

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Company

Founded in Rome in 1884 by the silversmith Sotirios Voulgaris, BVLGARI is one of the world's largest luxury jewelers and watch-makers whose current offerings also include an haute-perfumeries line (recently launched) as well as accessories such as scarves, small leather goods and scarves.

After more than 100 years of Bvlgari, finally established Bvlgari Hotels and Resorts, this happened because Bvlgari collaborated with a luxury hotel company, the Marriott Group. With that, Bvlgari opened its first hotel in Milan in 2004. Bvlgari Resort Bali itself is the first resort owned by Bvlgari which was officially opened in 2006. Bvlgari Resort Bali itself has a unique design compared to other Bvlgari properties. The design used is the result of Antonio Citterio's design with Patricia Viel where combine typical Italian architectural design with traditional Balinese architectural design. The location of Bvlgari Resort Bali itself is very special where it is located 150 meters above the cliffs of Uluwatu Beach. This hotel has a private slope as access to a private beach. This hotel is also the only hotel in Bali that can see the sunrise and sunset with the same location. Bvlgari Resort Bali is also unique compared to other hotels, where this resort does not have an elevator, and does not have tall and large buildings like hotels in Bali. Bvlgari Resort Bali is a very exclusive resort where there are only 62 villas and 6 mansions spread across the Bvlgari Resort Bali property area. for il ristorante itself Opened in 2017, Il Ristorante is an intimate 36-seat restaurant that serves creative interpretations of classic Italian dishes blended with local, organic ingredients, with refined techniques and creativity of Chef Luca Fantin. Open for dinner only, the restaurant has a romantic ambience enhanced with suggestive soft lighting. Il Ristorante also offers a 200-wine list to be paired during the dinner.

2.2 Vision Mission and Company Objectives

Bvlgari Resort Bali do not use a vision and mission but rather use a motto, core values, and service model as follows:

Motto:

“Veritas tibi et alteris” “True to self and others”

Core Values:

“Authenticity, Pure Presence, Radiance, Grace, Enchantment, Integrity, Tradition of Excellence”

Service Model

“Greet warmly and Graciously”

“Anticipate and fulfill guest’s wishes and needs”

“Express genuine gratitude”

2.3 Organizational Structure and Main Task

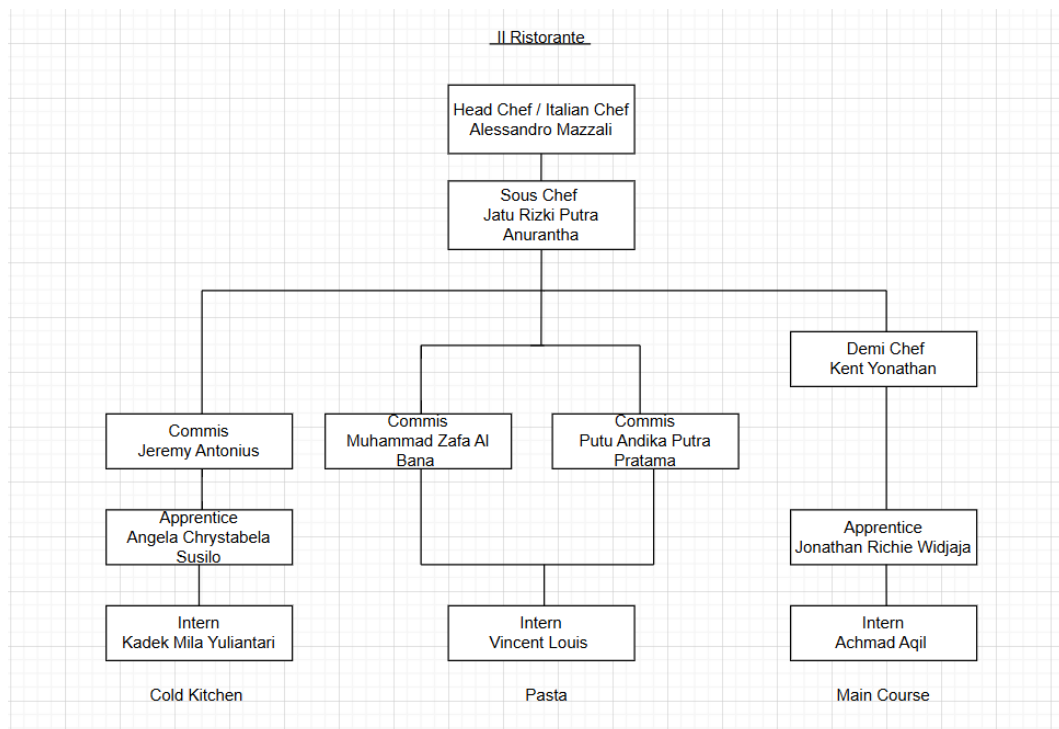


Figure 2. 1 Kitchen Brigade

1. Head Chef / Italian Chef

- Responsible for all sections, and ensure food quality.
- Develop new menus
- Responsible for supervising all kitchen staff

2. Sous Chef

- Make schedules
- Assist Head Chef's duties
- Control ingredient purchases
- Supervise all trainees

3. Demi Chef, Commis & Apprentice

- Responsible for their respective sections
- Supervise all trainees who are responsible for their respective sections
- Serve food under the supervision of the head chef or sous chef
- Produce required food
- Check production ingredients
- Responsible for each section, from checking stock to section cleanliness

4. Trainee

- Responsible for the Amuse bouche section, from checking stock to section cleanliness
- Responsible for assisting each Demi and Commis according to the assigned section
- Make all preparations

2.4 Establishment Description

2.4.1. Resort Description

Bvlgari Resort Bali has total of 62 villas and 6 mansions and for Check-in time is at 3 p.m. while check-out time is at 12 p.m.

2.4.2 Restaurant

- Sangkar Restaurant



Figure 2. 2 Sangkar Restaurant

Sangkar Restaurant Sangkar Restaurant has a stunning cliffside view and an elegant yet informal atmosphere, distinguished by its beautifully lit ceiling and traditional woven lamps, Sangkar Restaurant at Bvlgari Resort Bali offers a menu of international cuisine, creatively combining popular Indonesian dishes with contemporary culinary techniques. Sangkar Restaurant also serves a vegetarian menu and also a children's menu. The restaurant operates from 6.30 a.m. - 10.00 p.m. (last order at 9.30 p.m.) and has a capacity of 24 tables with 2 seats per table.

- Il Ristorante



Figure 2. 3 Il Ristorante

Opened in 2017, Il Ristorante - Luca Fantin at Bvlgari Resort Bali is an intimate restaurant with 36 seats and 18 tables serving creative interpretations of classic Italian cuisine as well as a vegetarian menu featuring local and organic ingredients, all combined with the sophisticated technique and extraordinary creativity of the Italian Head Chef. The restaurant is open for dinner only, offering a seductive setting overlooking the reflection pool, enhanced by soft, alluring lighting. The wine list also features bottles of Italian wine and an exceptional selection of champagnes. The restaurant is open from 6 p.m. – 9.30 p.m.

- La Spiaggia



Figure 2. 4 La Spiaggia

Bvlgari Resort Bali also offers a cozy and intimate restaurant and bar, where guests can enjoy the best and freshest grilled seafood in Bali or the famous Herbojito cocktail, while enjoying the cool sea breeze and stunning views of the Indian Ocean. Nestled beneath the cliffs, on the white sandy beach of Bvlgari Resort Bali, La Spiaggia is immersed in pristine nature. It is open exclusively for guests, open for lunch from 12 p.m. - 4.30 p.m., and is only accessible by cable car. Has capacity of 10 tables.

- Bvlgari Bar



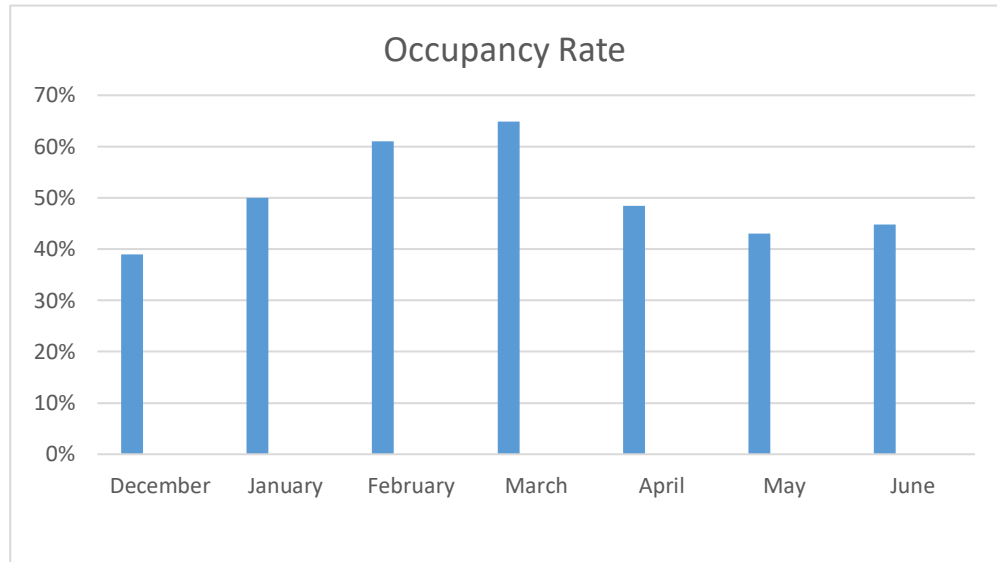
Figure 2. 5 Bvlgari Bar

Bvlgari Bar opens onto a terrace overlooking the island's spectacular cliffs, offering stunning ocean views and Balinese sunsets. This is certainly one of Bali's best beach bars – the curved black resin bar counter is modelled on the Bvlgari Hotel bar in Milan, while the centrepiece is a massive rock, completely carved by the forces of nature. The menu at Bvlgari Resort's bar offers a delicious selection of cocktails, fine wines, canapés and light bites, all in keeping with the Italian tradition of aperitifs. Bvlgari bar is open from 10 a.m. – 1 a.m. Has the capacity of 8 tables.

2.4.3. Occupancy Rate

Occupancy Rate at Bvlgari Resort Bali from December to January

Table 2.1 Occupancy Rate



Source: Bvlgari Resort Bali

2.5 Hygiene and Sanitation

2.5.1 Self Grooming

Every day all kitchen staff and trainees are required to wear chef jackets provided by the hotel and black trousers and wear safety shoes and also wear socks and also wear hairnets when working in the kitchen. Before preparation begins all staff and trainees are required to wash their hands with soap and water and dry them with a roll of tissue so that they are completely dry. Nails must be cut, clean and free of nail polish because it can cause contamination to the food. Jewelry should not be worn by anyone to avoid cross-contamination to food.

2.5.2 Kitchen Hygiene and sanitation

Before working, interns and staff are required to wash their hands first and clean the section before starting work. When about to take a break, all staff and interns must clean the assigned workplaces and throw away trash so that the sections that have been used are clean. After preparation time and service hours, all staff and training participants are

required to clean the workplaces with soap and wipe it clean. Also, the walk-in chiller must be mopped and every Sunday the kitchen administration staff and other interns do a thorough cleaning of the kitchen such as cleaning dry storage. For pests in the kitchen, we often find small cockroaches and also rats on the kitchen roof.

2.5.3 Receiving and Handling Ingredient

For handling newly arrived goods for ordinary goods such as vegetables and flowers for garnish, it must be handled properly, such as cleaning it first before storing and using. Also, the storage must be washed and lined with kitchen towel, which then are stored in the walk-in chiller. For protein such as meat and fish, trays are usually used as an under liner and ice cubes are added to avoid damage. Proteins are also stored in the walk-in chiller. For high end goods, one of which is caviar, a tray that has been filled with ice cubes must be used and after arriving in the kitchen, it is immediately vacuumed and labeled. For dry ingredients such as flour or oil are stored in dry storage.

In the kitchen, it is required to use colored cutting boards that already have their respective uses, white cutting boards are used to cut food that is ready to be served, blue cutting boards are used for seafood, red cutting boards are used for meat, yellow cutting boards for poultry, and green cutting boards are used for vegetables.

When handling protein such as fish or meat, hand gloves are required whether for raw or ready to eat. Also, before service time starts all kitchen staff are required to wash their hands and wear new napkins. For items that needs to be labeled, labels are made using a label machine and an application that need to be downloaded beforehand. The application used is called PreppyPro. The standard storage limit for protein is 3 days in the chiller, while for puree the maximum storage limit is 1 month in the freezer.

2.5.4 Food Waste

For leftover ingredients or those that cannot be used for regular vegetables in the kitchen, it is given to the main kitchen or if it cannot be used, it is thrown away. For proteins such as meat or leftover trimmings, it is stored in the main freezer or thrown away. For fish, if the quality is very bad, it is usually cooked for the kitchen staff. It can also be thrown away and sometimes given to the steward. For purees, the maximum usage limit is 1 month, more than that it is thrown away. Also, in the kitchen there are two trash bins, one for organic and one for non-organic waste.