

CHAPTER II

GENERAL DESCRIPTION OF HOLIDAY INN RESORT KANDOOMA

2.1 History of Holiday Inn

“Once upon a time, there was a man called Kemmons Wilson, a businessman from Tennessee, who took his family on vacation. After staying in very disappointing motels that were small, uncomfortable, and charged an additional fee per child – making it expensive for a man with five children – he says the need to create a travel experience that was fun and full of joy.

Fuelled by a passion to make guests smile, he opened the first Holiday Inn hotel in Memphis. The year was 1952, and it was the start of a journey to bring joy and happiness to guest experience.

Our brand has a rich heritage and history focused on providing a joyful experience for our guests including, being the first hotel to let children stay and eat for free.

Since then we have made millions of guests smile and this story shares the lessons that will help us to keep our guests smiling now and, in the future, from the best hello to the best goodbye.

This is a tale about our quest to make guests smile from beginning to end, enabling real, human connections.”

- Quoted from a handbook given during orientation

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Holiday Inn is a British-owned American brand of hotels, and a subsidiary of InterContinental Hotels Group. Founded as a U.S. motel chain, it has grown to be one of the world's largest hotel chains, with 1,173 active hotels and over 214,000 rentable rooms as of September 30, 2018. The hotel chain's headquarters are in Denham, Buckinghamshire.

On October 24, 2007, IHG announced a worldwide relaunch of the Holiday Inn brand, which spelled trouble for the remaining motels. The relaunch was "focused on delivering consistently best in class service and physical quality levels, including a redesigned welcome experience and signature bedding and bathroom products". The first relaunched Holiday Inn opened in the U.S. in spring 2008. Currently there are more than 2,500 relaunched Holiday Inn brand hotels around the world, and the Holiday Inn global brand relaunch process was completed by the end of 2010.

2.2 Overview

Holiday Inn is an international hotel chain owned by InterContinental Hotel Group. Holiday boasts over 2,500 hotels globally which includes Europe, North and South America, Africa, Asia-Pacific, the Middle East and Caribbean. Holiday Inn as a brand is created by Kemmons Wilson and was relaunched in 2008 as part of the InterContinental Hotel Group as one of the budget brands. Now numbering over 1,170 hotels across the world, it is one of the major players in the hotel Industry.

2.2.1 Logo



Holiday Inn[®]

Figure 1. Holiday Inn Logo (Holiday Inn, 2020)



Figure 2. Holiday Inn Resort Logo (Holiday Inn Resorts, 2020)

2.2.2 Location

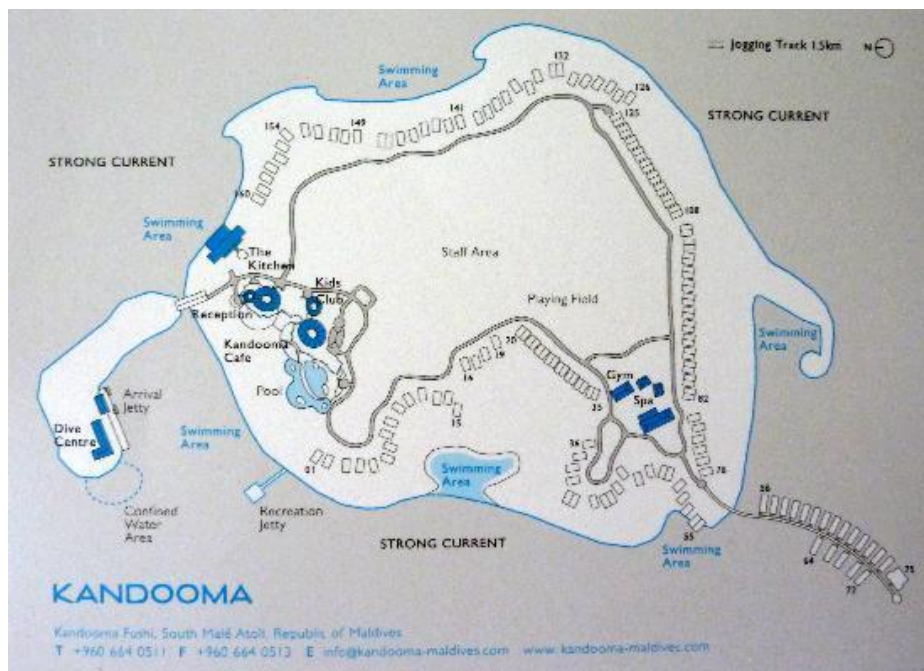


Figure 3. Holiday Inn Resort Kandooma Map (Holiday Inn, 2020)

Holiday Inn Resorts, Kandooma Maldives

Address: Kandooma Fushi, South Male' Atoll, Republic of Maldives

2.2.3 Features of Holiday Inn Resorts, Kandooma

Holiday Inn Resorts Kandooma accommodates up to 160 guest rooms, some up to 4 people. The resort may accommodate up to 310 guest and simultaneously houses around 300 and more employees living in the same Island. The employees live in their living quarters known as the village; where it does not only house employees but also office, engineering facilities, recreation areas such as soccer fields and basketball courts. As such, it is an everyday occurrence to meet guests when travelling to one place or another.

Holiday Inn Kandooma have a jetty in which both guest and employee arrive and depart towards the airport. The ships and boats there are mostly owned by the resort to accommodate transportation. Currently there are around 6 boat owned by the company. The jetty also serves as the base of the Eurodivers, a private company who partners up with Holiday Inn Kandooma and sells out diving activities such as lobster picking right below the jetty. It is also house to The Perfect Wave, a community of Surfers who also teach Yoga as an afternoon activity. Besides, these two, Holiday Inn Kandooma also houses a Spa and Relaxation site, and various water sports facilities.

The Resort also have overwater villas for the luxurious guests and both beach side and garden side villas spread across the island. The guests have access to both the west beach and the south beach which is accessible almost any time because security is also always patrolling the area. The resort also houses three main restaurants; The Kitchen, Bokkuraa Coffee Club and Kandooma Café. These are places guests eat and enjoy the view of the island. Beside these restaurants there are numerous bars across the island for the guests to enjoy. The guests are welcomed in the main lobby where the concierge is.

2.2.4 Hygiene and Sanitation Standard of Holiday Inn

There are the hygiene and sanitation standards in Holiday Inn Kandooma:

a. Colour Coded Cutting Board Standard

Colour Function

WHITE - For cutting ready to eat food

GREEN - For cutting vegetables and fruit

YELLOW - For cutting poultry

BLUE - For cutting seafood

RED - For cutting meat

The colour differences of this cutting board intended to avoid cross contamination. This will prevent bacteria on a cutting board that is used for raw meat, poultry, or seafood from contaminating a food that requires no further cooking, because cross contamination of different food types can lead to food poisoning.

b. Hand washing Standard

These are the steps of washing hand according to Sheraton's standard:

- First, wet hands with running water.
- Then, scrub hands with soap and brush under nails.
- Rinse well using running water.
- Then dry hands with paper towel.
- Last is water off with paper towel.

There are the rules when have to wash hands:

- At the beginning of a shift.
- After handling money.

- After breaks.
- After restroom.
- After sneezing or blowing your nose.

Keeping hands clean can prevent illness and spread infections to the other. Germs from unwashed hands can get into foods and drinks when people prepare them. Germs can multiply in some types of foods and drinks and it will make people sick. So, the hand washing standard must be done properly so the food that we process is harmless and doesn't make people sick.

c. Personal Hygiene

There are the personal hygiene standards to prevent food poisoning:

- Take a shower regularly every day.
- Wash and dry hands before handling food, and wash them frequently during work in the kitchen.
- Clean hands using paper towel.
- Don't cough or sneeze over food.
- Wearing apron and non-slip shoes when working in the kitchen.
- Keep the nails short and cleans, don't use nail polish because it can chip into the food.
- Tie the hair and covered with headgear so the hair won't fall off into the food.
- Cover the wounds with bandages and use gloves if having wounds on the hands.
- Change the gloves regularly.
- If feel unwell such as diarrhoea or flu don't handle food.

d. Temperature Control Standard

The safe temperature for food is 5°C or colder and 60°C or hotter. To prevent food poisoning bacteria, potentially hazardous food must be kept at these temperatures, which may be present in the food, from multiplying to dangerous levels. The bacteria can grow at temperatures between 5°C and 60°C, which is known as temperature danger zone. The fastest rate of growth is at around 37°C.

Total time limit between 5°C and 60°C What should we do:

- Less than 2 hours - Refrigerate or use immediately
- Between 2 hours and 4 hours - Use immediately
- More than 4 hours - Throw out

e. Safe Minimum Cooking Temperature

Use food thermometer to ensure that meat, poultry, seafood, and other cooked foods reach a safe minimum internal temperature. After remove meat from a grill, oven, or other heat source, allow it to rest for the specified amount of time. During the rest time, harmful germs can be destroyed if the temperature remains constant or continues to rise.

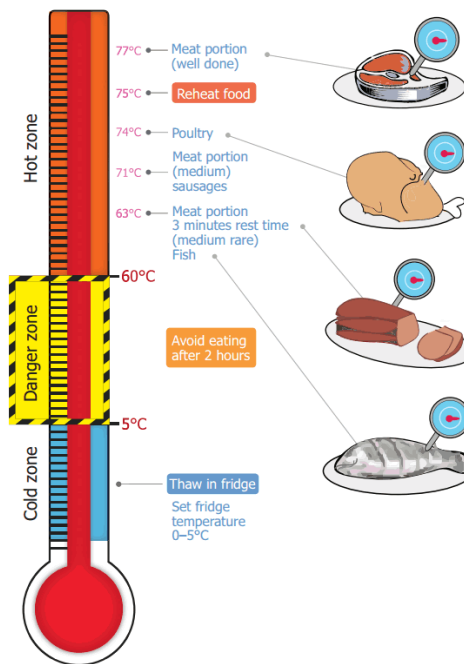


Figure 4. Cooking Temperature Graph (InterContinental Hotel Group,2020)

f. General Cleaning

General cleaning for kitchen is held every three months. The general cleaning includes spraying the floor using a high-pressure washer to clean the moss on the floor or wall and also for the stoves too. The general cleaning also use sanitizer to kill the bacteria. The cutting board also washed using high pressure water and sanitizer.

General cleaning for shelves and drawer is held twice a month using sanitizer and hot water. The tables must be cleaned everyday using sanitizer and clean towel. The stoves must be cleaned every day using how water and chemical.

Dry spices in the kitchen must be replace every three months, for raw vegetables and meat must be replace every day and frozen food must be replaced every three months.

2.2.5 Kitchen Outlet

Holiday Inn Resort Kandooma have a variety of cuisines ranging from Asian (Indian, Chinese, South-east Asian, Middle-eastern, Japanese, Korean), European and American cuisine. With every new chef executive (Executive chefs and Sous chefs), the cuisine and menu that was brought into Kandooma grows by the number. Various pastry and bake product will be made by pastry and delivered to the three restaurants of Kandooma. The three restaurant mentioned above are; The Kitchen, a high end kitchen boasting “Avant Garde” cuisine revolving around fine dining, Bokkura Café Club which is the a ‘la carte restaurant and the main seller of Kandooma, and Kandooma Café which is the buffet restaurant, hosting the majority of the occupants with breakfast, lunch and dinner. All of these restaurants will change menu and theme during special occasions like Christmas in which the author was lucky to be a part of. These are the information of the restaurants of Kandooma:

a) Kandooma Café, KC.

The main dining area of Kandooma, KC hosts 200 people on average and 100 people on lower days, but at its peak KC may host up to 330 people for dining. KC is supported by the Main Kitchen, dubbed MK that consist of 10 chefs, led by the sous chef. The Main Kitchen provide the main dishes of KC; food served consists of pasta, several Indian food, Chinese food, and western dishes. Among the favourites are Monday’s Charsiu and Crispy pork belly, Indian dishes such as Dhal, Masala and Naan, Pasta dishes. Besides Main Kitchen and their main dishes KC also provides numerous appetizers such as salads, cold cuts, and cheese from various countries. A meal in KC will be topped with assorted French pastries and shooters from around the world. Desserts such as these were provided by the Pastry team, responsible for all the pastries around the island. Besides these mini desserts, Pastry also provides numerous whole cakes, Indian desserts and warm desserts. As

a live station the Pastry team have a crepe station for dinner, which will be made per request of the guest.

KC is open for breakfast, lunch and dinner; the timing is 06.00-10.00 for breakfast, 12.00-14.30 for lunch, and 18.00-22.00 for dinner. The number of chefs on duty in the Buffet area varies, but it is generally 3 up to 6 chefs from Main Kitchen, 1 from Pastry and 1 from Cold Kitchen.

Every month, Main Kitchen have a special promotion in which they will feature a certain type of world cuisine for dinner. During Chinese Promotion for example, Main Kitchen will be starring more Chinese food than usual, serving food that is not regularly available such as Peking Duck. Main Kitchen is also responsible for the menu design on special holidays, as they will be in charge for the special Buffet.

Currently Main Kitchen is led by Chef Badal as Chef de Partie, and a duo of Kalim and Pradeep as Demi Chef de Partie. With Commis ranging from Commis I – III namely, Fauzi, Bimo, Noor, Khue, Phong, and Amit. KC specializes in Indian cuisine, as most of her chefs hail from India and their Indian cuisines are the most eye-catching and favourite.

b) Bokkura Coffee Club, BCC.

Bokkura Coffee Club is the mainstay of Kandooma, boasting 82 items for guests to choose from. This menu comes from a diversity of cuisines such as American, Indian, Italian, even Chinese and Vietnamese. As such, BCC have her own team of Service and Chefs led by a Junior Sous Chef and the Chef de Partie. The BCC team is very quick responsive and also responsible for room service. The BCC kitchen is divided into two area; indoor Kitchen, and the outdoor Kitchen which is responsible for the Grill and Pizza orders. The Indoor Kitchen serves a lot of curries ranging from Indian and South East Asian, then Italian pasta, Chinese Fried Rice and well as various soups

and cream soups. BCC is also responsible for kids meal which consists of kid burgers, porridge, soup, Fish and Chips.

BCC is open from 11.00-23.00 and features a 24-hours room service and the whole team of BCC kitchen will be on duty except for a person which will be in charge of night duty and those who are on their off day. The BCC team is led by Junior Sous Chef Laiju Paul, Demi Chef de Partie Anees and several Commis ranging from commis I to II; Nidheesh, Dema, Jimmy, Erlangga, and Jeysen. BCC have two promotions, BBQ night on Wednesday and Fisherman's market on Saturday.

c) The Kitchen, TK.

Last but definitely not least, The Kitchen or TK for short is the pride of Kandooma, boasting the most high-end and sophisticated dishes meticulously developed by the chefs. The Kitchen focus have a wide range of cuisine choices, but it is mostly Asian and their star dish is the various grilled steaks of Japanese and Australian Origin namely the A3 wagyu beef and the Black Angus Beef. The Kitchen does not operate during the day, and during that time most of the chefs do their *mise en place* so that they will be ready for the night. Although The Kitchen accept walk-ins they have most of their guests through reservations, this will inform the chefs of the amount of ingredients they might want to prepare.

The Kitchen is very strict in their operations and are constantly under the supervision of Executive Chef Eddie Ng and Executive Sous Chef Sabtashar Dianata Sjahbana. The Kitchen is led by Chef de Partie Co and his team which consist of; Sithara, Nhu Y, and Dhonis. The Kitchen is open from 18.00 til 22.00.

2.3 Vision and Mission

IHG Mission Statement

At IHG, our purpose is to create Great Hotels Guests Love by providing True Hospitality for everyone.

IHG Vision Statement

Our Vision is to become one of the world's great companies. For us this means having great brands which lie at the heart of Great Hotels Guests Love.

2.4 Organization Structure and Task Description

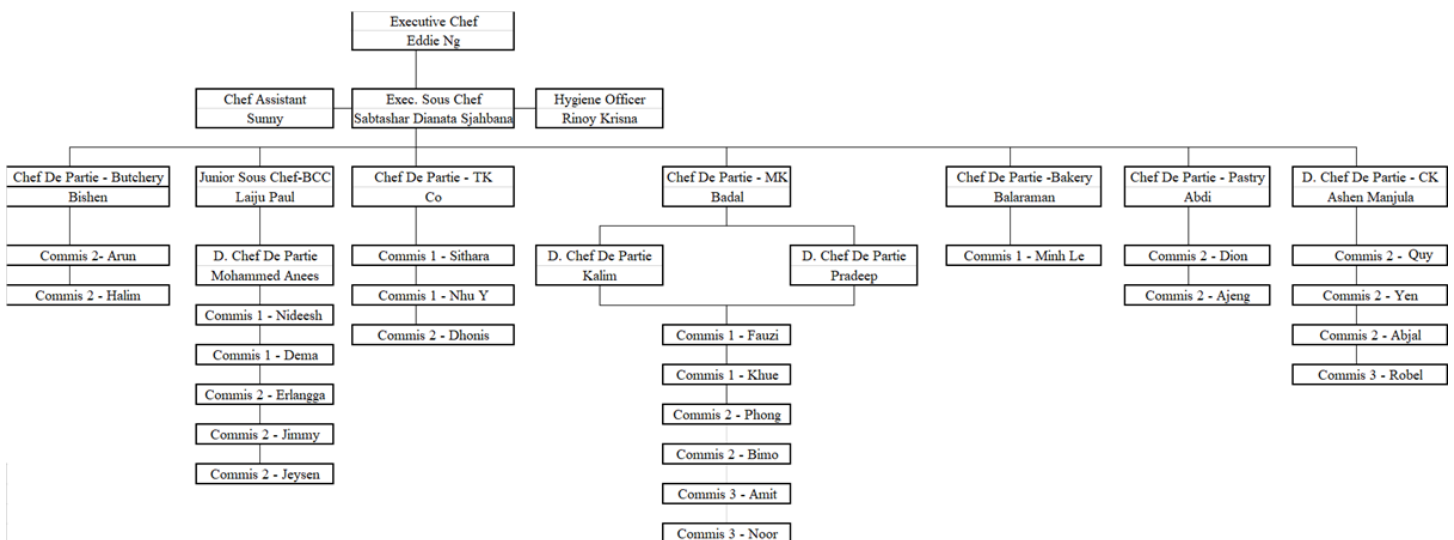


Table 1. Kitchen Department of Holiday Inn Kandooma

There are the main tasks of kitchen department team:

1. Executive Chef and Executive Sous Chef
 - Creating new recipes, planning menus and selecting plate presentation.
 - Hiring and training all kitchen staff such as cooks and also the trainee.
 - Setting and monitoring performance standard for staff.
 - Getting feedback on food and service quality and handling guest

complain.

- Ensuring the quality of the dishes.
- Calculate the food cost.
- Checking the hygiene standard of food and the equipment.

2. Hygiene Manager

- Checking establishment and workplace to ensure that the place isn't hazardous for workers.
- Inspect the building to ensure that the place is safe from disease from viruses or diseases.
- Checking the temperature of chiller, freezer and also the store.
- Checking the cleanliness of chiller, freezer and also the store.
- Educate the kitchen staff how to process food properly, personal hygiene and maintain food quality.

3. Chef Assistant

- Assist Executive Chefs on informing new employees and trainees
- Managing the other staff such as cooks and trainee.
- Helping the executive chef to ledger all the changes and ideas.
- Checking the availability of the ingredients.

4. Sous Chef

- Setting and monitoring performance standard for staff.
- Getting feedback on food and service quality and handling guest complain.

- Ensuring the quality of the dishes.
- Calculate the food cost.
- Checking the hygiene standard of food and the equipment

5. Chef de Partie

- Preparing the ingredients and cooking the dishes.

- Managing and training the other staff such as cooks and trainee.
- Helping the executive chef to develop new dishes and menus.
- Checking the availability of the ingredients.
- Enforce strict health and hygiene standards.

6. Demi Chef de Partie

- Preparing the ingredients.
- Cooking the dishes.
- Ensuring hygiene standard of the kitchen.
- Assist the other chefs when necessary.
- Responsible for the cleanliness and stock control.

7. Commis 1

- Responsible for planning and directing food preparation and cooking.
- Prepare the ingredients and cooking dishes.
- Instructing the 2nd cook or 3rd cook in preparation, garnishing and plate presentation of the dishes.
- Teaching new cooking techniques.
- Ensure quality of food.
- Requisition food and kitchen supplies.
- Creating schedule for staff.
- Supervise cooks and kitchen staff.

8. Commis 2

- Assisting the 1st cook in preparing and cooking dishes.
- Ensure the kitchen areas are clean.
- Maintaining the sanitation and personal hygiene.

9. Commis 3

- Assisting the 1st cook in preparing and cooking dishes.
- Maintaining the sanitation and personal hygiene.
- Ensure the kitchen areas are clean.

10. Trainee

- Assisting the 1st cook in preparing and cooking dishes.

- Maintaining the sanitation and personal hygiene.
- Ensure the kitchen areas are clean.

Trainees are not included in the hierarchy of the kitchen because Holiday Inn as a company does not view trainees to be responsible for their work inside the company, it is true that they maybe give job descriptions and fall in line between job band 10, which reports directly under the Chef de Partie. But, the company gave trainees lax positions and gave them the freedom to personally select which department they want to be under, and thus will not be included in any hierarchy inside the company. Instead, if trainees were to have a hierarchy, they would fall directly under the Learning and Development Manager.

