in recruiting, training, and supervising hotel staff
- Foster a positive and collaborative work environment
- Oversee guest services to ensure a memorable and positive experience

### 3. Personal Assistan to GM

- Manage the GM’s calendar, scheduling meetings, appointments, and travel arrangements
- Handle incoming and outgoing communications, such as emails, phone, calls, and mail, ensuring timely responses
- Assist in coordinating events, conferences, and special projects as required by the GM
- Perform other duties as assigned by the GM to support the overall success of the hotel

### 4. Chief Engineer

- Oversee the maintenance and repair of all hotel facilities, including HVAC, plumbing, electrical, and mechanical systems
- Develop and implement preventive maintenance programs to minimize downtime and extend equipment life
- Plan and oversee renovation, remodeling, and capital improvement projects

### 5. Front Office Manager

- Monitor guest feedback and implement improvements to enhance guest satisfaction
- Handle VIP guests, special requests, and complex service issues
- Conduct performance evaluations and provide ongoing feedback and coaching
- Participate in departmental meetings and contribute to overall hotel strategy

### 6. Executive Chef

- Supervise and ensure the work of all workers goes well and according to procedures
- Maintain kitchen and surrounding area in a condition that meets company standards and health code regulations

- Creates and tries new menus
- Monitor inventory and purchase supplies and food from approved vendors
- Selecting and interview new staff

#### 6. F&B Manager

- Ensure all F&B areas are maintained to the highest standards of cleanliness and hygiene
- Monitor service quality and guest satisfaction, addressing any issues promptly
- Schedule and assign tasks to ensure adequate coverage and smooth
- Ensure exceptional guest service in all F&B areas, addressing guest complaints and special request promptly

#### 7. Assistant Director of Sales

- Assist the Director of Sales in developing and executing the hotel's sales and marketing strategies
- Develop sales plans and initiatives to achieve sales targets and objectives
- Address and resolve client concerns and issues promptly and professionally

#### 8. Financial Controller

- Oversee all accounting functions, including accounts, payable, account receivable, payroll, and general ledger
- Ensure accurate and timely preparation of financial statements, report, and analyses
- Implement cost control measures to maximize profitability and efficiency
- Ensure accurate and timely reporting of financial data to stakeholders

#### 9. HR & Training Manager

- Oversee the recruitment process, including job postings, interviewing, and hiring new employees

- Manage the onboarding process to ensure new hires are integrated smoothly into the hotel
- Conduct orientation sessions for new hires, providing information on hotel policies, procedures, and culture

#### 10. IT Manager

- Oversee the design, implementation, and maintenance of the hotel’s IT infrastructure, including networks, servers, and hardware
- Monitor network performance and troubleshoot connectivity issues as needed
- Administer email, messaging, and collaboration platforms used by hotel staff
- Provide cybersecurity awareness training to hotel staff to mitigate risks

### 2.4 Establishment Description

#### 2.4.1 Talung Thai Restaurant

Paresa is a resort with 42 rooms and one restaurant called “Talung Thai”. Paresa's signature restaurant offers diners something special, with breath-taking views from its clifftop setting and great food to accompany. Our Thai and International chefs create simple and wholesome cuisine, focusing on the quality of the ingredients sustainably sourced through trusted local farmers, fishermen, and producers of fine ingredients.



**Figure 2. 2** Talung Thai Restaurant

Type: Buffet for Breakfast and A la Carte For Lunch and Dinner

Capacity: 32 indoor seats and 30 outdoor seats

Operational Time: 07:00-11:00 ( Breakfast) 12:00- 23:00 ( Lunch and Dinner)



**Figure 2. 3** Michellin Award

Talung Thai has been presented a Michelin award from 2019 to 2024.



**Figure 2. 4** Menu Breakfast A la Carte

## 2.4.2 Kitchen Brigade

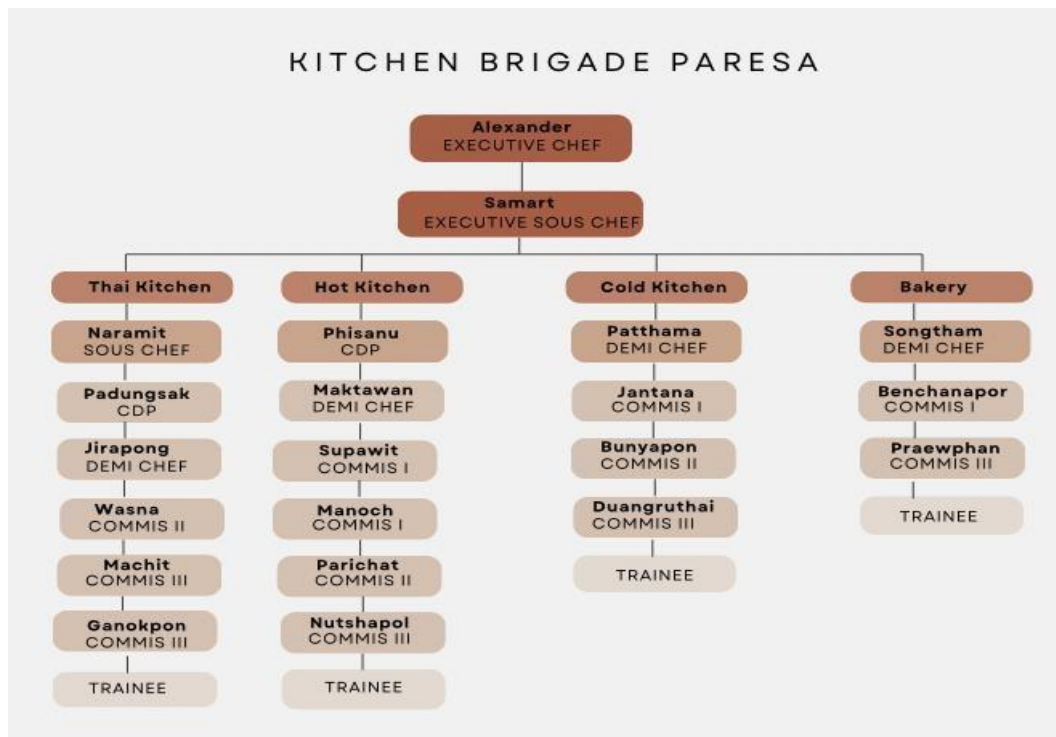


Figure 2. 5 Kitchen Brigade

### 1. Executive Chef

- Supervise and ensure the work of all workers goes well and according to procedures
- Maintain kitchen and surrounding area in a condition that meets company standards and health code regulations
- Creates and tries new menus
- Monitor inventory and purchase supplies and food from approved vendors
- Selecting and interview new staff

### 2. Executive Sous Chef

- Create schedules for kitchen employees and evaluate their performance.
- Monitor and record inventory, and if necessary, order new supplies.
- Manage the kitchen team in the executive chef's absence.
- Helping Executive Chef

### 3. Sous Chef



- Develop new menu options based on customer demand.
  - Assist with the preparation and planning of meal designs.
  - Ensure that kitchen activities operate in a timely manner.
  - Monitor and record inventory, and if necessary, order new supplies.
  - Provide support to junior kitchen employees with various tasks including cooking line, food preparation, and dish plating.
  - Recruit and train new kitchen employees to meet restaurant and kitchen standards.
4. Chef de Partie
- Cook certain food ingredients and food components according to the station.
  - Followed the directions given by the head chef.
  - Collaborate with other culinary teams to ensure high quality food.
  - Inventory and order supplies for stations
  - Help in other kitchen station when needed
5. Demi Chef
- Preparation and cooking of food for A La Carte
  - Inventory and order supplies for stations
  - Maintaining Health and Safety standard
  - Assisting in station areas of the kitchen
6. Commis
- Preparing food ingredients ( cutting, peeling, washing) for vegetables, fruits, meats.
  - Making stock for A la carte
  - Track inventory and notify supervisor of low or out of stock
  - Perform basic cleaning tasks and ensure that workstations are properly cleaned
7. Trainee
- Assist in preparing food ingredients, including washing, peeling, and cutting vegetables and fruits

- Help get rid of all expired and spoiled groceries stored in stockrooms, fridges and freezers
- Help for Egg Station and Noodle Station every morning
- Maintain and serve food for event (wedding)

### **2.4.3 Occupancy**

The occupancy rate at Paresa Resort Phuket:

The occupancy rate from Chef Alex (Executive Chef)

- December : 90-100% (High Season of Christmas and New Year)
- Januari : 90-100% (High Season of New Year)
- February : 80-100% (High Season of Lunar day)
- March : 80-90%
- April : 70- 90%
- May : 60-80%

## **2.5 Personal Hygiene, Grooming and Sanitation**

### **2.5.1 Personal Hygiene**

In the kitchen has personal hygiene that must be carried out before, after, and during operation by all staff including trainees. That means, always keep your hand clean every time or use hand glove for make sure the food keep hygiene if you touch and serve it.

### **2.5.2 Personal Grooming**

There are several grooming matters while in the kitchen that all staff and trainee must obey, such as:

1. Must always use a head cover and ties hair if long
2. For man should shave your beard
3. Always keep your hands clean, short nail, and don't use nail colour
4. Use complete hotel attributes ( kitchen uniform, nametag, apron)
5. Must wear safety shoes and black colour socks
6. Do not use jewellery on the hands

### **2.5.3 Sanitation SOP**

There are several sanitary standards and procedures in the kitchen, such as:

1. Always clean the kitchen table and sink when finished
2. Check the condition of the food ingredients from dry and wet.  
Thrown into the trash if the ingredients not good
3. Tidy the dry food storage area
4. Clean the vegetable, dairy product, and meat at butcher
5. Always put a date label after making some ingredients
6. Clean cooking utensils after use

### **2.5.4 General and Deep Cleaning**

General Cleaning in a Paresa kitchen involves routine cleaning tasks that maintain basic cleanliness and hygiene. These tasks are performed regularly, often daily, to ensure the kitchen remain safe and functional for food preparation, for example cleaning the kitchen station with soap and wipe it until clean and dry. Deep cleaning in a Paresa kitchen involves thorough and intensive cleaning tasks aimed at removing accumulated dirt, grease, and bacteria from areas that are not covered in daily cleaning routines. This is done periodically to ensure a higher level of cleanliness and sanitation. For example cleaning vegetable room, chiller, butcher, freezer, dry store.

### **2.5.5 Receiving and handling ingredients**

Receiving and handling ingredients in a kitchen involves the processes and practices used to ensure that food product are delivered, stored, and managed safely and efficiently to maintain quality and prevent contamination. Handling ingredients for kitchen the staff and the author will storing perishable items like dairy, meat, and seafood in the refrigerator immediately. Ensure proper organization and labeling. Regularly check inventory levels and rotate stock to use older items first (FIFO).

### **2.5.6 Waste**

In Paresa have difference garbage for food waste, packaging waste, and general. Waste and garbage management in a kitchen involves the processes and practices used to handle, dispose of, and minimize waste generated from food preparation and other kitchen activities. Paresa have compost machine for food waste so it can be recycled to be compost and minimalize food waste.