

## CHAPTER II

### GENERAL DESCRIPTION OF COMPANY

#### 2.1. History of Company

Established in August 2016, TuttoBono has been serving authentic Italian menus; Pizza, Pasta, and the famous Bistecca Fiorentina. In March 2019, This restaurant open the 2nd branch in Denpasar, Bali. In addition, TuttoBono is also a part of affiliated group with many other businesses such as Happy Puppy, Sakeyo, Almaluna, Uccello.



**Picture 1. TuttoBono Denpasar**  
Source:Google.(2019)



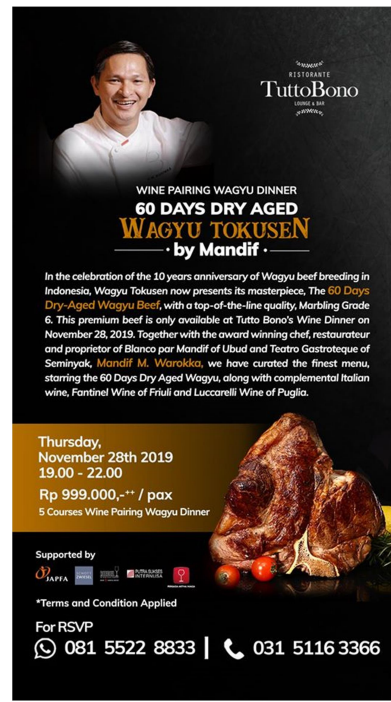
**Picture 2. TuttoBono Denpasar**  
Source:Nomnombali.(2019)

Moreover, TuttoBono has been praised for its extensive wine collection. The main market target for this restaurant is middle- to upper-class consumers with wide range of age starting from kids to elderly. Furthermore, TuttoBono has become a place for families, friends and companies to enjoy their meals ranging from casual eats to special events, such as birthday celebrations and company gatherings.

There has been couple of events in the past since the opening on 2016 in form of pop up dinner, and workshops. There are some form of pop up dinner that was held such as wine pairing, and wine dinner. Not only that but TuttoBono also celebrates some big holidays such as Christmas and New year's, Valentine's day, and Halloween with special menus and new decoration for the place too.



Picture 3. Notte Elegante Event  
Source: TuttoBono<sup>a</sup>.(2017)



Picture 4. 60 Days Dry Aged Wagyu Tokusen Event  
Source: TuttoBono<sup>b</sup>.(2019)

Here is the timeline of the events that had been successfully held before. On 20<sup>th</sup> January 2017, TuttoBono held the first pop up dinner called “Cocktail by “World Class” mixologist” featuring Imamudin Azai (Dubai), Ayip M. Dzuhri (Bali), and Arie Barker (Bali). Then on the same year on 20<sup>th</sup> May 2017, TuttoBono held a workshop for wine by Yohan Handoyo, Deputy CEO @sababaywinery and author of Rahasia Wine and Wine Pairing “Exquisite Gastronomy with Mandif M. Warokka”.

Still the same year, on 16<sup>th</sup> August, TuttoBono held another wine pairing created by TuttoBono’s kitchen team and exclusively paired with Concha Y Toro, Winery based in Chile. On 27<sup>th</sup> September TuttoBono held another Pop up dinner called “NOTTE ELEGANTE”, and lastly, the most recent event that was held is on 28<sup>th</sup> November, 2019 is “WINE PAIRING WAGYU DINNER 60 Days Dry Aged Wagyu Tokusen by Mandif”

## **2.2. Vision, Mission and Company Objectives**

### **2.2.1. Vision**

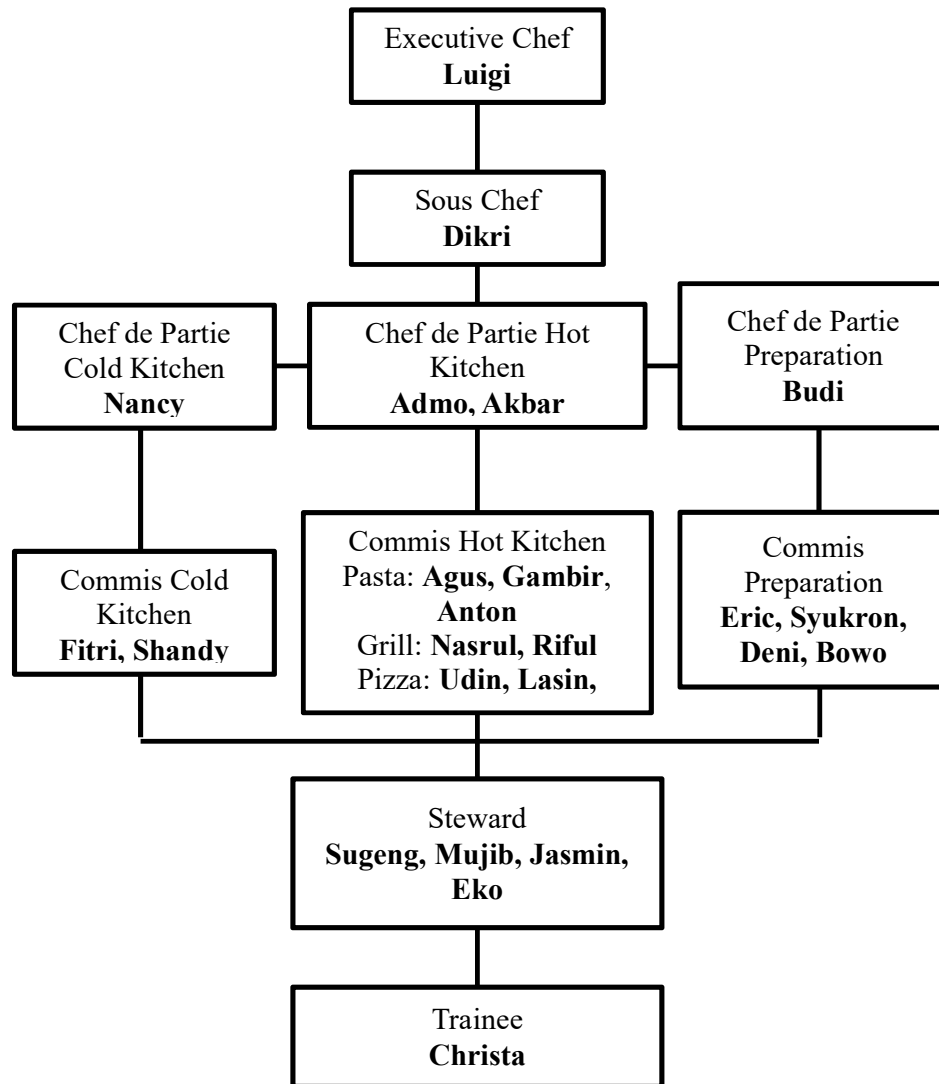
Become the best Italian Restaurant in Indonesia. In line with the meaning TuttoBono itself, everything is good.

### **2.2.2. Mission**

- Presenting the best quality food and ingredients
- Providing services that are more than standard (casual +)
- Providing clean rooms and comfortable ambience to enjoy the best dishes
- Compile, evaluate and revise all types of standard aspects carried out in the restaurant for the sake of good and mutual progress
- Employee welfare with proper compensation
- Filling and advancing the hospitality industry

## 2.3. Organizational Structure and Main Task

### 2.3.1. Organizational Structure



Picture 5. Organizational Structure

Sources: Personal Document. (2020)

### **2.3.2. Main task**

#### **Executive Chef**

- a. Supervising the kitchen
- b. Attend weekly meeting with representative from other division
- c. Bridging between owner and kitchen staffs
- d. Responsible for creating particular dish that involving parmigiano - reggiano cheese on the trolley and Jamón ibérico
- e. Keeping customer satisfied
- f. Attending general meeting

#### **Sous Chef**

- a. Checks food before going out from the kitchen
- b. Generate and approving new monthly menus
- c. In charge of the kitchen flow
- d. Attend weekly meeting with representative from other division
- e. Bridging between owner and kitchen staffs
- f. Leading daily briefing before service time
- g. Attending general meeting
- h. Determine FOC (Free of Charge) Customers

#### **Chef de Partie Cold Kitchen/Hot Kitchen**

- a. Checks food before going to final checker
- b. Assisting sous chef to create new monthly menus in accordance with each division
- c. Demonstrate new menus to other commis and evaluate their process
- d. Leading daily briefing before service time if sous chef or executive chef is absent
- e. Attending general cleaning and general meeting
- f. Responsible in stock availability
- g. Accountable for monthly stock report to office department
- h. Posting daily staffs attendance checklist

### **Commis Cold Kitchen/Hot Kitchen**

- a. Checks food before going to final checker
- b. Complying Chef de Partie's instruction and keeping the kitchen flow going continuously
- c. Maintaining workplace hygiene separately each division
- d. Assisting sous chef in creating new menus in accordance with each division
- e. Disclosing daily issues in kitchen and absences to Chef de Partie
- f. Attending daily briefing before service time, general cleaning and general meeting

### **Chef de Partie Preparation**

- a. Checks ingredient before going to the kitchen
- b. Attending daily briefing before service time, general cleaning and general meeting
- c. Demonstrate new pre-made ingredients for new menus to other commis and evaluate their process
- d. Assisting sous chef to create new monthly menus
- e. In charge of holding keys to preparation room

### **Commis Preparation**

- a. Checks ingredient before going to the kitchen
- b. Attending daily briefing before service time, general cleaning and general meeting
- c. Disclosing daily issues in kitchen and absences to Chef de Partie
- d. Maintaining workplace hygiene separately each division
- e. Accountable for accepting ingredients from supplier
- f. Preparing every ingredients that will be used in the kitchen to make it easier and efficient to be used
- g. Accountable for availability of ingredients in storage

**Steward**

- a. Attending daily briefing before service time, general cleaning and general meeting
- b. In charge of keeping clean cutleries and kitchenware available
- c. Cleaning and sanitizing rooms in every department in kitchen
- d. Disposing all the waste and garbage in the kitchen

**Trainee**

- a. Attending daily briefing before service time, general cleaning and general meeting
- b. Assisting commis and chef de partie in keeping the kitchen flow smooth
- c. Follow chef de partie's instruction
- d. Disclosing daily issues in kitchen and absences to Chef de Partie