

## **CHAPTER II**

### **GENERAL DESCRIPTION OF COMPANY**

#### **2.1 History of Company**

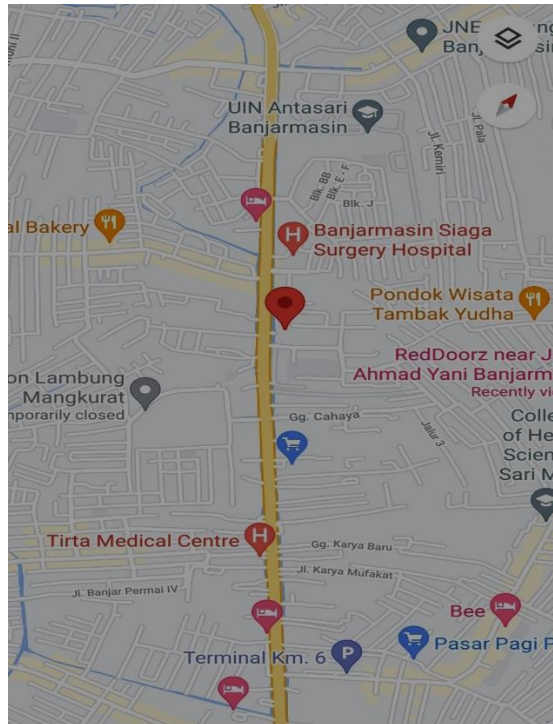
G, SIGN hotel is a rebranding of the Global hotel, which was originally two-star to four-star. G'SIGN hotel is a service company engaged in the hospitality sector that provides complete facilities such as rooms, restaurants, meeting rooms, ballrooms, and other facilities.

Global hotel was inaugurated on May 16, 2005, until September 5, 2014, it grew big and changed its name to G'SIGN Hotel.

The organizational structure of G'SIGN Hotel is under the ownership of "PT. GLOBAL SURYA MANGGALA" which is located in the city of Banjarmasin. G'SIGN Hotel is a four-star business hotel that has ten floors with room names that match the business nuances such as Strait Times, Hang Seng, Wall Street, Dow Joes, Nasdaq, and Nikkei. Total rooms There are 170 rooms and has 8 meeting rooms, the facilities owned are Fitness Center, Pool, Business Center, Restaurant, Looby Lounge, & Ballroom.

## 2.2 Company Overview

### 2.2.1. Location



Picture 1. G'SIGN Hotel Map (Google Map, 2021)

### GSIGN Hotel Banjarmasin

Address : Jl. A. Yani KM 4,5 No.448, Pemurus Luar, Kec.

Banjarmasin Tim., Kota Banjarmasin, Kalimantan Selatan 70238

Telp : [\(0511\) 3271188](tel:05113271188)

Email : [reservation@gsignhotel.com](mailto:reservation@gsignhotel.com)

The hotel is a 5 minute walk from the nearest restaurants and bars, 5 km from Wasaka Museum, and 22 km from Syamsudin Noor International Airport.

### 2.2.2. About G'SIGN Hotel Banjarmasin

#### 1. G'SIGN Hotel

This four-star hotel offers complete facilities that can spoil your holiday moments. You can enjoy free wifi access in every area, meanwhile, in each hotel room, there is also air conditioning, TV, and minibar. An electric kettle and a refrigerator are also found in the rooms. In addition, the private bathroom is equipped with a shower, bathtub, hairdryer, and free toiletries. Other features of this hotel include a fitness center, ample parking space, and

luggage storage. You can also leave your dining matters to the restaurant which is located inside the hotel and is open all day serving a variety of Indonesian and Western dishes.



Picture 2. G'SIGN Hotel front view (G'SIGN HOTEL Gallery, 2018)

## 2. Galam Cafe Restaurant & Lounge

### 2.1 Galam Café Restaurant

G'SIGN Hotel has a very good Galam cafe & restaurant because it has a modern and attractive design with a capacity of 80 for Galam Cafe. for the menu which serves a lot of local food, Asian and a little western for traditional cakes are also served there for breakfast.

Breakfast : Monday – Friday  
07.00 A.M– 10.00 A.M  
: Saturday – Sunday  
07.00 A.M – 10.30 A.M

Location : M1 Floor



Picture 3. Galam Café & Restaurant (G'SIGN HOTEL Gallery, 2018)

## 2.2. Lounge

The Lounge is on the ground floor along with the Lobby, the G'SIGN Lounge is divided into two indoor and outdoor places so that hotel guests are free to choose to relax, and the available capacity is 50 seats. And for the Lounge to sell drinks, heavy meals, and snacks.

Operating Hours : 07.00 A.M – 23.00 P.M

Location : Lobby



Picture 4. Lounge (G'SIGN HOTEL Gallery, 2018)



Picture 5. Lounge (G'SIGN HOTEL Gallery, 2018)

## 3. Accommodation

This hotel provides many rooms with various types and different sizes of each type and each room name adapts to a business name such as Bearish, Wall Street, Dow Jones, etc. starting from the smallest room size of 14m<sup>2</sup> for the smallest to the largest 84m<sup>2</sup>, with a total number of rooms and suites 173.



Picture 6. Dow Jones – Executive (G'SIGN HOTEL Room, 2018)



Picture 7. Nikkei – Grand Delux (G'SIGN HOTEL Room, 2018)



Table 1. Room type & Available Room (Personal Documentation, 2021)

<b>Room Type</b>	<b>Room Available</b>
Bearish	6 Rooms
Bullish	24 Rooms
Rebound	6 Rooms
Straits Times	40 Rooms
Hang Seng	4 Rooms
Nikkei	55 Rooms
Nasdaq	5 Rooms
Dow Jones	20 Rooms
Wallstreet	9 Rooms
Global Suite	2 Rooms
Signature Suite	2 Rooms

#### **4. Facilities**

##### **1. In Room Dining**

The comfort of the G'SIGN hotel room is very comfortable because the privacy of the guests is maintained and in each room, there are complete facilities such as Free Wi-Fi, Coffee and tea, 32"LED TV, International TV Channels, Safe deposit boxes, etc

Guests can also order food and drinks that are ready to be delivered to guests' rooms on time.

##### **2. Swimming Pool**

Hotel guests can enjoy the hotel's swimming pool facilities with a relaxing swim while looking at the nice sky view.

Location : M2 Floor

Operating Hours : 08.00 A.M – 22.00 P.M



Picture 8. Swimming Pool (G'SIGN HOTEL Gallery, 2018)

### 3. Fitness Center

Hotel guests can enjoy the hotel fitness center facilities with a variety of modern fitness equipment.

Location : M2 Floor.

Operating Hours : 08.00 A.M – 22.00 P.M



Picture 9. Fitness Center (G'SIGN HOTEL Gallery, 2018)

### 4. Business Center

Hotel guests can do personal business because the hotel has provided a Business Center that can be rented by hotel guests and outside hotel guests with complete equipment such as Stationeries, Projectors, Sound Systems, etc.

## 5. Ballroom

The hotel ballroom can be used when there are ongoing events such as weddings, Sweet Seventeen, etc

Table 2. Ballroom Name, Size & Location (G'SIGN HOTEL, 2021)

<b>Ballroom Name</b>	<b>Size</b>	<b>Location</b>
Diamond	Combine Emerald +Blue Sapphire	8 <sup>th</sup> Floor
Emerald	22 x 16 x 6	8 <sup>th</sup> Floor
Blue Sapphire	26 x 12 x 6	8 <sup>th</sup> Floor



Picture 10. Ballroom (G'SIGN HOTEL Gallery, 2018)

## 6. Meeting Room

G'SIGN hotel has many Meeting Rooms that can be used by hotel guests and outside hotel guests and the total Meeting Room in G'SIGN hotel is around 10 Meeting Rooms with different sizes and capacities.

Table 3. Meeting Room, Location & Size (G'SIGN HOTEL, 2021)

<b>Room Name</b>	<b>Location</b>	<b>Size</b>
Lavender	2 <sup>nd</sup> Floor	16 x 10 x 3
Edelweiss	2 <sup>nd</sup> Floor	12 x 8 x 3
Chrysant	2 <sup>nd</sup> Floor	9 x 4 x 3
Rose	2 <sup>nd</sup> Floor	13 x 8 x 3
Jasmine	2 <sup>nd</sup> Floor	8 x 7 x 3

Kasturi	1 <sup>st</sup> Floor	10 x 8 x 3
Dollar	Lobby	12 x 7,5 x 3
Euro	Lobby	12 x 8 x 3
Dinar	Lobby	12 x 6 x 3
Rupiah	Lobby	12 x 21,5 x 3



Picture 11. Meeting Room (G'SIGN HOTEL Gallery, 2018)

## 2.3. Vision, Mission & Company Objectives

### 2.3.1. Vision

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

### 1.3.2. Mission

1. Customer satisfaction is a priority for all services.
2. Personality, performance, & business oriented culture at all time.



### 2.3.3. Company Objectives

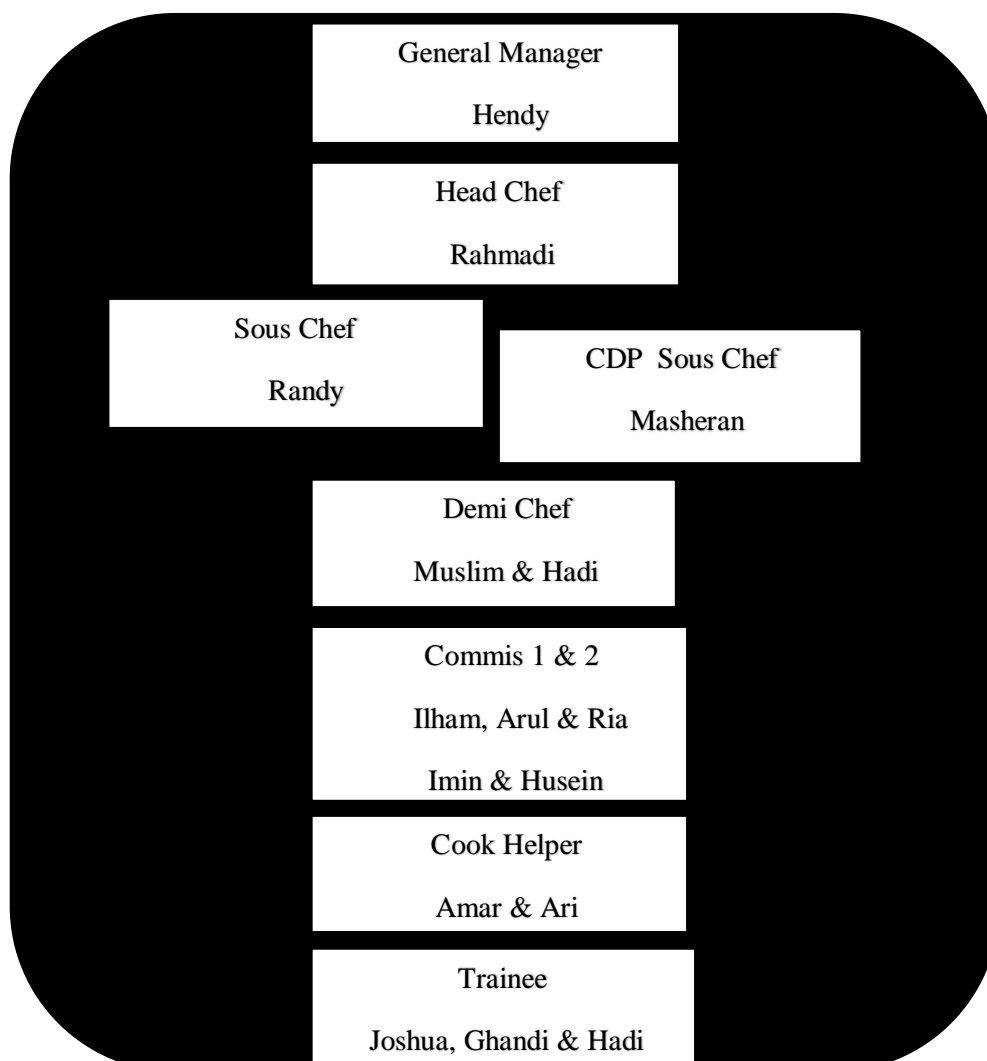
1. Maximizing the potential of existing employees by placing a strong emphasis on a values leadership approach.
2. Ready, fast, and disciplined is one of our working principles to serve the comfort of our guests.
3. Renowned as a hotelier who expands space in a modern style.
4. Create one of the most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

### 2.4. Organizational Structure and Main Task

During the internship, the writer was placed in two positions, the first in the main kitchen for 3 months and the second in pastry for 3 months.

#### 2.4.1. Organizational Structure and Main Task at Galam Café G'SIGN Hotel

Picture 12. G'SIGN HOTEL Main Kitchen Structure (Personal Documentation, 2021)



## **1. General Manager**

1. Responsible for all aspect of operation in hotel.
2. Ensure and maximize the operation and guest satisfaction.
3. Hold a meetings with all head departments.
4. Hiring all hotel staffs.
5. Manage on-going profitability and revenue of hotel.

## **2. Head Chef**

1. Supervise, manage, and motivate kitchen team.
2. Lead the team in monthly cooking demo.
3. Controlling and directing the food preparation.
4. Regularly monitor and check for ingredients in chiller.
5. Plating for hot kitchen menu.
6. Ensure the ingredients are meet the standard.
7. Inform daily occupany and training every morning.
8. Maintain hygiene and safety in kitchen.
9. Ensure the guest satisfaction.

## **3. Sous Chef**

1. Leads the kitchen team in head chef's absence.
2. Supervise, manage, and motivate kitchen team.
3. Plating for the hot kitchen menu.
4. Create schedule for kitchen team.
5. Ensure the ingredients are meet the standard.
6. Regularly monitor and check for ingredients in chiller.
7. Controlling and directing the food preparation.

## **4. CDP Sous Chef**

1. Supervise the work of each section.
2. Give daily tasks to subordinate staff.
3. Supervise kitchen operational activities on every shift.
4. Helping to solve all the problems faced when operational process.
5. Provide daily operational briefing.

## **5. Demi Chef**

1. Leads the kitchen team in chef de Parties absence.
2. Supervise, manage, and motivate kitchen team.
3. Plating for the hot kitchen menu.
4. Create schedule for kitchen team.
5. Ensure the ingredients are meet the standard.
6. Regularly monitor and check for ingredients in chiller.
7. Controlling and directing the food preparation.

## **6. Commis Chef**

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

## **7. 2<sup>nd</sup> Commis**

1. Train trainee and daily worker in the absence of commis chef.
2. Get involved in daily operation tasks.
3. Ensure the food quality of each menu which about to serve.
4. Ensure all items and food preparation meet the standard.
5. Order ingredients to main kitchen.
6. Ensure the quantity of items in the walk-in-chiller.
7. Keep all area clean and sanitized.

## **8. Cook Helper**

1. Train trainee and daily worker in the absence of commis chef.
2. Get involved in daily operation tasks.
3. Ensure the food quality of each menu which about to serve.
4. Ensure all items and food preparation meet the standard.
5. Ensure the quantity of items in the walk in chiller.

## 9. Trainee

1. Get involved in daily operation tasks.
2. Assist other staff to prepare and plating.
3. Ensure all items and food preparation met the standard.
4. Assist all cold kitchen team to order ingredients in the main kitchen.
5. Ensure the quantity of items in the walk-in-chiller.
6. Keep all area clean and sanitized.

### 2.4.2. Organizational Structure and Main Task at Pastry G'SIGN Hotel



Picture 13. G'SIGN HOTEL Pastry Kitchen Structure (Personal Documentation, 2021)



## **1. General Manager**

1. Responsible for all aspect of operation in hotel.
2. Ensure and maximize the operation and guest satisfaction.
3. Hold a meetings with all head departments.
4. Hiring all hotel staff's.
5. Manage on-going profitability and revenue of hotel.

## **2. Head Chef**

1. Supervise, manage, and motivate kitchen team.
2. Lead the team in monthly cooking demo.
3. Controlling and directing the food preparation.
4. Regularly monitor and check for ingredients in chiller.
5. Plating for hot kitchen menu.
6. Ensure the ingredients are meet the standard.
7. Inform daily occupany and training every morning.
8. Maintain hygiene and safety in kitchen.
9. Ensure the guest satisfaction.

## **3. Demi Chef**

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

## **4. Commis Chef**

1. Responsible for pastry area by overseeing other team work.
2. Manage the main task of each team in pastry and directly involve on pastry operation.
3. Train all pastry team.
4. Ensure all items and food preparation meet the standard.

5. Ensure the food quality of each menu which about to served.
6. Order the ingredients to pastry.
7. Ensure the quantity of items in the walk-in-chiller.
8. Keep all area clean and sanitized.

### **5. Cook Helper**

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

### **6. Trainee**

1. Get involved in daily preparation tasks.
2. Assist other position in kitchen by moving throughout other section.