

CHAPTER II

GENERAL DESCRIPTION OF COMPANY



Figure 2.1. Tentrem Hotel Semarang

Tentrem Hotel Semarang is a five-star hotel located in the heart of Semarang City on Jln. Gajah Mada No. 123. Hotel Tentrem Semarang has the Capacity of 211 rooms, 5 dining outlets, fitness spa, kids playground, and MICE facilities. Hotel Tentrem has 2 main restaurant which is Kayumanis Coffeshop which serves asian and western cuisine, also Summer Palace which serve authentic Chinese food and dim-sum. It also has a club lounge located at the 19th floor named the executive lounge which can only be accessed by guest from Executive Suite, Junior Suite, and Presidential Suite.

2.1 History of Tentrem Hotel Semarang

The company that has build Hotel Tentrem Semarang is PT Hotel Candi Baru. Established in 2002, PT Hotel Candi Baru is an affiliated hotel industry company in Semarang, Indonesia. The construction Hotel Tentrem Semarang started from April 2016 and it is gradually ready to be operated in stages starting from August 13, 2020. This 19-storey building has a strategic location right in the heart of Semarang City, namely on Jln. Gajah Mada No. 123, only about 300 m from Simpang Lima. Tentrem Semarang is a prestigious project in a mix-used building, consisting of Hotel Tentrem Semarang, a 5-star hotel; Tentrem Suite which consists of 88 premium apartment units; and Tentrem

Mall, a lifestyle mall which became the first lifestyle mall in Semarang. Irwan Hidayat as the President Director of PT Hotel Candi Baru stated that Tentrem Semarang is expected to bring a lot of goodness to the city of Semarang, by absorbing workers, generating local revenue by paying hotel and restaurant taxes, as well as promoting Semarang traditional culinary which are served every day in the hotel buffet breakfast. such as Pecel Mbok Kami Ambarawa, Asem Asem Koh Liem, Wedang Tahu Pak Pardi, Tahu Pong Karangсарu, Nasi Gandul Pak Subur, and many more.

2.2 Vision and Mission

2.2.1 Vision

Tentrem Hotel Semarang visionaise as a hotel that preserves and develops Indonesian culture, traditions, resources inspired by the beauty and hospitality of Indonesia for the world community.

2.2. Mission

Tentrem Hotel Semarang have a mission to introduce Indonesian culture and traditions such as food, clothing, dances, customs, architecture, music, artwork, history, and also the beauty of Indonesia to the people and the world with typical Indonesian hospitality.

2.3 Location of Tentrem Hotel Semarang

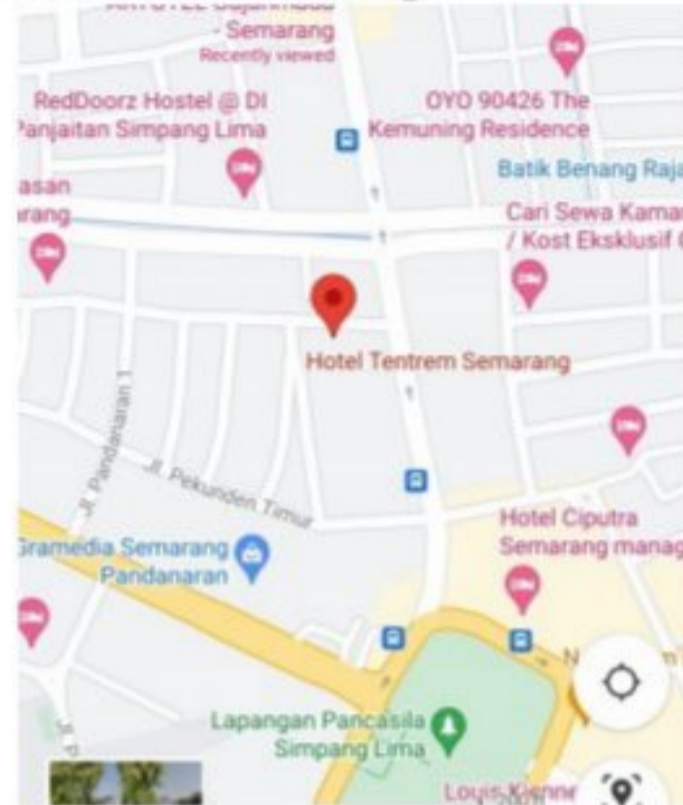


Figure 2.2. Tentrem Hotel Semarang location

Information About Location

Address : Jl Gajah Mada no. 123, Semarang, Central Java,
Indonesia – 50134

Phone Number : +62 24 86005555

Website : <https://semarang.hoteltentrem.com/>

2.4 Feature in Hotel Tentrem Semarang

2.4.1 Hotel Tentrem Room

2.4.1.1 Deluxe Room

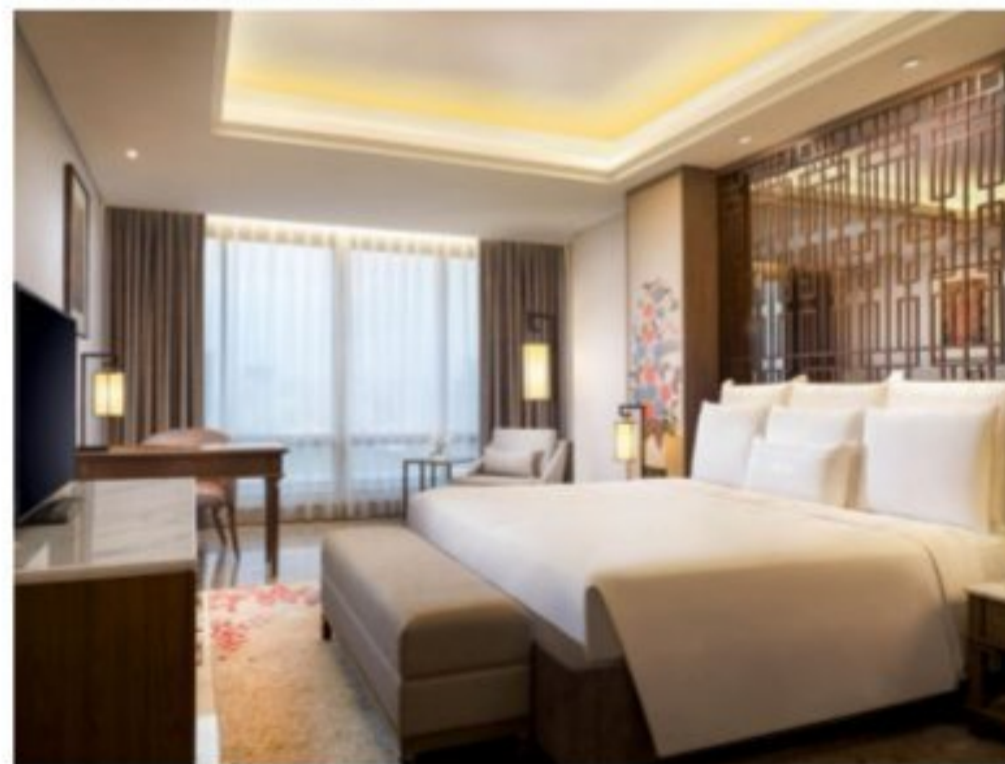


Figure 2.3. Deluxe Room

40 square meter beautifully appointed Deluxe Room.
Equipped with large LED screens and high-speed broadband

internet access, guest are staying in the Deluxe Room has complimentary access to Gaharu Spa and Fitness. This room is available in 3 different interior design. Smoking and non-smoking rooms are available on request

2.4.1.2. Premiere Room



Figure 2.4. Premiere Room

50 square meter space Premier Room, featuring a balcony overlooking the city or swimming pool views. Equipped with large LED screens and high-speed broadband internet access, guests staying in Premier Room will have complimentary access to Gaharu Spa and Fitness. This room type is only available for smoking room.

2.4.1.3 Executive Room

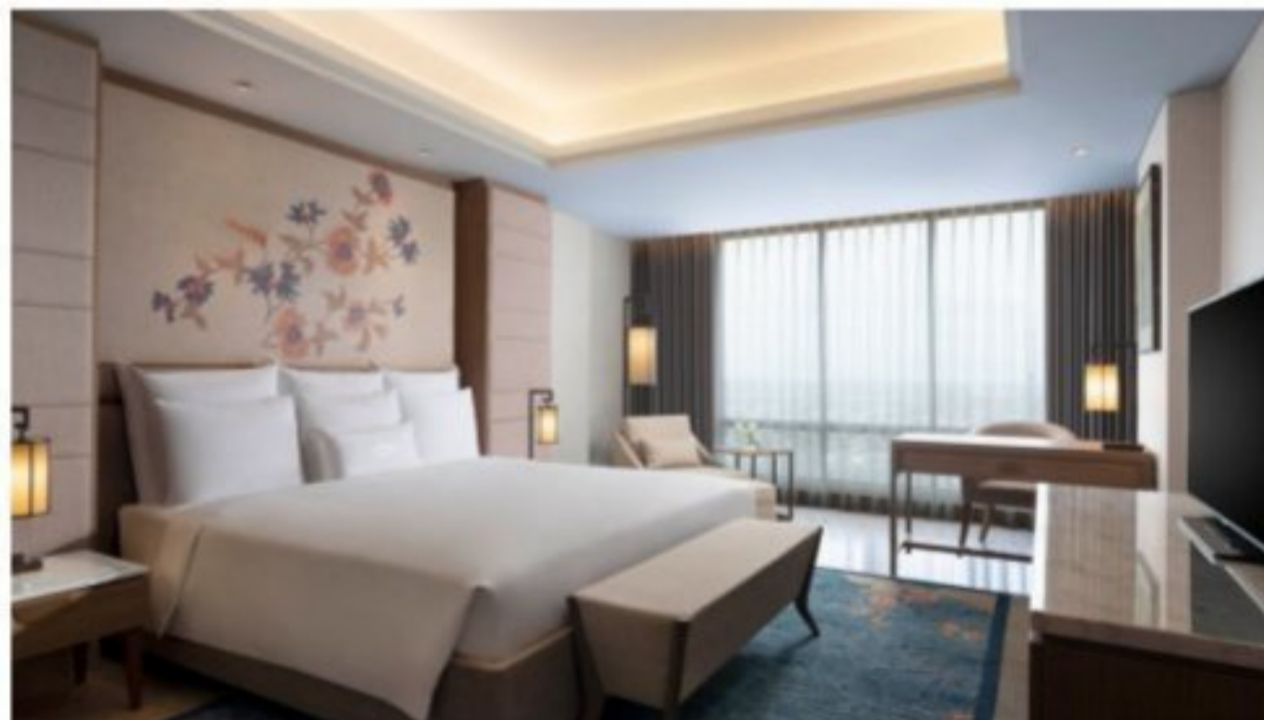


Figure 2.5. Executive Room

40 square meter space executive Room, offers elegant accommodations and exclusive benefits including continental breakfast daily, daily refreshments, VIP express check-in and

use of the business center facility at The Executive Lounge. This room is available in 3 different interior design.

2.4.1.4. Executive Suite



Figure 2.6. Executive Suite

The 80-square meter Suites offer city views. The elegant bedroom area is adjacent to the living room with cozy armchairs and tea table. The spacious accommodation is completed with exclusive benefits including daily breakfast and refreshments, VIP express check-in and use of the business centre facility at The Executive Lounge. In addition, look forward to complimentary food and beverage from the mini bar as well as a pod coffee machine.

2.4.1.5. Presidential Suite

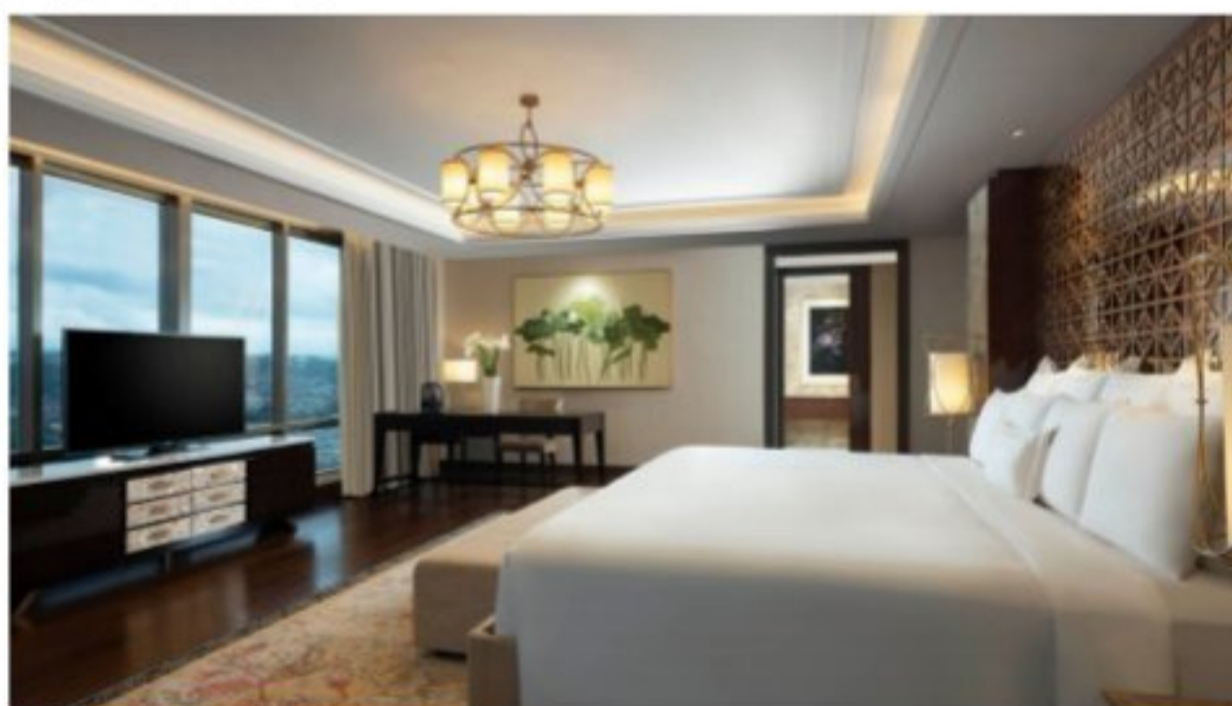


Figure 2.7. Presidential Suite

A true definition of luxury, Hotel Tentrem Semarang's magnificent Tentrem Presidential Suite offers 200-square meter

of space that is furnished for comfort. They are available as one bedroom suites which can connect to a Executive Room for an additional bedroom. Features include spacious open living and dining area, working desk, his and hers baths, deluxe spa products, private Jacuzzi, private bar, powder room, walking walk in closet, and a large balcony. The Tentrem Presidential Suite presents you with customized complimentary services including 24-hour butler attention, daily continental breakfast and refreshments, VIP express check-in, complimentary daily newspaper, access to Gaharu Spa and Fitness, and use of the business center facility at The Executive Lounge.

2.4.2 Facilities at Hotel Tentrem Semarang

2.4.2.1 Gaharu Fitness



Figure 2.8. Gaharu Fitness

Gaharu Fitness provides a unique blend of services, products, and experiences. Gaharu Fitness has a spacious, modern, and cozy fitness area completed with cutting edge facilities. The facilities come equipped with elliptical cross trainers, free weights and high-tech machines. Personal Trainer program for special and structured training assistant is offered.

2.4.2.2. Gaharu Spa



Figure 2.9. Gaharu Spa

Gaharu Spa is a tranquil escape from everyday life to be pampered and treated with utmost attention and care. From the moment you enter our spa, an immediate feeling of calm and relaxation is guaranteed until the end of your treatment, where you will be ready to leave feeling relaxed and refreshed.

2.4.2.3 Swimming Pool



Figure 2.10. Swimming Pool

Exclusive pool, specially designed for the hotel's guests and residents. The drawing on the mosaic tiles of the pool is a customized hand-drawn painting by a well-known Indonesian Artist. Outdoor Jacuzzi, Kids Pool, Pool Bar private cabanas and lounge chairs are available to complete this outdoor heaven.

2.4.2.4 Kids Playground



Figure 2.11. Kids Playground

Kids Playground offers an exciting atmosphere where your little ones can experience the thrill and excitement of various leisure indoor games. It is truly a magical haven where laughter thrives.

2.4.2.5. Multi Purpose Function Room



Figure 2.12. Multi Purpose Function Room

Located by the Pool, our multi-purpose function room is suitable for any events, from a serene wedding ceremony with an outdoor feast to a BBQ party with friends.

2.4.2.6. Sidomuncul Gallery and Shop



Figure 2.13. Sidomuncul Gallery and Shop

Sidomuncul Gallery & Shop showcases selected arts collections from different places of Indonesia with the highlight of Chinese Peranakan object d'art.

2.4.2.7. Meeting and Event Room

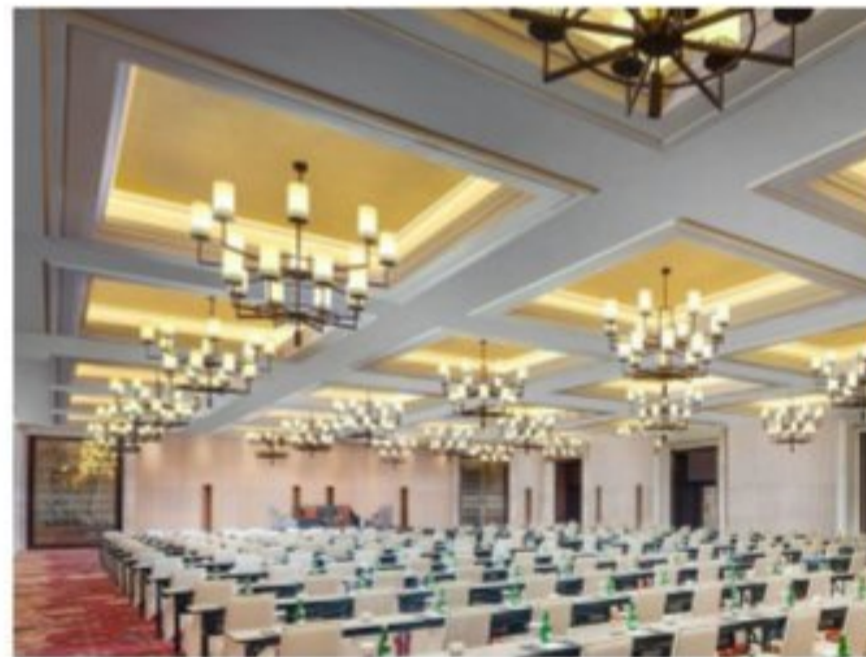


Figure 2.14. Meeting and Event Room

The hotel has 7 meeting rooms located on the 5th floor of the convention area. The meeting rooms range in sizes from 80 to 100 square metres. Our highly-skilled convention service team will ensure that your event is executed flawlessly. In addition, our talented and creative catering team will assist with extraordinary food and beverages selection to create a one-of-a-kind experience for you.

2.4.3 Restaurant Outlet at Tentrem Hotel Semarang

2.4.3.1. Summer Palace Chinese Restaurant



Figure 2.15. Summer Palace

Conveniently situated on the first floor of Tentrem Mall, Summer Palace Chinese Restaurant serves impeccably delicious dishes with a memorable dining experience. Offering oriental culinary at its best taste.

2.4.3.2. Eboni Bar and Lounge



Figure 2.16. Eboni

Tentrem's Eboni Bar & Lounge offers snacks and a large selection of alcoholic beverages, specialty coffees and teas in a casual, yet cutting-edge atmosphere.

2.4.3.3 Kayumanis Restaurant



Figure 2.17. Kayumanis

With a spectacular view of Tentrem's beautiful swimming pool, Kayumanis Coffee Shop offers your favorite dishes in both a buffet setting as well as ala carte dining.

2.4.4 Executive Lounge



Figure 2.18. Executive Lounge

Executive Lounge Located on the 19th floor, our Executive lounge boasts the spectacular view of Simpang Lima. With modern lounge vibe and soft background music, our Executive Lounge is truly the perfect location to unwind and enjoy your exclusive breakfast menu, afternoon tea, and evening cocktail.

2.4.5 Pool Bar

By exhilarating views of vibrant Semarang, this rooftop, poolside café offers light bites as well as an array of beverages, including a spectacular range of cocktails; Long Island iced teas, mojitos, tequila sunrises, turquoise margaritas, and Sky Strawberry Fruits. Or simply have a refreshing glass of our fresh fruit juice to ease your strenuous day.

2.5 Kitchen Organization

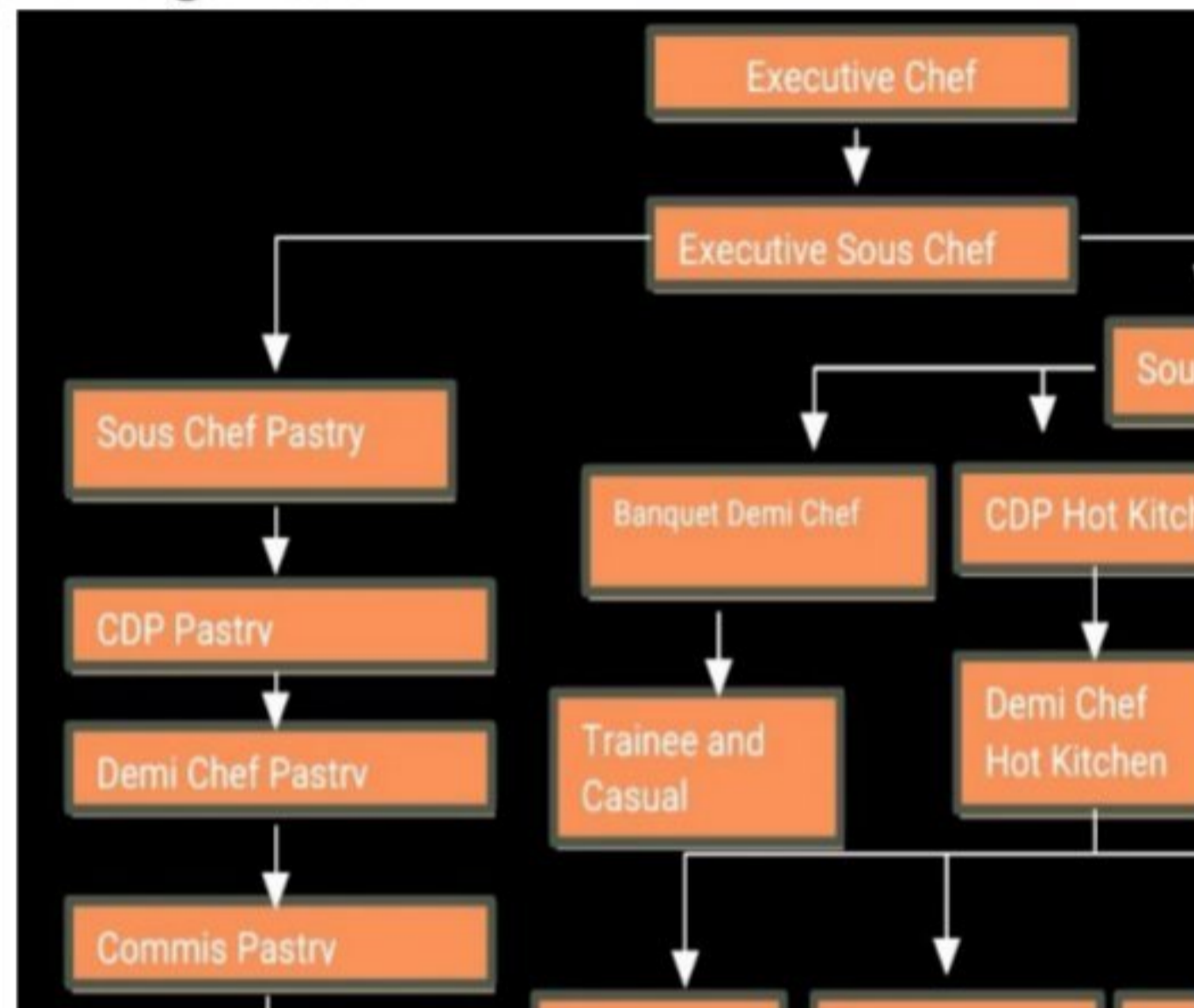


Figure in Tentrem Hotel Semarang Kayu Manis Kitchen

1) Executive Chef

- Developing unique and cuisine-appropriate menus.
- Collaborating with the Restaurant Manager to set item prices.
- Staying current on developing trends in the restaurant industry.
- Maintaining the kitchen and surrounding areas in conditions that meet the company standards and health code regulations.
- Monitoring inventory and purchasing supplies and food from approved vendors.
- Hiring, training and supervising kitchen staff.
- Assisting and directing kitchen staff in meal preparation, creation, plating and delivery.
- Identifying and introducing new culinary techniques.
- Preparing meals and completing prep support as needed.

2) Executive Sous Chef

Responsible for serving as the second in command of the kitchen. This individual will assist the Executive Chef in preparing and supervising

all food production for A La Carte dining, all food outlets, banquets, events, and functions at the club. Create schedule for the kitchen crew.

3) Sous Chef

Being responsible for ensuring that nothing goes wrong in the kitchen. From ordering ingredients to keeping an accurate inventory list and ensuring cleanliness everywhere they go.

4) Chef De Partie

Responsible for supporting the Sous Chef in a busy hotel kitchen delivering consistently high-quality food, handle purchase orders and ensure that items arriving without authorization are not received. Also create schedule for the kitchen crew.

5) Demi Chef

- To monitor stock movement, responsible for ordering on a section, and To ensure minimum kitchen waste.
- To ensure knowledge of the product is maintained and communicated to all relevant personnel.
- To be responsible for completing your mis en place.
- To learn and record skills and recipes from other members of the department.
- To report any maintenance issues to the executive Chef immediately.
- To comply with all Good policies and procedures to ensure that all statutory regulations are observed.
- To liaise with the Head Chef/ Sous Chef and implement new menu/dishes/systems where applicable.
- To ensure all statutory regulations are adhered to, such as food hygiene policies.
- To be flexible and willing to help the restaurant kitchen at busy times if required.

6) Commis

- Monitors kitchen equipment and reports issues to superiors.

- Continually develops culinary knowledge to produce high-quality meals.
- Measures, mixes, and prepares meal ingredients, sauces, and seasonings.
- Washes, chops, and cuts fruit, meat, and vegetable items.
- Assesses inventory and requests resupply when necessary.
- Plates meal items under the superiors supervision.
- Disposes of spoiled items and adheres to sanitation policies.

7) Trainee and Casual

- Following the instruction of the staff.
- Responsible for doing preparation and cooking in staff supervision.
- Keep cleanliness for their section.
- Taking care of the breakfast buffet.

2.6 Personal Hygiene SOP



Figure 2.19. Ecolab Handwash

Personal hygiene started when entering the hotel area by washing hand. While in the kitchen we would wash hand every time we started or finished a prep. Always clean as you go which we implement to keep the station tidy and clean while prepping and clean the station after prepping or service.

2.7 Personal Grooming Standard



Figure 2.20. Grooming Standard

Wear appropriate uniform provided by the hotel, use black trouser, use safety shoes, use chef hats provided by the hotel with tidy hair, use chef apron, no bad body odor, always wear a mask, and always wear hand glove when serving guest.

2.8 How to Clean Working Station



Figure 2.21. Ex lounge Kitchen

- 1) Cleaning started every time a shift end.
- 2) All dirty pan, ladle, and other cooking utensil are to be given to steward for cleaning.
- 3) Cooking area must be soaped then wiped using clean cloth.
- 4) Oven had to be cleaned once a day with water and soap.
- 5) Floor had to be cleaned using soap water and squeeze.
- 6) General cleaning are to be done once a week by cleaning the chiller and tidying up the product in the chiller including labeling.

2.9 How to receiving ingredient



Figure 2.22. Hot Kitchen

- 1) Ingredient needed to be taken from the basement in receiving room.
- 2) All need to be noted by purchasing office before picking up.
- 3) Lettuce and egg will be washed by commissary in the receiving room before further processing.
- 4) After that the ingredient are tidied in their designated space in the chiller, freezer, or Dry Store.
- 5) The same goes for SR procedure.