

## CHAPTER II

### GENERAL DESCRIPTION OF THE APURVA KEMPINSKI BALI

#### 2.1 History of The Apurva Kempinski Bali



Picture 1. Berthold Kempinski

Kempinski's journey began in Berlin in 1897 with the vision of one man: our founder, Berthold Kempinski. His entrepreneurial spirit and bold, adventurous approach to hospitality, paved the way for all we are today. Berthold is the inspiration behind our pioneering spirit, t while we are proud to be Europe's oldest luxury hotel group, and are influenced by our prestigious European legacy, we will never stop pushing boundaries and embracing innovation.

Berthold's son-in-law, Richard Unger, was at the helm, and was joined by his son, Friedrich in 1925. This New Generation took us from our European roots, into the world to embrace different culture. Richard Unger constructed an immense property business up to the start of World War I. After a short period of stagnation during the War, he sold products of his own manufacture under the brand name Kempinski. The Business in Berlin flourished and that in 1918 an impressive Kempinski hotel dependency was established at 27 Kurfürstendamm, where the Kempinski Hotel Bristol now stands. Ten years

later, M. Kempinski & Co, took over the legendary “Haus Vaterland” on the Potsdamer Platz, where the firm exploited a concept that was unique in Berlin for a long time and is still known as “event gastronomy” (‘Erlebnisgastronomie’)



Picture. 2 Richard Ungar

In 1928, Haus Vaterland expanded Berlin's concept of entertainment dining and became M. Kempinski & Co's flagship venue. With each of its 12 restaurants themed to the cuisine and décor of a different country, it soon became Berlin's favourite night-time entertainment spot.



Picture 3. Haus Vaterland, Potsdamer Platz

In 1932, the first resort hotel, Schloss Marquardt-Kempinski, a perfect blend of glamour and timeless European elegance, this former manor house stood in beautiful parkland. With just 24 guest rooms, a choice of restaurants, tea lounge, wine bar, and a terrace overlooking the lake, it was a luxurious retreat for wealthy Berliners



Picture 4. Schloss Marquardt-Kempinski's First Resort Hotel

1953 Dr. Friedrich Unger sold his shares and the name Kempinski to the 'Hotelbetriebs-Aktiengesellschaft' which already ran hotels such as the Baltic, the Bristol and Kaiserhof. In subsequent years, the 'Hotelbetriebs-Aktiengesellschaft' took over the management of several famous hotels.



Picture 5. The Atlantic Hotel Royalty

Since European took over the hotel in 1970, they have continued to respect its past while sensitively updating it for today's needs. It's beautiful, famous foyer is still thought of as Munich's front room-a place where people love to meet.



Picture 6. Hotel Vier Jahreszeiten

Kempinski Hotels currently operates a total of 75 hotels and residences under operation and 28 hotels under final development or construction. This range is continually extended by the addition of new hotels in Europe, the Middle East, Africa and Asia, without losing sight of Kempinski's claim to exclusivity and individuality, thus demonstrating the group's capacity for expansion. The portfolio includes historic grand hotels, superb city hotels, outstanding resorts and superior residence.

In 1985, Lufthansa acquired shares in Kempinski AG and thereby enabled the hotel company to operate Kempinski hotels abroad too. A year later, Kempinski AG, Lufthansa and finance company Rolaco S.A. founded Kempinski Hotels S.A., with its head office in Geneva.



Picture 7. Beijing Hotel Lufthansa Centre



Kempinski Hotel Beijing Lufthansa Center, marked the start of our Chinese adventure when few Westerners saw the country's potential. Since then we have opened more properties, each one a perfect blend of European elegance and traditional Chinese culture, reflected in the service and cuisine



Picture 8. Siam Kempinski Hotel

In 2004, The Thailand Crown Property Bureau has had a majority holding in Kempinski AG. The Crown Property Bureau is a Royal Thailand authority responsible for administering the property of the Royal House of Thailand and at the same time possesses holdings in numerous companies in Thailand and abroad.



Picture 9. The Emirates Palace

Over 1 km in length, with a multitude of facilities, this is one of our most magnificent stars, its opulence tempered only by discreet European refinement. Yet amid the splendor and luxury, guests can find peace and

relaxation either indoors or in the stunning gardens. The Emirate Palace Abu Dhabi in 2005 was opened.



Picture 10. Africa Hotel

Africa appealed to our desire to craft unforgettable experiences in unique places. In 2013, the quest has created stunning destinations like Olare Mara Kempinski, a luxurious tented camp in the Masai Mara - the most perfect setting for our special blend of European service and local traditions.



Picture 11. Grand Hotel des Bains Kempinski St. Moritz, Switzerland

In 2016, The Kempinski Grand Hotel des Bains is steeped in tradition and can look back on an illustrious past: the hotel was originally built in 1864 as the Grand Hotel des Bains. The destination originally became famous for its mineral spring, discovered some 3,000 years ago. At the beginning of 19<sup>th</sup> century, high society from all over Europe took the voyage to St Moritz to enjoy the healing properties of the spring. Hotel guests can access the spring via a fountain, located in the spa area of the hotel.

Set in an iconic 1864 building, this five-star hotel combines European luxury, excellent service and world-class events in the Swiss Alps. In a breathtaking mountain setting, you can recharge and relax while being close to nature.

In 1927, further building was done, bringing about the Ca d' Oro, the hotel's Michelin Star accredited gourmet restaurant. Kempinski Grand Hotel des Bains St. Moritz, a member of Historic Hotel Worldwide since 2016, dates back to 1864.

Grand Hotel des Bains Kempinski St. Moritz only opens in 2 seasons: summer and winter.



Picture 12. Grand Hotel Manzana Kempinski La Habana

This year, we will open Cuba's first five-star European luxury hotel, within the historic Manzana de Gómez building in Old Havana. Our restoration of this much-loved building will capture its original spirit, with an infusion of European style combined with the essence of Cuban culture.

One of Kempinski Hotel that located in Asia is Bali, Indonesia. Standing atop the majestic cliff of Nusa Dua, with breath taking views of the Indian Ocean and tropical garden, The Apurva Kempinski Bali have the epitome of beachfront luxury. They presents itself as a majestic open-air theatre, an embodiment of Indonesian elegance.

The Apurva Kempinski Bali is a spectacular stage where curated experiences are brought to life. Showcasing the perfect blend of European luxury and Indonesian hospitality, The Apurva Kempinski Bali's cast and crew embraces Kempinski's luxury perspectives and elevates them into another level, exemplifying the true meaning of authenticity in care. The opening of The Apurva Kempinski Bali in the first quarter of 2019. This much-anticipated opening marks the first extraordinary resort on the Island and its second hotel in Indonesia. Meaning 'unique and magnificent' in Sanskrit, The Apurva Kempinski Bali is dedicated to bringing unique experiences to life. Honouring the nation's belief in unity in diversity, the hotel establishes its distinctiveness as a tribute to the richness of Indonesian cultural heritage. The Apurva Kempinski Bali is the quintessence of luxury living in Bali.



Picture 13. The Apurva Kempinski



## 2.2 Hotel Facilities

On In its operational activities, The Apurva Kempinski provides various types of facilities including:

### 2.2.1 Accommodation

A collection of 475 luxury rooms, suites, and villas are showcased, with 60% of the accommodation featuring its own private plunge pools of The Apurva Kempinski Bali, as follows:

#### 1. Grand Deluxe Rooms

The Grand Deluxe Rooms has 256 rooms divide into 3 categories: Grand Deluxe Room, Grand Deluxe Ocean Court Room, Grand Deluxe Lagoon Room. For Grand Deluxe Rooms it has 112 units, for Grand Deluxe Ocean Court Room it has 96 units and the Grand Deluxe Lagoon Rooms it has 48 units. The rooms are spacious with an average size of *65 sqm – 80 sqm*, with a choice of king or twin bed.



Picture 14. Grand Deluxe Room



Picture 15. Grand Deluxe Ocean Court Room



Picture 16. Grand Deluxe Lagoon Room Access

## 2. Specialty Suites

The Specialty Suites has 176 units which is divide into 2 type; they are: Jr Suit Category and Suite Category. This suite also has their own categories, for Jr Suit Category: Cliff Private Pool Jr Suite - this suite has 58 units, Cliff Private Pool Ocean Jr Suite – it has 76 units, Ocean Front Private Pool Jr Suite – it has 28 units & for Suite Category: The Apurva Prestige Suit – it has 4 units, The Apurva Prestige Ocean Suite – it has 8 units, and Ocean Front

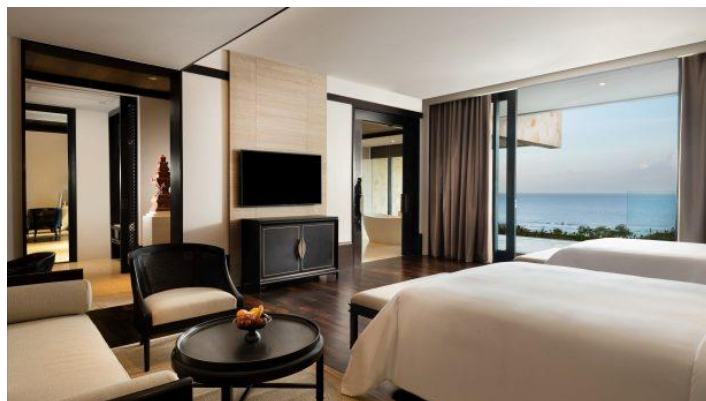
Prestige Suite – it has 2 units. Discerning in every detail, the Specialty Suites feature 97-200 sqm of living space. The suite has its own sun-drenched, private plunge pool and privilege access to Cliff Lounge (Executive VIP Lounge).



Picture 17. Cliff Private Ocean Jr Suite



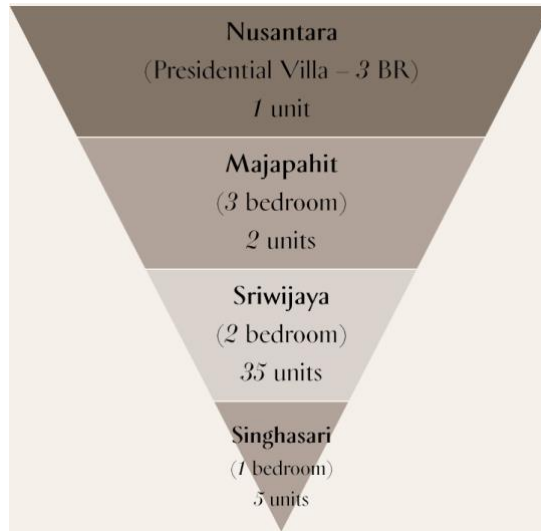
Picture 18. The Apurva Prestige Suit



Picture 19. The Apurva Prestige Ocean Suite

### 3. Exclusive Villas

The Apurva Kempinski has 43 unit villas and divide into 4 categories.



Picture 20. Exclusive Villas

The Apurva Kempinski Exclusive Villas are the epitome of luxury and exclusivity. Serene and secluded, the villa range from 200 sqm – 1.379 sqm. Guests can enjoy a selection of facilities, including: private swimming pool, spacious pool deck and lounge area, garden and outdoor shower & privilege access to Villa Lounge (executive VIP lounge for villa guests).



Picture 21. Exclusive Villa Bedroom





Picture 22. Exclusive Villa Bathroom

### 2.2.2 Food and Beverage Facility

The Apurva Kempinski provides 6 outlets intended for guests, among others:

1. Selasar Deli

The Deli focal point will be an offering of traditional specialties from around the Archipelago. Highlights on Indonesian light bites and Traditional Jamu (drinks). The seating capacity is up to 80 person and the opening hours is 10.00 – 22.00. They also provide afternoon tea for the guest which available on 14.30 – 17.30. The Selasar Deli located in the Lobby.



Picture 23. Selasar Deli

## 2. PALA Restaurant & Rooftop Bar

Set in the midst of long pool within the main gardens, PALA Restaurant boasts live cooking stations with an extensive array of local and Asian cuisines.

Located on the second floor of the restaurant, a sophisticated Rooftop Bar is offered as an addition to the venue, providing an ideal space for all day relaxation with friends and family. The type of the restaurant is semi casual dining with the seating capacity of 340 pax.

Opening Hours:

- All day dining : Mon – Sun 06:30 – 22:00
- Breakfast : Mon – Sun 06:30 – 10:30
- Lunch : 11:30 – 14:30
- Dinner : 18:30 – 22:30
- Sunday Brunch : 11:00 – 15:00



Picture 24. PALA Restaurant

**Rooftop Bar**

**: Mon – Sun 17:00 – 00:00**



Picture 25. Rooftop Bar

**3. Kubu Pool Bar**

From enjoying the sun on a lounge chair to blissfully floating in the water. Kubu Pool Bar promises to enliven your sense with endless soaking pleasures. Located right by the resort's 60 metre swimming pool, this lively spot complements your laid back day with light meals and exotic drinks. Kubu Pool Bar located in the ground floor, middle of the resort with seating capacity of 80-100 sun loungers including beach area.

Opening Hours:

- F&B Service : 10:00 – 17:00
- Day pass for outsiders: IDR 400,000 ++ (IDR 300k to consume F&B)



Picture 26. KUBU Pool Bar

4. KORAL Restaurant (Underwater Aqua Restaurant)  
Bali's first aquarium dining experience, KORAL Restaurant brings the wonders of the ocean to your table. Featuring fresh ingredients, the menu includes various dishes inspired by the archipelago's grilled goodness, presenting freshly barbecued produce with favorite local spices. KORAL Restaurant is Bistro dining themed which located underneath PALA Restaurant with 80 pax of seating capacity.

Opening Hours:

- Dinner : Mon – Sun 18:30 – 22:30



Picture 27. KORAL Restaurant

5. REEF Beach Club  
Boasting a fun and relaxed beachfront experience, the REEF Beach Club features 42-metre infinity swimming pool and eclectic mix of Asian and International dishes, complete with an exotic list of tempting cocktail creations. REEF Beach Club type of restaurant is casual dining which located in north wing after hammerhead (after front) with 120 pax of seating capacity.

Opening Hours:

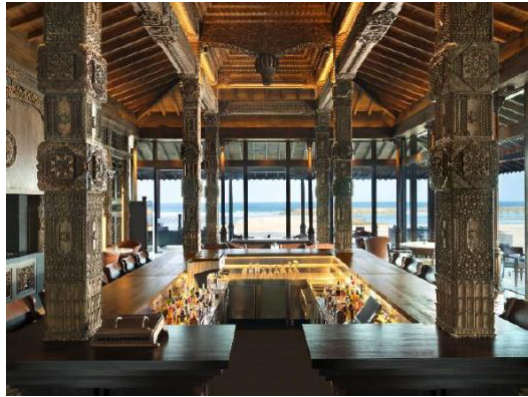
- Breakfast: Mon – Sun 08:00 – 10:30



- Bar : Mon – Sun 10:00 – 22:00

Entertainment:

- DJ : 15:30 – 18:30
- Live Music : 19:00 – 21:30



Picture 28. REEF Restaurant



Picture 29. REEF Infinity Swimming Pool

#### 6. Izakaya by OKU

Inspired by the award-winning OKU Japanese Restaurant Jakarta, the Izakaya by OKU emphasizes bringing out the best of its creations in a dynamic and convivial atmosphere. This Japanese restaurant offers a bistro-chic setting and an open-kitchen dining experience, where guests and the Chefs interact for a deeper enjoyment.

Izakaya in Japanese means a hub or place to chill after works. Izakaya by OKU is a casual Japanese restaurant

which location of north side of the lobby with 80 pax of seating capacity, Izakaya by OKU also provide a private dining room.

Opening Hours:

- Dinner : Mon – Sun 18:00 – 22:30



Picture 30. Izakaya by OKU

### 2.2.3 Other Facility

#### a. In Room Dining

The Apurva Kempinski Bali In-Room Dining is a relaxed and cozy dining experience within the comfort and privacy of our guestroom, suite or villa. Whether it is a snack or hors d'oeuvres for a dozen, In-Room Dining is available 24 hours a day to cater every need. Located in the main kitchen.

#### b. Cliff Lounge

*Exclusive for Suite Guests*

With uninterrupted views of the Indian Ocean and situated against the cliff, the Cliff Lounge offers privacy and an exclusive environment for our suit and villa guests. This luxurious lounge consists of two floors; the upper level serves as a dining venue, while the ground floor features a generous lounge area and one-of-a-kind cliff pool. The Lounge & Pool

located in the 9<sup>th</sup> floor with the capacity of 128 seats and the Dining Area located in 10<sup>th</sup> floor with the capacity of 60 seats.

Opening Hours:

- Breakfast : 6:30 – 12:00
- Afternoon Tea : 14:00 – 16:00
- Evening Cocktails : 17:00 – 19:00



Picture 31. Cliff Lounge Bar



Picture 32. Cliff Lounge

c. Apurva Spa

Apurva Spa concept based on the holistic Javanese philosophy “Rupasampat Wahyabiantara” – A true beauty is achieved when the inner beauty and outer beauty are in harmony.

The spa experience at The Apurva Spa provides a tranquil sanctuary. Establishing itself as a luxury spa in Bali, The

Apurva Spa applies the traditional wellness techniques using the application of traditional Lulur and Jamu. The Apurva Spa located in the 15<sup>th</sup> floor of north side Main Building, the spa also offer massage, salon, lulur etc.

Opening Hours: 9:00 – 22:00



Picture 33. Apurva Spa

d. Gym / Fitness Centre

Nestled in the cliff building overlooking the magnificent view of the Indian Ocean, the Fitness Centre is equipped with an array of modern fitness equipment catering to your wellness needs. Personal Trainers available. The Gym located in 15<sup>th</sup> floor south side of main building.

Opening Hours: 6:00 – 23:00



Picture 34. Fitness Centre



e. Swimming Pools

Set amidst tropical gardens with magnificent views of the Indian Ocean, our spectacular 60-metre swimming pool is the perfect place to swim laps or simply to take a refreshing dip at your leisure. A children's pool is located adjacent to the main pool.

Opening Hours:

- Main Pool (before lawn garden) : 07:00 – 19:00
- Fun/play pool (water slides) : 10:00 – 18:00
- Kids & Toddler Pool : 07:00 – 19:00



Picture 35. Swimming Pool

f. Kids club

It is still on construction, so for now it's temporarily located in room #3115. It is soon to be located in the ground floor south side of the building.

Opening Hours: 09:00 – 18:00

g. Asha Boutique & Gallery

*A stage of creativity and craftsmanship*

The Gallery is a platform for Indonesian artisans to showcase various arts & crafts, inspired by the nation's rich heritage. The crafted product lines will include selected local brand

renowned for unique jewelry and footwear. One of the gallery will be applied as a Curated Pop-Up Gallery, designed as a platform for curators and entrepreneurs to showcase their unique and high skill of craftsmanship products.

As a way of building engagement and provide a captivating platform for the guests to be fully immersed with the artist and their meticulous art, a mini workshop space inside the gallery will be provided, thus the guests will be able to view, learn and participate. The Gallery located in the lobby level north side.

Opening Hours: 09:00 – 21:00



Picture 36. Asha Boutique & Gallery

#### h. Business Centre

Equipped with the essential technologies, our Business Centre is available to support our guest business needs. The business centre located at lobby level north side of main building with capacity of 12 seats. The guest also able to prints documents, have business assistance, etc.

Opening Hours: 09:00 – 18:00



Picture 37. Business Centre

i. Wedding

*Ocean Front Apurva Chapel*

Breath taking views and lavish gardens paint the background as weddings take on a spectacular stage at The Apurva Kempinski Bali. Accommodating up to 100 people, the oceanfront Apurva Chapel provides magnificent grand celebrations with an adjacent two-storey, versatile Three-Bedroom Villa and two infinity pools. Providing a more intimate union, the ocean-view Amala and Kimaya Cliff Chapels are available to accommodate up to twenty people.



Picture 38. Ocean Front Apurva Chapel

*Amala and Kimaya Chapel*

Designed for spectacular wedding affairs, the Amala Chapel features a dazzling view of the Indian Ocean. Perfectly suitable for an intimate wedding celebration, but also usable

for small dining events, this cliff chapel is available to comfortably accommodate up to 20 persons.



Picture 39. Amala and Kimaya Chapel

## 2.3 Vision, Mission, Company Object

### 2.3.1. Vision

To become synonymous with individualistic luxury in hospitality by gathering the most luxurious trophy hotels and pairing them with distinctive, while maintaining a geographically balanced portfolio of city and resort destinations and continuing to offer guests distinctly unique services under the umbrella brand Kempinski. Aim to be renowned as hoteliers who offer luxurious hospitality in the grand European style. Committed to providing our guests with memorable journeys inspired by exquisite European flair.

### 2.3.2. Mission

- *Timeless elegance*

It's the way Kempinski carry themselves, talk with their guest and colleagues, their unique and elegance uniform and pay attention for detail in every contract Kempinski have with their guest and every task they complete.

- *Cultural empathy*

To craft with infuse of cultural empathy, imbuing each property a unique ambience an outstanding sense of place

- *Authentic people*

Kempinski's cast and crew is truly interested in guest, who they are, where they came from, and what their unique needs are. Care for moments and create a special memory for each guest.

- *Educate to entertain*

Kempinski create experience by telling stories to guest, being attentive and perspective in approaching guest, put every guest at ease to make them feel at home.

- *Dedicate to please*

Kempinski Hotels always adopting 'making the impossible to possible' attitude to every task they do since they want to deliver a special moment for guest and colleagues that comes from heart.

### **2.3.3. Company Object**

Why we are different? What our Management Board promise our owners, 8 Perspective on Luxury:

- *Luxury must be felt*

Luxury hospitality is about people and their talent for creating warm and sophisticated environments for guests to enjoy.



- *Luxury must be original*

Since 1897, we have used our curious nature to develop and understanding of the locations in which we operate, and we have embraced their unique customs.

- *Luxury must be crafted*

Luxury requires specialist knowledge, artistry, and skill. Above all, it demands constant attention to detail.

- *Luxury must be rare*

Kempinski believes small is beautiful and that by maintaining a degree of rarity we cultivate exclusivity.

- *Luxury must reflect status*

Whether discreet or ostentatious, true luxury confers status and recognition, bestows privileges and exists outside the ordinary.

- *Luxury must be lived in the now*

Taking time is the ultimate luxury. Savouring the moment, appreciating its quality, its different shades. Taking time to engage all the senses.

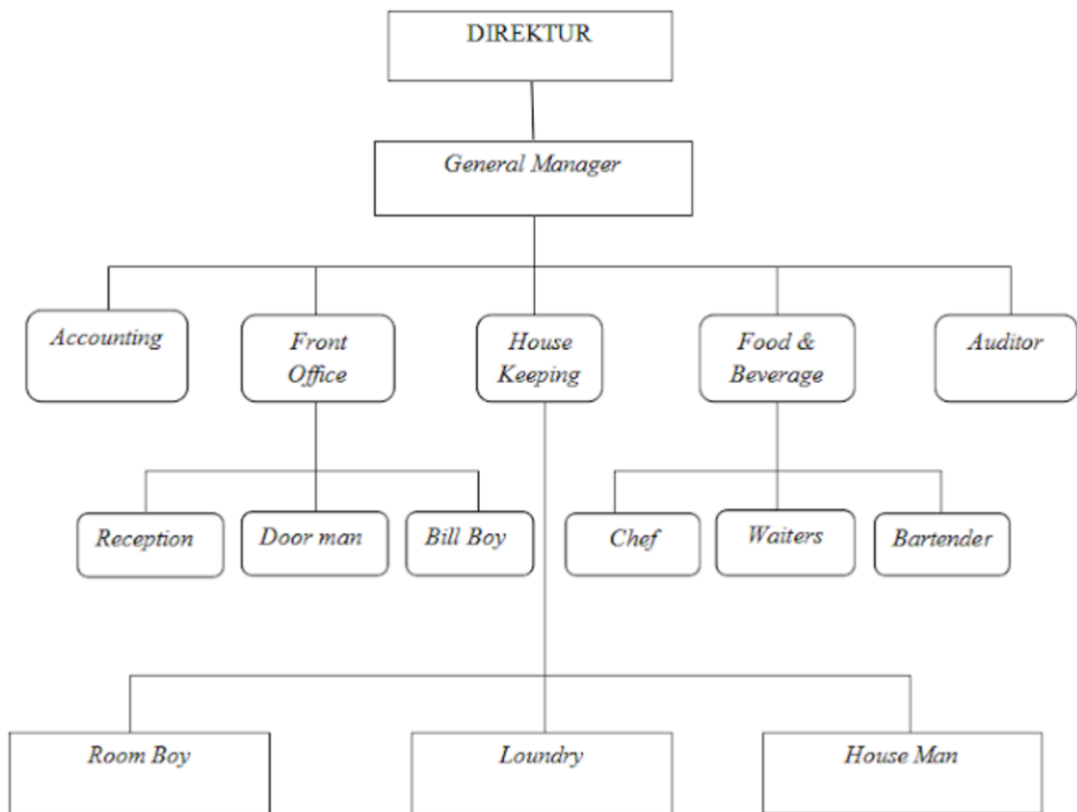
- *Luxury must be elegant and timeless*

It's a subtle mix of good education and impeccable taste. It informs the way our people act and interact. We express it through the authentic care with which we treat our guests, owners, and our people.

- *Luxury must be told*

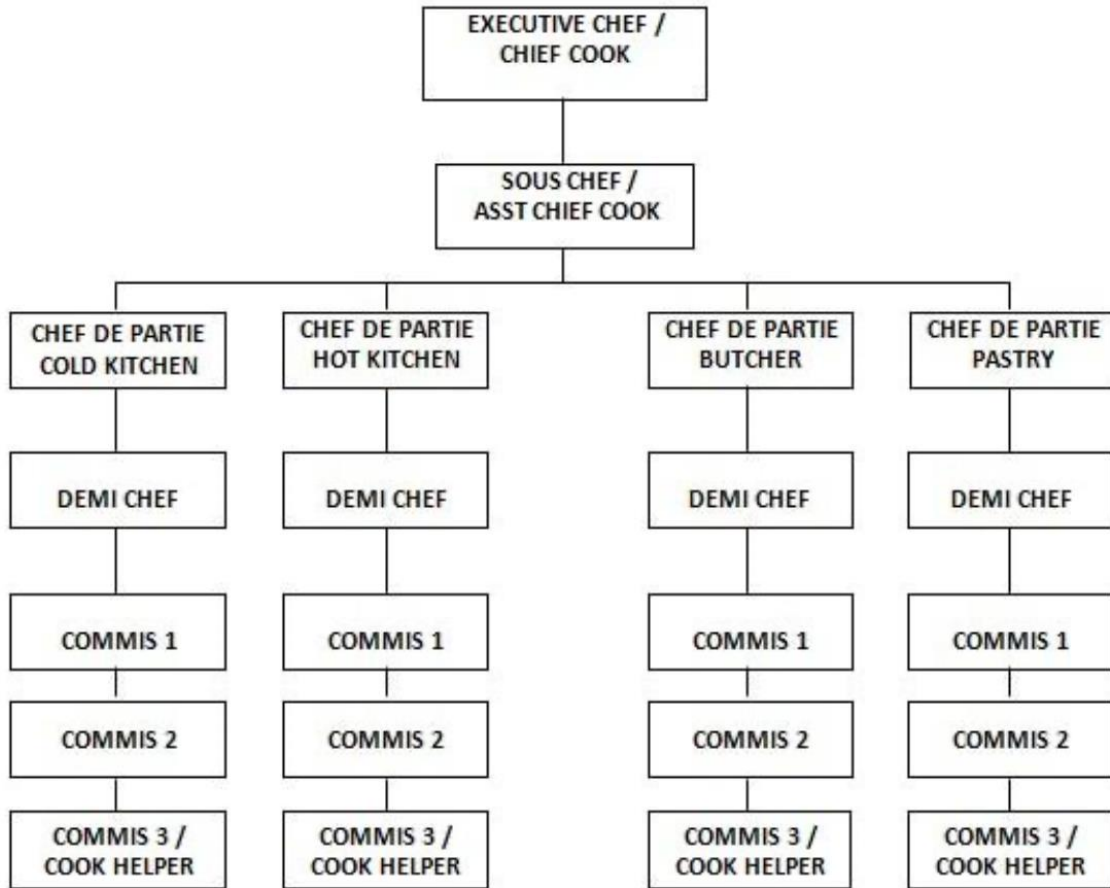
Its chapters are filled with a myriad of anecdotes, glamorous occasions, as well as discreet and intimate memorable moments.

## 2.4 Organizational Structure of The Apurva Kempinski Bali



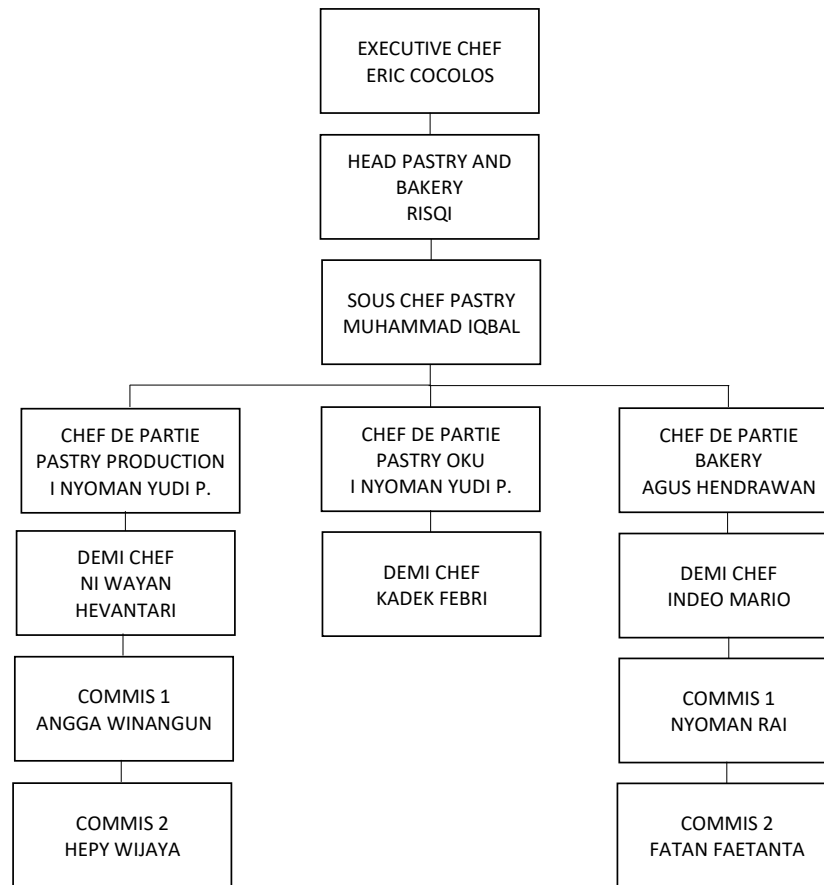
Picture 40. Organizational Structure of The Apurva Kempinski Bali

## 2.5 Food and Beverage Production Organization Structure The Apurva Kempinski Bali



Picture 41. Food and Beverage Production Organization Structure The Apurva Kempinski Bali

## 2.6 Pastry Department Organization Structure The Apurva Kempinski Bali



Picture 42. Pastry Department Organization Structure The Apurva Kempinski Bali

## 2.7 Main Task in Pastry Department

The pastry department operational hours at The Apurva Kempinski Bali are divided into 4 shifts. The first shift is the morning shift, starting at 05.00 AM – 14.00 PM, the second shift start from 07.00 AM – 16.00 PM, the middle shift starting from 09.00 AM – 18.00 PM, and the afternoon shift starting at 14.00 PM – 00.00 AM (for trainees starting from 15.00 PM – 00.00 AM). For other outlet such as, Koral and Izakaya by Oku, they start at 15.00 PM – 01.00 AM. The bakery staff working hours slightly different from pastry, they starts from 04.00 AM – 14.00 PM, and the afternoon shift starting at 14.00 PM – 00-00 AM, the midnight shift start at 01.00 AM – 10.00 PM.

The main task for the morning shift are preparing fruits for display, preparing all the condiments for breakfast, preparing the ice creams, set up breakfast, set up ice cream, and preparing for breakfast the next day.

The second shift main tasks are to producing the dessert and traditional food to other outlet such as, Executive Lounge and PALA restaurant, preparing the condiments for a la carte, preparing amenities, set up display for Selasar Deli and ice cream, and checking procurement of raw materials.

The middle shift tasks are to preparing all the condiments for afternoon buffet, producing ice cream, preparing for afternoon tea, produced the finished dessert material, maintain the ingredients, check the job checklist, check the ingredients that should be made, preparing backups for PALA dinner, set up PALA dinner.

The afternoon shift tasks are to double-check the condiments needed for PALA dinner buffet, preparing the a la carte, preparing the welcome fruit and macaroon for rooftop, preparing the ice cream and slice fruit for dinner buffet, making the complimentary cake, preparing the canapes for Executive Lounge, and checking also cleaning up the chiller, walk-in chiller, walk-in freezer, blast freezer before they leave.

For trainees, the rotation in pastry kitchen should be applied every 3 months, due to the pandemic of coronavirus, this rotation could not work as usual. On the first month, the writers get a chance to learn in production team in the second shift where the writer's learn all the condiments for production stuff including sauce, mousse, jam, garnishes, whipped ganache, ganache, traditional dessert, etc. In this shift, trainees also get a chance to prepare the dessert for weddings, here the writer's also get the opportunities to learn plated dessert. The authors also help to do the set up for the buffet, and preparing all the condiments needed. The pastry staff gave responsibilities to the writers to prepare the condiments for the buffet, and preparing the ice cream mixture, and sometimes preparing the a la carte and room services.



On the next month, the authors working shift changed to afternoon shift where the writers worked starts at 15.00 PM – 00.00 AM for a few days, and the working hours changed starting in 14.00 PM – 00.00 AM for the next period because of the pandemic. Here the authors learn to make chocolate bonbons, how to work with ice cream machines, make the complimentary cake, writing with chocolate, and also got responsibilities to be in charged in production and room-services alone.

On March 3<sup>rd</sup>, the authors gets opportunities to learn in Izakaya by Oku outlet. It is a Japanese outlet, and served a plated dessert with so many condiments. Here the authors get a chance to learn all the condiments, plating, making the sorbet, and get the responsibilities to be in charged in the outlet alone. The working hours starting at 15.00 PM – 01.00 AM.

## **2.8 Hygiene and Sanitation Standard at The Apurva Kempinski Bali**

### **2.8.1. Personal Hygiene**

- Take a shower daily.
- Use deodorant after shower to eliminate body odour.
- Light and refreshing fragrance.
- Avoid eating foods that would cause bad breath and body odour e.g. onion, garlic, spiced food.
- Brush teeth twice per day.
- Breathe must be fresh (no food, cigarette, or alcohol smell).
- Use mouth wash regularly.
- No chewing gum or stimulants e.g. tobacco, khat, etc.
- Clean, short, well-trimmed finger and toe nails.
- Required hair caps or net.

### **2.8.2. Kitchen**

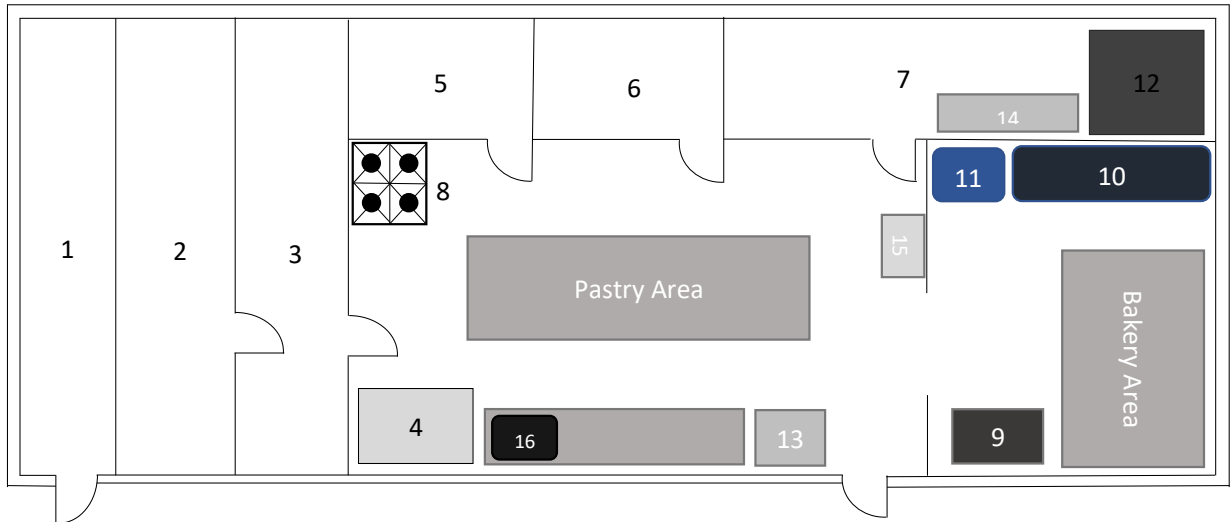
- Clean the working table, chiller, and freezer.
- Make sure the kitchen area is clean every time.

- Make sure to wrapped all the ready-to-used ingredients when put into the walk-in chiller or walk-in freezer.
- Make sure to clean all the utensil before using it.
- Wash our hand regularly every 10 minutes.
- Wash hand and use sanitizer before doing or start anything.

### **2.8.3. Ingredients**

- Using FIFO (First In First Out) system.
- Transferring all the new ingredient that has just come to its place
- Checking all the ingredients that has been processed not more that 3 days.
- Labelled all the processed and ready-to-used ingredients before put it into the walk-in chiller or walk-in freezer.
- Washing all the fruits and other ingredients.
- No trash on the working table (prepare a bowl to put all the trash in one place).

## 2.9 Kitchen Map



1 : Chocolate room

2 : Walk-in freezer

3 : Walk-in chiller

4 : Mixer

5 : Dry storage

6 : Steward

7 : Ice Cream Room

8 : Stove

■ : Table preparation

9 : Dough sheeter

10 : Oven

11 : Bread proofer

12 : Ice cream machine

13 : Sink

14 : Standing chiller & blast freezer

15 : Trash bin

16 : Electric stove