

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 ESTABLISHMENT OF INTERNSHIP PLACEMENT

Anantara is a hotel and resort located in the United Arab Emirates in the city of Dubai, Anantara The Palm Dubai Resort is located on the iconic, and currently the largest man-made island in the world, on the eastern crescent of Jumeriah Palm Island. It is a 45-minute drive from Dubai International Airport (DXB). Anantara also has a hotel in the same city of Abu Dhabi in the UAE. Anantara itself is a Sanskrit word meaning "endless" and evokes freedom, movement and harmony which is the spirit of the Anantara Experience. It has a vision to be renowned as a regional resort of choice, creating heartfelt experiences and timeless stories inspired by Thailand.



Anantara's brand promise is that Anantara is a luxury hospitality brand for the modern traveler, connecting them with authentic places, people and stories through personal experiences, and providing genuine hospitality in the world's most exciting destinations. In addition, Anantara's logo consists of a water urn and two Thai pillows. The water urn is Anantara's service offering; Nahm Jai, water from the heart. The two Thai pillows symbolize comfort, convenience and relaxation. Nahm Jai itself means that in Thailand, people would leave jugs of water outside their homes for passing travelers to quench their thirst. Water jars have become the epitome of hospitality and symbolize the spirit of those who give without expecting anything in return. It is their way of life.

In addition, Anantara has a total of 54 properties in 22 different countries. Anantara is also located in Indonesia on the island of Bali in Seminyak and

Uluwatu, Bali. Anantara's Key Resort Features include -The only overwater villas in the UAE -Three temperature-controlled swimming lagoons with direct access. Water sports and long-tail boat experiences - Wellness programs at Anantara Spa - 400 meters of private shoreline and expansive views of the Arabian Gulf. Direct beach access - Local tours - 7 dining options - Direct lagoon access - 50-meter infinity pool.

2.2 HOTEL ESTABLISHMENT

Anantara Dubai Palm Jumeirah has 293 hotel rooms and 174 resident rooms. In addition, Anantara has 7 Food and Beverage (F&B) outlets and 1 In Room Dining, the first is the Cresendo outlet which has a capacity of 200-300 people, Cresendo itself implements a buffet system with the theme of All day international Restaurant and middle-east food as its main menu and has its own Arabic station. The operating hours are Breakfast: 07.00 am - 11.00 am, Lunch: 12.30 pm - 3.30 pm, and Dinner: 6.30 pm - 10.30 pm.

Then there is Bushman, the bushman outlet has an Australian Steakhouse Dinner Restaurant theme. The average menu served is steak such as Angus Tomahawk, Australian Lamb T-bone, wagyu tenderloin, wagyu ribeye, etc. In addition, bushman also has other menus such as burgers, octopus, half grilled lemon chicken, as well as vegan menu, kids menu, and starter menu. The operating hours of bushman outlet itself is Dinner: 06.00 pm - 12.00 pm.

Mekong is the 3rd Anantara F&B outlet which has a capacity of 100- 200 people, Mekong has a theme as Pan-Asian Cuisines and is an Anantara Signature Restaurant because it serves Asian food, especially Thai because Anantara is a hotel originating from Thailand. The food menu served by Mekong includes Dimsum (steamed prawn har gow, prawn dumpling, vege dumplings, etc), Tom yum goong soup from Thailand, wonton soup from

China, beef noodle soup from Vietnam, pad thai from Thailand, etc. The operating hours of Mekong outlet is Dinner : 6.00 pm - 11.30 pm.

Revo Café, the 4th outlet of Anantara has a concept as a café restaurant that has a capacity of 50-100 people, Revo Café itself has a café-themed menu such as baked croissants, pancakes, egg dishes, etc. for breakfast but for lunch and dinner has a menu such as panseard salmon, pesto pasta, lamb skewers, etc. And this café has a salad menu, pesto pasta, lamb skewers, etc. And this café has a salad menu, vegan, and every day has a special menu. Revo café's operating hours are 8:30 am - 10:30 pm.

The Beach House, beach house is an outlet that has a Mediterranean Restaurant theme with a capacity of 50-100 people. The menu served is also a middle-east menu. The beach house operating hours are 12.30 pm - 01.00 am. Mai Bar is anantara's 6th outlet that has a Pool bar outlet theme with a capacity of 50-150 people. It has a menu of salads (caeser salad, quinoa salad, etc), and a variety of drinks. Mai bar operating hours are 10.30 am - 8.00 pm.

The Lotus Loungge, is anantara's 7th outlet that has a Lobby Lounge Outlet theme. Which has a special menu, namely afternoon tea and has the same food menu as the maibar. The operating hours of the lotus lounge are 11:00 am - 12:00 am. And IN.ROOM DINING, is the 8th and last outlet of Anantara which has the same menu as Crescendo. Which has 24 hours operating hours. Anantara also has a Main Kitchen as the center of all of Anantara's outlets because those who control and receive goods and food and beverage ingredients must go through the Main Kitchen. It has several sections including: Arabic kitchen, butchery, baking and pastry, cold kitchen, dry store, beverage store, pork section, and pamoja kitchen (for staff canteen)

2.3 KITCHEN BRIGADE AND DESCRIPTION

2.3.1 Kitchen Brigade

CRESENDO

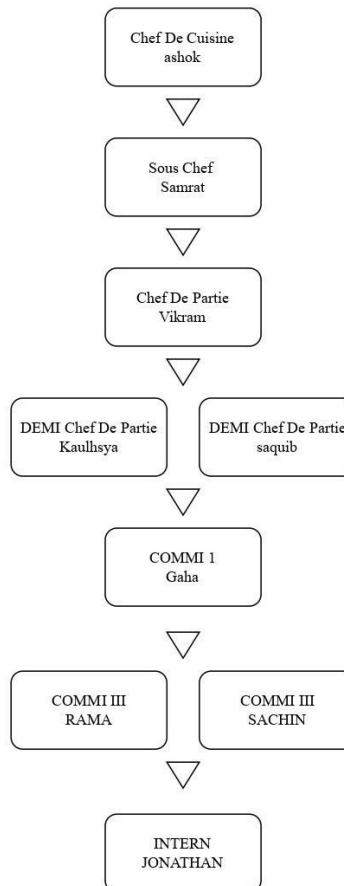


Figure 2.1 Cresendo Kitchen Brigade

BUSHMAN

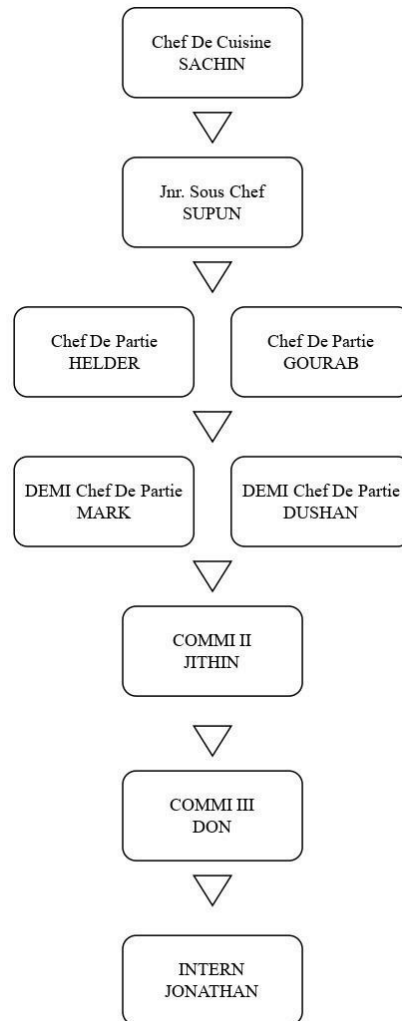


Figure 2.2 Bushman Kitchen Brigade

MEKONG

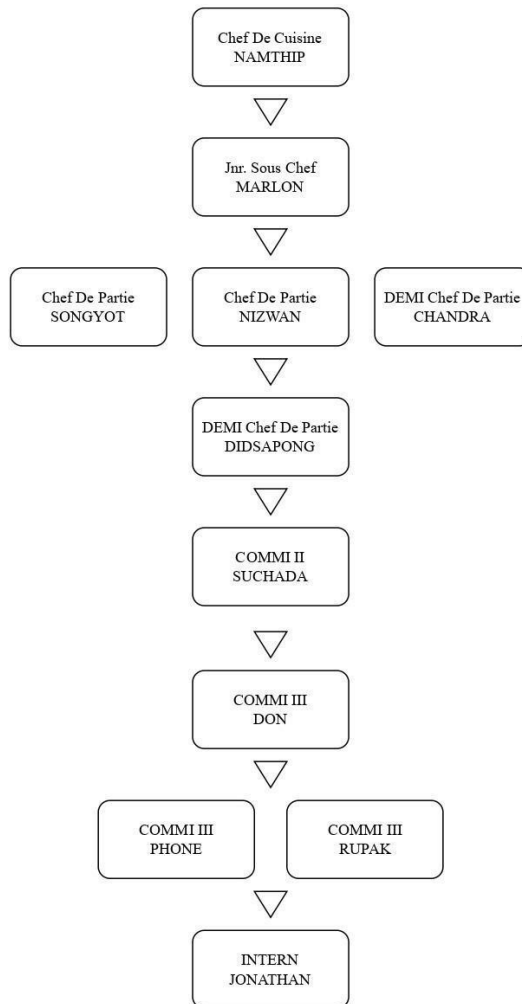


Figure 2.3 Mekong Kitchen Brigade

REVO CAFÉ

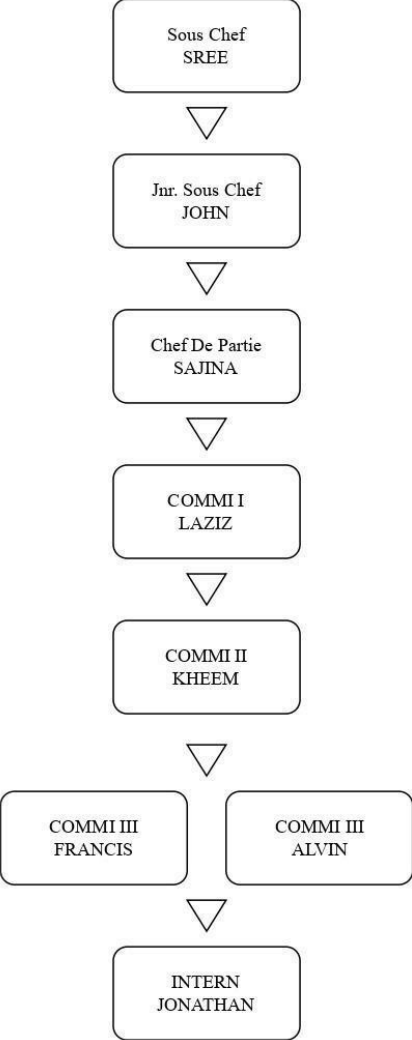


Figure 2.4 Revo Cafe Kitchen Brigade BUTCHERY



Figure 2.5 Butchery Kitchen Brigade

2.3.2 Job Description

1. Executive Chef
 - Developing cuisine menus
 - Hiring, training, and supervising kitchen staff
 - Maintaining the kitchen areas in conditions that meet the standard and health regulations
 - To control portion size and monitor waste
2. Executive Sous Chef
 - Assume responsibilities of Executive Chef in his day off / absence
 - Manage food purchasing and storage
 - Manage and motivate kitchen staff
 - Serve as expeditor for the kitchen
3. Chef De Cuisine
 - Planning menus

- Assist in supervising Assistant Cook
 - Ensuring that the standards and targets are maintain
4. Sous Chef
 - Designing new menu with Head Chef / CDC
 - Supervising the work of the kitchen brigade
 - Recruit and train new kitchen employee
 5. Junior Sous Chef
 - To maintain a high standard of service at all times
 - Ensure all products used are of a high standard
 - Responsible for preparing kitchen
 - Ensure all areas are clean and tidy
 6. Chef De Partie
 - Prepare and cook food products
 -
 - Managing and training any demi-chef de parties or commis
 - Responsible supporting the Head and Sous chef in the kitchen delivering consistently high-quality food.
 7. Demi ChefDe Partie
 - Prepare menu in collaboration with colleagues
 - Maintain high quality food and service
 - Responsible for commis about kitchen
 8. Commis 1, 2, 3
 - Organizing and basic cleaning in the kitchen
 - Assist senior chef
 - Preparing meal ingredients, includes seasoning as well as washing, peeling, and cutting vegetables and fruits
 - Performing basic cleaning and ensuring the workstations are properly sanitized

2.4 PERSONAL HYGIENE SOP AND SANITATION SECTION

2.4.1 Personal Hygiene SOP

Cleanliness and appearance are important to Team Members and Minor International. A Team Member's success and the success of the collective depends on looking presentable at all times. Team Members must realize that to be in the role of guest liaison, is to be the "face" of Anantara, and therefore must maintain a conservative, tasteful and business-like appearance consistent with the Resort's ambience. Personal and general hygiene.

A daily shower using deodorant is important to convey our positive attitude about ourselves so as not to offend and cause embarrassment to guests and fellow team members, Teeth should be brushed regularly, and please watch your intake of garlic, onion or spicy food and smoking before and during duty. Avoid bad breath, Your hands should be washed with soap and water and dried, especially before duty (or return) and after using toilet facilities or smoking. Nails should be kept clean and neatly groomed, strong perfumes and aftershaves should be avoided. Choose fragrances that are not overpowering, Uniforms should be clean and neat.

Damaged uniforms should be returned to housekeeping for repair. Take pride in wearing your uniform. It distinguishes you as an important part of the Resort team, Uniforms should not be worn outside working hours, Name badges are considered part of the uniform and must be worn by all team members, always, on the left side of the shirt, Team members should not chew gum or have any food in their mouths while working. Food can only be consumed in team members' restaurants or designated areas, Stand up straight and smile. Guests notice your posture and the way you walk. The best-looking uniform and most perfect grooming will not be seen if you slouch and look

indifferent or inattentive, and Management reserves the right to determine what is or is not professional in your general grooming.

2.4.2 Personal Grooming Standards

Nails must be kept clean, short, and well-groomed, Hands must be moisturized, No colorful nail polish, Clear nails designed to protect, strengthen, heal, or enhance nail growth may be worn, Nails must be kept short and trimmed evenly to the fingertips, Long pinky nails are not allowed.

Jewelry & Accessories Only inconspicuous rings - limited to one ring per hand. Watches must be kept subtle, no watches with large or colorful straps will be worn, No leather or fabric neck chains, neck or wrist bracelets are allowed, No visible body piercings, Bracelets may be worn only if in uniform or conservative, Piercings on body parts must not be visible, Sunglasses are permitted at the discretion of the Management Team in accordance with resort standards.

Shoes, belts & Socks Socks must be in good condition and worn pulled up preferably to mid-calf (if worn with trousers), Shoes must be clean, well shined and in good condition, Shoes will be provided as part of the uniform or must be the same as the issued uniform shoes, Belts as issued with the uniform or if appropriate to the Uniform, Any questions regarding accessories should be discussed with your manager or the L&D department.

Uniforms are always well pressed, clean, and neat, buttoned as designed, well maintained with no missing or loose buttons, loose seams, spots or stains and tears, properly fitted, of the correct size with no unauthorized alterations, visible undergarments, t-shirts that show the uniform are not allowed, Sweaters, pullovers, and other similar clothing should not be worn. Pockets should not be filled with too many items.

Hair & Facial Hair must not be below the ears or collar, Hair must always be neat and clean (no too much mousse, gel, etc.), Only

natural hair color & conservative hairstyles are allowed, Mohawks, spiking, cropped patterns, red locks, ponytails, or other extreme styles are not allowed, Clean shaven - no stubble, Beards and goatees must be maintained at a length of no more than ½ inch or 1.25 cm and moustaches must not extend past the corners of the mouth, Scruffy beards or growing beards are not acceptable,

Mustaches are not allowed, Sideburns must not extend past the bottom of the earlobe, Beards and stubble must be fully grown and trimmed while team members are on vacation. Beards and stubble must be fully grown, trimmed and neat by the time the team member returns to work.

Visible tattoos are permitted at the discretion of the Learning and Development (L&D) department in accordance with resort standards. "Offensive" or "inappropriate" are defined as tattoos that are vulgar, sexually explicit, gang-related, overly partisan, or considered controversial (e.g., profanity, nude images, etc.), tacky, or unnatural. Management reserves the right to determine what is professional, offensive, or inappropriate.

After the uniforms have been worn, we will change in the provided changing rooms and put our uniforms in the laundry tubs provided by the hotel according to the respective departments which will then be given to the laundry to be washed and laundered for reuse.

2.4.3 Sanitation Standard Operational Procedure (SOP)

The way we clean the workplace is by spraying D2 and D3 liquids on each table that has been used for work for 2 minutes and then wiped using disposable tissue until clean and odorless, for the chiller we clean as a whole for 2 weeks by moving the entire contents of the chiller to a safe place and then washing each part of the chiller thoroughly with soap and sanitation water that has been provided, if it is dry we will spray D2 and D3 liquids on each chiller and rack that has been washed clean and wiped with a clean cloth until dry. Likewise, the chiller floor

will be cleaned and dried until there is no dirt and odor attached. If the standing chiller is glassed then we will remove each glass and clean it separately. The freezer will be cleaned periodically every 1 month in the same way. After everything is clean, each item and material will be placed and rearranged so that it is neatly organized and the expiration date of each item will be checked with the FIFO (First In First Out) system. That is, the first item to enter will be the first out to be used according to the date on the tag.

The way we handle and receive goods or ingredients is that first if it is vegetables and fruits that we receive will be washed with Chemical water with a pH of 0 - 3 pH that has been provided until clean and then dried, if it is all kinds of meat we will check the smell and color of the meat whether it is fresh or not, after checking it, we will vacuum it in a vacuum pack which will then be labeled with a date. If it enters the chiller, the tag given is 2 days starting from the date of entry, and if it enters the freezer, it will be tagged 1 month from the date of entry. Goods will be checked every 2 days for chillers and once a month for

freezers to ensure they are still suitable for use or not. To keep the temperature of the chiller and freezer safe we will check the temperature every day in the report provided for the chiller is below 5 degrees, and for the freezer is below -18 degrees. If there is a Danger zone that is at a temperature between 5 degrees to 60 degrees then we will immediately report to the relevant technicians to make repairs. For kitchen maintenance every day will be carried out by stewarding to be cleaned and then will be checked periodically by the HACCP and CDC outlets.

The way we handle food waste is by distinguishing food waste or leftover materials from other waste. Food waste will be placed in red colored bins with special food markings while other waste such as plastic, tissue, etc. will be placed in black colored bins. Will be placed in black garbage. Which will then be passed by stewarding to the recycler located in another department for further management while

other waste will be placed in the garbage disposal available for further sorting whether it can be used for DIY or burned. Anantara itself has a motto of No plastic for all outlets in Anantara.

2.5 OCCUPANCY RATE

The occupancy rate in Anantara The Palm restaurant ranges from 65% to 95% in December to February because it's the peak season. When Ramadhan it drops to maximum 80% because it's Muslim Country and the people is fasting so they only come when it's dinner time mostly by walk in, not staying in the Anantara. The average for the occupancy rate is around 78%.