

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 About of The Gaia hotel Bandung



Figure 1. The Gaia Hotel Bandung

The Gaia Hotel Bandung is the 2nd branch owned by GAIA Hotels & Resorts. Gaia hotels & resorts itself is under The Management Company Pte Ltd Singapore. Gaia Hotel & Resort Pte. Ltd (the "Company") is a Private Company Limited by Shares which was incorporated on Tuesday 2 April 2013 in Singapore. The Company's main activity is management consulting services for hotels with leasing of non-financial intangible assets (eg patents, trademarks, brand names etc.) as a secondary activity. The name Gaia itself was chosen or taken from Greek mythology which means earth (earth) or mother of nature or life, which is where Gaia is expected to provide life and comfort with the best service while remaining grounded.

In Indonesia, Gaia hotels & resorts already has 2 property branches. The first is Gaia Cosmo which is in Yogyakarta, and the second is The Gaia Hotel Bandung. Gaia Cosmo itself is a 4-star hotel that was founded in September 2016. The new concept promoted by Gaia Cosmo is also different from other class hotels in general, where the food & beverage side is also the focus as a dish for local and out-of-town guests.

The Gaia Hotel Bandung itself has just had its soft opening on November 3, 2021. In contrast to Gaia Cosmo, The Gaia Hotel Bandung is a 5-star hotel that was established on an area of 2.3 hectares with a valley view consisting of 4 towers. Located above a mountain valley as high as 16 floor with solid architecture, The Gaia Hotel Bandung is committed to providing an experience that is more than just a five-star hotel in general, The Gaia Hotel Bandung offers guests time and space to explore the various dimensions of rest and recovery. Overall, The Gaia Hotel Bandung has 280 rooms, 4 F&B concepts, and 26 meeting and event spaces. In terms of architecture, The Gaia Hotel Bandung is inspired by the city of Bandung itself, which has several architectural icons such as Gedung Merdeka, Bank OCBC NISP and Hotel Savory Homann. As the architect in the construction, The Gaia Hotel Bandung collaborated with Antony Liu and Ferry Rdwan from Studio Ton Ton and for the interior design there were Ferry Ridwan, CWDO, Wilis Kusuma.

2.2. Overview

2.2.1 Logo



Figure 2. Logo

2.2.2 Location

Jl. Dr. Setiabudi No. 430 Ledeng, Cidadap, Bandung, West
Java 40143
Telp: (022) 20280780

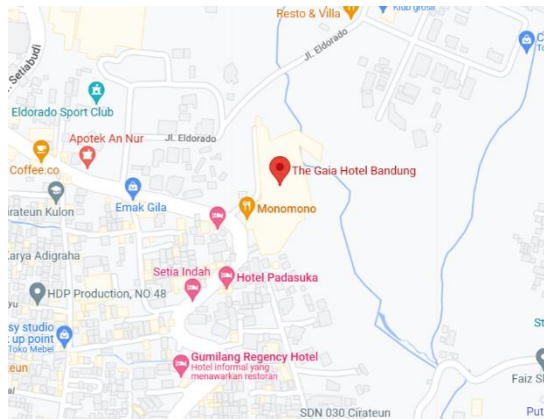


Figure 3. location of the Gaia Hotel Bandung

2.2.3. The Brand Culture of The Gaia Hotel Bandung

- a. Through
Attention to detail and committed to doing right from the beginning to end and take ownership in every guest request
- b. International
Deliver a world class brand, product and service to our guest that represent futuristic and global face of Indonesian hospitality and beauty.
- c. Inventive
Dare to explore, learn and create new and different perspective and approaches
- d. Inviting
Excited about what we do and offer and share our passion and enjoyment

e. Alive

Dynamite and alert, quick thinking, learning attitude and presence.

2.3. Features of The gaia hotel bandung

2.3.1. Rooms



Figure 4. Deluxe Mountain View Room



Figure 5. Deluxe City View Room

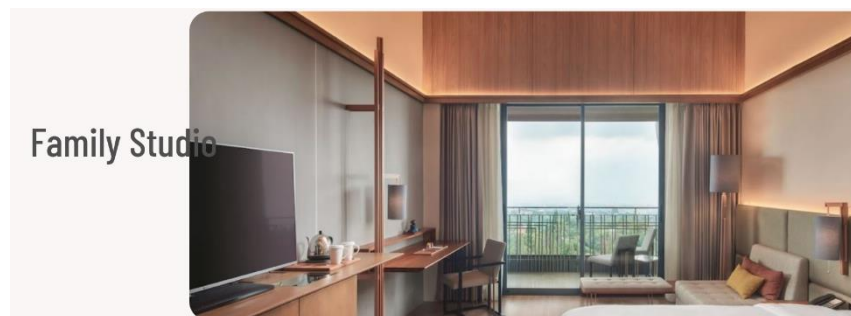


Figure 6. Family Studio Room

2.3.2 Meetings Rooms



Figure 7. Altitude Meeting Room



Figure 8. 360 Meeting Room



Figure 9. Kyo Meeting Room



Figure 10. Liv Meeting Room



Figure 11. Mars Meeting Room



Figure 12. Dipp Meeting Room



Figure 13. Hub Meeting Room



Figure 14. Pod Meeting Room



Figure 15. Rio Meeting Room



Figure 16. Skye & Finn Meeting Room

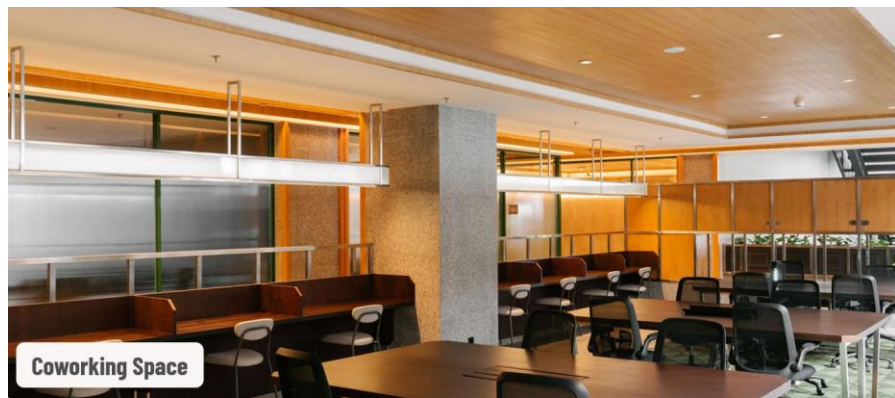


Figure 17. Coworking Space Meeting Room

2.3.3 F&B Outlets

a. Monomono Restaurant

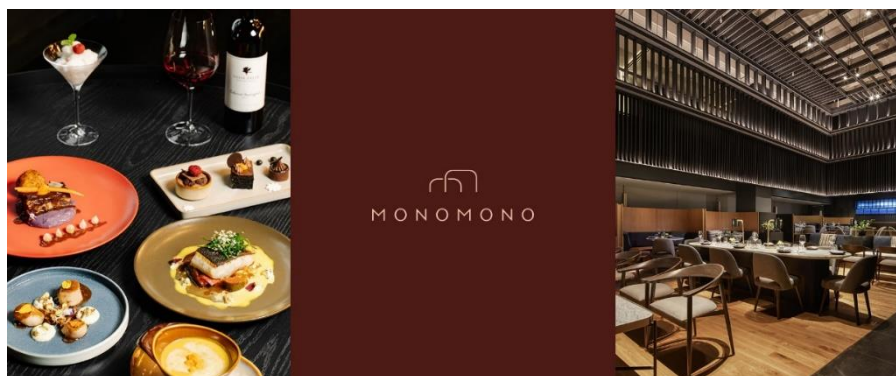


Figure 18. Monomono Restaurant

Monomono specialty restaurant has 195 seating capacity that served Peruvian Nikkei cuisine and Argentinian grill. Living up to the name Monomono means "thing" in Japanese. Monomono, "thing" and "thing", imagines the sparks and possibilities when two things come together.

‘Nikkei’ is a word used to describe people of Japanese descent who live as immigrants in another country; however, nowadays when people say the word *Nikkei*, they’re quite possibly referring to a type of cuisine. The story begins on April 3, 1899, when the first ship of Japanese migrants arrived in Peru carrying 790 passengers looking for work on sugar plantations. Theirs is a story of strife and hardship, but also of triumph. Despite enduring hard labor in an unknown country, by the time their children had come of age, the Japanese immigrants had already become a significant part of the Peruvian community. Nikkei is a delicious combination of both Japanese and Peruvian ingredients. Nikkei food is Peruvian ingredients such as tropical fish, quinoa, aji amarillo peppers molded by Japanese techniques.

Inspired by the exploration, discovery and creativity of Japanese migrants in Latin America, Monomono retells this story of imagination, creation and delight in its eclectic and vibrant menu of Peruvian Nikkei cuisine and Argentinian grill. by Argentinian grill called Asado, it is Argentinian’s pride and joy. It refers to the technique of grilling meat over open fire as well as the gathering of family and friends at the barbecue. This communal attribute inspired Monomono's social dining concept.

Opening hours:

Lunch: 11:30 AM - 14:30 PM

Bar bites: 15.00 PM – 18.00 PM

Dinner: 18:00 PM - 22:00 PM

b. Semeja Restaurant



Figure 19. Semeja Restaurant

Gaia Semeja Asian Kitchen is all day dining restaurant with 180 seating capacity that inspired by the best meal ever- a family meal around the table. Gaia Semeja Asian kitchen served local Indonesian and Asian favourites generous portions for breakfast, lunch, dinner, or any other time of the day. Living up to the name “Semeja”, the specialty dishes are served in bigger portion, Generous portions of food enriched with an abundance of flavours all fuse together to make the perfect Indonesian meal to be shared and enjoyed with the people you love. Gaia Semeja Asian Kitchen brings you comfort food from all over Indonesia and its nearby neighbours. Each dish shows the exciting flavours and culinary heritage of Asia.

Opening hours:

Breakfast: 06.00 AM - 10.30 AM

Lunch – Dinner: 12.00 PM - 22.00 PM

c. Inspira Roasters



Figure 20. Inspira Roasters

Inspira Roaster is the only one coffee shop in this hotel with 128 seating capacity. They have roaster for their coffee bean so we can purchase freshly roasted beans. Inspira Roaster also sell any kind of bakery and pastry product such as croissant and red velvet cake. They also have any kind of beans such as bali kintamani coffee, Aceh gayo, etc. Created by a few close friends, Inspira Roasters is a product of passion and belief in coffee.

Opening hours:

Monday - Thursday

10.00 AM - 21.00 PM

Friday - Sunday

08.00 AM - 21.00 PM

d. Food Truck



Figure 21. Food Truck

Located at the Infinity Pool, guests can enjoy easy, family-favorite meals like juicy hot dogs, freshly baked pizzas, and a selection of cold drinks and ice creams.

Opening hours:

Every Day

10:00 AM - 18:00 PM

2.4 Hygiene and Sanitation Standard

Working in any food processing industry entails keeping up with target production for the day and working vigorously to make sure the food processed is on par with the standards for customers. Also, it requires that the workplace, the food being processed, and the whole workforce comply with food safety and hygiene practices. Hygiene and sanitation thus must be sustained to reach an optimal result. In the working place such as hotel kitchen demands proper hygiene and sanitation procedure and behaviors.

2.4.1 Hygiene in The Kitchen

The importance of color coding cutting board is caused by cases of cross-contamination in which the cutting boards are the primary culprit.

For that reason, using separate, color coded cutting boards for different ingredients is a great way of preventing cross-contamination.

The color help to keep track of which cutting boards are for reserved for which types of foods so that it's less likely to cut lettuce on the same board used for prepping raw poultry.

Table 1. Cutting Board Color

Colour	Function
White	For cutting ready to eat food
Green	For cutting vegetables and fruit
Red	For cutting meat
Blue	For cutting seafood
Yellow	For cutting poultry

2.4.2 Personal Hygiene and Grooming

As per hotel terminology, the meaning of hygiene is prevention. The standard of good personal hygiene during the hours of service must be maintained by all personnel in the hotel industry because the appearance of staff reflects the standards of the house in the eyes of the customer.

Personal hygiene before entering the food preparation establishment:

1. Wear a clean Uniform.
2. Head covering must completely enclose the hair.
3. Remove all jewelry, including watch.
4. Wash hands properly. The steps to properly wash the hands could be seen in the following according to staff food safety training of The Gaia Hotel Bandung.
5. Don't allowed to Wearing jewelry, nail varnish or strong-smelling perfume.
6. Wash hands before starting any food handling activity.
7. Cover cuts with water proof dressings.
8. Keep fingernails short and clean

9. Remove protective clothing when using the bathroom or leaving the food premises.
10. Turn away from food or work surfaces to cough or sneeze.
11. Use a clean paper tissues to blow the nose.
12. Wash and dry hands thoroughly before putting on gloves.
13. Change gloves after handling raw foods and before handling cooked or ready to eat foods.
14. Take shower regularly.
15. Chef jacket and apron must always be clean at the beginning of a shift, and as much as possible to be kept clean throughout the shift.
16. Cover nose and mouth when coughing or sneezing.
17. Keep fingernails short and clean. Nail polish is prohibited.
18. Hair must be tied and hair cap must always be used during all shift.
19. Wash hand properly, regularly; after sneezing or coughing, before touching foods, before handling different types of foods, after using the restroom, etc.
20. Cover wounds with bandages. Wear glove if the wound is on the hand and change the glove regularly.

2.4.3 General Cleaning

General cleaning for kitchen is held every day, such as:

1. The general cleaning is done by taking out all of the item inside the refrigerator, then wash and sanitize the refrigerator.
2. The item in which is taken out must be checked for any spoilage and expired date. This condition is also applied to the dry store in which shelves are washed and sanitized.
3. The general cleaning plan includes the cleaning for the walk-in chiller. These chillers and freezers are washed and sanitized as well as maintenance to check the cooling unit.
4. The cooking equipment like stove, oven, deep fryer, griller, etc. are cleaned on daily.
5. Ensure every station and table is clean.
6. Dry store must be dry, cool, clean, and free from pest.
7. Chiller and freezer must be cold and clean. Chiller's temperature is between 2° C to 4° C, while freezer's is below -18° C.
8. Ensure the floor is dry, clean from dirt and oil, therefore not slippery, and could minimize accidents.
9. All food items have to be stored properly; wrapped and stored at proper place (e.g.: raw meats in freezer, vinegar and spices in dry store).

2.5 Kitchen Structure and Main Task



Figure 22. Kitchen Structure

Below is listed the main task of each position available in the diagram

1. Executive Chef
 - a. Ensuring promptness, freshness and quality of dishes.
 - b. Coordinating cook s' tasks.
 - c. Implementing hygiene policies and examining equipment for cleanliness.
 - d. Designing new recipes, planning menus and selecting plate presentation.
 - e. Reviewing staffing levels to meet service, operational and financial objectives.
 - f. Hire and train kitchen staff.
 - g. Performing administrative tasks, taking stock of food and equipment supplies, and doing purchase orders.
 - h. Setting and monitoring performance standards for staff.
 - i. Obtaining feedback on food and service quality, and handling customer problems and complaints.
2. Executive Sous Chef
 - a. Assist executive chef in monitoring certain section (e.g. the restaurant or the banquet).
 - b. Monitor the performance of the staff.
 - c. Monitor the quality of the dishes.
 - d. Supervising food production.
 - e. Supervise chefs and food preparation workers.
 - f. Enforce all food safety policies and procedures.
 - g. Hire and train kitchen staff.
3. Sous Chef
 - a. Collaborate with executive chef on menu planning.
 - b. Supervise chefs and food preparation workers.
 - c. Enforce all food safety policies and procedures.

- d. Hire and train kitchen staff.
 - e. Check freshness of food and maintain supplies.
 - f. Establish the working schedule and organize the work in the kitchen.
 - g. Maintain order and discipline in the kitchen during working hours.
 - h. Get directly involved in the kitchen running.
4. Chef de Partie
- a. Preparing, cooking and presenting dishes within your specialty
 - b. Managing and training any demi-chef de parties or commis working with you.
 - c. Helping the sous chef and head chef to develop new dishes and menus.
 - d. Ensuring you and your team have high standards of food hygiene and follow the rules of health and safety.
 - e. Monitoring portion and waste control to maintain profit margins.
5. Commis
- a. Work within budgeted guidelines.
 - b. Prepare an adequate level of mise-en-place based on business levels.
 - c. Prepare and cook complete meals or individual dishes and foods
 - d. Oversee subordinate personnel in preparation, cooking and handling of food.
 - e. May plan menus, determine size of food portions, estimate food requirements and costs, and monitor and order supplies.
 - f. Help supervise kitchen helpers and apprentices.
6. Apprentice
- a. Get involved in preparation tasks.
 - b. Help other staff to prepare and cook dishes
 - c. Assist other staff to complete the tasks

7. Daily Worker
 - a. Prepare an adequate level of mise-en-place based on business levels.
 - b. Prepare and cook complete meals or individual dishes and foods
 - c. Oversee subordinate personnel in preparation, cooking and handling of food
8. Trainee
 - a. Get involved in preparation tasks.
 - b. Assist other positions in kitchen by moving throughout the kitchen.