

CHAPTER 2

ESTABLISHMENT BACKGROUND



Figure 2.1 Aston Makassar Hotel & Convention Center

Aston Makassar Hotel & Convention Center is located in the heart of Makassar. Aston Makassar is 30 minutes from Sultan Hasanuddin International Airport and close to Soekarno Hatta Harbor, local government offices, shopping centers and tourist destinations.

Information about location :

- a. Address : Jl. Sultan Hasanuddin No.10, Makassar City, South Sulawesi 90111
- b. Phone : (0411) 3623222
- c. Email : makassarinfo@astonhotelsinternational.com
- d. Website : <https://www.astonhotelsinternational.com/id>

2.1 History of Company

From a historical perspective, the Aston Hotel was first established in 1948 in Waikiki, the Hawaiian Islands. The founders of this hotel are married couple, Annalie and Tati Tatibouet. This business in the hospitality sector was then continued by their son, Andre. Over time, Aston developed into the most advanced property and hotel management company in the Hawaiian Islands.

In 1997, the company managed to become Resort Quest International which later developed into the largest resort in America. Following this success, Charles Brookfield, who served as President of Aston Hawaii at that time, saw the great possibility of expanding into Indonesia, which has thousands of islands. Charles sees Indonesia as a country with a bright future, ever-increasing economic growth and a growing middle class. In 2000, Charles decided to move Aston's head office to Jakarta. Until finally, Aston International announced a name change to Archipelago International. Archipelago International explained that the name 'Aston' is the main brand of the hotel group so it is no longer appropriate as a company name.

Archipelago International is a new corporate identity that will oversee the organization and management of all hotels and resorts that are already present in Indonesia and extend to the Philippines and Malaysia and have a portfolio of more than 140 hotels, resorts and residences. This company already manages several hotels, such as Aston which is the main brand, Harper, Quest, FaveHotel, NEO, Alana, Kamuela and others. Until now, Aston Hotels have spread throughout Indonesia, one of which is the Aston Makassar Hotel & Convention Center.

Aston Makassar Hotel & Convention Center was established on May 17, 2012 which now has many achievements, such as “The Best Review” from Trip Advisor to the MUI Halal Kitchen and other security awards. Aston Makassar

Hotel & Convention Center is a four-star hotel located in the province of South Sulawesi, the heart of Makassar. Aston Hotel has a strategic location, located 30 minutes from Sultan Hasanuddin International Airport and close to Soekarno Hatta Harbor, local government offices, shopping centers, and various tourist destinations. Aston Hotel has a room capacity of 177 rooms. Aston Hotel is equipped with facilities, such as a fitness center, swimming pool, spa and sauna. Hotel Aston has one restaurant; Olympus which serves a variety of cuisines from Western, Asian to local cuisine and has a lounge with the best view showing the beauty of Makassar city.

2.2 Vision, Mission, and Values

2.2.1 Vision

To be universally recognised as the preferred hospitality company in Asia for guests, owners and employees.

2.2.2 Mission

Exceeding guest expectations in all our hotels, helping our staff develop their careers while supporting owners in designing, creating and successfully operating a “best in Class” hotel that they can be proud of.

2.2.3 Values

- Integrity
Say what you mean, mean what you say. Live your truth whether someone is around to see it or not.
- Enthusiasm
Love what you do, do what you love. Make today worth remembering no matter how plain the day might seem.

- Excellence
Do it well, and do it better the next time. Perfection is not always instantaneous or attainable, but if we consistently chase perfection we can catch excellence.
- Ownership
Make results not excuses. The moment you take ownership for everything in your life is the moment you can change anything in your life.
- Compassion
Be kind whenever possible, it's always possible. The greatness of a person is not their wealth, but their ability to affect others around them positively.

2.3 Features in the Company

2.3.1 The Rooms

a. Deluxe Room



Figure 2.2 Deluxe Room

This room has an area of 32 m², free wifi, 32 inch HD flat screen TV with international channels, coffee and tea maker, safe deposit box and bathroom amenities.

b. Premiere Deluxe Room



Figure 2.3 Premiere Deluxe Room

This room has an area of 38 m², separate shower/bathtub, free wifi, 32 inch HD flat screen TV with international channels, coffee and tea maker, safe deposit box and bathroom amenities.

c. Junior Suite Room



Figure 2.4 Junior Suite Room

This room has an area of 68 m², a mini living room, separate shower/bathtub, 42 inch HD flat screen TV with international channels, coffee and tea maker, safe deposit box, bathroom amenities and fruit basket.

d. Executive Suite Room



Figure 2.5 Executive Suite Room

This room has an area of 61 m², separate mini living room and bedroom, separate shower/bathtub, 42 inch HD flat screen TV with international channels, coffee and tea maker, safe deposit box, bathroom amenities and fruit basket.

e. President Suite Room



Figure 2.6 President Suite Room

Aston Makassar Hotel provides one room only. This room has one big bedroom and one large living room separately with very complete facilities.

2.3.2 The Facilities

a. Swimming Pool



Figure 2.7 Swimming Pool

Aston Makassar Hotel has two type of swimming pool, the first one for the kids and the second one for adult. It is located on the 15th floor.

b. Fitness Center



Figure 2.8 Fitness Center

Fitness center is located on the 15th floor with operational hours from 6am - 9pm.

c. Sauna



Figure 2.9 Sauna

Sauna is next to the swimming pool. It has two rooms with a capacity of four people per room

d. Spa



Figure 2.10 Spa

Spa is located on the 15th floor, next to the fitness center. It offers a cool view of the city.

e. Jacuzzi



Figure 2.11 Jacuzzi

Jacuzzi is a mini swimming pool specifically for bathing with hot and cold water.

2.3.3 Restaurant and Lounge

a. Olympus Restaurant



Figure 2.12 Olympus Restaurant

Olympus Restaurant is located on the 1st floor which is open for breakfast, lunch and dinner with a capacity of 150 people. It provides a menu of Indonesian, Western and Asian dishes as well as traditional Makassar food.

b. Executive Lounge



Figure 2.13 Executive Lounge

Executive Lounge is located on the 12th floor which is specially opened for guests staying in 12th floor.

c. D'Lounge



Figure 2.14 D'Lounge Indoor



Figure 2.15 D'Lounge Outdoor

D'Lounge is located on the 19th floor with a choice of indoor and outdoor areas. It provides drinks, such as cocktails and mocktails.

2.3.4 Meeting and Event Room

a. Kayangan Room



Figure 2.16 Kayangan Room

Kayangan is located on the 16th floor with an area of 85 m². This room can accommodate up to 120 people.

b. Langkai Room



Figure 2.17 Langkai Room

Langkai is located on the 16th floor with an area of 102 m².
This room can accommodate up to 120 people.

c. Samalona Room



Figure 2.18 Samalona Room

Samalona is located on the 16th floor with an area of 80 m².
This room can accommodate up to 60 people.

d. Kapoposang Room



Figure 2.19 Kapoposang Room

Kapoposang is located on the 17th floor with an area of 550 m². This room can accommodate up to 600 people and it can be divided into five small rooms (Kapoposang 1 – Kapoposang 5).

e. Ballroom



Figure 2.20 Ballroom

Ballroom is located on the 18th floor with an area of 550 m². This room can accommodate up to 1000 people. It very suitable for big events, such as wedding, birthday, seminar and exhibition.

f. ON 20



Figure 2.21 ON 20

ON 20 is located on the top floor according to the name with an area of 345 m². This room can accommodate up to 400 people. It is very suitable for any events with a view of the sea and Makassar city.

2.4 Kitchen Organization

2.4.1 Kitchen Brigade

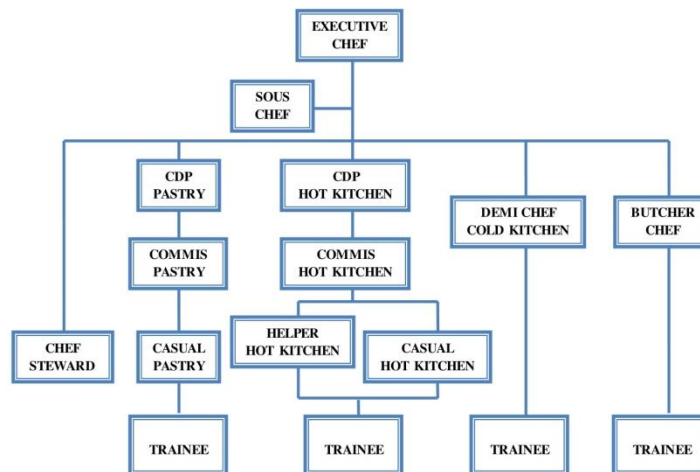


Figure 2.22 Kitchen Brigade

2.4.2 Job Description

- 1) Executive Chef
 - Organize and supervise all kitchen tasks and work operations.
 - Maintain standard food cost which is directly proportional to portion standard.
 - Creating a new menu.
 - Check and sign a list of orders for goods to the purchasing store, as a store requisition.
 - Fully control and carry out overall food production activities.
 - Able to make decisions and solve problems so that kitchen operations can run well.
- 2) Sous Chef
 - Checking the completeness, accuracy, procurement of Store Requisition and Market List for ordering groceries.
 - Supervise the use of food commodities available in the kitchen.
 - Creating a new menu and make a monthly promo.
 - Organize employees schedules.
 - Ensure customer satisfaction and resolve any guest complaints about the quality of the food.
- 3) (Chef de Partie) CDP Hot Kitchen
 - Replacing the role of Sous Chef when unable to attend.
 - Estimating daily production needs and checking the quality of raw and cooked food products according to applicable standards.
 - Know of all menu items, recipes, production methods and presentation standards.
 - Assist in creating a new menu and make a monthly promo.
 - Assist in arranging buffet set up.
- 4) (Chef de Partie) CDP Pastry

- Responsible for pastry products.
 - Set the number of products needed for the event.
 - Ordering materials for production process.
 - Creating menu items for coffee break.
 - Maintain cleanliness and safety of pastry products and equipment used in the manufacture of products.
- 5) Demi Chef
- Supervise breakfast operational activities and provide the procurement of food ingredients.
 - Handling the cold kitchen area, such as making juice, preparing sliced fruit and making appetizer menus.
 - Checking and sorting the types of fruit that are still of good quality.
 - Help hot kitchen staff in food processing and production.
- 6) Butcher Chef
- Checking and sorting raw meat ingredients, such as poultry, seafood, and beef.
 - Washing and cleaning raw meat to be processed into food product.
 - Cut the meat according to the portion and amount needed in an event.
 - Cutting bones in preparation for making stock.
- 7) Commis Hot Kitchen
- Prepare ingredients for cooking, including portioning and storing food before use, whether processed or not.
 - Prepare and cook food according to recipes, quality and presentation standards, as well as a mise en place preparation checklist.

- Perform all multi task activities such as washing, peeling, cutting meat/fruit and vegetables.
 - Make an Ala Carte menu order.
- 8) Commis Pastry
- Make and prepare various cakes and breads for breakfast.
 - Prepare a variety of sliced cakes and dessert boxes for display.
 - Making orders such as tarts, cookies, etc.
 - Prepare some snacks such as sweet and savory cakes for coffee break time.
- 9) Chef Steward
- Manage of kitchen, restaurant and banquet equipment.
 - Set up and clear up buffet and station.
 - Carry out cleaning of the kitchen area, whether sweeping, mopping floors, washing utensils and cutleries, emptying the trash.
 - Taking care the cleanliness of all the kitchen area.
 - Do another additional tasks if needed, such as assisting the chef or server.
- 10) Helper Hot Kitchen
- Prepare cooking utensils that will be used.
 - Prepare raw materials to be processed and do mise en place.
 - Helping commis in processing and making food.
 - Clean and store all cooking utensils and ingredients in their place.
- 11) Casual Hot Kitchen
- Help to do mise en place.
 - Help to make Ala Carte menu.
 - Cleaning all areas of the station after the kitchen activity is complete.

- Helping commis in processing and making food.
- 12) Casual Pastry
- Help to make the pastry and bakery product.
 - Help to make some snack for coffee break time.
 - Keep the product safe in storage.
 - Set up product for breakfast and banquet.
- 13) Trainee
- In charge of breakfast time.
 - Ensure that breakfast menu and product was complete.
 - Clear up all stations at breakfast time.
 - Prepare all new condiments for next breakfast.
 - Make any kind of Ala Carte menu.
 - Help to make the pastry product.

2.5 Hygiene and Sanitation Standard

In the world of hospitality, a hotel restaurant has an influence in providing facilities and services to meet the needs of guests. One way to improve the service of a hotel restaurant is through hygiene and sanitation. Hygiene is a preventive health effort that focuses its activities on individual or human health efforts. Sanitation means preventive health efforts that focus their activities on human health efforts. The role of hygiene and sanitation is a primary need and becomes very important in conducting a food service business. Therefore, the application of hygiene and sanitation must be carried out because the level of cleanliness of food and beverages is the most important thing for the survival of guests in enjoying hotel restaurant dishes.

2.5.1 Personal Hygiene

Personal hygiene begins with washing hands before entering the kitchen area and after completing activities. Always use hand gloves and face shield when in contact with guests.

2.5.2 Personal Grooming



Figure 2.23 Grooming Standard

Grooming is a combination of style and discipline. This is useful in projecting an image and ethics to hotel guests. It is also a professional form in the workplace in paying attention to appearance and a way to improve our personality, organizational character and company values.

2.5.3 How to clean working station

1) Cleaning hours will start after the work shift ends.

- 2) All kitchen staff must clean and sanitize in each section 15 minutes before going home, including chiller/freezer, working station, stove, rice cooker, shelving, floor and walls.
- 3) Cleaning the kitchen area must be done every day.

2.5.4 How to receiving ingredients

- 1) Purchasing store located in the basement. Every incoming food ingredient will be checked and weighed by the purchasing staff. Then, stored and arranged sequentially according to the date of receipt and spaced at the purchasing store.
- 2) There are three storages of ingredients with different temperatures, namely dry storage (room temperature), chiller (1-5°C) and freezer (-10°C and below).
- 3) Dry storage for canned food, packaged food, flour, sugar, salt, etc. Chiller for eggs, milk, cheese, butter. Freezer for frozen food, such as seafood, meat, poultry, sausage.
- 4) To receive the ingredients, sous chef will make a list of the ingredients needed in the store requisition list and Executive chef will check and sign the store requisition list before it is given to the purchasing staff.
- 5) The staff will check the ingredients needed according to the store requisition list.
- 6) Finally, the ordered ingredients are ready to be brought to the pantry for storage.

2.5.5 How to handle kitchen waste

- 1) Separate the remaining dry and wet food ingredients that can no longer be used. Dispose of according to it's place.
- 2) Sort out the products, such as non-perishable foods, leftover pastry products from breakfast time. Then, dispose of according to it's place.