

CHAPTER 2

ESTABLISHMENT BACKGROUND

2.1 About Aloft Bali Seminyak



Picture 1. Marriott International Logo

One of the biggest hotel chains in the world is Marriott International. Over 7,000 hotels may be found in more than 130 different countries. Marriott International, the biggest hotel chain in the world, upholds five basic values.

Starting with the A&W root beer stand in Washington, D.C. under the moniker Hot Shoppes, J.W. Marriott and his wife established a small business there in 1927. However, this business doesn't get many clients in the winter, so J.W. Marriott's wife expanded the menu to include food. Due to the popularity of these Hot Shoppes, J.W. Marriot made the decision to sell its shares in 1953 and used the proceeds to establish a company in the hospitality industry

Over time, more and more brands have joined Hyatt, such as Andaz which debuted in 2007 on Liverpool Street in London. In addition, Hyatt is also expanding its hotels and resorts to include brands such as Alila, Destination by Hyatt, JdV by Hyatt, and Thompson Hotels. Up to date November 2nd 2021, Hyatt announced the acquisition of Apple Leisure Group (ALG), a leading luxury resort-management services, travel, and hospitality group with a unique

collection of resort brands with the AMR•^ Collection, which consists of more than 100 hotels and resorts across 10 countries.

2.1.1 Marriot mission, vision, and values :

Vision : World's favorite travel company

Mission : Bridging cultures and inspiring discovery around
the world

2.2 About Aloft Bali Seminyak



Picture 2. Aloft Logo

The Aloft hotel was planned in 2005 by Annal Abdullah and the first Aloft hotel was established at Trudeau International Airport, Montreal, Canada in 2008, under Starwood Hotels. Hotel Aloft is also said to be A Vision of W Hotels. Currently, the number of Aloft hotels in the world has reached more than 160 hotels on 5 continents. In 2016 Aloft joined Marriot International which is a distinctive select. Hotel Aloft is included in the ranks of 4-star hotels with the concept of a lifestyle hotel, and has the theme of space to express themselves (a place to express yourself). In other words, the target guests of this hotel are people who express themselves as well as teenagers. The entire workforce at Aloft hotels is referred to as talent. There are 3 things called the Aloft Brand and these are must-haves in all Aloft hotels in the world. The first debut of Aloft hotels in Indonesia was Aloft Hotel Jakarta Wahid Hasyim, followed by Aloft Bali Seminyak in 2019.



Picture 3. Aloft Bali Seminyak

The first Aloft hotel in the Bali region, Hotel Aloft Bali Seminyak, was developed in 2019 and opened on February 1, 2020. Four people, Mr. Hindarta Sanjaya, Mr. Jo Anderson Wihaijo, Mr. Jo Gasyanto, and Mr. Jo Tjin, are the Aloft Bali Seminyak hotel's owners. Aloft Bali Seminyak, a member of the 4th generation, offers an industrial-themed hotel with a different design concept than other Aloft properties worldwide.



Picture 4. Aloft Bali Seminyak Location

The training was held at the Aloft Bali Seminyak Hotel, which is located at Jalan Batu Belig No. 228, Seminyak, Bali, Indonesia, 80361. Phone : +62 361-6208888.

Aloft Bali Seminyak is situated in the center of Seminyak, specifically at Jalan Batu Belig No. 228 in Seminyak, North Kuta District, making it very

convenient for guests traveling by car or foot. Because it is close to the Marr Beach Club, Cafe de Mar Bali, and Bali Boozy, this hotel is also well situated.

There are now 80 rooms in the Aloft Bali Seminyak Hotel. Since August 2020, it has been planned to extend the hotel to 200 rooms and other services, but this has not yet been accomplished. There are 7 types of rooms owned by Aloft Bali Seminyak, namely :

1. Aloft *King Guest* (31 rooms)
2. Aloft *Twin Guest* (27 rooms)
3. Aloft *King Pool Access* (4 rooms)
4. Aloft *Twin Pool Access* (4 rooms)
5. Aloft *King Balcony* (10 rooms)
6. Aloft *Twin Balcony* (2 rooms)
7. Aloft Urban (2 rooms)



Picture S. Front office (aloha)

The entire front desk at Aloft is referred to as Aloha. One of the distinguishing features of the fourth generation of Aloft hotels is the round table shape of the front desk at Aloft Bali Seminyak. Aloha talent will offer each visitor a welcome drink from The KAHUNA when they check in. Aloha is open every day of the year.

Aloft Hotel Seminyak has several F&B outlets that guests can visit, such as :

1) **WXYZ Bar**



Picture 6. WXYZ Bar

WXYZ Bar is located at Re:mix Lounge (lobby) 1st floor. Here there is a billiard table and also an LCD screen that usually displays sporting events such as football. WXYZ Bar has a seating capacity of 24 people.

2) **Splash Bar**



Picture 7. Splash Bar

Splash Bar is located on the 4th floor rooftop. Splash Bar specifically serves guests who are swimming in the Splash Pool with a seating capacity for 39 people

3) Re:Fuel



Picture 8. Re:Fuel

A grab and go Aloft outlet, which provides a variety of snacks, sandwiches, juice, soft drinks, coffee, 10 teas, and various other snacks and drinks. The service system from Re:Fuel is self service, and Re:Fuel1 is also open 24 hours.

4) The Kahuna



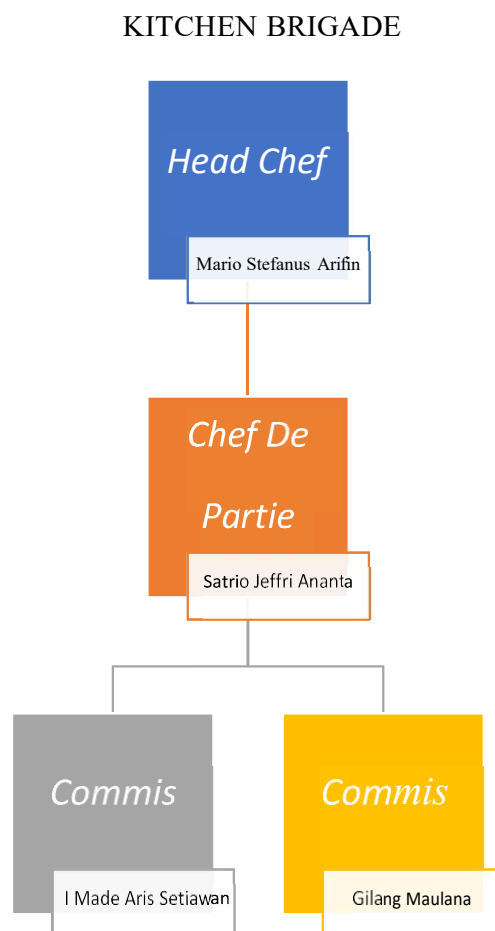
Picture 9. The Kahuna

One all-day dining establishment, The KAHUNA, is available at Aloft Bali Seminyak. It is situated on the rooftop or attic floor and is currently one of Seminyak's most recognizable eateries. In particular in the afternoon when enjoying the sunset view of Batu Belig Beach, KAHUNA is a very perfect restaurant to visit due to its chapel-like design, which is mixed with an industrial, colorful, and tropical concept. Visitors to The KAHUNA can observe the preparation of food and beverages firsthand thanks to the KAHUNA Bar and live kitchen.

Don't forget about some menus that are fusion food/drinks, which are the signatures of The KAHUNA and Aloft Bali Seminyak. The

KAHUNA serves both local and foreign food and drinks. Live music also accompanied the guests while at the restaurant. The current operating hours of The KAHUNA are: Monday — Sunday 07.00 AM — 23.00 PM (22.30 Last Order)

2.3 Kitchen Brigade



Picture 8. Kitchen Brigade Diagram

Kitchen Brigade Description

1. Head chef

Head chef used to creating new menu to all of outlets that exist, checking and handle the menu that will be served to guests, told the team what to do if there is such and event.

2. Chef de Partie

A chef de partie will be in charge of one particular station. While they should be equipped to work in any area if need by, a chef de partie will generally oversee a single area of production, and may be titled accordingly. For example, they may be referred to as the saucier (sauce), entremetier (entrees) or patissier (pastries/desserts).

3. Commis

This is a junior position, sometimes given to recent graduates or those who have completed a period as a stagiaire (intern). A commis chef will often move around the kitchen according to the restaurant's needs, answering directly to the chef de partie of wherever they're assigned.

2.5 Personal Hygiene and Sanitation Section

2.5.1 Personal Hygiene SOP

- 1) All of the staff until trainee have to cover our heads with hats to prevent our hair from falling on the food that we will serve to guests. Everyone is not allowed to dye their hair.
- 2) For men, they have to shave their beard to look neat and clean
- 3) Everyone should have short and clean nails
- 4) Everyone who works in the kitchen area is advised not to wear too much jewelry
- 5) All worker wear clean uniforms and shoes before entering the kitchen area

- 6) If maybe the worker have a wound, the worker have to cover the wound

2.5.2 Personal Grooming Standards Before, During, and After Shifts Ends

Before we started to work in the kitchen, we don't have to change our personal clothes to kitchen uniform that have been provided from the hotel. After that, we make sure that our attributes we wear are complete, such as using a hat, apron, and safety shoes.

During our shifts, we used latex hand gloves to prepare the food that will be served to guest to make sure its hygiene and there are no fingerprint in the plate that will be served to the guests.

After the shifts ends, we go home because we did not have to change any clothes.

2.5.3 Sanitation SOP :

1. How to clean working stations and general or deep cleaning activities and schedules

It is customary for us to wash our hands and clean the table we will be using before we begin our tasks, which include creating something for the guests. Before making various products, we frequently check some items in the refrigerator or freezer to make sure we don't manufacture the same thing and to see if the item is still suitable for storage there. With addition, stewards assist us in cleaning the pastry floor, chiller, and freezer (general/deep cleaning), which is typically done twice a week to prevent frost from interfering with the freezer's ability to function.

2. How to handle & receiving goods/ingredients :

The items we receive at Aloft Bali Seminyak will be dropped off in the loading dock in the basement, where they will be received by the reception staff, who will then get in touch with the butcher to take care of the recently delivered items. The components will be placed by the butcher separately based on their individual sections. Eggs, butter, and other dairy products will be placed in another chiller, and if they are packed in cardboard, the butcher will remove the cardboard before storing them. As an example, fish, meats, or other frozen items will be placed in the freezer and wrapped so the refrigerator doesn't smell like fish. Fruits and vegetables will be placed in the chiller and have been divided according to their type in the container.