

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History

The Anantara was established in 2001 with the first luxury property in Thailand's historic. From that day forward, they expanded throughout the world to beaches and private islands, countryside retreats, desert sands, heritage wonders and cosmopolitan cities. Today's portfolio spans Asia, the Indian Ocean, the Middle East, Africa and Europe.

Located in the world-famous Palm Jumeirah just off the coast of Dubai, Anantara The Palm Dubai Resort boasts 400 metres of private shoreline and expansive views of the Arabian Gulf. Indulge in an exclusive beach escape, float on water, with lagoon access rooms and the UAE's only over water villas.

Anantara thoughtfully designed luxury hotels and resorts provide windows into the genuine modern character of each destination. Inside and outside each property, travellers engage with the places, people and stories that make the destination like nowhere else in the world, Guests curate a lifetime of memories through personal experiences, as Anantara opens doors and enables journeys of adventure indulgence.

2.2 Facilities

2.2.1 Rooms

So, in Anantara there are total of 467 rooms, which is divided into 2 types namely Residence Rooms and Resort Rooms.

Residence Rooms (174) :

- 94 Standard rooms
- 47 One Bedroom Apartments
- 30 Two Bedroom Apartments
- 03 Two Bedroom Apartments with Luxury Terrace

Resort Rooms (293) :

- 92 Premier Lagoon View Rooms
- 92 Premier Lagoon Access Rooms
- 38 Deluxe Lagoon View Rooms
- 34 Deluxe Lagoon Access Rooms
- 04 Deluxe Family Lagoon Access Rooms
- 12 One Bedroom Beach Pool Villas
- 18 One Bedroom Over-water Villas
- 03 Anantara Two Bedroom Beach Pool Villas

2.2.2 Outlets

1. The Beach House, is a A La Carte Mediterranean restaurant with a beach view,the seating capacity is 70 people.



Figure 2. 1 The Beach House

Opening Hours: 12 PM – 1 AM

Happy Hours: 10 PM – 12 AM

2. Cresendo, is a Middle Eastern & International Buffet with A La Carte menu, the seating capacity is 400 people.



Figure 2. 2 Cresendo

Opening Hours: Breakfast: 7 AM – 11 AM

Lunch: 12.30 PM – 3.30 PM

Dinner: 6.30 PM – 10.30 PM

3. Mekong, is a Thailand, Vietnam, and Chinese cuisine, this restaurant is decorated about Asia. The seating capacity is 150 people.



Figure 2. 3 Mekong

Opening Hours: 6 PM – 11.30 PM

4. Bushman Restaurant, is a Australian Cuisine and steak house. The seating capacity is 120 people



Figure 2. 4 Bushman Restaurant

Opening Hours: 6 PM- 11.30 PM

5. Revo Cafe, is a Cafe Dining with International menu. The seating capacity is 50 people



Figure 2. 5 Revo Cafe

Opening Hours: 8 AM – 10.30 PM

Happy Hour: 7 PM – 10 PM

6. In Room Dining, with international menu

Opening Hours: 24 Hours

2.3 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%.

2.4 Kitchen Hierarchy

2.4.1 Kitchen Brigade

1. CRESENDO

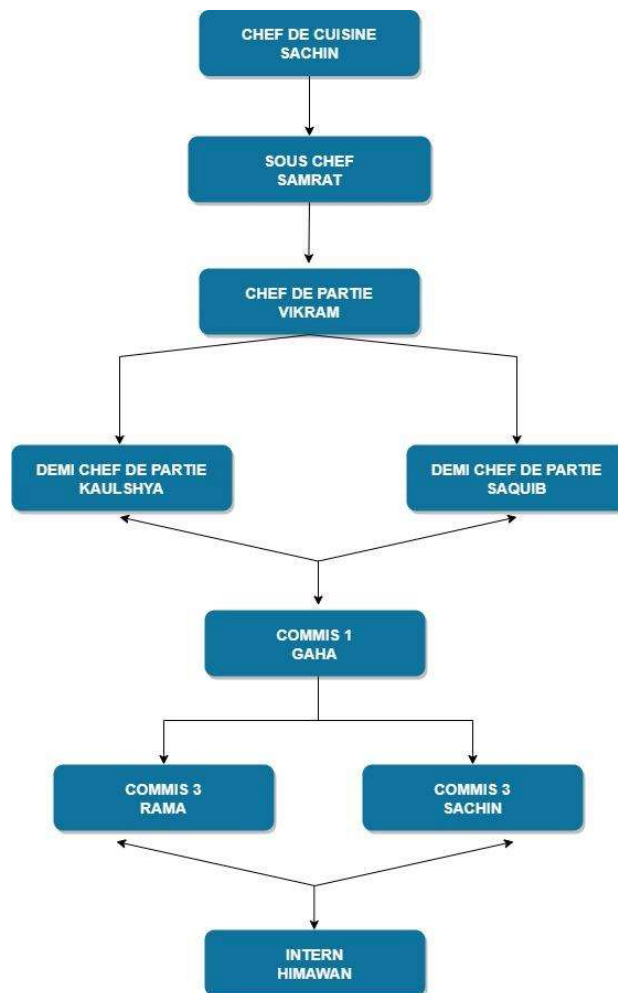


Figure 2. 6 Cresendo

2. BUSHMAN

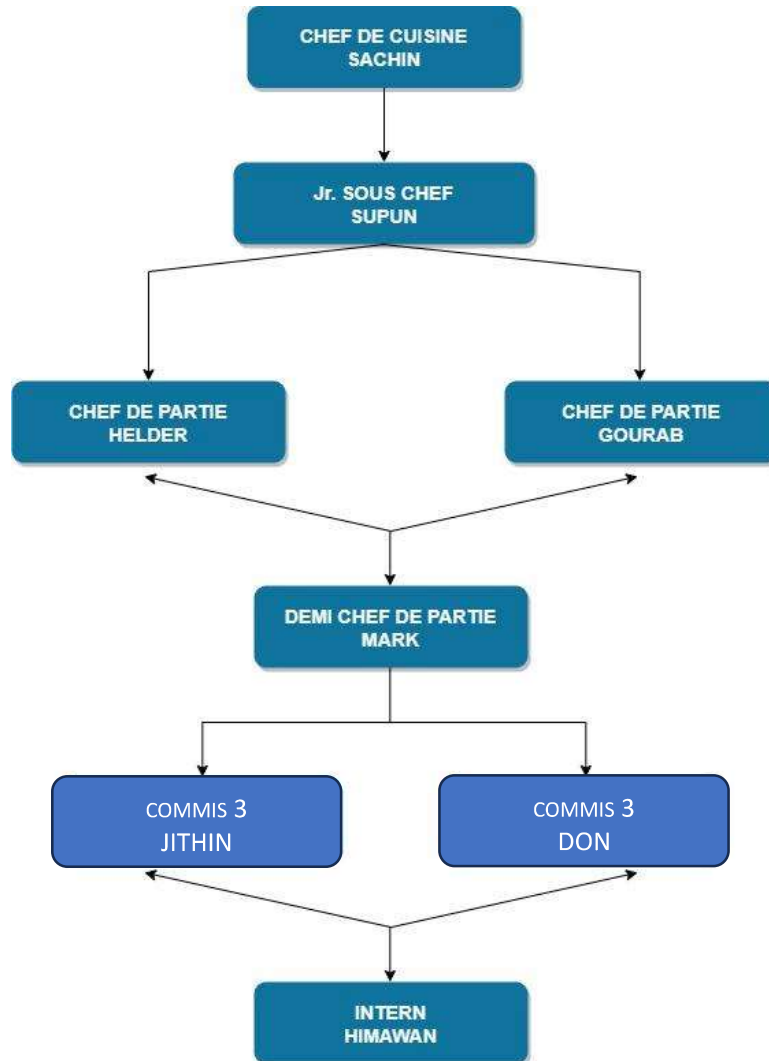


Figure 2. 7 Bushman

3. ARABIC KITCHEN

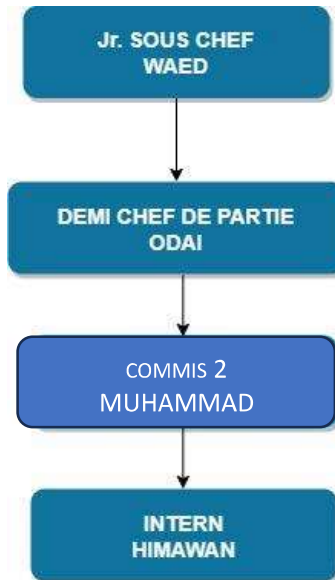


Figure 2. 8 Arabic

4. COLD KITCHEN

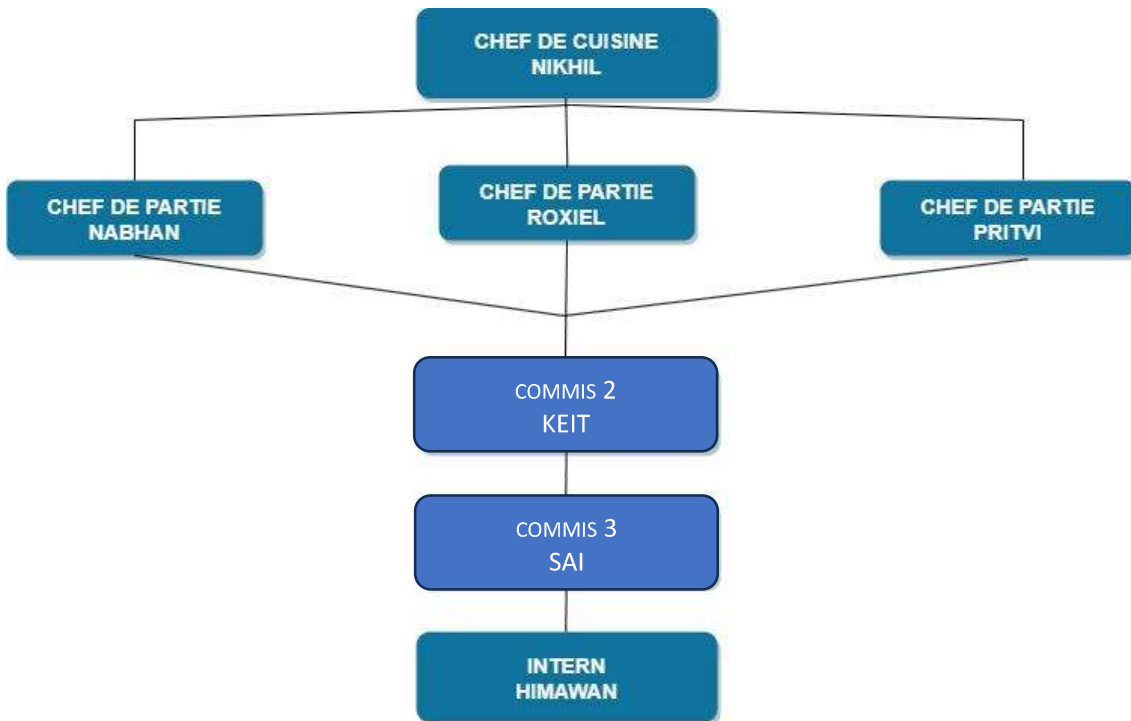


Figure 2. 9 Cold Kitchen

5. ALL KITCHEN BRIGADE

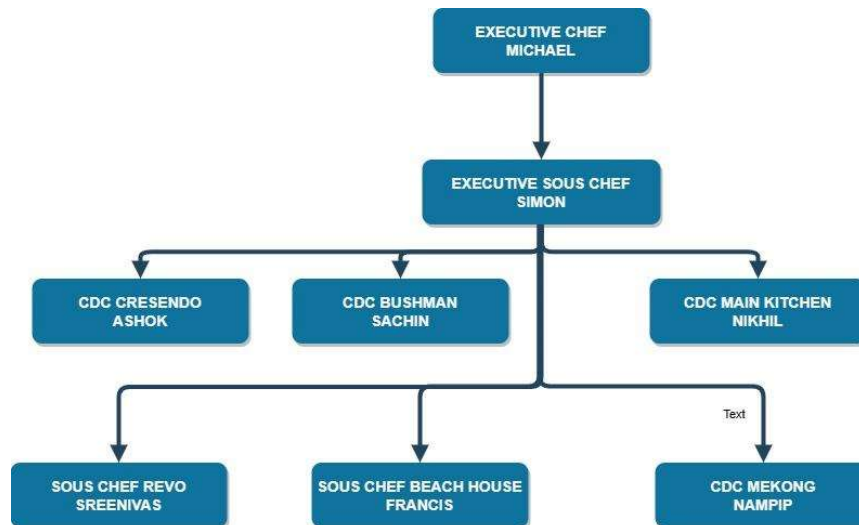


Figure 2. 10 All Kitchen

2.4.2 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 maintained

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 Chef De 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

2.5 Personal Hygiene & Sanitation

2.5.1 Personal Hygiene SOP

- Hair should be properly tucked inside the cap
- No accessories (earring, necklace, chains, ring)
- Nails should be short and clean

- Always use Chef Jacket
- Uniform always clean and smells nice
- Wear safety shoes
- Avoid touching hair, face, and other body parts
- Using gloves any time

2.5.2 Personal Grooming Before, During, and After Shifts

1. Before Shifts

- Take a shower and toothbrush
- Use deodorant
- Always check nails
- Always use new clothes and socks

2. During Shifts

- Use chef hat to avoid food contamination with our hair
- Avoid touching hair, face, and other body parts
- Use gloves
- Always wash our hands after doing anything

3. After Shifts

- Clean the workstation
- Wash hands with soap

2.5.3 Sanitation SOP

1. How To Clean Work Stations

- Clean workstations and equipment after using
- Clean standing chiller, walk-in chiller, freezer at least once a week
- Throw spoiled ingredients
- Check the expiry date

2. How To Handle & Receiving Ingredients

- Check the ingredients quality
- Put date label

- Arrange in the nice place

3. Kitchen Waste

- Restock wisely
- Recycle food packaging
- Keep an eye on overproduction
- Predict food orders
- Engage staff