

**CHAPTER II**  
**GENERAL DESCRIPTION OF BANDARA SUITES SILOM**



*Figure 1. Hotel Logo*

Bandara Suites Silom

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**2.1 The Background of Bandara Suites Silom**

The Thai term 'bandara' translates as 'window to the stars'. From its founding in 1982, Bandara Group has followed its own star in illuminating the spirit of Thai hospitality. Bandara is a pure Thai hospitality brand which own, manage, and operate by Thai. We echo warm and friendliness of Thai people to both our guests and staffs. With the strength in service, location, and design, we are confident that we can deliver as our company slogan promised 'Pure Asian Experience'.

Bandara Hotels & Resorts operate 5 properties under its own Bandara brand as well as manages independently owned properties.

Bandara Group also provides management and training services specific to the hospitality industry.

Together with local communities and government agencies, we are working to preserve, protect and enhance the local culture and wellness of natural resources by deriving knowledge, know-how, and best practices of Sustainable Tourism into Hotel Standard of Operation. Bandara Suites Silom have total 243 Rooms in the property.

Bandara has the place to eat, drink, talk, laugh, and recover energy for tomorrow called IZAKAYA. IZAKAYA is much more like 'Pub', the 'Restaurant' and the place not only to dine in but to enjoy that space. The space, with traditional drink, sake, makes food more tasty and that space more enjoyable place. For this reason, we arrange foods to go with sake and devote much effort so that customers drink Sake in a joyful mood.

The interior decoration has the Japanese theme which gives off traditional Japanese restaurant vibes. The open kitchen is in the center of the restaurant and guest can completely see the chefs' cooking performances, also all the staffs are working lively and professionally.

"Delicious", "Beautiful", "Pleasant" and "Comfortable", these are the four values that IZAKAYA TOUKA always keep up.

**Opening hours :**

Monday – Friday from 11 a.m. – 2 p.m. (set lunch) and last order until 11:30 p.m. Monday – Sunday from 5 – 11 p.m. and last order until 10:30 p.m.

## 2.2. Facilities in Bandara Suites Silom

### a. Bandara's Gym



*Figure 2. Bandara's Gym*

### b. Bandara's Swimming Pool



*Figure 3. Bandara's Swimming Pool 1*



*Figure 4. Bandara's Swimming Pool 2*

c. Bandara's Jacuzzi



*Figure 5. Bandara's Jacuzzi*

d. Bandara's Sauna



*Figure 6. Bandara's Sauna*

e. Bandara's Pool Bar



*Figure 7. Bandara's Pool Bar*

f. Bandara's Library



*Figure 8. Bandara's Library*

g. Bandara's Billiard



*Figure 9. Bandara's Billiard*

h. Bandara's Meeting Room



*Figure 10. Bandara's Meeting Room*

i. Bandara's Breakfast Area



Figure 11. Bandara's Breakfast Area

2.3 Organization Structure and Main Task

This picture below is a complete structure of the kitchen department :



Figure 12. Organization Structure

1. Executive Chef

- a. Planning the kitchen and equipment needed.
- b. Supervising the food quality.
- c. Develop and creating a new recipe standard.

- d. Creating new menu.
  - e. Taking the full responsibility of the whole kitchen.
  - f. Making requests to order the ingredient stocks in the purchasing office.
  - g. Ensure a good food presentation.
  - h. Archiving all kitchen data.
  - i. Making stock report at the end of the month.
  - j. Supervising all kitchen activities.
  - k. Lead the daily briefing.
2. CDP Thai Kitchen
    - a. Responsible with Thai kitchen area.
    - b. Ensure the food ingredients are stored properly.
    - c. Quality check of the ingredients and product used.
  3. Demi Chef Thai and Western Kitchen
    - a. Responsible with Thai kitchen area, vegetable stocks, rice, Thai food mise en place, sauces, and the high - pressure stove area.
    - b. Re-stock and re-heat the sauces.
    - c. Ensure the food ingredients are stored properly.
    - d. Quality check of the ingredients and product used.
    - e. Making vegetable stock, sauces, rice, and mise en place.
    - f. Making Thai food orders.
  4. Commis Cold Kitchen/Hot Kitchen
    - a. Checks food before going to final checker
    - b. Maintaining workplace hygiene separately each division
    - c. Disclosing daily issues in kitchen and absences to Chef de Partie
  5. Steward
    - a. Storing ingredients.
    - b. Washing the dishes.
    - c. Maintaining the kitchen's cleanliness.
    - d. Maintaining the canteen's cleanliness.
  6. Trainee

- a. Mise en place.
- b. Helping Demi Chef and Commis Chef in making orders.
- c. Assisting demi chef and executive chef in keeping the kitchen flow smoothly.
- d. Following the instructions of executive chef and demi chef.
- e. Making canteen menu.
- f. Make orders for room service and pool bar.

#### **2.4 Hygiene and Sanitation Standard in Bandara's Kitchen**

- 1. Personal
  - a. Washing and drying hands after going to the bathroom or outside the kitchen.
  - b. Washing and drying hands after production process.
  - c. Using hand gloves for handling ready to eat food.
  - d. Wearing the proper and complete uniform (chef hat, chef jacket, long trousers, apron, and safety shoes).
  - e. Wearing face mask when cooking.
  - f. Regularly use the hand sanitizer.
- 2. Kitchen
  - a. Making sure the kitchen is in a clean and tidy condition.
  - b. Cleaning the production area (stove, griller, deep fryer, salamander grill, teppan, etc) with soap and chemical solution.
  - c. Daily cleaning before and after operational hours.
  - d. General cleaning every month.
  - e. Deep cleaning the whole kitchen every 3 months.
  - f. Maintaining the chiller and freezer temperature standard.
  - g. Dividing the trash bin into 4 categories; paper, plastic, food waste, and recycle-able trash.
  - h. Changing the trash bin regularly.
- 3. Food ingredients
  - a. Washing the ingredients before processing.



- b. Using FIFO (first in – first out) system.
- c. Ensure there is no cross-contamination.
- d. Ensure there is no double dipping.
- e. Ensure the chicken dishes are all well done.
- f. Double checking all the dishes wellness before serving to the customer.
- g. Poultry, fish, beef, and pork meats are all separated in storing.
- h. Storing all ingredients in closed containers.