

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 HISTORY OF COMPANY

Raffles Jakarta is the 12th property of Raffles Hotel and Resort. The first hotel in Singapore was established in 1887. This hotel operator previously owned 12 hotels and resorts under the auspices of Hotel Raffles Singapore, namely in China, Cambodia, Philippines, Seychelles, Saudi Arabia, Dubai, Paris, Istanbul.

Raffles Jakarta is one of the most luxurious 5-stars hotel in Jakarta. This hotel has been officially operating in Jakarta since March 16, 2015 which it's already 7 years since the opening. The developer of this five-star hotel is PT Ciputra Property Tbk. The capacity of this hotel is 173 rooms. The total consists of 129 rooms, with an area of 60 square meters and 44 suites which have an area of up to 390 square meters.

This hotel comes with legendary Raffles service because Raffles butlers are renowned for gracious and thoughtful service and the service they render come straight from the heart. Raffles's building is full of arts that is made by Mr. Hendra Gunawan. The art display can be felt when entering the hotel lobby area. The inspiration from the metamorphosis of water, which is a symbol of the flow of life as well as luck, greets every guest who visits. The figure of a doorman who is dressed in the style of a palace soldier in the Javanese kingdom by designer Oscar Lawalatta is very iconic and welcomes guests with a warm smile. Every detail of the building and interior in Raffles Hotel Jakarta has a common thread and a very strong soul bond with the veteran artist. Not without reason Ir. Ciputra and the architect lay down the works of Hendra Gunawan at the Raffles Hotel Jakarta. Hendra Gunawan is one of the Indonesian maestro who has gone through so many phases of his life.

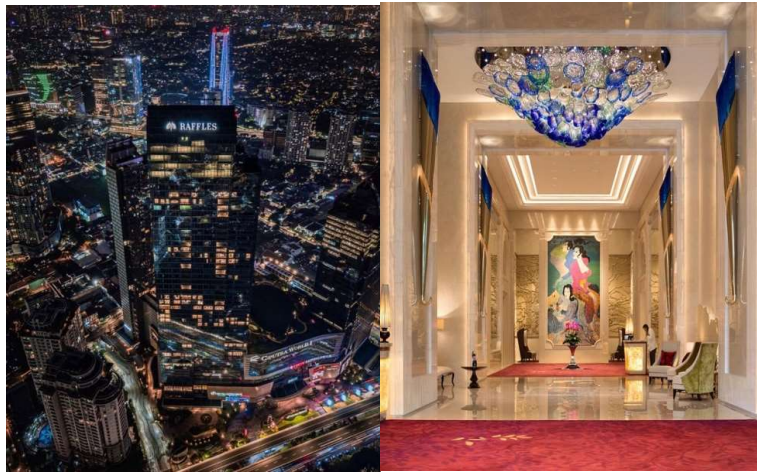
As a business hotel, Raffles Hotel also provides various facilities to facilitate the business affairs of the guests. In this hotel, there is a 2,500 square meter Dian Ballroom, with the latest facilities that can

accommodate up to 3,500 guests. Not only that, the business affairs of hotel residents are also facilitated by the presence of four meeting rooms, namely, the Singapore room with a capacity of up to 80 guests, the Paris room with a capacity of 65 people, the Dubai room with a capacity of 65 people, and The Boardroom with a capacity of 15 people. Not only ballrooms and meeting rooms, guests' business needs will also be launched with a 24-hour Business Center, The Library lounge, personal services for business and events. All facilities are strategically located on the 11th floor with direct access from the lobby via a special elevator.

For the Food & Beverage section, Raffles has 4 cafes that is ArtsCafe, Navina Bar, The Writers Bars, and Raffles Club. Arts Cafe is located on the 1st floor and open from 7AM-8PM, in Arts Cafe you can enjoy an elegant buffet, or Continental and Asian à la carte offerings. There is a show kitchen that provides special à la carte menus that created by the executive chef. Moving on to The Writers Bar which is available in all Raffles property. The Writers Bar is a modern tribute to famous writers that have come through the doors of Raffles over the years. It is a place for bespoke cocktails, discreet elegance and intimate conversations. With a mix of old world glamour, contemporary style and timeless sophistication, The Writers Bar draws in discerning guests to explore the rich flavours through the finest handcrafted golden era cocktails. It opens from 7AM-8PM. Next is Navina bar, sculptures and art installations inspired by Hendra Gunawan peep out amid the leafy tropical gardens of Navina Pool Bar. High on the 14th floor overlooking Jakarta, you can soak up the peace of the poolside bar while feasting on flatbreads, satays and local specialties with a special twist, like beef rendang pastel and banana fritters with chocolate and caramel sauce. A perfect spot for a cocktail, iced coffee or freshly squeezed juice - or a cozy private dinner in a cabana. It opens from 8AM-9PM. And the last one is Raffles Club, More than a lounge for guests to enjoy breakfast and evening cocktails, Raffles Club adds a new dimension to your experience while staying in

Jakarta. Located on the private and restricted access of the executive floor on Level 12 opens daily from 6:00AM until 11:00PM, the Raffles Club is an exclusive sanctuary in the heart of the city, redefining luxury for the discerning traveler. The Raffles Club is available exclusively to registered Raffles Club guests only.

Raffles also has a cake shop named, Raffles Patisserie. It opens from 8AM-9PM. Its located on the inside of Arts Café. Raffles Patisserie is a modern-day jewellery box, filled with delicious treasures just waiting to be discovered: gem-like cakes, macarons and pastries, beautiful ice creams, homemade breads, chocolates and local delicacies.



Picture 1. Raffles Hotel Jakarta

2.2 VISION, MISION

2.2.1 VISION

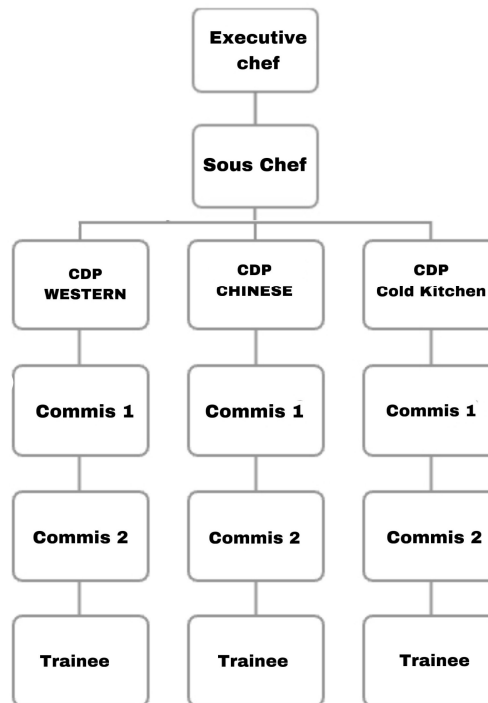
Raffles understand that luxury is more than what you own, it is about how you feel.

2.2.2 MISION

To create an oasis for well-travelled connoisseurs, enchanting them with distinctive and meaningful experiences.

2.3 ORGANIZATIONAL STRUCTURE AND MAIN TASK

2.3.1 ORGANIZATIONAL STRUCTURE



Picture2. Kitchen Structure

2.3.2 TASK

a. Executive Chef

- Hiring all kitchen staff
- Ensuring promptness, freshness, and quality of dishes
- Coordinating cooks' tasks
- Designing new recipes, planning menus, and selecting plate presentations
- Manage customer orders list for events
- Performing administrative tasks, taking stock of food and equipment supplies, and doing purchase

b. Sous Chef

- Provide support to junior kitchen staffs with various task including line cooking, food preparation, and dish plating
- Create schedules for kitchen staffs
- Evaluate kitchen staff performance
- Checking the food before come out from the kitchen
- Do the purchasing and budgeting

c. Chef De Partie

- Preparing, cooking and presenting high quality dishes within the specialty section
- Assisting the Executive Chef and Sous Chef in creating menu items, recipes and developing dishes
- Managing and training commis chef and trainee
- Checking the ingredients that are low stock and tell to the sous chef
- Make sure the hygiene
- Make sure all the food made by the standard of the kitchen

d. Commis 1 & 2

- Assisting in the food preparation process
- Assisting other chefs
- Helping with restocking
- Contributing to maintaining kitchen and food safety standards
- Check the supplies every morning
- Make sure that the ingredients all available

e. Trainee

- Help to prepare and cook food
- Assist the chefs task
- Help co-ordinate food preparation
- Help general cleaning required in the kitchen
- Make sure to do the mise an place
- Checking the freshest of ingredients