

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 ABOUT LOMBOK PLAZA HOTEL



Picture 1. Lombok Plaza hotel Logo

Lombok plaza hotel is located in the city of Mataram, founded by PT. Sinar Mas Cakra Buana as city hotel. This hotel was founded on 27 april 2011, which used to be one of the terminals in cakranegara around 1939. And turned into KFC around 1990. Lombok plaza hotel is one of the supporting facilities for regional tourism that provides a resting place and service for foreign tourists and domestic tourists who visit the Lombok plaza hotel. This hotel is located in urban area and it takes 50 minutes from airport to arrive at the hotel. Lombok Plaza Hotel has a strategic place because it is close to shopping malls, hospitals, temples, parks, and some other popular attractions. This hotel offers several types of rooms such as Superior rooms, Deluxe Rooms, Cabanas Rooms, Cabanas Suites, Plaza Suites, President Suites. In addition, this hotel also has various facilities and services such as Restaurant, Lobby Lounge, Family Karaoke, SPA, Pool, Business Center, 24-Hour in-room dinning, Laundry, Parking Area, and Broadband internet access is available in public area.

2.1.1 Company Profile

- Company Name : PT. Sinar Mas Cakra Buana
- Industry Name : Lombok Plaza Hotel and Convention
- Address : Jl. Pejanggik No.8 Mataram, Cakranegara

- Telephone Number : +62 370 643 999
- Fax : +62 370 642 999
- Website : <http://www.lombokplazahotel.co.id>
- E-mail : info@lombokplazahotel.co.id
- Social Media
 1. Instagram : lombokplazahotel
 2. Facebook : Lombok Plaza Hotel & Convention

2.1.2 Facilities of Lombok Plaza Hotel

A. Room

Lombok Plaza Hotel has 142 Guest rooms with 6 types of room

- a) Superior: 107 rooms
- b) Deluxe: 4 rooms
- c) Cabanas: 18 rooms and 6 suites
- d) Plaza: 3 Suites
- e) President: 4 Suites

B. Ballroom and Meeting Room



Picture 2. Meeting Room



Picture 3. Ballroom

Lombok Plaza Hotel has 8 Meeting Rooms and 2 Ballroom of business and private events in Mataram. Each room is equipped with modern meeting facilities, providing the ideal place to host exhibitions, Seminars, Conventions, Wedding reseptions, Gala dinner or Private party

- a) Pejanggik Meeting Room
- b) Rinjani Meeting Room

- c) Pajang Meeting Room
- d) Meeting Mandalika I
- e) Meeting Mandalika II
- f) Executive Room I
- g) Executive Room II
- h) Executive Room III
- i) Sri Mataram Ballroom
- j) Sri Cakra Ballroom

C. Restaurant



Picture 4. Prime Restaurant

Prime Restaurant located in the first floor to the left of the Hotel Lobby. The menu served in prime restaurant are chinese food, western food and indonesian food. During breakfast and events, the service system provided is a buffet, apart from that the service system provides a la carte.

D. Family karaoke



Picture 5. The Plaza Karaoke & Lounge



Picture 6. Karaoke Room

The Plaza Karaoke & Lounge is a good place to spend time with families or friends. The plaza Karaoke located outside lombok plaza building

E. Pool



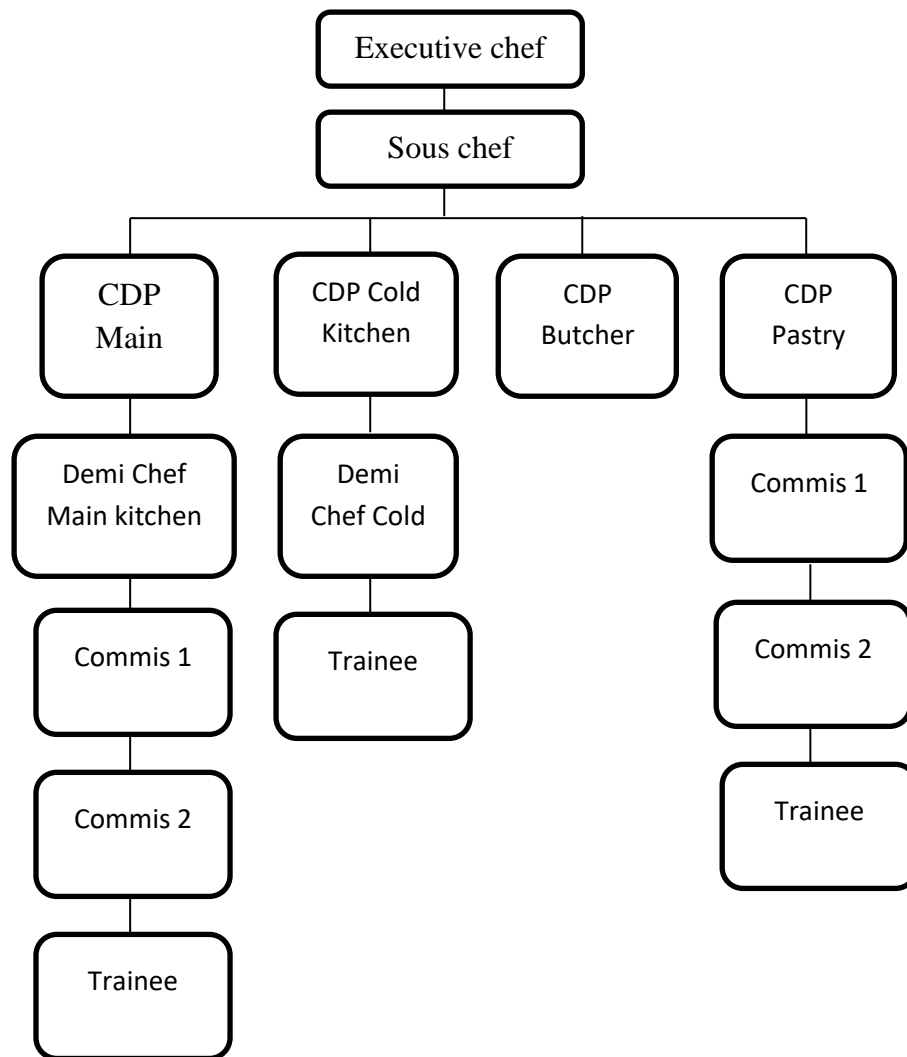
Picture 7. Pool

Lombok Plaza Hotel Provided bar in their pool, there are many different kinds of drinks such as cocktail, mocktail, coffee, and tea.

2.2 VISION AND MISSION OF COMPANY

- Company Vision : provide a comfortable place to live, give a good atmosphere and serve guests with hospitality
- Company Mission : provide the best service in order to meet guest expectations and so that there are no complaints from guests to the hotel

2.3 ORGANIZATIONAL STRUCTURE AND MAIN TASK



1. Executive Chef

- Supervise food production before serving to guests.
- Evaluate the work of the kitchen staff.
- Maintain occupational health and safety in the kitchen
- Creating new recipes and planning menu
- Ensuring the quality of the dishes
- Prepare breakfast menu monthly

2. Sous Chef

- Assist executive chefs in organizing and supervising kitchen tasks
- replace the executive chef position when absent or on vacation.

- Ensuring kitchen runs smoothly.
 - Examination of Personal Hygiene or the neatness of employees in carrying out their respective jobs.
3. CDP Cold Kitchen
 - Making sandwiches, canapés & savories
 - In charge of preparing all kinds of appetizers
 - organize and divide tasks with subordinates
 4. CDP Butcher
 - Prepare food ingredients such as poultry, meat, fish that have been cleaned and have been cut
 - Cut meat, poultry, fish, into portioned pieces such as fillet steak, sirloin steak and others
 - Maintaining the cleanliness of the food to be processed
 5. CDP Pastry
 - Make all kinds of cakes for dessert
 - make various kinds of bread
 - Arrange cakes for buffet
 6. Demi chef
 - Demi Chef is Chef de Partie's deputy, the duties and responsibilities are the same
 7. Commis 1
 - Processing food ingredients duties starting from the process of cutting, cooking, to serving.
 - get the authority to act as Chef de Partie / demi chef if he/she is absent, for example sick, on leave, or on vacation
 8. Commis 2
 - Help commis 1 mise en place and make orders.
 9. Trainee
 - In charge of preparing equipment and materials that will be used in the food processing process
 - Assist staff when needed during work operations
 - Clean the area during shift change