

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 ABOUT THE ESTABLISHMENT OF INTERNSHIP PLACEMENT



Figure 2.1 W Bali Seminyak

W Hotels is an American upscale lifestyle hotel chain owned by Marriott International that is marketed towards a younger age group. W was born from the mix of eclectic cultures and vibrant energy of New York City, first opened in New York City in 1998. From there the brand grew into the world, everything has changed and that's just the way the brand likes it.

W Mission : IGNITE CURIOSITY. EXPAND WORLDS.

W Values : Originality, Momentum, Curiosity, Daring

W Personality : Passionate, Audacious, Playful, Polished

W Passions : Stance, Sound, Scene, Taste, Body

2.2 LOCATION OF W BALI SEMINYAK

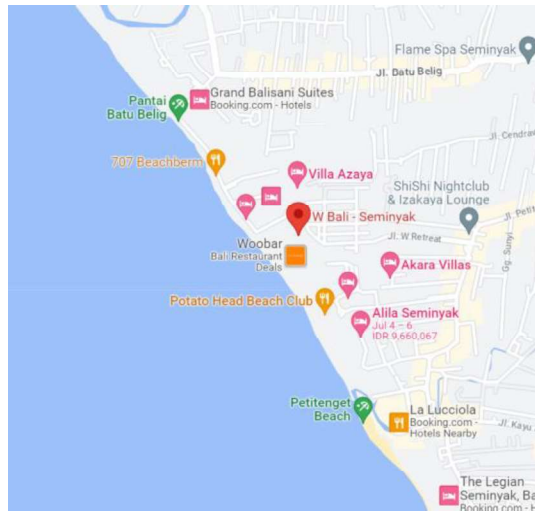


Figure 2.2 W Bali Seminyak maps

Information about location :

1. Address : Kerobokan, Jl. Petitenget, Seminyak, Kabupaten Badung, Bali 80361
2. Phone & Fax : (0361) 3000106
3. Site Address : <https://www.marriott.com/en-us/hotels/dpswh-w-bali-seminyak/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0>

2.3 ABOUT HOTEL FACILITIES & OCCUPANCY

W Bali Have 151 rooms, 6 suites, 72 villas, 2 restaurants, and 2 bar

W Bali Occupancy :

68% on 18 March 2023

91% on 19 April 2023

83% on 20 May 2023

It can be concluded that the average occupancy for 3 months is 80.66%, so it can be said that every month the hotel is quite crowded.

Fire Restaurant



Figure 2.3 Fire Restaurant at W Bali Seminyak

Where there is smoke, there is fire. At our FIRE, there is also succulent Sirloin, mouthwatering Tenderloin, Yellowfin Tuna and Seared Sea Scallops. Our chefs proudly elevate the quality of beef cuts through meticulous dry ageing techniques.

Starfish Bloo



Figure 2.4 Starfish Bloo at W Bali Seminyak

Starfish Bloo is a vibrant oceanfront restaurant with a passion for using the freshest, locally sourced seafood and garden-grown ingredients to the fullest. Stop by our restaurant daily or join us for Sunday Bruch with a variety of cooking stations.

Woobar Bali



Figure 2.5 Woobar at W Bali Seminyak

Live it up at Woobar Bali, our social spot with seaside lounge chairs and a sundeck. Soak up the sun and witness magical sunsets paired with signature cocktails and bar snacks. Dance to the beat of international DJs on residency at this Seminyak bar.

W Lounge



Figure 2.6 W Lounge at W Bali Seminyak

W Lounge is not your average restaurant. Make an entrance, catch up with an afternoon of high tea in Seminyak or enjoy a martini as beautiful people strut across the room. Sip on drinks and eat Bali inspired snacks at this chill restaurant and bar.

2.4 KITCHEN BRIGADE & JOB DESCRIPTION

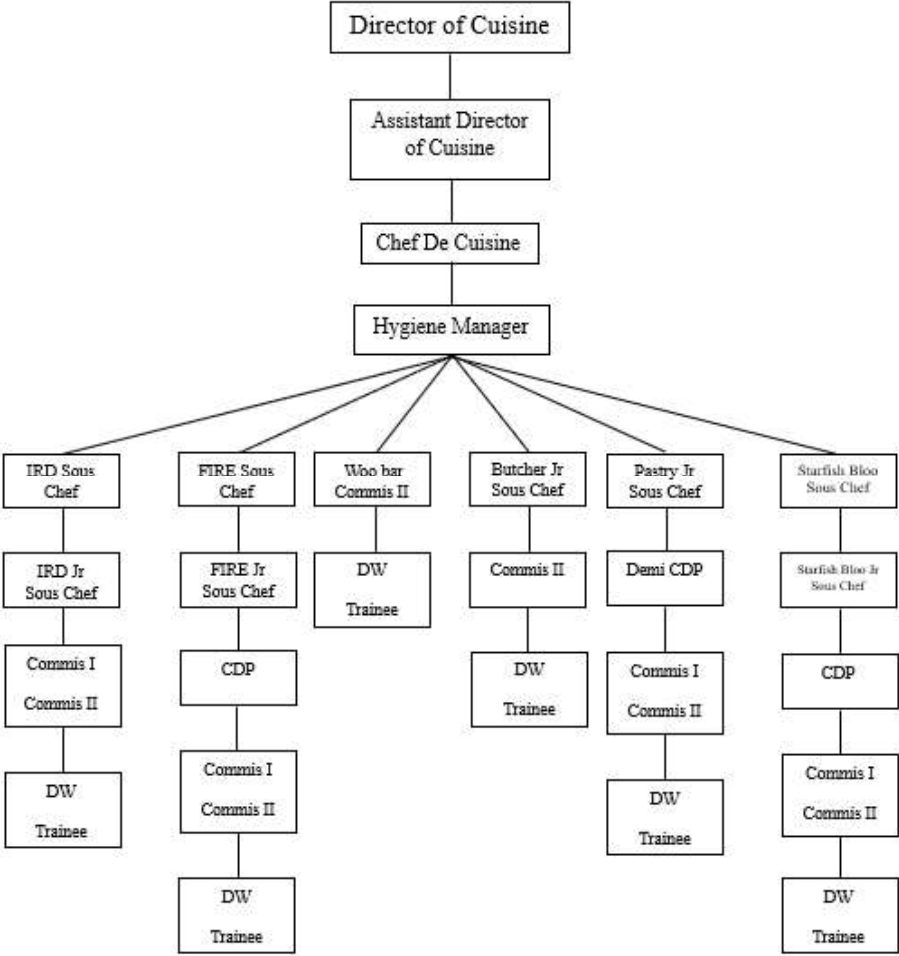


Figure 2.7 Kitchen brigade

Director of Cuisine

1. Supervise, manage, and motivate kitchen team.
2. Controlling and directing the food preparation.
3. Regularly monitor and check for ingredients in chiller.
4. Ensure the ingredients are meet the standard.
5. Maintain hygiene and safety in kitchen.
6. Ensure the guest satisfaction.
7. Develop new menu.
8. Represent in meeting with all departments.

Assistant Director of Cuisine

1. Able to make recommendations to the Executive Chef regarding succession planning.
2. To be aware of all financial budgets and goals.
3. To ensure that guests are always receiving an exceptional dining experience representing true value for money.
4. Ensure that all recipes and product yields are accurately costed and reviewed regularly.
5. Ensure that all food items are prepared as per standard recipe cards whilst maintaining portion control and minimizing waste.
6. Ensure that chefs are always in clean tidy uniforms and are always presentable to be in guest view.
7. Developing new menu for guest to improve the food quality.

Chef De Cuisine

1. Planning the menu and designing the plating presentation for each dish.
2. Coordinating kitchen staff, and assisting them as required.
3. Hiring and training staff to prepare and cook all the menu items.
4. Stocktaking ingredients and equipment, and placing orders as needed.
5. Enforcing best practices for safety and sanitation in the kitchen.
6. Creating new recipes to regularly update the menu.
7. Keeping track of new trends in the industry.
8. Incorporating feedback from restaurant staff and patrons to make improvements or resolve issues.

Hygiene Manager

1. Control all staff, daily worker and trainee personal hygiene and sanitation.
2. Control personal grooming.
3. Control general and deep cleaning kitchen.
4. Control how to handle and receiving ingredients.
5. Control food waste in kitchen.

Sous Chef

1. Assist with the preparation and planning of meal designs.
2. Ensure that kitchen activities operate in a timely manner.
3. Resolve customer problems and concerns personally.
4. Monitor and record inventory, and if necessary, order new supplies.
5. Provide support to junior kitchen employees with various tasks including line cooking, food preparation, and dish plating.
6. Recruit and train new kitchen employees to meet restaurant and kitchen standards.

Jr Sous Chef

1. Manages kitchen staff on behalf of the Executive Chef and Executive Sous Chef.
2. “Third-in-command” of the kitchen.
3. Assists with menu planning, inventory, and managing of supplies.

CDP (Chef De Partie)

1. Correcting, cooking and presenting high quality dishes within the specialty section.
2. Assisting the Head Chef and Sous Chef in creating menu items, recipes and developing dishes.
3. Managing and training any Commissary Chefs.
4. Monitoring portion and waste control.
5. Overseeing the maintenance of kitchen and food safety standards.

Demi CDP

1. Hygiene control – Cleaning Schedule. Ensure that all records for the Criterion board are maintained.
2. SOPs for all dishes are implemented with the aid of a Chef de Partie.
3. Training of Commissary – setting up a detailed training program with the Chef de Partie, Junior Sous and Sous Chef.
4. Be responsible for stocks and control of wastage, in according to company standards.

Commis

1. Cooking and preparing elements of high quality dishes.
2. Preparing vegetables, meats and fish.
3. Assisting other Chefs.
4. Helping with deliveries and restocking.
5. Assisting with stock rotation-Cleaning stations.

Trainee

1. Help to co-ordinate food preparation.
2. Help to prepare and cook food.
3. Help with quality management of food.
4. Help with general cleaning required in the kitchen.
5. Assist team in investigating and resolving customer complaints.
6. Effective liaison, support and assistance with the remainder of organization.
7. Assist generally in the kitchen as directed.
8. Receive training so that you can assist with maintaining accurate records and accounts as required and reporting as agreed.
9. Set an example for junior kitchen team members of commitment, work ethic and habits and personal character.

2.5 HYGIENE & SANITATION

Personal hygiene in hotels is very strict, nails should not be long, wearing hats when in the kitchen. At the end of the shift, we can clean ourselves in the shower. Cleaning of the workplace is carried out alternately every day, for example cleaning the dry store on Monday, cleaning the walking chiller on Tuesday, and Wednesday cleaning the standing chiller. All ingredients that enter the kitchen must be cleaned first using the vegetable sanitizer provided in the wash and you may not bring anything into the kitchen that is related to plastic. In the kitchen, we handle kitchen waste by using separate trash bins for organic and non-organic waste. Personal hygiene and maintaining the health of the employees in the food industry are critical to avoiding food-borne illnesses in the public and fellow workers alike. Most food-borne disease outbreaks come from foodservice facilities, particularly restaurants, but also catered events, the home, schools, child-care centers, and healthcare institutions. Because there are many outbreaks associated with infected food workers, any foodservice employee who handles food directly or indirectly should take special care to follow good kitchen hygienic practices.

The primary objective of food hygiene is to eliminate or reduce the risk of exposure to foodborne illness. Biological, chemical and/ or physical agents contaminating food may cause foodborne illness, but by far the most common causes are biological agents, with microorganisms constituting a major proportion. Although consumers express hygiene/microbiological safety concerns about public dining places/kitchens, a significant proportion of foodborne outbreaks actually occur in homes. In the past, the hospitality industry has been known as a service industry that offers lodging or room services. As time goes by, it also provides food and beverage service. The outlet or department that usually handles this service is the Food and Beverage Department. Patisserie is one of the sections which is in charge of providing cake, as well as hot and cold bread products. This section is a very busy since it deals with almost eighty percent of breakfast and coffee break daily.

The application of hygiene and sanitation will greatly affect product quality and directly affect the health of consumers and the health of food handlers. The application of hygiene and sanitation at patisserie will be felt directly by guests so that it directly affects the image of the hotel. The results showed that efforts to apply hygiene including personal hygiene, uniform, and food hygiene as well as efforts to apply sanitation to the work environment including equipment sanitation, waste disposal system, and food sanitation.



Figure 2.8 General Cleaning After Closing



Figure 2.9 Labeling