

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Company

Founded in Thailand in 1983, In 1983, Central Group of Companies formed Central Hotels & Resorts and opened its first 5-star property. In 1990 Centara Hotels & Resorts became a public company on the Stock Exchange of Thailand, the company is a division of Thailand's largest retail conglomerate, Central Group, which is owned by the Chirathivat family, continuing in June 2007, in recognition of the need to build a strong identity of its own, the hotel company changed its name to Centara Hotels & Resorts. In 2008 “Centara Grand and Bangkok Convention Centre at CentralWorld” started operations. Connected to the Central World shopping mall, this property is one of the most luxurious hotels in Bangkok. 2014, National pride, Centara Hotels & Resorts became the first hotel group in Thailand to receive a Royal Warrant of Appointment. As of 2020, Centara's portfolio currently comprises 6 brands, 13K+ rooms, and 77 properties across 12 countries including all major Thai destinations plus Maldives, Sri Lanka, Vietnam, Oman, and Qatar.

2.1.1 Location

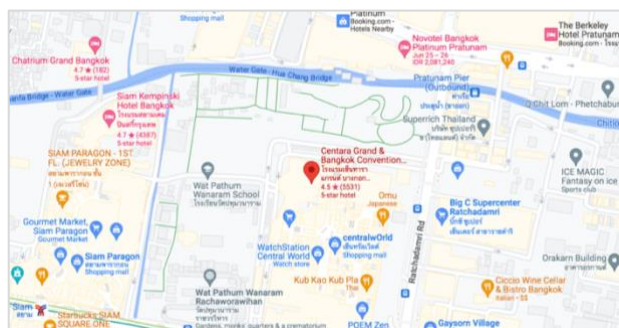


Figure 1. Centara Grand and Bangkok Convention Center's Map

Centara Grand at Central World is located right in the heart of Bangkok's shopping and business district, which is located at 999/99 Rama 1 Road, Pathumwan Bangkok 10330, Thailand, to go to this place it is very easy to reach by bus and BTS Sky Train, close to many shopping places and tourist attractions.

2.1.2 Vision and Mission

To be a leading global hospitality group from Thailand. dedicated to providing local, Thai-inspired experiences in every global destination. In this journey of continued expansion, traditional family values will remain at the heart of everything we do across all brands. With a unique spirit of innovation, committed to providing meaningful hospitality while preserving the environment through sustainable operations.

2.2 Features of Centara Grand

Centara Grand Hotel is a 5 star hotel which has 552 rooms with various types of rooms that have been provided by Centara Grand Hotel & Resort with various elegant and luxurious furnishings and facilities.

Centara Grand Hotel also has various food and beverage outlets such as:

a. Ventisi



Figure 2. Ventisi

Type : Thai and Italian Cuisines

Capacity : 216 seats

Operational Time : Breakfast (06.30-10.30), Lunch (12.00-15.00),

Dinner (18.00-22.30), A la Carte (06.30-22.30)

b. Zing



Figure 3. Zing

Type : French Pastries, Salad, Coffee

Capacity : 59 seats

Operational Time : 07.00-19.00

c. Red Sky Restaurant



Figure 4. Red Sky Restaurant

Type : European Cuisines & Wine

Capacity : 60 outdoor seats & 100 indoor seats

Operational Time : 17.00-01.00

d. UNO MAS



Figure 5. UNO MAS

Type : Spanish Cuisines

Capacity : 120 seats

Operational Time : 12.00-23.00

e. Dynasty



Figure 6. Dynasty

Type : Chinese Cuisines

Capacity : 200 seats & 5 private rooms

Operational Time : 12.00-22.30

f. Cocoa XO



Figure 7. Cocoa XO

Type : Chocolate & Cognac
Capacity : 120 outdoor seats
Operational Time : 16.00-01.00

2.3 Average Occupancy Rate

During the internship period, the author obtained detailed data about the percentage of occupancy from December 2022 to May 2023 from the original hotel office data in the form of a diagram as follows:

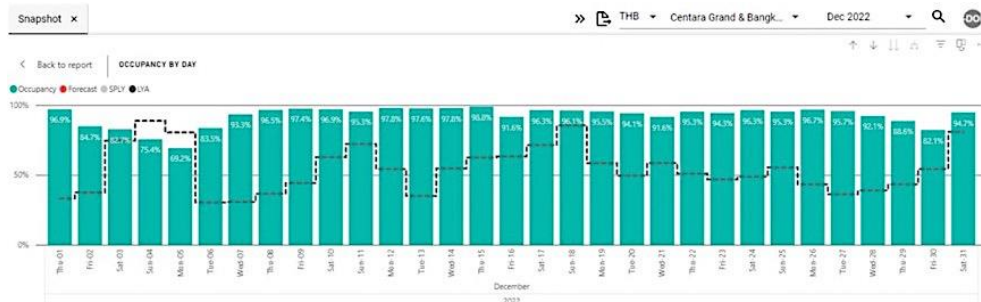


Figure 8. Occupancy December 2022

Average occupancy in December is 92,3%

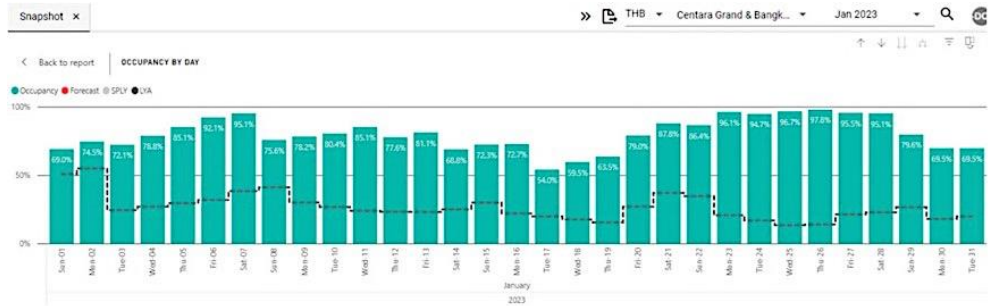


Figure 9. Occupancy January 2023

Average occupancy in January is 80,1%

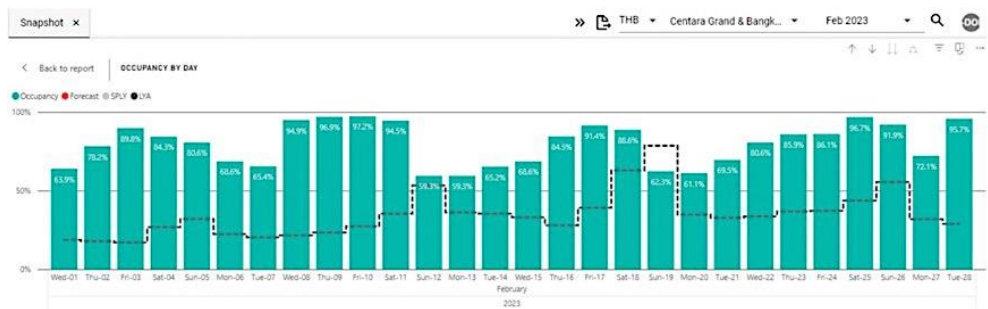


Figure 10. Occupancy February 2023

Average occupancy in February is 79,8%

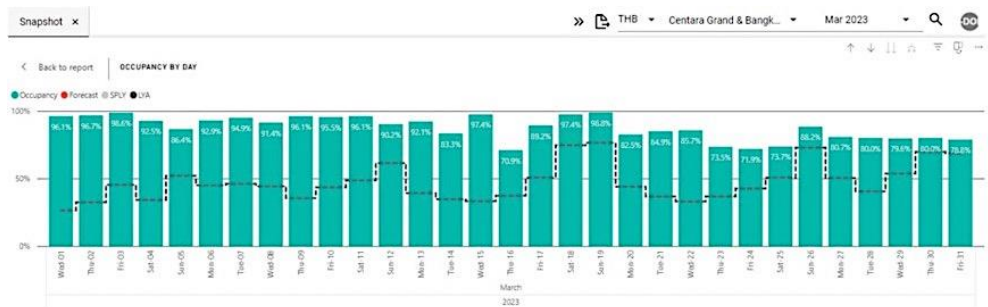


Figure 11. Occupancy March 2023

Average occupancy in March is 87,6%

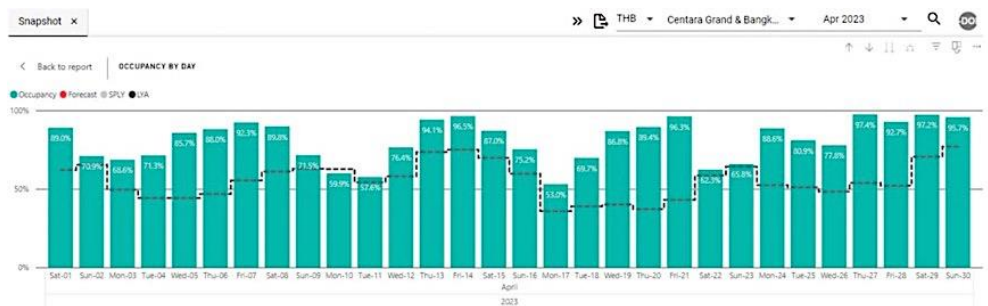


Figure 12. Occupancy April 2023

Average occupancy in April is 80,9%

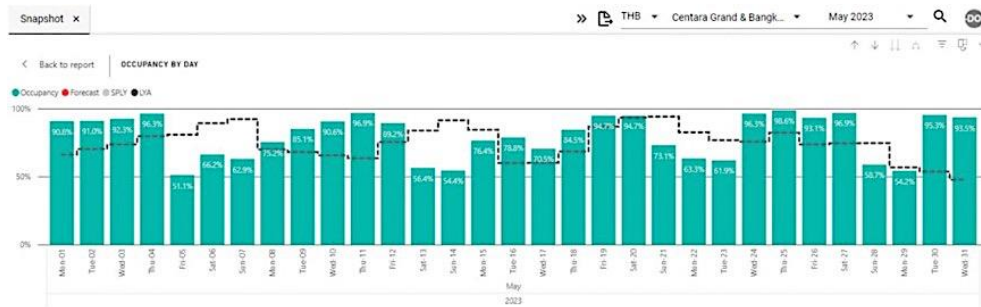


Figure 13. Occupancy May 2023

Average occupancy in May is 77%

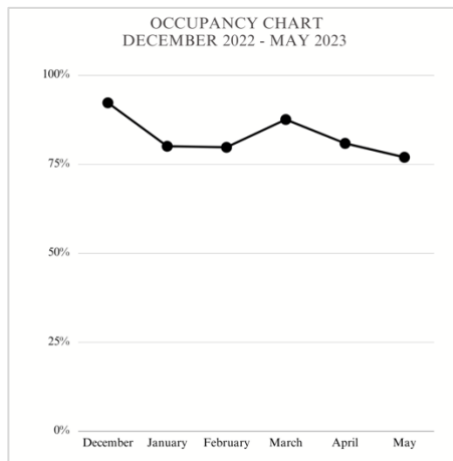


Figure 14. Occupancy Chart December 2022 – May 2023

If on average, the occupancy during the author's internship for 6 months is 82.95%. then it can be interpreted that the internship place is always crowded and busy because it has many visitors and has good potential for students who do internships there so that they have more experience to study in the F&B industry

2.4 Kitchen Brigade

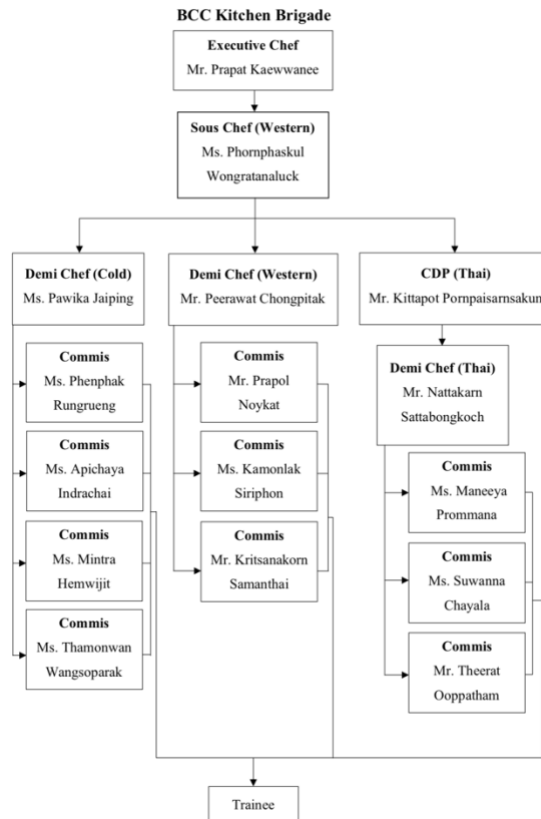


Figure 15. BCC Kitchen Brigade

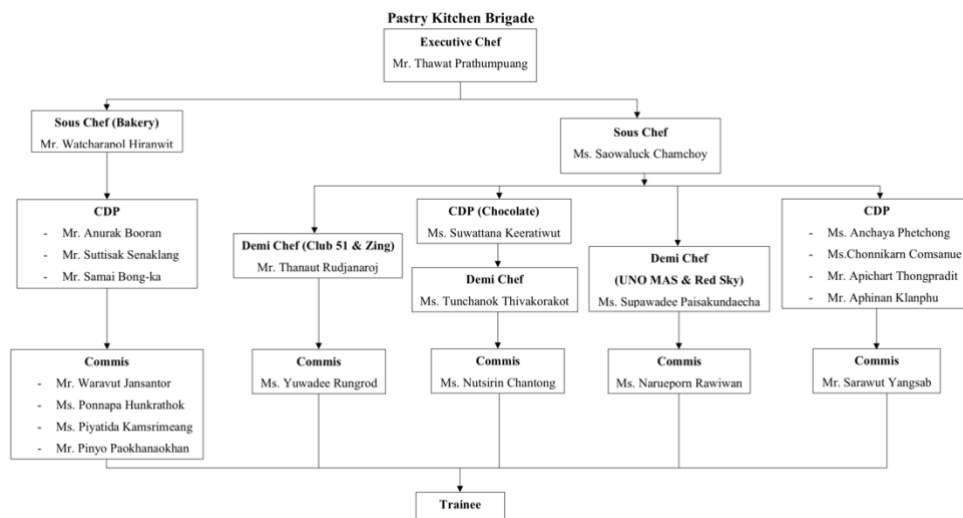


Figure 16. Pastry Kitchen Brigade

2.4.1 Detail About Kitchen Brigade

Jobdesk in Kitchen Brigade:

a. Executive Chef

- Supervise and ensure the work of all workers goes well and according to procedures
- Maintain kitchen and surrounding area in a condition that meets company standards and health code regulations
- Monitor inventory and purchase supplies and food from approved vendors
- Monitor and record inventory, and if necessary, order new supplies.
- Creates and tries new menus
- Create schedules for kitchen employees and evaluate their performance.

b. Sous Chef

- Develop new menu options based on customer demand.
- Assist with the preparation and planning of meal designs.
- Ensure that kitchen activities operate in a timely manner.
- Monitor and record inventory, and if necessary, order new supplies.
- Provide support to junior kitchen employees with various tasks including cooking line, food preparation, and dish plating.
- Recruit and train new kitchen employees to meet restaurant and kitchen standards.
- Manage the kitchen team in the executive chef's absence.

c. Chef de Partie

- Cook certain food ingredients and food components according to the station.
- Followed the directions given by the head chef.
- Collaborate with other culinary teams to ensure high quality food.
- Keeps your kitchen area safe and clean.

- Inventory and order supplies for stations.
- Improve your food preparation methods based on feedback.
- Help in other kitchen station when needed

d. Demi Chef

- Preparation and cooking of food
- Assisting in station areas of the kitchen
- Ensuring the kitchen areas are clean and tidy
- Maintaining Health & Safety standards

e. Commis

- Accurately measure ingredients for Demi Chef.
- Preparing food ingredients, including seasoning, washing, peeling and cutting vegetables, fruits and making sauces.
- Track inventory and notify supervisor of low or out of stock.
- Throw away all expired and spoiled food items stored in stockrooms, refrigerators and freezers.
- Perform basic cleaning tasks and ensure that workstations are properly cleaned.

f. Trainee

- Assist in preparing food ingredients, including seasoning, washing, peeling and cutting vegetables, fruits and making sauces as directed by the Commis.
- Help get rid of all expired and spoiled groceries stored in stockrooms, fridges and freezers.
- Assist with basic cleaning and ensure that workstations are clean.
- Help take and deliver orders between kitchens or customer orders
- Maintain and serve food stations at an event

2.5 Personal Hygiene, Grooming and Sanitation

This is a poster on how to wash hands which must be done before, after work, or after finishing using the toilet, and if going to touch food that has been processed directly.



Figure 17. Handwashing Procedures



Figure 18. Prevent Food Poisoning

2.5.1 Personal Hygiene

In the kitchen has personal hygiene that must be carried out before, after, and during operation by all staff including trainees. That means, always keep your hands clean every time. because keeping your hands clean is very important, both in the kitchen and outside the kitchen, especially when you are going to be in direct contact with food that has not been or has been processed.

2.5.2 Personal Grooming

There are several grooming matters while in the kitchen that all staff and trainees must obey , such as:

1. Must always use a hairnet, natural hair color, wear a chefhat when dealing directly with customers
2. Always keep your hands clean, short nails and don't use nail color.
3. Use complete hotel attributes (kitchen uniform, nametag, apron, tie and socks).
4. Must wear safety shoes.
5. Use of perfume (optional).
6. Do not wear jewellery (on the hands).

2.5.3 Sanitation SOP

There are several sanitary standards and procedures in the kitchen, such as:

1. Always clean the kitchen table and sink when finished.
2. Maintain all cleanliness from the start of food ingredients and cooking utensils.
3. Check the condition of the food ingredients from dry and wet, if the condition has expired, it is not good then it must be immediately thrown into the trash.
4. Tidy the dry food storage area.
5. Clean the vegetable, dairy product, and meat chiller room.
6. Always put a date label on each dry and wet food item if want to store it again.
7. Clean all cooking utensils such as stoves, ovens, microwaves if they have been used.
8. Doing a thorough cleaning of the kitchen area every 3 months, from spraying, and cleaning cooking utensils, and storage areas.