

CHAPTER II

GENERAL DESCRIPTION

2.1 About Bvlgari Resort Bali

Bvlgari Resort Bali is the second property created in 2006 after Bvlgari Hotel & Resort Milan opened in 2004. Positioned 150 meters over the sea shore, Bvlgari offers a straight view to Indian Ocean and there is 1.5 kilometer long beach that is accessible only through inclined elevator provided. Known best for its unique combination between nature of Bali and contemporary Italian design makes Bvlgari a special accommodation for everyone who loves luxury and nature.

The hotel was built and furnished using hand-cut volcanic stones, rich exotic woods and refined walls, refined bangkiray hardwood in the villas, natural green colored Sukabumi stone to clad outdoor showers, plunge and swimming pool. A collection of Balinese antiques and exotic art pieces, including more than 90 examples, adorn the entire resort. Furniture and decorative details, such as stemware, flatware, ceramic and woven fabrics, were designed and produced in Bali by a team local artists and designers in collaboration with the resort's architects, Antonio Citterio and Patricia Viel.



Picture 1. Bvlgari Villa
Anonymous, 2017



Picture 2. View of Bvlgari Resort Bali
Anonymous, 2017

Bvlgari has 59 villas including 5 mansions and one Bvlgari villa. All accommodations include a plunge pool and patio with tropical garden along with

special Bvlgari perfume and bath amenities for each guest. Beside the natural view, Bvlgari also offers sophisticated facilities such as Italian Fine Dining restaurant, Indonesian restaurant, gym and spa, and cliff edge pool. There are 3 restaurants and one lounge bar inside Bvlgari Resort. Each outlet has its own characteristic.

The first one is Il Ristorante. Opened in 2017, Il Ristorante is an intimate 36-seat restaurant that serves creative interpretations of classic Italian dish blend with local, organic ingredients, with refined techniques and creativity of Chef Luca Fantin. Open for dinner only, the restaurant has a romantic ambience enhanced with suggestive soft lighting. Il Ristorante also offers 200 wine list to be paired during the dinner.

The next restaurant is La Spiaggia. Unlike Il Ristorante, La Spiaggia can only be reached through resort's inclined elevator. La Spiaggia offers a cozy and intimate restaurant where guests can enjoy the fresh grilled seafood such as Lobster, Scallops, and many else. While enjoying meals, the guest can see the cool and nice sea-breeze as well as the view over Indian Ocean. It is available only for lunch from 12 pm to 4.30 pm. And the last one is Sangkar restaurant which will be explained further in the sub-chapter.

2.1.1 Brand Story

Bvlgari was started by Sotirio Bvlgari and focusing on jewelry business. As the time goes, Bvlgari announces the creation of Bvlgari Hotels & Resort as a joint venture between Bvlgari and the luxury group which manages The Ritz Carlton Hotel Company. Until now there are 6 Bvlgari properties around the world and expecting to open the new one this year in Paris.

2.1.2 Vision and Mission Statement

Bvlgari's vision is to be the pre-eminent luxury hospitality brand worldwide while the mission is to provide genuine care and exceptional product and services.

2.1.3 Service Model

1. Greet warmly and graciously

2. Anticipate and fulfill guest's wishes and needs
3. Express genuine gratitude

2.1.4 Core Values

1. Authenticity
2. Pure Presence
3. Radiance
4. Grace
5. Enchantment
6. Integrity

2.2 Sangkar Restaurant

Sangkar Restaurant is the all day dining of Bvlgari Resort Bali. Serving various kind of cuisines from Indonesian to Western dishes. Sangkar Restaurant got its name because of the traditional woven lamps hanging on the restaurant that shaped like bird cage or sangkar in Bahasa. Sangkar restaurant is positioned on the edge of the cliff and has 76-seats for the guests. For the breakfast there is buffet and a la carte menu if the guest wants something that is not available on the buffet. While for the lunch and dinner, there will be a la carte menu only.

Sangkar is special because all of the menu can be ordered anytime of the day, so guest can still order breakfast menu in the evening and dinner menu in the morning. There are several famous menu from Sangkar. One of the example is Bali Nasi Goreng, local nasi goreng accompanied with jumbo prawn and 2 pieces wagyu satay makes a great flavour combination that everyone loves and the price for one plate is IDR 375.

Another special thing is that Sangkar provide special vegetarian a la carte menu for guests and beside that guest can make special request to their orders. The buffet is filled with lots of breakfast selection starting from salads, cold cuts, cheese platter, bread and cakes, yogurts and smoothies, cereal with various milk selection, local fruits, and many more.



Picture 3. Sangkar Restaurant
Bulgari Resort Website, 2017



Picture 4. Sangkar Front Side
Anonymous, 2013

2.2.1 Chef Stefano Attardi

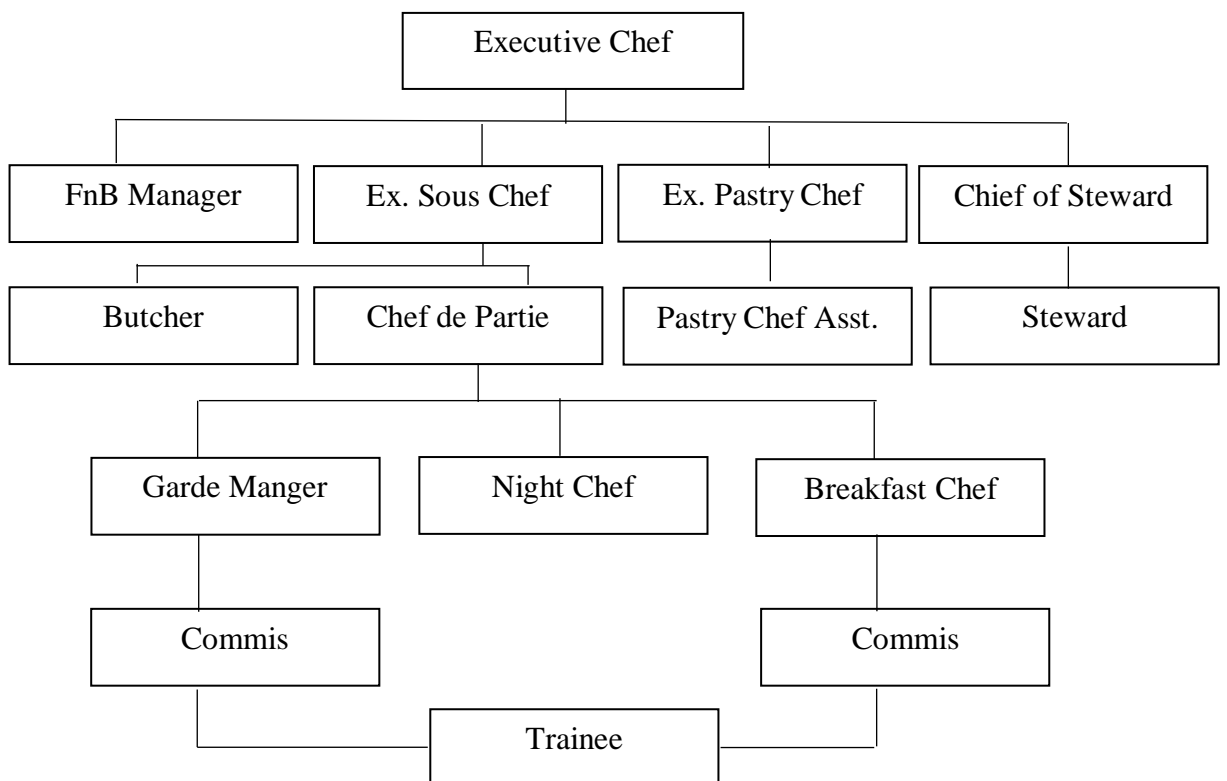
Starting his career in kitchen at 15, he was washing the pot and pan and help the chef a pinch. He was born in Naples and trained in Switzerland, Palm Springs and Miami, Chef Stefano Attardi brings vision, passion, and a wealth of knowledge to his position as Executive Chef. Before joining Bulgari Resort Bali, he held key roles at several Ritz Carlton Hotels and also becoming a part of the opening team of Bulgari Hotel Beijing where he also served as Executive Chef there. As a executive chef of Bulgari Resort Bali, Chef Stefano oversees the three restaurants as well as the villa dining.



Picture 5. Chef Stefano Attardi
Bulgari Resort Website, 2019

Chef Stefano is a real role model. It is truly can be seen through the way he treats food as well as the people in the kitchen. He brings fiery passion in the main kitchen. Always come with a wide smile on his face and greet everyone he meet with hand toss and ask how was our day or is there anything he can help to make better circumstances. He always strict about hygiene and sanitation in the kitchen which force the staffs to always use hand gloves and treat all ingredients cleanly.

2.3 Organizational Structure



2.4 Job Description

1. Executive Chef

- a. In charge of controlling the food quality
- b. Creating new menu and set the price for each dish
- c. Conduct meeting with each outlet and bakery department head
- d. Supervise the work of the kitchen
- e. Calculating cost control and outcome of outlet

2. Executive Sous Chef

- a. Assist executive chef with all kitchen operations
- b. Assists the Executive Chef with maintaining all standard recipes.
- c. Directly supervise the food pick-up during meal time
- d. Leading CTE (Commitment to Excellence) every morning before the work start
- e. Making schedule and arrange day off and on of staffs

3. Butcher

- a. Taking care of ingredient quantity and quality
- b. Ordering ingredients to the distributors
- c. Handling everything connecting to meat and poultry including cutting, deboning, and packing to portion sized.

4. Chef De Partie

- a. In charge for each station (Asian, Western, Cold kitchen)
- b. Checking mis-en-place on quality and quantity
- c. Control wastage
- d. Maintain discipline and grooming of staff
- e. Maintain Hygiene and sanitation
- f. Storage of food and provisions

5. Garde Manger
 - a. Performs all duties of Culinary related to cold kitchen area
 - b. Maintain discipline in the kitchen
 - c. Maintain food quality standard
 - d. Train new associates

6. Night Chef
 - a. Handling midnight meals
 - b. Preparing breakfast buffet stuff in the chiller
 - c. maintaining balance inventories of groceries and supplies by storing groceries properly

7. Breakfast Chef
 - a. Set up buffet
 - b. Preparing the backup for buffet
 - c. Check the buffet stock and quality once every 2 hours
 - d. Taking a la carte order
 - e. Preparing a la carte condiments
 - f. Clearing up buffet
 - g. Set up station for afternoon shift

8. Commis
 - a. Perform duties of culinary
 - b. Help maintaining the quality standard
 - c. Mise en place for the day and the next day
 - d. Labelling all food stored in the chiller and dry storage
 - e. Maintaining hygiene and sanitation in stations and chiller area
 - f. Making list of orders to restock ingredients to the butcher

9. Trainee
 - a. Assist senior in culinary duties
 - b. Learning and taking notes about techniques or recipes

- c. Making HACCP list and report if there is problem regarding to it
- d. Making list of empty stock of groceries
- e. Set up and clear up station
- f. Manage storage in chiller and dry storage