

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Hotel

Kempinski is one of the most renowned luxury hotel brands in Europe. The name Kempinski is derived from Berthold Kempinski, the founder of this prestigious hotel chain, which has expanded to over 30 countries worldwide. Originally, Kempinski was a brand that produced wine and once operated restaurants with a concept of half portions and open wine since 1914.

Apurva Kempinski Bali is a newly established hotel, having opened its doors in 2019. The construction of the hotel spanned approximately 7 years, covering an expansive area of 14 hectares. Its architectural design draws heavily from Indonesia's indigenous culture, adding a unique and authentic touch to its ambiance. It's no surprise that both local and international tourists are keen to visit this hotel, eager to experience its captivating offerings. Apurva Kempinski Bali is a newly established hotel, having opened its doors in 2019. The construction of the hotel spanned approximately 7 years, covering an expansive area of 14 hectares. Its architectural design draws heavily from Indonesia's indigenous culture, adding a unique and authentic touch to its ambiance. It's no surprise that both local and international tourists are keen to visit this hotel, eager to experience its captivating offerings.

At Apurva Kempinski Bali, there are seven restaurants, including Koral Restaurant, which offers fine dining experiences beneath a large aquarium. Pala Restaurant serves breakfast and a la carte meals, while Baiyun Restaurant specializes in Chinese cuisine such as dim sum and hot pot. Oku Japanese Restaurant offers premium Japanese dishes, and Reef Restaurant is located beachside. Selasar Deli, situated in the hotel lobby, offers sandwiches, pastries, ice cream, and chocolates. Additionally, every Friday and Saturday, there's an afternoon tea event from 2pm to 5 pm Finally, L'atelier is a lounge and bar

located on the top floor of Apurva Kempinski, offering Mediterranean tapas and dining options.

2.2 Vision, Mission and Company Objective

2.2.1 Vision

- Be the world's leading luxury hotel brand, driven through our people

2.2.2 Mission

- To **enchant guests** from one Kempinski to the next with our unique authentic European Luxury
- We craft **beautiful performances** on each of our stages
- We use the highest standards of quality to **create remarkable experiences** for now and forever after

2.2.3 Company Objective

- Providing a luxurious stay experience to their guests by offering high-quality facilities and services.
- Promoting Balinese and Indonesian cultures, which can be seen through the hotel's architectural designs, types of cuisine, and monthly themes.
- Participating in environmental conservation efforts.

2.3 Organization Structure and Main Task

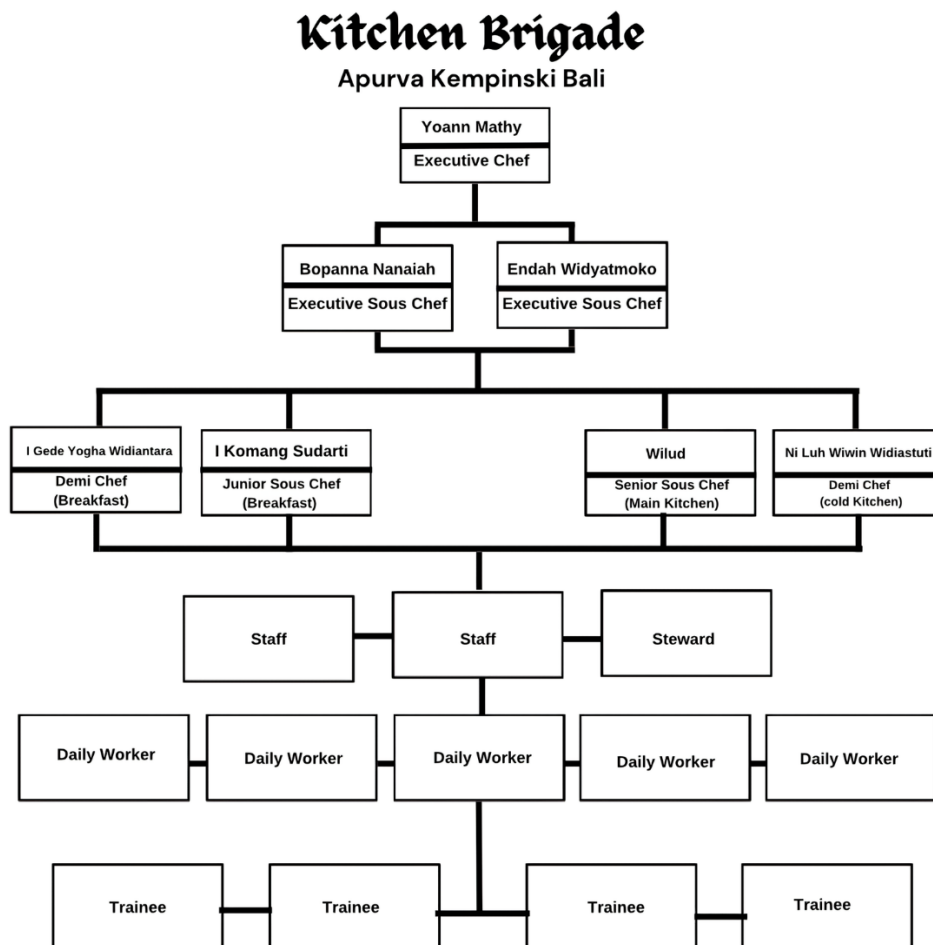


figure 2.1 Kitchen Brigade

1. Executive Chef

- Monitoring food across all outlets.
- Correcting flavors and food quality.
- Creating the highlight of the month menu.

2. Executive Sous Chef

- Assisting the executive chef.
- Monitoring kitchen cleanliness and food quality.

3. Senior/junior Sous Chef
 - Creating weekly work schedules.
 - Assisting the executive chef.
 - Placing orders for raw materials.
4. Demi chef
 - Ensuring all food ingredients are prepared completely.
 - Supervising the cooking process.
 - Coordinating the kitchen team.
5. Steward
 - Assisting in preparing the required plates.
 - Ensuring the kitchen area stays clean and dry.
 - Checking and replacing sterile water for soaking cooking utensils.
6. Staff
 - Recording the menu for the event.
 - Placing orders for à la carte items.
 - Monitoring the work of daily workers and trainees.
7. Daily Worker
 - Managing the event.
 - Teaching something to trainees.
 - Overseeing the event.
 - Creating the predetermined menu.
 - Ensuring and preparing items.
8. Trainee
 - Assisting with tasks.
 - Learning to take responsibility for completing something.
 - Ensuring the event runs smoothly.
 - Checking labels.

2.4 Hygiene and Sanitation

Before starting our internship, we were given the opportunity for training prior to entering the actual working world, which we can refer to as an orientation period. During this orientation period, we were taught various protocols, ranging from the standard grooming set by the hotel management to how to behave when dealing directly with guests.

Every day before starting work, we had to pick up our uniforms from the hotel laundry department. Additionally, we were provided with caps and safety shoes. The uniforms we typically wore were white, along with a white apron. For women with long hair, it was required to tie it back and use a hairnet before putting on the kitchen cap, aiming to maintain food cleanliness and tidiness. Throughout the internship, we were also obligated to keep clean nails, bathe before going to work, brush teeth after meals, and change clothes if they got stained. Furthermore, we were not allowed to wear any jewelry such as bracelets, rings, or necklaces, as this was to prevent them from falling into the food.

The ingredients typically have a shelf life of 3 days when stored in the chiller and 3 months for semi-prepared foods stored in the freezer. All freshly made food and mise en place must be labeled with the product name, date of production, expiration date, and the name of the preparer.

Before we starting the day, the morning shift personnel are required to sanitize all kitchen areas to be used and replace the water used for soaking cooking utensils, such as knives, ring cutters, and spoons. This water should be replaced every 2 hours to ensure the utensils remain sterile.