

CHAPTER II

LITERATURE REVIEW

2.1. History of Restaurant

Shangri-La Qaryat Al Beri, Abu Dhabi, is a luxurious hotel situated in the heart of the United Arab Emirates, blending modern amenities with traditional Arabian hospitality. Opened in 2007, the hotel is part of the renowned Shangri-La Hotels and Resorts group, known for its dedication to high standards of service and opulence.

Nestled between a pristine one-kilometer private beach and lush gardens, the hotel provides breathtaking views of the Khor Al Maqta creek and the iconic Sheikh Zayed Grand Mosque. The architectural design of the hotel pays homage to Arabian culture with features such as arched doorways, intricate mosaics, and hand-carved wooden furniture, creating a serene and luxurious atmosphere.

The hotel complex is extensive, including 213 rooms and suites, six private villas, and 160 serviced apartments. Guests can enjoy a variety of amenities, such as four restaurants and bars, each offering diverse culinary experiences. The Shang Palace, one of the notable restaurants, serves authentic Chinese cuisine, while other dining options provide a mix of Middle Eastern and international flavors. Shangri-La Qaryat Al Beri also features a unique transportation option within its grounds—a network of waterways navigable by traditional Arabian abra boats. These boats connect guests to various parts of the complex, including the adjacent souk (market) and the sister property, Traders Hotel.

The hotel is strategically located, providing easy access to major attractions in Abu Dhabi. It is just a short distance from the Sheikh Zayed Grand Mosque and a 15-minute drive from the Abu Dhabi International Airport, making it a convenient choice for both business and leisure

travelers. In addition to its luxurious accommodations and prime location, Shangri-La Qaryat Al Beri is also known for hosting annual events such as the Abu Dhabi Dragon Boat Festival, attracting both local and international visitors. The hotel's facilities include multiple swimming pools, a well-equipped health club, and the renowned CHI Spa, offering a wide range of treatments in a tranquil setting.

Overall, Shangri-La Qaryat Al Beri, Abu Dhabi, stands out as a premier destination that combines luxury, culture, and convenience, making it a perfect choice for travelers seeking an exceptional experience in the Emirates.

2.2. Vision, Mission and Company Objectives

2.2.1. Vision of Shangri-La Qaryat Al Beri, Abu Dhabi

The vision of Shangri-La Qaryat Al Beri, Abu Dhabi is to be the leading luxury hotel destination that combines modern amenities with traditional Arabian hospitality. The hotel strives to create memorable guest experiences through superior service, luxurious accommodations, and cultural immersion, making it the top choice for discerning travelers seeking a fulfilling and exceptional stay.

2.2.2. Mission of Shangri-La Qaryat Al Beri, Abu Dhabi

The mission of Shangri-La Qaryat Al Beri, Abu Dhabi is to deliver an unparalleled hospitality experience that combines luxurious comfort with authentic Arabian cultural elements. The hotel is committed to providing personalized service, ensuring each guest feels valued and pampered. By maintaining high standards of excellence in all aspects of operations, from accommodation to dining and leisure facilities, Shangri-La Qaryat Al Beri aims to create a serene and enriching environment for its guests, fostering memorable and exceptional stays.

2.2.3. Organizational Structure and Main Task

Within the Shangri-La Qaryat Al Beri Pastry Department, there are two distinct sections: the pastry section and the bakery section. The Senior Chefs de Partie hold a significant responsibility as they oversee the bakery section, ensuring all operations run smoothly within this part of the pastry department. The role of the Sr. Chefs de Partie is critical as they not only manage daily activities but also mentor junior staff, ensuring adherence to the highest standards of quality and efficiency.

The pastry section operates under the direct supervision of the Pastry Chef, who is considered the Head Chef of this segment. The Chef de Partie, an essential position within the pastry section, reports directly to the Pastry Chef. This hierarchical structure ensures a streamlined flow of communication and effective management. The pastry section is a vibrant team comprising various roles including the Pastry Chef, Chefs de Partie, Demi Chefs, Commis, Trainees, and Casual Staffs. Each role plays a vital part in the creation and preparation of exquisite pastries, maintaining the department's reputation for excellence.

Meanwhile, the bakery section, distinct yet integral to the overall pastry department, is managed by the Senior Chefs de Partie. This section includes a dedicated team of Commis and Trainees who work under the guidance of their senior counterparts. The focus here is on producing a wide variety of baked goods, ensuring that each product meets the high standards set by the department.

In essence, both the pastry and bakery sections operate cohesively within the Shangri-La Qaryat Al Beri Pastry Department. The structured hierarchy and clearly defined roles ensure that both sections function efficiently, contributing to the department's overall success and reputation for culinary excellence.

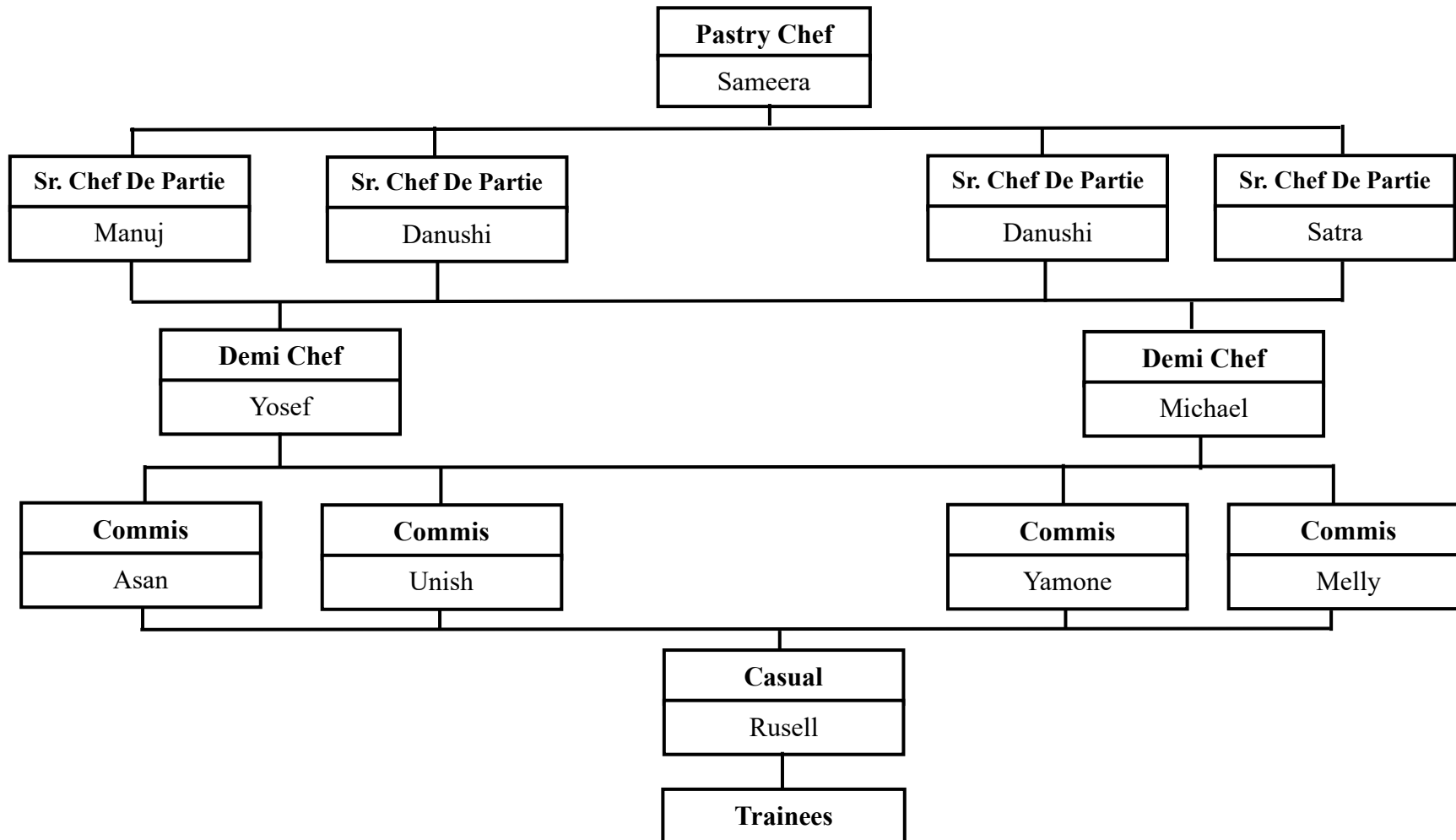


Figure 2. 1 Kitchen Brigade

1. Pastry Chef (Head Chef)

- Designing and planning the dessert and pastry menu.
- Creating new recipes for cakes and desserts.
- Ensuring all pastry staff and trainees are properly trained.
- Scheduling monthly shifts for staff and trainees.
- Maintaining hygiene and sanitation standards.
- Managing the budget and inventory for the pastry department.

2. Chef de Partie

- Preparing and baking various pastries.
- Assisting the Pastry Chef in menu planning and recipe creation.
- Ensuring all pastry items meet quality and consistency standards.
- Monitoring and helping to order pastry ingredients and supplies.
- Reating and presenting pastry displays for buffets and special events.

3. Demi Chef

- Assisting senior pastry chefs in preparing and producing pastries.
- Executing assigned tasks such as ingredient preparation, baking, decorating, and plating.
- Following recipes and portion sizes to maintain quality and consistency.
- Keeping the pastry kitchen clean and organized.
- Training and mentoring junior pastry kitchen staff in techniques and procedures.

4. Commis

- Performing daily production tasks for operations.
- Ensuring setups adhere to standards.
- Ensuring food preparation meets established standards.
- Placing weekly ingredient orders through the Pastry Chef.
- Following senior chefs' instructions accurately and efficiently.

6. Casual

- Following recipes and instructions from senior pastry chefs accurately.
- Being available to work irregular hours and on short notice.
- Being flexible to work on-call shifts as needed.
- Working well under pressure and in fast-paced environments.
- Communicating effectively with chefs and kitchen staff for smooth workflow.

7. Trainee

- Learning and assisting with various tasks in the pastry kitchen.
- Participating in the preparation and production of pastries.
- Following instructions and recipes from senior pastry chefs.
- Developing basic pastry skills through hands-on training.
- Keeping the pastry kitchen clean and organized.
- Demonstrating a willingness to learn and take on new responsibilities.
- Participating in training sessions to enhance pastry knowledge and skills.

8. Steward

- Keeping kitchen areas clean and hygienic.
- Washing dishes, glassware, flatware, and kitchen tools.
- Emptying trash bins and disposing of waste properly.

2.3. Establishment Description

Shangri-La Qaryat Al Beri, Abu Dhabi is a five-star hotel renowned for its international standard of services and products. Situated between a pristine private beach stretching for a kilometer and lush gardens, this hotel is a true oasis in the Emirates. The rooms, adorned with modern amenities and Arabian architectural elements, often provide stunning views of the Khor Al Maqta creek and Sheikh Zayed Grand Mosque. The hotel's 213 rooms and suites showcase authentic Arabian architecture, featuring arched doorways, marble mosaic bathrooms, and spacious balconies or terraces that overlook the canal or gardens.

Blending business with leisure and art with technology, Shangri-La Qaryat Al Beri, Abu Dhabi offers a contemporary design with a modern touch inspired by sophisticated art. The hotel also offers a range of high-quality facilities, including an exclusive outdoor swimming pool for hotel guests, which is considered superior to those at other hotels.



Figure 2. 2 Swimming Pool

Shangri-La Qaryat Al Beri, Abu Dhabi offers Chi, The Spa, inspired by the legendary Shangri-La – a sanctuary of peace, enchantment, and well-being. Our treatments blend authentic Asian healing methods with Arabian traditions, using all-natural, local ingredients. Each treatment can be tailored to your personal health and wellness goals, ensuring a personalized and rejuvenating experience. Our skilled therapists are dedicated to providing a serene and relaxing atmosphere. At Chi, The Spa at Shangri-La, we offer a retreat from daily stresses, allowing you to

unwind, recharge, and find inner peace. Discover the ultimate journey of relaxation and well-being with us.



Figure 2. 3 Chi the Spa

Shangri-La Qaryat Al Beri boasts a comprehensive Health Club that includes a gym with cutting-edge cardiovascular and weight training equipment, an outdoor lap pool, a steam room, and a sauna. The club offers a variety of group classes such as Pilates, yoga, body sculpting, and boxing, and provides personal trainers to assist you in achieving your fitness objectives.



Figure 2. 4 Health Club

Shangri-La Qaryat Al Beri's rooms and suites showcase authentic Arabian architecture with arched doorways, intricate details, and marble mosaic bathrooms. Each of the 213 rooms and suites features spacious private balconies or terraces offering stunning canal or garden views. The interiors blend traditional design with modern comforts, providing a luxurious yet cozy atmosphere. Rich textures, elegant furnishings, and sophisticated decor reflect the region's heritage while offering contemporary amenities like high-speed internet, flat-screen TVs, and

plush bedding. Bathrooms include deep soaking tubs, rain showers, and premium toiletries for a spa-like experience. Personalized services ensure every guest's preferences are met. Whether relaxing on your balcony or enjoying the comfort of your suite, Shangri-La Qaryat Al Beri offers an unforgettable stay that combines tradition, luxury, and modernity.



Figure 2. 5 Hotel Room (Presidential Suite)

Shangri-La Qaryat Al Beri, Abu Dhabi is a renowned culinary hub in the city, offering an exceptional dining experience with a world of flavors. From classic Cantonese dishes to authentic home-style Arabic cuisine, each restaurant provides a diverse array of culinary delights prepared by skilled chefs using the freshest ingredients. Whether savoring delicate dim sum and traditional Peking duck or enjoying rich, aromatic Arabic spices, every meal is a celebration of culture and taste. The hotel also offers a variety of international cuisines to satisfy every palate, all set within elegant ambiance and attentive service. Here is a concise overview of the four food and beverage establishments at Shangri-La Qaryat Al Beri, Abu Dhabi.



Figure 2. 6 Lobby Lounge

In the refined and cozy Lobby Lounge, you can savor exquisite pastries and premium coffees, all enhanced by the enchanting backdrop of Arabian melodies and architecture. Awaken your senses with the vibrant, fruity, and tangy notes of authentic Middle Eastern coffees, or treat yourself to sophisticated sweet and savory delights. Enjoy a classic afternoon tea daily from 2:00 p.m. to 6:00 p.m., priced at AED 150 per person for unlimited tea, coffee, or non-alcoholic cocktails, or AED 235 per person for the same plus a selection of three cocktails. The Lounge, with its maximum capacity of 60 people, remains open late into the night, offering a serene atmosphere with traditional and mesmerizing tunes.



Figure 2. 7 Sofra BLD

Sofra bld offers a vibrant dining experience at Shangri-La Qaryat Al Beri, Abu Dhabi, with a diverse selection of dishes for breakfast, lunch,

and dinner. Featuring multiple live-cooking stations, guests can interact with chefs and choose from a wide array of authentic Arabic and Asian dishes. The atmosphere mirrors an authentic souk experience, complete with traditional decor that evokes the charm of a Middle Eastern market. Diners can savor freshly baked bread, succulent grilled meats, aromatic rice dishes, and delectable desserts, along with Asian favorites like sushi, dim sum, curries, and stir-fries. The extensive buffet allows for sampling a variety of flavors, providing a culinary journey that celebrates the rich traditions of Arabic and Asian cuisines. With exceptional food, interactive cooking, and a captivating ambiance, Sofra bld is a must-visit destination. It can accommodate up to 1,000 people for special occasions, making it ideal for large events. Operating hours are as follows: Breakfast from 6am to 10:30am (Mon-Fri) and 6am to 11am (Sat-Sun); Lunch from 12pm to 3pm (Mon-Fri) and 1pm to 4pm (Sat-Sun); and Dinner from 6pm to 11pm daily.



Figure 2. 8 Shang Palace

Shang Palace brings the art of Chinese cuisine to Abu Dhabi, offering meticulously hand-crafted flavors perfected over half a century. The menu blends traditional Chinese tastes with local influences and modern techniques, creating a unique dining experience. Renowned for excellence, Shang Palace's Hong Kong and Paris locations boast Michelin Stars, while critically acclaimed outposts can be found from Beijing to Istanbul. The Abu Dhabi branch has earned a place in the debut MICHELIN Guide Abu Dhabi 2023, underscoring its commitment to exceptional culinary artistry.

Guests can enjoy delicate dim sum, Peking duck, and innovative fusion dishes in an elegant setting that transports them to the heart of China. The venue can accommodate up to 150 guests for special occasions, making it perfect for exclusive events. Shang Palace operates daily with lunch from 12pm to 3pm and dinner from 6pm to 11pm.



Figure 2. 9 Bord Eau by Nicholas Isnard

Bord Eau by Nicolas Isnard, under the innovative vision of the French culinary genius, offers diners a remarkable epicurean journey shaped by Chef Isnard's extensive global travels. Hailing from the south of France, Chef Nicolas Isnard brings an adventurous spirit to his cuisine, presenting a menu that transcends borders and traditions. His inventive dishes, reflecting his deep-rooted culinary excellence and experiences in the world's culinary capitals, are a testament to his Michelin Starred expertise.

The menu at Bord Eau showcases Chef Isnard's culinary explorations from Beijing to Dubai, Moscow, Abu Dhabi, Singapore, Jakarta, and beyond. Each dish demonstrates his unique ability to blend innovative techniques with traditional flavors, resulting in a dining experience that is both extraordinary and memorable. His creations are known for their bold flavors and meticulous presentation, embodying his diverse culinary encounters.

For those seeking an elevated experience, Bord Eau offers a 5-course "blind tasting menu" featuring the chef's surprises for AED 420, with an option to pair with the sommelier's choice of wine (5 glasses) for AED 300.

Additionally, there is a 7-course tasting menu available for AED 550, paired with the sommelier's choice of wine (6 glasses) for AED 350.

At Bord Eau, guests are invited to indulge in a symphony of flavors, where each dish tells a story of Chef Isnard's travels and culinary passion. The elegant ambiance further enhances this extraordinary dining experience, making it a must-visit destination for gourmards seeking an unparalleled culinary adventure. Bord Eau operates from 6pm to 11pm, Tuesday to Sunday.

2.4. Hygiene and Sanitation

In the kitchen, maintaining personal hygiene is of utmost importance both before and after food preparation, particularly in Pastry and Bakery settings. This applies to all staff members and trainees to prevent any incidents of spoiled or contaminated food.

There are specific personal grooming standards that all staff and trainees must adhere to:

1. Hand hygiene is a top priority. Ensure hands are thoroughly washed before starting and after completing food preparation.
2. Nails must be kept short and clean to avoid harboring any bacteria or dirt that could contaminate food.
3. All staff and trainees must wear the complete kitchen attire, which includes a uniform, an apron, a hat, and a nametag. This attire helps maintain a professional and hygienic environment.
4. The uniform helps protect both the food and the individual from cross-contamination.
5. The specified dress code includes wearing black cloth trousers, socks, and safety shoes. These items are essential for maintaining a professional appearance and ensuring safety within the kitchen environment.

6. Safety shoes are particularly important to protect feet from any potential hazards like hot spills or sharp objects.
7. Maintaining overall personal hygiene is crucial. This includes regular bathing and the optional use of mild perfume, provided it doesn't interfere with food odors.
8. Ensuring personal cleanliness helps in presenting a professional image and in maintaining the quality of the food.
9. Avoid wearing jewelry as it can be a source of contamination and could also pose a safety risk if it gets caught in equipment.
10. Hair must be kept clean, tidy, and without any artificial coloring. This ensures that no hair falls into the food and maintains a clean appearance.
11. When handling duties in the pastry section, it is mandatory to wear a mask and latex gloves. These additional measures help ensure the highest standards of hygiene are maintained, particularly in an environment where delicate food items are prepared.

Regarding Sanitation Standard Operating Procedures (SOP):

1. Always ensure to clean the kitchen table thoroughly after each use to prevent any residue or bacteria from contaminating future food preparations.
2. Maintain high standards of cleanliness in the dry food storage and chocolate room areas. Regularly inspect these areas for any signs of dirt, pests, or spoilage to ensure a safe and hygienic environment.
3. Keep the chiller and freezer meticulously clean. This includes regular defrosting and wiping down of surfaces to prevent the build-up of ice and odors. Ensure that all stored items are organized and within their use-by dates.
4. After each use, clean all cooking utensils and appliances, such as stoves, ovens, and microwaves. This helps in preventing

cross-contamination and ensures that the equipment is ready for the next use.

5. Conduct regular inspections of all food ingredients, checking for freshness and expiration dates. Discard any items that have expired or show signs of spoilage immediately to maintain food safety standards.
6. Properly label all dry and wet food items with the date of storage. Update these labels every two days to ensure accurate tracking of food freshness and to prevent the use of outdated ingredients.
7. Schedule routine cleaning sessions 2-3 times each month to ensure ongoing cleanliness and maintenance.



Figure 2. 10 Label Date for Freezer, Chiller, and Dry Store

For daily cleaning, trainees support staff by cleaning their stations, organizing areas, cleaning the chiller, and verifying date labels. Once a week, a comprehensive cleaning takes place where trainees assist in cleaning the entire kitchen, including all equipment such as stoves, ovens, sinks, and walls. Every 2-3 months, audits are performed to ensure equipment is in good working order and cleanliness standards are upheld.