

## CHAPTER II

### GENERAL DESCRIPTION OF AMANJIWO RESORT

#### 2.1. History of Amanjiwo Resort

Amanjiwo Resort Magelang was opened on October 16, 1997. Amanjiwo is a five stars hotel that is very popular in Magelang, Central Java. Amanjiwo is located on the foot of Menoreh Hills, in the village of Majaksingi, Borobudur District, Magelang Regency, Central Java. Amanjiwo location is famous for being close to the 9<sup>th</sup> century Buddhist temple area and the UNESCO World Heritage site, Borobudur which is one of the seven wonders of the world. Amanjiwo comes from 2 words in the local language, *Aman* and *Jiwo*, *Aman* means *Peace* and *Jiwo* means *Soul*, when combined has the meaning of a *peaceful soul*.

As the name, Amanjiwo applies the concept of a very calm and peaceful hotel for guest to feel a peaceful soul atmosphere when visiting. Amanjiwo building design was designed by *Ed Tuttle* architecture. The main building is in the form of a half circle of Jogja natural stone with a stupa on the top of the building facing the Borobudur temple. The black stupa on top of the building is made of Merapi lava stone, in the front part of the main building there is a view of the Borobudur temple from obscurity in the main building's hallway frame.

Amanjiwo is one of the resorts in Indonesia which is under the Aman International Resort. There are 5 resorts in Indonesia including Amanjiwo in Magelang, Amandari, Amankila, and Aman Nusa Villas in Bali, Amanwana in Moyo Island also there are 2 local cruise ships under Amanikan and Amandira which operate under the management of Amanwana. Aman group was founded for the first time by Adrian Zecha to open a vacation home in Phuket and in a collaboration with his friend Anil Gupta and Amapuri was formed and followed the formation of Amandari in Bali. Adrian Zecha designed the concept of Aman Group as a hotel or resort

that is difficult to reach and close to nature so as to create space and privacy for guest when visiting.

Amanjiwo compiled the concept of Javanese tradition which is thick and very felt when entering the hotel so that guest can feel and learn the culture of Indonesia that is brought in an interesting dance accompanied by gamelan instruments. Amanjiwo is also surrounded by 4 volcanoes and exotic scenery so it is far from the hustle and noise of the city.

## 2.2. Overview

Amanjiwo Resort Magelang is chain owned by Aman Group that has many hotels in 20 countries with 32 hotels in the world. Amanjiwo creates space and privacy for guest, so guest can feel relaxed with exotic view and Javanese culture that is well packaged by the hotel.

### 2.2.1 Logo



**Picture 1.** Aman Resort International logo (anonymous, 2020)

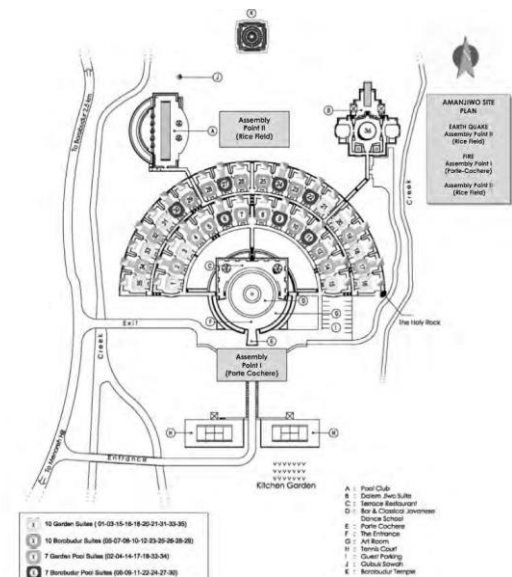


**Picture 2.** Amanjiwo logo (anonymous, 2020)

## 2.2.2 Location



Picture 3. Amanjiwo map (Google map, 2020)



Picture 4. The structure of Amanjiwo (anonymous, 2020)

Amanjiwo Resort Magelang

Address : Ds. Majaksingi, Sawah, Kec. Borobudur,  
Magelang, Jawa tengah, 56553

No. Telp : (0293) 788333

## 2.2.3 Features of Amanjiwo

Amanjiwo always makes sure to provide the best service to every guest, also they want guest to feel the best experience when they

choose Amanjiwo as their place to stay. Amanjiwo always ensures the best quality food and always fresh for the guests. Amanjiwo has 36 suits in 3 types with various facilities for guest comfort. Aman is ranked 1 on the list of Luxury Hotels Top 2018 version of Luxury Travel Intelligence.

#### 2.2.3.1 Room Type

All Amanjiwo suites have the same standard rooms with outdoor bathtub and only have different views and some facilities.



**Picture 5.** Standard Room Amanjiwo (aman, 2020)



**Picture 6.** Outdoor bathtub (anonymous, 2020)

#### ➤ **Deluxe Suite or Terrace Suite**

There are 20 suites that have a beautiful simple design and is divide into 2 types. Borobudur view is a view that

directly leads to Borobudur Temple and Garden View which is a view of the park and Menoreh Hill.



**Picture 7.** Deluxe Suite or Terrace Suit (anonymous, 2020)

➤ **Pool Suite**

There are 14 suites with a beautiful simple design with a private swimming pool 7x3 meters and is divided into 2 types, Borobudur view and Garden view just like the view for deluxe suite or Terrace suites.



**Picture 8.** Pool Suite (anonymous, 2020)

➤ **Dalem Jiwo Suite**

A suite separate from the main building, has two rooms that are restricted to family rooms with dome like paddles like stupa and features a 14x7 meter private swimming pool that view to rice field and a private pantry with security guard on duty 24 hour.



**Picture 9.** Dalem Jiwo Suite (anonymous, 2020)

### 2.2.3.2 Dinning Experiences

#### ➤ **Main Restaurant**

The restaurant is open to guests and no residents. The location of the restaurant is in the main lobby with view over rice fields to Borobudur and the volcano fringed horizon. Serving Indonesia and Western cuisine for breakfast, lunch, and dinner, the restaurant also offers a dinner degustation dinner menu updated daily. The restaurant is divided into 2 parts, the smoking area on the restaurant terrace and the non smoking area in the main restaurant.

- Capacity: 90 pax seats / 300 pax standing.
- Operational hours: 06.00 p.m. – 23.00 a.m.



**Picture 10.** Main restaurant (aman, 2020)



**Picture 11.** Restaurant terrace (anonymous,2020)

➤ **Pool Club**

The 40 meters swimming pool located on the edge of the rice field and the view of Borobudur Temple is a very famous and instagramable place. The pool is also edge by the restaurant so guest can taste the food and drinks that have been served after swimming. In addition, the tourists can also take a yoga class which is done by the poll in the morning. From this poll guests can also see views of the two mountains of Merapi and Merbabu.

- Capacity: 45 pax seats / 300 pax standing.
- Open hours: 07.00 p.m. – 15.00 a.m. (only open until lunch)



**Picture 12.** Pool Club (anonymous, 2020)

➤ **Ramayana Royal Feast Dinner**



Ramayana royal feast dinner is one of the dinner experiences packages offered to guest. Which offers the experiences of enjoying Royal's family favorite dishes while traditional dancer performed scenes from Ramayana legend accompaniment of a Javanese gamelan. This unforgettable experience is only available to Amanjiwo guests with advance booking.



**Picture 13.** Ramayana royal feast dinner (aman, 2020)

➤ **The Home of Pak Bilal**

Dinner at Pak Bilal house, located in a village near Borobudur, is a dining experience that offers a romantic dinner experiences with a simple yet classy traditional feel. Candles are lined up as guides on the path to Pak Bilal welcoming home and serve home-made food made over a charcoal burner which gave an insight into the local live. This unforgettable experience is only available to Amanjiwo guests with advance booking.



**Picture 14.** Candle light (anonymous, 2020)





**Picture 15.** Pak Bilal House (anonymous, 2020)

➤ **Gubuk Sawah**

Gubuk sawah offers a romantic, casual and traditional picnic style dining experience with view of the Javanese village, rice fields, and view of mount Merapi. This unforgettable experience is only available to Amanjiwo guests with advance booking.



**Picture 16.** View from Gubuk sawah (anonymou,2020)



**Picture 17.** Gubuk sawah (anonymous,2020)

➤ **Progo Picnic**

The dining experience offered is to enjoy a picnic located on the banks of river Progo. The guest was given opportunity to enjoy view of where two mighty rivers join, Progo and Elo also the mountain. this package is available for breakfast and lunch. Due to the cliff hanging view, children under 12 years of age are not recommended for this excursion. This unforgettable experience is only available to Amanjiwo guests with advance booking.



**Picture 18.** Progo picnic (anonymous, 2020)

➤ **Sunset Martini**

Sunset martini provides a dining experience by enjoying food or afternoon snacks with view of rice fields and sunset. The food and beverage team will set up a solitary table on the edge of rice field and flowers to add romantic feel for guests. This unforgettable experience is only available to Amanjiwo guests with advance booking.



**Picture 19.** Sunset martini set up (anonymous,2020)

### 2.2.3.3 Facilities

#### ➤ **Gym**

The gym suite provides a variety of gym equipment for guest who want to exercise during their activities while staying at the hotel so that guests maintain a healthy body during the holidays. The Gym suite at Amanjiwo is only intended for guests who stay at the hotel.

#### ➤ **Kids room**

Kids room is a place for children under 12 years old to play with the facilities that are already available. Inside there are many games available such as playing video games, slide, pool ball, mask painting, and so on. Children can also watch popular cartoons on the available television. Parents can entrust their children to babysitters provided while they want to enjoy other Amanjiwo facilities.

#### ➤ **Library**

Amanjiwo also offers an extensive library with a wide collection of books from various well-known authors and publishers. Also provide computers and a variety of traditional games for guests who need them, or just to fill time. At certain times, a public lecture was also held

about the kingdoms in Java to know more about Javanese culture.



**Picture 20.** Library (anonymous,2020)

➤ **Boutique and Art Gallery**

Boutique and Art Gallery provides a variety of souvenirs that are rarely found in other place such as batik cloth, horn crafts, silver, traditional jewelry, and other items that have historical value of the highest quality. In addition, the Art Gallery at Amanjiwo regularly holds exhibition with various items on display.



**Picture 21.** Boutique & Art gallery (HRD, 2020)

➤ **Tennis Center**

There are two standard sized tennis courts available for guests who want to do tennis. Personal assistants or coaches are provided for guests in need. For guests who

want play but no partners can also ask partners as opposed to playing.

➤ **Massage and Beauty Treatments**

Amanjiwo spa provides a variety of traditional body care options that can be booked by guests. This facility can be enjoyed in the privacy of the guest suite or in the specially designed spa suite, which has a message table while enjoying traditional drinks to relax the body.



**Picture 22.** Spa center (aman, 2020)

#### **2.2.4 Hygiene and sanitation standard in Amanjiwo**

##### **A. Kitchen**

Cleanliness is a very important factor for health and the environment. Cleanliness must be considered properly and correctly to support the health of the food produced to prevent foodborne diseases. Bacteria can grow on unsanitary surfaces and food will be contaminated. Something that must be taken by the kitchen crew to prevent food contamination causes by bacteria and still maintain food hygiene in the process of management:

1. Using a different cutting board according to its use.
2. Ensure every station and table is cleaned.
3. Dry store must be dry, cool, clean, and free from pets.
4. Cool room should always be cool and clean whit a temperature of 2° c to 4° c to maintain the freshness of product.

5. Cool room should always be cool and clean with a temperature of 2° c to 4° c to maintain the freshness of product.
6. The freezer must be below -18° c to keep frozen food.
7. Ensure the floor in the kitchen is always clean of dirt and oil so it is not slippery and there is no accident.

Color	Function
White	For cutting food that is ready to eat
Green	For cutting vegetable and fruit
Blue	For cutting seafood
Yellow	For cutting poultry
Red	For cutting meat

**Table 1.** Cutting board. Sources: staff Amanjiwo (2019)

➤ General cleaning

General cleaning for kitchen is held every day to maintain cleanliness. Cleaning in the kitchen is done thoroughly starting from the kitchen floor by spraying water to clean the moss on the floor and stove. General cleaning also using chemical cleaners to wash away germs that stick and dirt residue on the stove, grill, etc. all kitchen utensils are cleaned using high pressure water with hot water and sanitizer.

B. Personal

They are the personal hygiene standards:

1. Take shower regularly every day.
2. Chef jacket and apron must be always be clean at the beginning of a shift.
3. Do not sneeze and cough into food.
4. Keep your fingernails short and clean, don't use nail polish because harmful substances can get into food.



5. Tie the hair and covered with headgear so the hair won't fall off into the food.
6. Wash your hand frequently after sneezing or coughing, after or before handling different types of food products, after restroom, etc.
7. Cover the wounds with bandages and use gloves if having wounds on the hands and change the gloves regularly.

#### C. Proper Hand Washing Procedure

1. Wet hand with warm running water.
2. Apply enough soap to cover all hand surfaces.
3. Rub hands with soap on palm, back, between fingers, and under the nails.
4. Rise hand with warm running water then shut of the faucet.
5. Dry hands with disposable paper towel or hand dryer.

Do this step repeatedly, at the beginning of the shift, after breaks, after handling money, after restroom, after sneezing, coughing, or blowing your nose.

### **2.2.5 Kitchen Outlet**

There are several the kitchen outlet at Amanjiwo resort Magelang:

#### a. Main Kitchen

Main kitchen is located on the basement floor, responsible for providing food for private dining, and main dining restaurant. Main kitchen also plays an important role in processing food for activities at certain events. The types of food provided are ala carte and buffet in certain events.

#### b. Garde Manger Kitchen

Garden manger kitchen is located on basement floor, responsible for supplying food for private dining and main kitchen restaurant.

Garde manager providing cold food in the form of salads, juice, and canape.

c. Pool Club

Kitchen pool club is located in the main swimming pool of Amanjiwo Resort. This kitchen providing a variety of healthy food and healthy smoothies menus. Kitchen pool club only serves breakfast to lunch.

d. Pastry and Bakery

Pastry and bakery located with the main kitchen and Garde manager on the basement floor. Responsible for providing food such as market snacks, cakes, cookies, ice cream, to various kinds of bread and ala carte. Pastry and Bakery also prepare for Coffee break, meeting, wedding, birthday party, gathering, etc.

e. Butcher and Preparation

Butcher is providing a variety of raw material such meat, seafood, poultry that will be needed for all kitchen outlets in Amanjiwo Resort Magelang.

## 2.1. Vision and Mission

### a. Vision:

*"Pioneering the experience of guests and employees through environmental preservation and the sustainability of Javanese culture and society"*. That is, leading in providing experience with renewal. Management expects guests and employees to have better experiences. Amanjiwo management also pioneered environmental education for the community, and supported operational needs through sustainable new technology and developed it without damaging Javanese DNA.

### b. Mission:

*"We schedule cultural events, community activities to achieve sustainable goals"*. That means, the management of Amanjiwo organizes, promotes and implements to make a cultural event happen to protect and preserve local tradition, protect and help the environment. Amanjiwo is a sustainable company for experiences for employees and their guests.

### c. Value Standard

There are 5 values applied by Amanjiwo Resort which serve for employees, participants on the job training, and everyone who is part of Amanjiwo Resort.

- ❖ *Integrity* (integritas)
- ❖ *Education* (edukasi)
- ❖ *Communication* (komunikasi)
- ❖ *Sustainability* (berkelanjutan)
- ❖ *Profitability* (keuntungan)

These 5 values as the idea of Amanjiwo Resort which explains that Amanjiwo applies these values id important because;

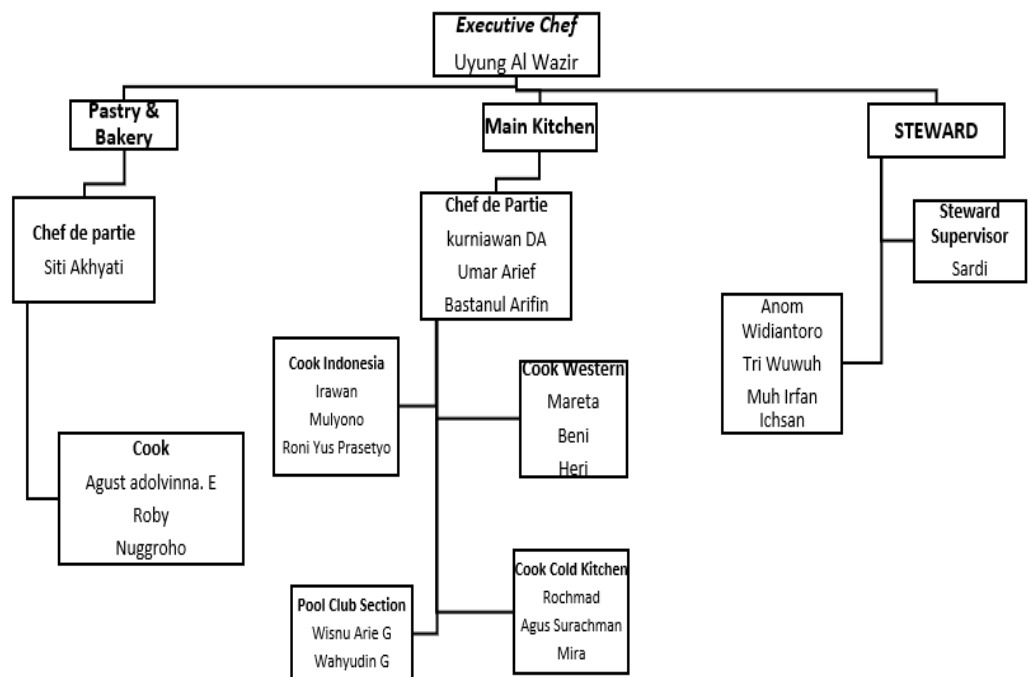
1. *For Amanjiwo*, is a standard for ethical behavior with principles that are more important than just short-term profits.
2. *For internal relationships*, our attitude in treating others and the behaviors that we value.
3. *For external relationships*, as our image in the environment and behavior in service to guests.

d. Aman Golden Keys

There are 7 values in the Aman Golden Keys in service;

1. Meet all guests.
2. Give information sincerely.
3. Simplicity in food is very important.
4. Enthusiastic in achieving the best.
5. Tells the story to provide a new experience for guests.
6. Aman friendly to cigars.
7. If Ed has designed it, it is not allowed to be modified.

## 2.2. Organization structure and main task



Picture 23. Kitchen job desk (personal documentation, 2020)

There are the main tasks of kitchen department team:

1. Executive Chef
  - ✓ Supervising the kitchen area as a whole.
  - ✓ Arranging menus and maintaining food costs.
  - ✓ Calculate the food cost.

- ✓ Setting and monitoring performance standard for staff.
  - ✓ Ensuring the quality of dishes.
  - ✓ Calculate the food cost.
  - ✓ Checking the hygiene standard of food and equipment.
2. CDC (chef de cuisine)
- ✓ To make the schedule for staff.
  - ✓ Responsible for the quality of food produced.
  - ✓ Oversee the products made by the other staff such as commis and trainee.
3. CDP (chef de partie)
- ✓ Preparing the ingredients.
  - ✓ Cooking the dishes.
  - ✓ Ensuring hygiene standard of the kitchen.
  - ✓ Managing and training the other staff such as cook and trainee
4. Commis Chef
- ✓ Prepare food menu for breakfast, lunch, and dinner based on daily menu list or menu based on Banquet event order.
  - ✓ Keep cleanliness of the main kitchen area.
  - ✓ Fill in the temperature log.
  - ✓ Teach trainee in all matters related to the product.