

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 History Of Grand Mozza Hotel



Figure 2.1 Grand Mozza Hotel

In 2016 Mr. Soegiarto Cahyadi with his wife Mrs. Linda Kurniawan began to learn about the possibilities of the hotel business in Timika city. Then after negotiating with one of the PT. Shop as a contracting company, then the concept of a 4-star hotel is set planned to be built. At the same time, join in Amithya's management to manage the hotel.

Amithya Management is an operating company in the hospitality industry which was founded in 2014 and is headquartered in the Surabaya city. At that time, Amithya only had a few units located on the island of Java as well as Bali, and at this time it has expanded to the City of Timika. In addition, in 2020, Amithya also established an institute in the field of hospitality, namely Amithya Institute, which aims to provide opportunities in order to ensure that the talents of the younger generation are ready to play an important role in the hotel industry.

Furthermore, at the end of 2016, construction was carried out which takes approximately 1-2 years. do the drafting too by Amithya Management for Grand Mozza Hotel Timika. Until March 1 2018, Grand Mozza Hotel officially opened until now.

Hotel Grand Mozza Timika, is a 4-star hotel right in the middle of Timika City, Mimika Regency, Papua. This 5-storey hotel surrounded by small gardens is located on Jalan Cenderawasih, precisely in front of the New Mimika District Office. Grand Mozza Timika, which has also held a soft opening since 2018 as a sign of the opening of services to the community, is managed by Amithya Hotel & Resorts.

The hotel has 109 rooms, consisting of 93 superior rooms, 6 deluxe rooms, 4 bedroom suites, and 6 bedroom cabanas.

a. Superior Rooms



Figure 2.2 Grand Mozza Hotel Superior Rooms

The superior type rooms in this hotel are standard rooms with a total of 93 rooms divided into 47 rooms in the double bed category and 46 room with twin bed category, and each has a different view a different city views and forest views. Although including rooms with size that is not too broad, but minimalist design and concept This natural wood makes the room feel more comfortable and looks elegant.

b. Deluxe and Deluxe Plus Rooms



Figure 2.3 Deluxe and Deluxe Plus Rooms

Deluxe room type is a room that has a slightly larger size larger than the standard type rooms and located next to the elevator on each floor, so this room is only available with a total of 4 rooms.

This room belongs to the category of rooms that use space double bed bed is also equipped with an elongated sofa and a beautiful design brings serenity just like any other room. In addition to rooms with the Deluxe type, there are also rooms that have a size of more spacious, namely the Deluxe plus room type which only consists of 2 rooms.

And the advantage is that this room has 2 sofa facilities equipped with a table, so this room looks more complete. This room included in the category of rooms with double beds, and There is a standing lamp located between the sofa and flower decorations on the floor next to the sofa. With the concept and arrangement of the rooms that are neat and fixed minimalist and more complete facilities, make this room look more beautiful and comfortable.

c. Suites Rooms



Figure 2.4 Grand Mozza Hotel Suites Rooms

The most special type of room in this hotel is the with Suite Room type. Where the size of this room is much wider than the type other rooms. In addition, this room has 2 rooms separated by the wall is a bedroom equipped with a double bed, and living room equipped with 2 long and standing sofas lamps and dining table, plus an elegant concept. This becoming a very important room like being at home and suitable for guests with the category of family guests. However, this room type is also only consists of 4 rooms located on each floor respectively.

d. Cabana Rooms



Figure 2.5 Grand Mozza Hotel Cabana Rooms

This cabana type room is a special room, because it has direct access to the swimming pool by presenting a calm atmosphere and cool, also a room that is easy to access from the lobby because the location is on the 1st floor and uses numbered room numbers even. So many guests want this type of room. But what is very available is the number of Cabana Rooms only as many as 6 rooms.

The hotel, which can be reached in approximately 12 minutes from Mozes Kilangin Airport, has several facilities that make guests and visitors feel comfortable.

2.2 Food & Beverage Facilities

According to Davis et al. (2013), the Department of Food and Beverage is part important in the hotel industry whose main task is operations in food and beverage services. At Grand Mozza Hotel Timika, there is an F&B Department which is responsible for procurement food and beverage that operates 24 hours for guests who are stay overnight. Each facility has a unique name so that it is not easily forgotten because it comes from the native language of the Papua region. The following is a description of the two facilities:

a. Ballroom



Figure 2.6 Grand Mozza Hotel Ballroom

b. 2 Meeting Rooms



Figure 2.7 Grand Mozza Hotel Meeting Rooms



Figure 2.8 Grand Mozza Hotel Meeting Rooms

c. Swimming Pool



Figure 2.9 Grand Mozza Hotel Swimming Pool

The swimming pool available at Grand Mozza Hotel Timika can only be accessed by guests who are staying at the Hotel. The pool for adults has a depth of 1.3 meters and for children with a depth of 0.07 meters.

d. Ametakame Restaurant



Figure 3.0 Grand Mozza Hotel Restaurant

Grand Mozza Hotel Timika has a restaurant called Ametakame Restaurant, which is its name comes from the native language of the Kamoro Tribe, which is one of the indigenous tribes in Timika City.

Description : Ametakame Restaurant is one of the rated restaurants able to create a delicious taste of food between several restaurants in Timika City. This restaurant given a capacity limit of 50% of the number of guests during the pandemic. Ametakame Restaurant regularly serves prepared dishes buffet for breakfast every morning. Food menu in This restaurant is also dominant in local food such as, Mimika Yellow Sauce Fish, Papeda, Woku Fish, and etc. Ametakame restaurant is equipped with several western food menus, ranging from steak to spaghetti. Which is a favorite food of many people visitors, namely Oxtail Soup, Pizza and many more. Ametakame Resto is the right choice for enjoy breakfast and dinner in a quiet atmosphere, relaxed, to formal.

Menu: Breakfast Buffet, A La Carte.

Opening Hours : 24 hours (room service), 06:00 – 10:00 (Breakfast),
09:00 – 23:00 (A La Carte).

Capacity: 80-150 seats (indoor and outdoor).

e. Gym Room



Figure 3.1 Grand Mozza Hotel Gym

There is a Gym center which is one of the supporting facilities prepared by Grand Mozza Hotel Timika to meet the needs sports for visitors, and is located in the poolside area.

f. Amolongo Lounge



Figure 3.2 Grand Mozza Hotel Lounge

Same with Ametakame Restaurant, Amolongo Lounge too is a name taken based on the native language of the Amungme Tribe.

Description : Located next to Ametakame Resto, with the concept of natural wood so as to provide a more calm, elegant, and comfortable atmosphere. Amolongo Lounge can be the right place to relax with tranquility and comfort, accompanied by live music in the afternoon until the evening, and is equipped with a variety of drinks, snacks, even the A La Carte menu.

Opening Time : 09.00 – 23.00

Capacity: 30 - 55 seats (indoor and outdoor)

2.3 Overview

2.3.1 Logo



Figure 3.3 Logo Grand Mozza Hotel

2.3.2 Location

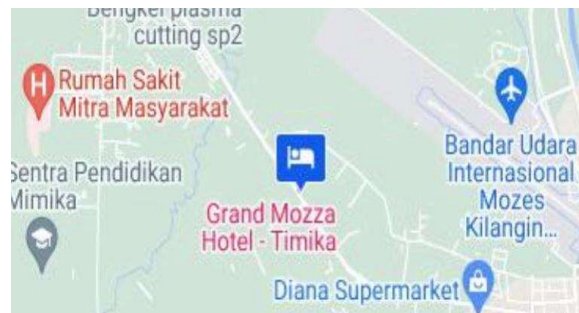


Figure 3.4 Location Grand Mozza Hotel

Conceptually by design, Hotel Grand Mozza Timika is designed with an elegant, modern, and unique interior design concept. The interior design is a combination of the Amithya brand's distinctive style with Timika's distinctive ethnicity. So that all rooms and public areas have a Papuan ethnic feel, especially Mimika.

Shift division is divided into 4 :

- Morning Shift : 07.00 – 15.00
- Middle Shift : 12.00 – 20.00
- Afternoon Shift : 15.00 – 23.00
- Evening Shift : 23.00 – 07.00

2.3.3 Vision and Mission

2.3.3.1 Vision

The vision of this hotel is "to be the most comfortable hotel in Indonesia".

2.3.3.2 Mission

Its mission is "to give happiness customers to with a different, unforgettable and distant service exceed their expectations."

2.3.4 Hygiene and Sanitation Standart

a. Hygiene

During the internship there, grooming or self-care is one of main things, which must be considered is personal hygiene such as hair be tied, nails cut, wearing shoes according to standarts, wearing apron. The station is dirty then all you have to do is cleaning. This task will usually be carried out regularly.

b. Cleaning

In cleaning the kitchen, usually after each station finished, the next thing to do is flush the floor and give detergent soap, and the dirt is swept evenly, and if it is, the next thing to do is flush again with water.

2.4 Standard Operating Procedure

During the current Covid-19 pandemic, several companies are experiencing difficulties in carrying out their operations, especially in the tourism and hotel sectors. There are many hotels that are trying everything to stay afloat by keeping their operations running well. Likewise, Grand Mozza Hotel has updated and implemented Standard Operating Procedures, in addition to complying with government recommendations and rules, it also aims to save the existence of the hotel during the pandemic. This is supported by the presence of professional human resources and adequate facilities as well as from the results of cleanliness, health, work safety.

2.5 Organizational Structure and Main Task

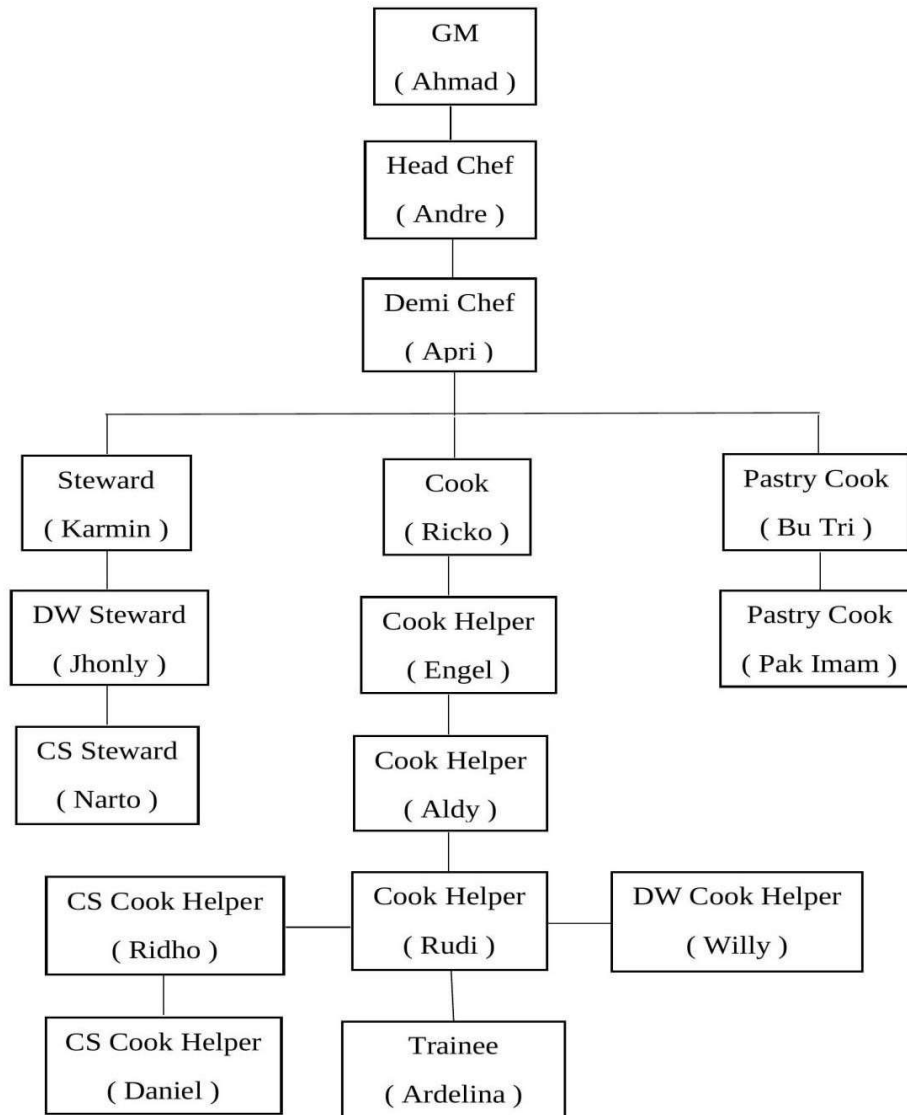


Figure 3.5 Structure Grand Mozza Hotel

1. General Manager

- Responsible for all aspect of operation in hotel
- Ensure and maximize the operation and guest satisfaction
- Hold a meeting with all head departments
- Hiring all hotel staffs
- Manage on-going profitability and revenue of hotel

2. Head Chef

- to create menus, play with food ingredients and create new taste sensations.

3. Demi Chef

- Plan, prepare, cook and present dishes within restaurant or company guidelines.
- Develop ideas for menus, taking into account, availability, cost of produce, food supply and customer tastes.
- Contribute to improving profit margins and controlling food costs.

4. Cook

- A cook is in charge of preparing dishes according to recipe standards
- Responsible for maintaining kitchen cleanliness, inventory, food ingredients and kitchen equipment
- Prepare materials needed in accordance with predetermined standards
- Carry out daily, weekly and monthly inventory
- Helping to do stock taking in the kitchen area at the end of every month
- Make good and beautiful presentation and plating of food.

5. Cook Helper

- Prepare cooking utensils to be used.
- Prepare raw material to be processed.
- Clean and store used equipment.
- Assist the chef in preparing food

6. Daily Work Cook Helper

- Use kitchen utensils according to their function.
- Cleaning and storing kitchen utensils according to the character of each tool.
- Using kitchen spices according to needs appropriately
- Select and cook according to the right needs and procedures.

7. CS Cook Helper

- Determine and cook according to the correct procedure.
- Prepare and cook food for breakfast, lunch and dinner as well as a la carte.

8. Pastry

- Preparing a wide variety of good such as cakes, cookies, bread and etc.
- Creating new and exciting desserts to renew our menus and engage the interest of customers
- Decorating pastries using different icing, toppings to ensure the presentation will be beautiful and exciting.

9. Steward

- Operate the laundry in the hotel kitchen, including cleaning the laundry and equipment that needs to be washed in it.
- Wash thoroughly all cooking utensils and cutlery in the hotel kitchen
- Handle eating utensils properly and carefully so that they are not easily damaged and are well maintained.
- Organize supplies of detergent for washing dishes and kitchen utensils as well as cleaning up remaining supplies.
- Distribute or deliver food menus from the kitchen to the hotel guest banquet table.

10. Trainee

- Assist other staff to prepare and plating
- Ensure all item and food preparation met the standard
- Assist all cold kitchen team to order ingredients in the main kitchen
- Ensure the quantity of items in the walk-in-chiller
- Keep all area clean and sanitized