

CHAPTER II
GENERAL DESCRIPTION OF
GRAND MERCURE & IBIS YOGYAKARTA

2.1 History of AccorHotels



Picture 1. AccorHotels Logo (Anonymous, 2020)

AccorHotels is one of the largest multinational hospitality companies in France. The company was founded in 1967 and based in Paris, France. The company owns and operates 4,200 hotels on five continents with various trademarks ranging from budget levels, economical lodging to luxury accommodations. Mercure and Ibis Hotel are one of the hotel brands run by AccorHotels. Until now, Mercure has more than 790 hotels in 63 countries and 1,218 hotels under Ibis brand.



Picture 2. Mercure Hotels Logo (Anonymous, 2020)

Mercure is a medium-scale hotel brand that specializes in traditional hotels managed by hoteliers that are committed and owned by Accor. Mercure Hotel was first founded in 1973 by Paul Dubrulle and Gerard Pelisson in Saint-Witz, France. Mercure Novotel was take over in 1975 by SIEH and was acquired by Accor Group. In 1983 – 2014, Mercure began expanding and establishing hotels in several countries

such as Germany, Poland, Turkey, Africa, Spain, Dubai, Egypt, etc. On February 19th 2015, Mercure held a re-opening after a major renovation of Mercure brand to become luxury version by Grand Mercure.



Picture 3. Grand Mercure Hotels Logo (Anonymous, 2020).

Meanwhile, Ibis Hotel is the most widely hotel chain brand in France, but also founded throughout the world. Ibis Hotel chain market share is aimed for entrepreneurs or business people and in general, Ibis Hotel is an international standard hotel with two or three stars.



Picture 4. Ibis budget, Ibis Styles & Ibis Hotels Logo (Anonymous, 2020)

Ibis Hotel first opened in Bordeaux in 1974. It was created by Accor Group (that time still Novotel-SIEH) to engineer a more affordable Novotel. In 2004, Ibis managed to operate 700 hotels in 36 countries. In September 2011, Accor changed the name of All Seasons to Ibis Styles and Etap Hotel to Ibis Budget, making Ibis the economy megabrand of Accor Group. After this restructuring, Ibis Mega Brand became the largest hotel operator in Europe (based on data 2013) with 1,277 hotels.

2.2 Overview

In Indonesia, AccorHotels has established its trademarks in several major cities, one of which is Yogyakarta. Known as a student city, Yogyakarta still preserving traditional Javanese culture and arts in all aspects of life. AccorHotels then combined Grand Mercure and Ibis Yogyakarta Adi Sucipto with different concepts in one location on May 5th 2017. Two of AccorHotels trademarks are combined uniquely to provide choices to suit the needs of guests, both business people, domestic and foreign tourists. Both hotels are strategically located on main road Laksda Adi Sucipto, near city center, near shopping centers, business districts as well as cultural & historical tourist attractions. Grand Mercure & Ibis Yogyakarta also only 20 minutes from Adi Sucipto International Airport.

2.2.1 Logo



Picture 5. Grand Mercure & Ibis Yogyakarta Logo (Anonymous, 2020)

2.2.2 Location



Picture 6. Grand Mercure & Ibis Yogyakarta Map (Personal Documentation, 2020)

Grand Mercure & Ibis Yogyakarta Adi Sucipto

Address : Jl. Laksda Adi Sucipto No. 80, Demangan Baru, Caturtunggal, Kec.
Depok, Kab. Sleman, Daerah Istimewa Yogyakarta 55281

No. Telp : 02742924000

2.2.3 Features of Grand Mercure & Ibis Yogyakarta

Grand Mercure & Ibis Yogyakarta is one of the best places to enjoy the comfort of Yogyakarta. Inspired by Indonesia cultural heritage, Grand Mercure & Ibis Yogyakarta brings the grandeur of Borobudur Temple. In every corner of the hotel, Borobudur motifs are contained in interior details and ornaments. Grand Mercure & Ibis Yogyakarta offers Javanese cultural and artistic experience in its service, design and hotel facilities.

Beside that, Grand Mercure & Ibis Yogyakarta also has two restaurants that offer dishes from various countries in the world. There are various kinds of traditional snacks and cakes to complement the dish. Following are the features of Grand Mercure & Ibis Yogyakarta Adi Sucipto :

a. Purple Restaurant



Picture 7. Purple Restaurant (Anonymous, 2020)

Source : grandmercureyogyakarta

Purple is a buffet restaurant for Grand Mercure Hotel. Traditional Indonesian until Western Cuisine is provided. Purple Restaurant also provides a la carte menu. In this restaurant we can find several station corners that provide traditional corner, egg station (breakfast only), sambal corner, sushi corner, drink corner, salad corner, pastry corner and kids corner (weekend only).

- Location : Grand Mercure Hotel (8th Floor)
- Opening Hours : - **Monday – Friday (Weekdays)**
Breakfast 06.00 a.m. – 10.00 a.m
Lunch 11.00 a.m – 02.00 p.m
Dinner 03.00 p.m – 09.00 p.m
- **Saturday & Sunday (Weekend)**
Breakfast 06.00 a.m – 11.00 a.m
Lunch 12 p.m – 03.00 p.m
Dinner 04.00 p.m – 10.00 p.m

b. Ibis Kitchen Wok



Picture 8. Ibis Kitchen Wok (Anonymous, 2020)

Source : ibisyogyakartaadisucipto

Ibis Kitchen Wok is a buffet restaurant for Ibis Hotel. At Ibis we can also find various cuisine from around the world. Ibis also provides egg corner, pastry corner, snack & drink corner, salad corner, etc.

- Location : Ibis Hotel (L Floor)
- Opening Hours : - **Monday – Friday (Weekdays)**
Breakfast 06.00 a.m – 10.00 a.m
Lunch 11.00 a.m – 02.00 p.m
Dinner 03.00 p.m – 10.00 p.m
- **Saturday & Sunday (Weekend)**
Breakfast 06.00 a.m – 10.30 a.m
Lunch 11.00 a.m – 02.00 p.m
Dinner 03.00 p.m – 11.00 p.m

c. 808 Bar & Lounge



Picture 9. 808 Bar & Lounge (Anonymous, 2020)

Source : 808barjogja

808 Bar & Lounge, a comfortable place to enjoy variation of cocktails, wine, beer, etc. 808 Bar & Lounge always holds events and promos to attract guests. Two of the regular events at 808 Bar & Lounge is Salsa Class (only on Tuesday) and Live Music (Every Thursday, Friday & Saturday).

- Location : Grand Mercure Hotel (L Floor)
- Opening Hours : Everyday 03.00 p.m – 00.00 a.m

d. Fitness Center



Picture 10. Fitness Center (Anonymous, 2020)

Source : grandmercureogyakarta

Fitness center provided by Grand Mercure Hotel for guests who want to spend time exercising. Not only sports facilities, this Fitness center also provides services and training by professional trainers.

- Location : Grand Mercure Hotel
- Opening Hours : 09.00 a.m – 10.00 p.m

e. Outdoor Swimming Pool



Picture 11. Outdoor Swimming Pool (Anonymous, 2020)

Source : grandmercureogyakarta

Outdoor Swimming Pool is located on 8th floor of Grand Mercure Hotel. Guests can enjoy the outdoor atmosphere, directly near the Piazza Open Theater.

2.2.4 Hygiene and Sanitation Standard in Grand Mercure & Ibis Yogyakarta

a. Personal Hygiene

- Work clothes should be exclusively for work and food handling. It should be clean and neat.
- Wearing standard apron and non-slip shoes when working in the kitchen.
- Wash and dry your hands thoroughly before handling food and wash & dry them again frequently during work.
- Wear cleaning protective clothing, such as an apron
- Tie and cover hair with standard hat/hairnet
- The hat/hairnet should cover the hair completely to prevent it from falling on the food.
- Keep fingernails short so they are easy to clean, and don't wear nail polish because it can chip into the food
- Avoid wearing jewellery, or only wear plain-banded rings and sleeper earrings.
- Change disposable gloves regularly

b. Hand Washing Standard

- a. **Wash.** Remove dirt and foreign microbes with soap
- b. **Dry.** To achieve the full effect of alcohol hand sanitizer, make sure hands have been thoroughly dried. Water can dilute sanitizer and prevent it from contacting the skin.
- c. **Sanitize.** Wet hands including fingertips and cuticles with alcohol sanitizer to sanitize hands thoroughly.

c. Color coded chopping board standard

Table 1. Cutting Board Standard

Color Board	Function
RED	For cutting raw meat
BLUE	For cutting raw fish
YELLOW	For cutting cooked meat
GREEN	For cutting salad & fruits
BROWN	For cutting vegetables
WHITE	For cutting dairy & bread

Sources : (Grand Mercure & Ibis Hotel, 2020)

Color coded chopping board used to help identify which chopping boards should be used for a specified food. Using this standard, employees will easily separates out different types of foods, such as raw meat and vegetable, and helping to reduce the risk of cross contamination.

d. General Cleaning

General cleaning for kitchen is held everyday starting from cleaning the kitchen walls and work table of every section and stoves. All workers are required to always maintain cleanliness at all time after finished processing food ingredients using work table and equipments, used anti-bacteria soaps, chemicals and water.

General cleaning for shelves, drawers and blowers is held every few weeks using cleaning spray, sanitizer and dried with clean towel. Every few months, hotel held voluntary cleaning and all employees are required to participate.

Dry spices and all ingredients on dry storage are re-organized and re-labeled (give name, a date of entry, production and expired date) every two weeks to ensure the ingredients are in proper condition before use.

2.2.5 Kitchen Outlet

There are the kitchen outlet at Grand Mercure & Ibis Yogyakarta :

a. Garde Manger Kitchen

Garde Manger Kitchen work on choosing, preparing, providing and presenting cold foods, such as salads, fresh fruits, slice fruits, fresh vegetables, dressing salads, garnishes, cheeses, appetizer and sushi. Beside that, Garde Manger Kitchen also provides a la carte menu such as sandwich, gado-gado, Vietnamese spring rolls etc. At Garde Manger Kitchen, knife skills are very widely used.

b. Banquet Kitchen

Banquet Kitchen or main kitchen has a large area then any other kitchen. Banquet plays significant role in breakfast, lunch and dinner main course. Banquet prepares and provides various kind of menu. Banquet also provides traditional and sambal corner.

Banquet also plays an important role in providing main course and snacks for events held (Gathering, meeting, wedding and coffee break).

c. Pastry Kitchen

Pastry Kitchen has responsibilities to preparing a wide variety of goods such as cakes, cookies, pies, bread etc. Pastry also provides martabak corner and decorate pastries using different icings, toppings etc. to ensure the presentation will be beautiful and exciting.

d. Butcher Kitchen

Butcher Kitchen is a place for cutting, grinding and preparing meats. In butcher, we not only provide various kinds of meat to be managed in every section of kitchen, butcher also responsible for weighing, packaging, pricing, keeping records, budgets and inventory.

e. **Purple & Ibis Kitchen**

Purple & Ibis Kitchen receive ingredients and prepare foods to be served directly to Restaurant. Purple & Ibis receive appetizers, main courses and desserts from Garde Manger, Banquet and Pastry Kitchen to display. For Purple Kitchen, they provide egg corner, waffle corner, noodle corner and assorted fried snacks. For Ibis, they only provide egg corner for breakfast only. Purple & Ibis Kitchen also provides a la carte menu.

2.3 **Vision and Mission AccorHotels**

We are a worldwide Augmented Hospitality leader. We are 300,000 experts committed to reinventing hospitality with unique and unrivalled experiences within our addresses. We are Accor. **Our promise** is caring and impeccable service. We nurture real passion for service and achievement beyond limits. **Our mission** is to make the impossible possible to realize your dreams.

We're so much **more than hotels—we're creating innovative lifestyle experiences**, whether you live, work or play. Blaze your own trail from 50+ hotel brands, restaurants, nightclubs, spas, co-working spaces and tech start-ups.

Heart + Artist = Heartist. At Accor, we are all heartists. Passionate and experts in what we do, each and every one of us, with our own personality, master the fine art of welcoming, connecting and serving others. We are passionate about people and attentive to the world, it is the Heartist way of being. Generous, attentive and free, we ensure that everyone can come as they are and feel like they belong. As one big team, we know that only together can we do amazing things! The world is more welcoming when we're connected heart to heart. How we do it? **We care, we dare, we place people at the heart of everything we do.**

We aim at **creating exceptional experiences that will turn both guests and employees into raving fans**, because our own well-being in our jobs is just as

important as our guest fulfillment. Like all good stories, everything is related. We are driven by our shared values.

We believe that the world is more welcoming when we're connected. So that we see what we have in common, instead of what sets us apart. **As Heartists**, we care for the world to make it better, by embracing our differences, sharing our cultures and connecting with people, heart to heart. **As Heartists**, we dare ourselves to be better by challenging what we can do and who we can be, we shape our future. **At Accor**, every chapter of your story is yours to write. Don't just live in moment—own your moment. Unlock limitless possibilities.

Our values : Guest passion, trust, respect, sustainable performance, spirit of conquest and innovation. Our 4 pillars :

1. **Performance Maximised** : Thanks to our unique know-how combined with world-class brands and solutions.
2. **Open Innovation** : Open to new practices, technologies and opportunities to better design the hospitality of tomorrow.
3. **Empowered Talent** : Because we place people at the heart of what we do.
4. **Acting For Good** : With our Planet 21 sustainable development program and our Accor Solidarity endowment fund.

2.4 Organizational Main Task

Hotel has an organizational to run the company in accordance with duties and functions of each position. Organizational is able to clearly separate the responsibilities and authority of its staff or members. There are the main tasks of kitchen department team :

1. Executive Chef
 - a. Planning and directing food preparation & culinary activities
 - b. Modifying menus or create new ones that meet quality standards
 - c. Supervise kitchen staff's activities
 - d. Estimate food requirements and food/labor costs

- e. Recruit and manage kitchen staff
 - f. Setting and monitoring performance standards for staff
 - g. Arrange for equipment purchases and repairs
 - h. Perform administrative duties
 - i. Obtaining feedback on food and service quality & handling customer problems and complaints
 - j. Comply with nutrition and sanitation regulations and safety standards
2. Sous Chef
- a. Manage the kitchen team in the executive chef's absence
 - b. Assist with the preparation and planning of meal designs
 - c. Ensure that kitchen activities operate in a timely manner
 - d. Monitor and record inventory, and if necessary, order new supplies
 - e. Provide support to junior kitchen employees with various tasks including line cooking, food preparation and dish plating
 - f. Recruit and train new kitchen employees and evaluate their performance
 - g. Adhere to and implement sanitation regulations and safety regulations
3. Chef de Partie
- a. Coordinates daily tasks with the Sous Chef
 - b. Take care of daily food preparation and duties assigned by the superiors to meet the standard & the quality set by the restaurant
 - c. Follows the instructions and recommendations from the immediate superiors to complete the daily tasks
 - d. Full awareness of all menu items, their recipes, methods of production and presentation standards
 - e. Responsible to supervise junior chefs or commis
 - f. Able to estimate the daily production needs and checking the quality of raw and cooked food products to ensure that standards are met

- g. Ensure that the production, preparation and presentation of food are of the highest quality at all times
 - h. Operate and maintain all department equipment & reporting of malfunctioning
4. Demi Chef de Partie
- a. Relays orders to their station cooks and ensures each menu item their station is responsible for is prepared on time
 - b. Oversees all preparation, cooking and presentation for plates
 - c. Required to assist with cooking, preparation and plating when station chefs are absent
 - d. Ensure that all health and food safety standards are practiced & helps troubleshoot any kitchen issues that may arise
5. Commis Chef
- a. Accurately measuring meal ingredients for the Chef de Partie
 - b. Preparing meal ingredients, which includes seasoning of different meats as well as washing, peeling and chopping vegetables & fruits
 - c. Preparing basic salads and sauces as directed by the Chef de Partie
 - d. Receiving deliveries and verifying that all ordered items have been delivered and are of good quality
 - e. Taking inventory of restaurant supplies and notifying the supervisor of low or depleted supplies
 - f. Discarding all expired and spoiled food items stored in the stock
 - g. Plating and presenting meal items as per the Chef de Partie's instructions
6. Daily Worker or Cook Helper
- a. Preparing meal ingredients for the cook, which includes washing, peeling, cutting and slicing ingredients
 - b. Assisting kitchen staff to unload food supplies from delivery trucks

- c. Properly washing and drying all dishes, utensils, cooking ingredients and cutting boards
- d. Removing garbage, replacing garbage bags and washing garbage cans
- e. Mopping and sweeping the kitchen areas as required
- f. Storing ingredients and food items according to food safety standards

7. Steward

- a. Assisting in cleaning and opening or closing tasks
- b. Cleaning, setting tables and placing seasonal decorations & table cloths
- c. Assisting with sweeping, mopping and polishing the restaurant, bar, kitchen and equipment