

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1. History of Company

G'sign Hotel is a rebranding of Hotel Global, which was originally a 2-star hotel to a 4-star hotel. G'Sign Hotel is a service company engaged in the hospitality sector by providing facilities in the form of rooms, restaurants, meeting rooms, ballrooms, and other facilities - other facilities that support the interests of guests.

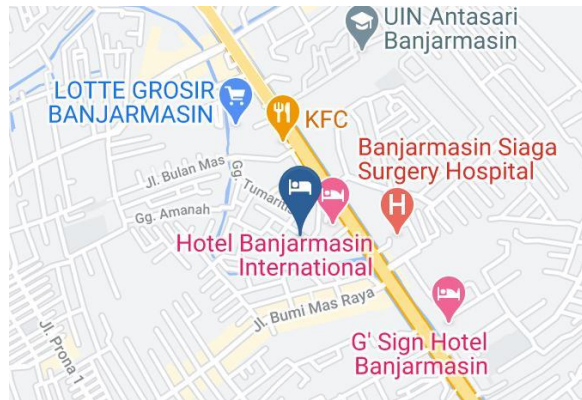
Global Hotel itself was inaugurated on May 16, 2005, until on September 05, 2014 it grew and changed its name to G'Sign Hotel.

In organizational structure, G'Sign Hotel is under the ownership of "PT. GLOBAL SURYA MANGGALA" which is domiciled in the city of Banjarmasin. In carrying out operational activities the organizational structure is led by the General Manager who is responsible to the Board of Directors, the General Manager in carrying out the organization's wheels is assisted by the Dept Heads in accordance with their respective responsibilities.

G'Sign Hotel is a 4-star Business Hotel that has 10 floors with room names that match the business nuances such as Strait Times, Hang Seng, Nikkei, Dow Jones, Wall Street, and Nasdaq. The total rooms are 170 rooms, and has 8 meeting rooms. Other facilities owned are Fitness Center, Pool, Business Center, Restaurant & Lobby Lounge, and Ballroom as well as Travel Agent and a large parking area.

2.2. Company Overview

2.2.1. Location



Picture 1. G'Sign Hotel Map

G'Sign Hotel Banjarmasin

Address : Jl. A. Yani Km. 4,5 No. 448, Pemurus Luar,
Banjarmasin 70249

No. Telp/Fax : (0511) 327 1188 / 327 6999

Email : reservation@gsignhotel.com

2.2.2. About G'Sign Hotel Banjarmasin

1. Interior Design Concept

The interior designer of G'Sign Hotel from the owner of his own company who has imagined a luxurious interior space with a business concept world concept. It gives the impression for business people out there to be able to participate in the participation of the business world or can visit to hold meetings with fellow businessmen at G'Sign Hotel. From a concept we know that this concept is related to the world of the stock market. By adding the names of industrial stock markets from several countries which are models or logos of a G'Sign Hotel in Banjarmasin.



Picture 2. G'Sign Hotel Banjarmasin

2. Food and Beverage

2.1. Galam Cafe Restaurant

G'Sign Hotel has Galam Cafe & Restaurant for its guests. Galam Cafe & Restaurant has a modern feel and offers a variety of local and international dishes. Various Banjarmasin specialties are served at Galam Cafe & Restaurant ranging from traditional food and cakes. With enough space, hotel guests can enjoy a meal with friends or family.

- Seating Capacity : 80
- Opening Hours : 00.00 – 00.00
- Breakfast : Monday – Friday
07.00 – 10.00
: Saturday – Sunday
07.00 – 10.30
- Location : M1 Floor

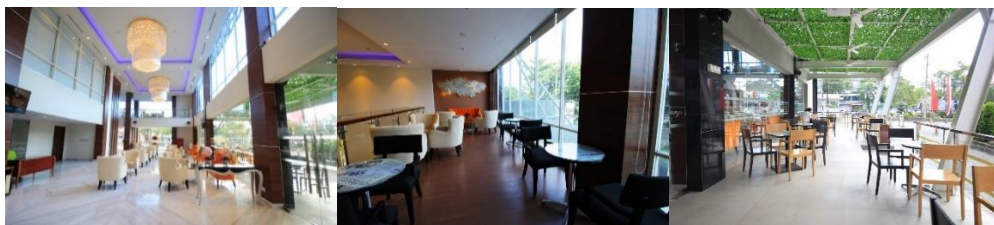


Picture 3. Galam Cafe & Restaurant

2.2. Lounge

On the ground floor, G'Sign Hotel Banjarmasin has a Lounge as well as a Lobby for its hotel guests. In the Lounge, guests can enjoy sitting and relaxing and enjoying drinks and snacks provided in the Lounge. The lounge can also be a gathering place for guests to chat with other guests.

- Seating Capacity : 50
- Operating Hours : 07.00 – 23.00
- Location : Lobby



Picture 4. Lounge

3. Accommodation

This accommodation space offers an inviting blend of traditional and modern comfort, along with the warm hospitality of the bell boys. The rooms are spacious with an average size of 20 sqm–30 sqm with a choice of bed categories.

In accordance with the concept at G'Sign Hotel Banjarmasin, this lodging room category has a unique name. By using the categories of names in the industrial stock market index.

Table 1. Room Category

Accommodation Type	Units
Bearish	6
Bullish	24
Rebound	6
Straits Times	40
Hang Seng	4
Nikkei	55
Nasdaq	5
Dow Jones	20
Wallstreet	9

This hotel also has the best rooms, namely Global Suite rooms and Signature Suite rooms with an average area of 70 sqm - 80 sqm.

Table 2. Suite Room Category

Accommodation Type	Units
Global Suite	2
Signature Suite	2



Picture 5. Bearish Room



Picture 6. Dow Jones Room



Picture 7. Nikkei Room

4. Facilities

1. In Room Dining

In-room dining at G'Sign Hotel Banjarmasin is a relaxed and comfortable dining experience in the comfort and privacy of a guest's room. Be it a snack or a food menu. In-room dining is managed by the main kitchen team and is available 24 hours a day to cater for every need. What is special a guest can ask for let us know what you like.

2. Swimming Pool

Hotel guests can enjoy and use hotel facilities such as a swimming pool which is enough to be able to swim with friends or family.

- Location : M2 Floor
- Operating Hours : 08.00 – 22.00

3. Fitness Centre

Fitness center with a variety of modern fitness centers equipped with a variety of modern fitness equipment that caters to the health needs of every guest.

- Location : M2 Floor
- Operating Hours : 08.00 – 22.00

4. Business Centre

Personal business services equipped with essential technologies. available to support guests' business needs.

- Operating Hours : 08.00 – 20.00

5. Ballroom

For large events, this hotel has a large ballroom with a capacity of ±1200 pax, with a large room for events such as weddings or birthday parties.

- Location : 8th Floor



Picture 8. Ballroom G'Sign Hotel Banjarmasin

5. Meeting and Event

1. Meeting Room

This business concept G'Sign Hotel certainly has quite a lot of meeting rooms. This hotel has 11 meeting rooms with different sizes.

- **Emmerald Ballroom**
Location : 8th Floor
Size : 22 x 16 x 6

- **Blue Sapphire Ballroom**
 Location : 8th Floor
 Size : 26 x 12 x 6
- **Diamond Ballroom**
 Location : 8th Floor
 Size : Combine Emerald + Blue Sapphire
- **Lavender Room**
 Location : M2nd Floor
 Size : 16 x 10 x 3
- **Edelweiss Room**
 Location : M2nd Floor
 Size : 12 x 8 x 3
- **Chrysant Room**
 Location : M2nd Floor
 Size : 9 x 4 x 3
- **Rose Room**
 Location : M2nd Floor
 Size : 13 x 8 x 3
- **Jasmine Room**
 Location : M2nd Floor
 Size : 8 x 7 x 3
- **Kasturi Room**
 Location : M1st Floor
 Size : 10 x 8 x 3
- **Dollar Room**
 Location : Lobby Floor
 Size : 12 x 7,5 x 3
- **Euro Room**
 Location : Lobby Floor
 Size : 12 x 8 x 3

– **Dinar Room**

Location : Lobby Floor

Size : 12 x 6 x 3

– **Rupiah Room**

Location : Lobby Floor

Size : 12 x 21,5 x 3



Picture 9. Meeting Room

2. Event

With beautiful lighting decorations and with signature patterned carpets from several figures such as governors, mayors, and other figures, this ballroom has a modern style according to its concept. The spacious ballroom is not only used for business people but can also be used for different events.

– Size : 48 x 28 x 6

– Location : 8th floor

– Capacity : ±1200 seats



Picture 10. Ballroom G'Sign Hotel Banjarmasin

2.3. Vision, Mission, and Company Objectives

2.3.1. Vision

- To provide a quality of service & facilities to customers in high level of business requirements
- Leading market in the city for business & nice hotel

2.3.2. Mission

- Customer satisfaction as priority for all entyre service
- Personality, performance, & business oriented culture at all time

2.3.3. Company Objectives

- Maximizing the potential of existing employees by placing a strong emphasis on a values leadership approach.
- Ready, fast, and disciplined is one of our working principles to serve the comfort of our guests
- Renowned as a hotelier who expands space in a modern style
- Create one of the most desirable hotel collections to meet the demands of business people

2.4. Organizational Structure And Main Task

The author was trained into 2 different outlets; 2 months in pastry, and 4 months in main kitchen Galam Cafe & Restaurant. As for the obstacles experienced by the author due to being exposed to the disease covid - 19, the author was given a day off by local management for approximately 3 weeks.

2.4.1. Organizational Structure And Main Task at Kitchen

1. General Manager

- Responsible for all aspect of operation in hotel
- Ensure and maximize the operation and guest satisfaction

- Hold a meetings with all head departments
- Hiring all hotel staffs
- Manage on-going profitability and revenue of hotel

2. Head Chef

- Supervise, manage, and motivate kitchen team
- Lead the team in monthly cooking demo
- Controlling and directing the food preparation
- Regularly monitor and check for ingredients in chiller
- Plating for hot kitchen menu
- Ensure the ingredients are meet the standard
- Inform daily occupany and training every morning
- Maintain hygiene and safety in kitchen
- Ensure the guest satisfaction
- Develop new menu
- Represent in meeting with all departments.

3. Chef De Partie

- Leads the kitchen team in head chef's absence
- Plating for the hot kitchen menu
- Ensure the ingredients are meet the standard
- Controlling and directing the food preparation

4. Demi Chef

- Leads the kitchen team in chef de partie's absence
- Supervise, manage, and motivate kitchen team
- Plating for the hot kitchen menu
- Create schedule for kitchen team
- Ensure the ingredients are meet the standard
- Regularly monitor and check for ingredients in chiller
- Controlling and directing the food preparation

5. Commis Chef

- Responsible for kitchen area by overseeing other team work
- Manage the main task of each team in kitchen and directly involve on kitchen operation
- Train all kitchen team
- Ensure all items and food preparation meet the standard
- Ensure the food quality of each menu which about to served
- Order the ingredients to main kitchen
- Ensure the quantity of items in the walk-in-chiller
- Keep all area clean and sanitized

6. 2nd Commis

- Train trainee and daily worker in the absence of commis chef
- Get involved in daily operation tasks
- Ensure the food quality of each menu which about to serve
- Ensure all items and food preparation meet the standard
- Order ingredients to main kitchen
- Ensure the quantity of items in the walk in chiller

7. Cook Helper

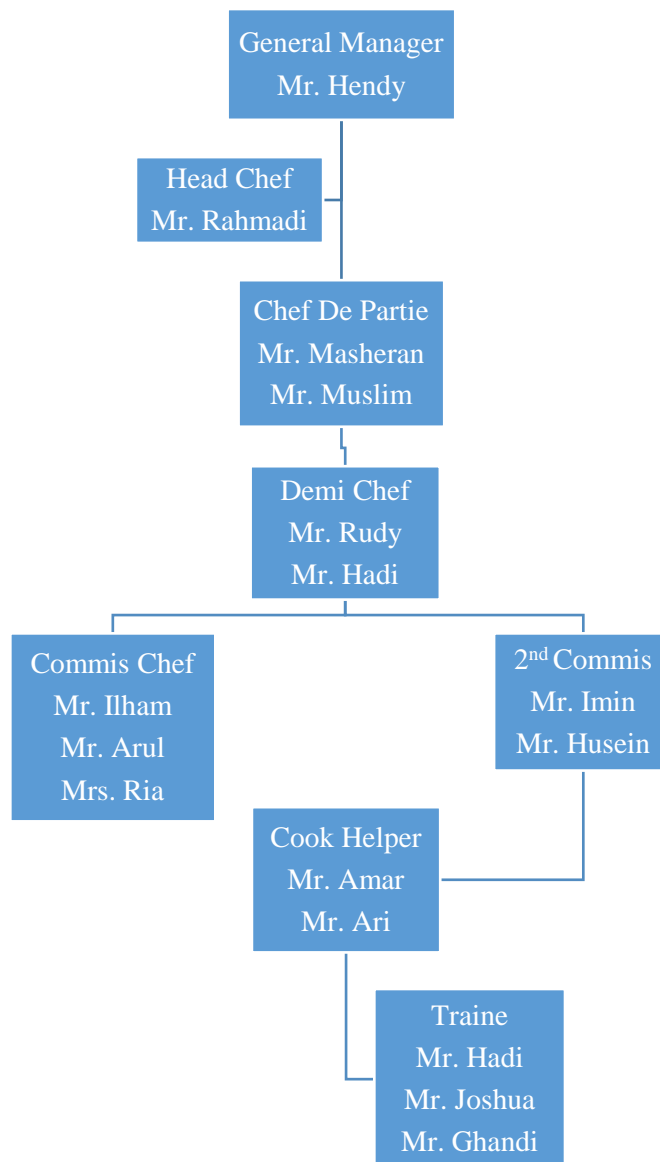
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8. Daily Worker

- Get involved in daily operation tasks
- Ensure all items and food preparation met the standard
- Ensure the quantity of items in the walk-in-chiller
- Keep all area clean and sanitized

9. Trainee

- Get involved in daily operation tasks
- Ensure all items and food preparation meet the standard
- Assist all kitchen team
- Ensure the quantity of items in the walk in chiller
- Keep all area clean and sanitized



Picture 11. Structure Main Kitchen

2.4.2. Organizational Structure And Main Task at Pastry

1. Demi Chef

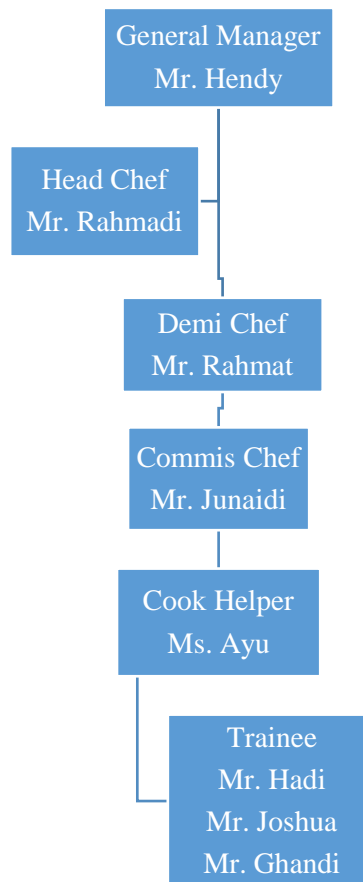
- Leads the kitchen team in head chef's absence
- Supervise, manage, and motivate pastry team
- Plating for the dessert menu
- Ensure the ingredients are meet the standard
- Regularly monitor and check for ingredients in chiller
- Controlling and directing the food preparation
- Order the ingredients to pastry
- Keep all area clean and sanitized

2. Commis Chef

- Responsible for pastry area by overseeing other team work
- Manage the main task of each team in pastry and directly involve on pastry operation
- Train all pastry team
- Ensure all items and food preparation meet the standard
- Ensure the food quality of each menu which about to served
- Order the ingredients to pastry
- Ensure the quantity of items in the walk-in-chiller
- Keep all area clean and sanitized

3. Cook Helper

- Train trainee and daily worker in the absence of commis chef
- Get involved in daily operation tasks
- Ensure the food quality of each menu which about to serve
- Ensure all items and food preparation meet the standard
- Ensure the quantity of items in the walk in chiller
- Keep all area clean and sanitized



Picture 12. Structure Pastry