

CHAPTER II

GENERAL DESCRIPTION OF HOTEL TENTREM SEMARANG

2.1 Overview



Figure 2. 1 Hotel Tentrem Semarang

Hotel Tentrem Semarang is a five-star hotel located in the heart of Semarang City on Jln. Gajah Mada No. 123. Hotel Tentrem Semarang combines the latest architectural trend with uniquely Semarang cultural elements. It provides you with the best living experience by catering to your lifestyle, while also giving you soothing tranquility to find peace within the busy city life. An upscale accommodation added with great amenities to support your daily life, Hotel Tentrem Semarang is truly a serene sanctuary at the heart of Semarang. Surrounded by main roads, Hotel Tentrem Semarang sits in a strategic location that provides an easy access to business and entertainment centres in the city. Semarang's iconic landmark, as well as well-preserved buildings and heritage sites, such as Kota Lama, Lawang Sewu, Balaikota, and Sam Poo Kong temple are within close range from our building.

Hotel Tentrem Semarang has the Capacity of 211 rooms, 21 suites, with the choice of two bedroom or three bedroom, are well-equipped with the latest technology and wireless connectivity, 5 dining outlets, fitness spa, kids playground, and MICE facilities. Hotel Tentrem has 2 main restaurant which is Kayumanis

Coffeeshop which serves asian and western cuisine, also Summer Palace which serve authentic Chinese food and dim-sum. It also has a club lounge located at the 19th floor named the executive lounge which can only be accessed by guest from Executive Suite, Junior Suite, and Presidential Suite (Hotel Tentrem Semarang., 2022).

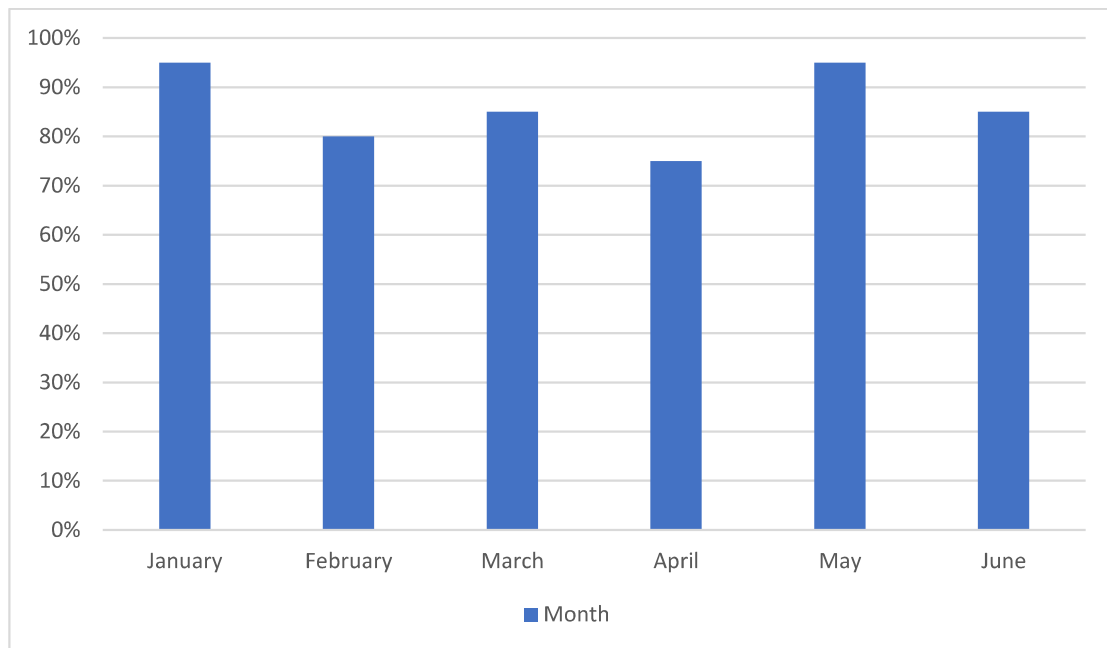
2.2 History of Hotel Tentrem Semarang

The company that oversees Hotel Tentrem Semarang is PT. Hotel Candi Baru which was established in 2002, PT. Hotel Candi Baru is an affiliated company in the hospitality industry based in Semarang, Indonesia. PT. Hotel Candi Baru is committed to quality service and excellence in providing a unique lodging and culinary experience. Tentrem has a noble philosophy of respecting guests. Tentrem' which means to promise that guests will get a sense of calm or peace while staying at this hotel. In Javanese, tentrem means peace. “

Hotel Tentrem's logo is a wijayakusuma flower consisting of one flower and four leaves tied together in a ring. The wijayakusuma flower can be believed to be the flower of the Javanese kings in the wayang story which symbolizes “Victory” and is used as a weapon by Prabu Kresna. One flower and four leaves symbolize the five founding brothers of Hotel Tentrem who are tightly bound by a gold ring as their mother. The ring ties depict a harmonious family unit and full of togetherness to their descendants. The gold color was chosen according to the saying “Bila Saudara hidup rukun, tanah pun bisa menajdi emas”

2.3 Average Occupancy

Table 1 Average Occupancy



The occupancy rate at Hotel Tentrem Semarang kitchen ranges from 75% to 95%. At New Year event the hotel occupancy rate rose to 95% but after that it would drop slightly to 85% - 75%. At times of celebration such as Chinese New Year and Ramadan it will again go up to 95%. So during the internship, the average occupancy rate was roughly 85%.

2.4 Vision

Tentrem Hotel Semarang vision as a hotel that preserves and develops Indonesian culture, traditions, resources inspired by the beauty and hospitality of Indonesia for the world community.

2.5 Mission

Tentrem Hotel Semarang have a mission to introduce Indonesian culture and traditions such as food, clothing, dances, customs, architecture, music, artwork, history, and also the beauty of Indonesia to the people and the world with typical Indonesian hospitality.

2.6 Location of Hotel Tentrem Semarang



Figure 2. 2 Hotel Tentrem Semarang location

Address : Jl Gajah Mada no.123 Semarang, Central Java, Indonesia–
50134
Phone Number : 6224 486005555
Fax : 6224 486005550
Email : info.semarang@hoteltentrem.com

2.7 Restaurants of Hotel Tentrem Semarang

Tentrem Hotel Semarang has five restaurants that provides various cuisine in each restaurant. These are the lists of restaurants:

2.7.1 Eboni Bar & Lounge



Figure 2. 3 Eboni Bar & Lounge

Tentrem Eboni Bar & Lounge with a capacity of 36 people, offers cake, pastries and a large selection of alcoholic beverages, specialty coffees and teas alongside their signature cocktail offerings, yet cutting-edge atmosphere.

Opening Hours :

Monday – Thursday : 07.00 AM – 11.00 PM

Friday – Sunday : 07.00 AM – 12.00 PM

Live Music every Friday and Saturday :

07.30M – 10.00 PM

2.7.2 Summer Palace Chinese Restaurant



Figure 2. 4 Summer Palace Chinese Restaurant

Conveniently situated on the first floor of Tentrem Mall with a capacity of up to 99 people. In addition to the dining room, this restaurant has 2 VIP rooms with a capacity of 12 people each. Summer Palace Chinese Restaurant serves impeccably delicious dishes with a memorable dining experience. Offering oriental culinary at its best taste.

Opening Hours :

Monday – Friday 10.00 AM – 10.00 PM

Sunday 07.30 AM – 10.00 PM

2.7.3 Kayumanis Restaurant



Figure 2. 5 Kayumanis Restaurant

Located beside the swimming pool on the 6th floor, with a capacity of 116 people with 1 VIP room with a capacity of 10 people. Kayumanis Coffee Shop serves a fusion of sophisticated pan-Asian dishes, local Semarangan delicacies, and inspired Western culinary gems. With a spectacular view of Tentrem's beautiful swimming pool, Kayumanis Restaurant offers your favorite dishes in both a buffet setting as well as ala carte dining.

Opening Hours :

Breakfast

Monday -Friday 06.00 AM - 10.00 AM

Saturday - Sunday & Public Holiday 06.00 AM - 10.30 AM

AlaCarte

Monday - Sunday 1.00 AM - 10.00 PM

2.7.4 Executive Lounge



Figure 2. 6 Executive Lounge

Executive Lounge Located on the 19th floor with a capacity of 40 people. Executive lounge boasts the spectacular view of Simpang Lima. With modern lounge vibe and soft background music, our Executive Lounge is truly the perfect location to unwind and enjoy your exclusive breakfast menu, afternoon tea, and evening cocktail.

Opening Hours :

Monday – Sunday 06.00 AM – 09.00 PM

Breakfast 06.00 AM – 10.00 AM

Afternoon Cocktail 05.00 AM – 07.00 PM

2.7.5 Pool Bar



Figure 2. 7 Pool Bar

With exhilarating views of vibrant Semarang, has a capacity of 140 people, this rooftop poolside café offers light bites as well as an array of beverages, including a spectacular range of cocktails; Long Island iced teas, mojitos, tequila sunrises, turquoise margaritas, and Sky Strawberry Fruits. Or simply have a refreshing glass of our fresh fruit juice to ease your strenuous day.

Opening Hours :

Monday - Sunday 07.00 AM - 11.00 PM

2.8 Organization Structure

These are the kitchen organization structure of Kayu Manis Kitchen Hotel Tentrem Semarang :

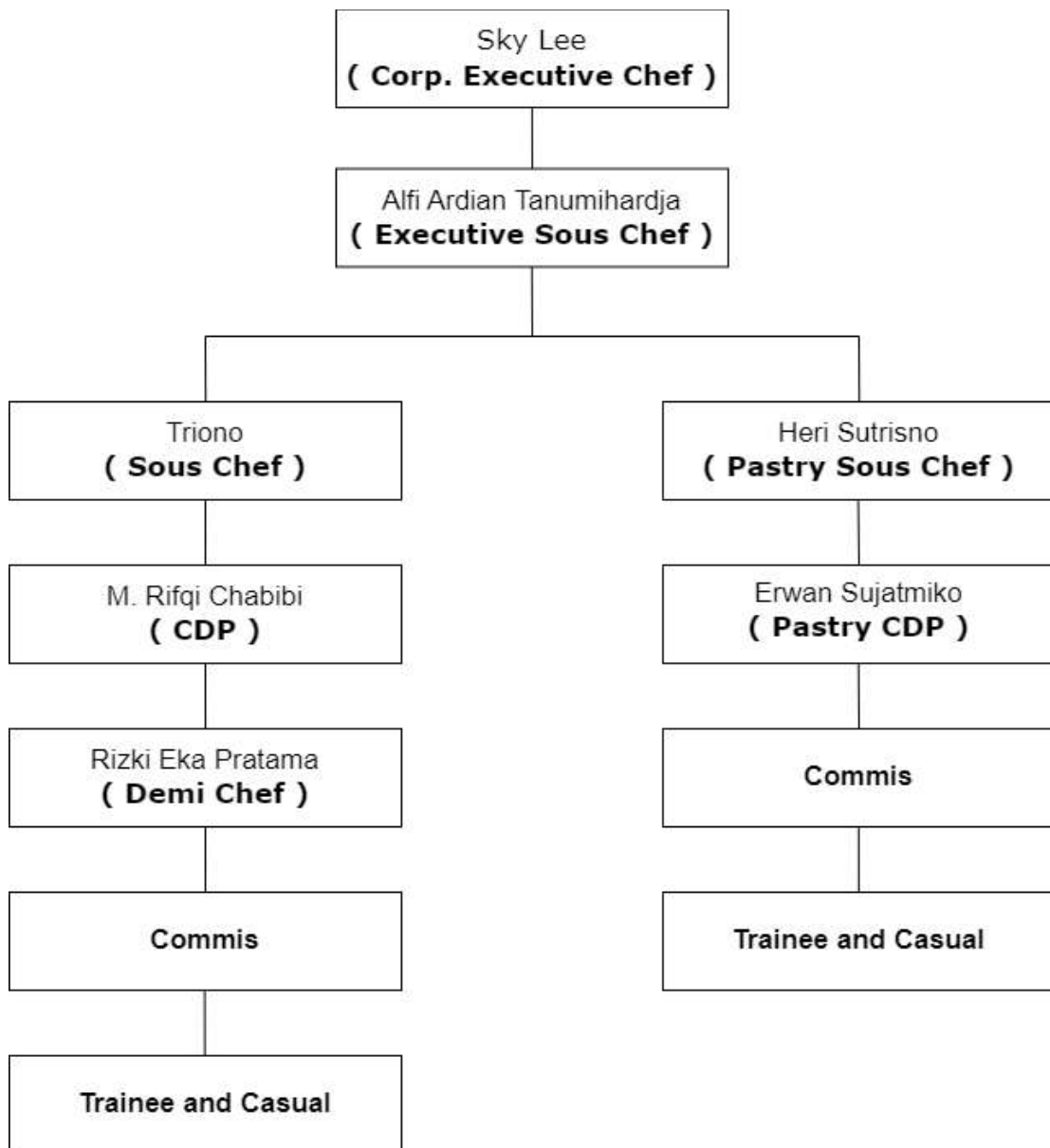


Figure 2. 8 Organization Structure

2.8.1 Job Description

1. Executive Chef

- Lead the kitchen team so that they can work well together
- Creating new menus, in an effort to attract consumers, but this is an additional task.
- Make an annual work plan as a work target or annual revenue to become an order for achieving targets in the future.

2. Executive Sous Chef

- Responsible for implementation, development and kitchen operation.
- Create schedule for all the kitchen team.
- Supervising all menu in kayu manis kitchen.
- Control and provide kitchen leadership
- Temporarily replace the executive chef's job when not as a kitchen leader
- Leading the daily briefing in the kitchen
- Ensure the quality of the food ingredients are fresh, good, and according to standards.

3. Sous Chef Hot Kitchen

- Create schedule for all the kitchen team.
- Handle purchase orders.
- Supervising food management and waste.
- Supervising performance of kitchen staff.
- As leading the daily briefing in the kitchen.

- Help solve all problems encountered during the operational process.

4. Sous Chef Pastry

- Create schedule for all the pastry kitchen team.
- Handle purchase orders for pastry and bakery.
- As leading the daily briefing in the kitchen and also discuss complaints from guest about the food.
- Help solve all problems encountered during the operational process.

5. Chef De Partie Hot Kitchen

- Create schedule for all the kitchen team.
- Handle purchase orders.
- Responsible for supporting the Sous Chef in a busy hotel kitchen.
- Leading the daily briefing.

6. Chef De Partie Pastry

- Create schedule for all the pastry kitchen team.
- Handle purchase orders for pastry and bakery.
- Responsible for supporting the Sous Chef Pastry in a busy hotel kitchen.
- Leading the daily briefing.

7. Demi Chef

- Handling preparation and cooking of food.
- Assisting in all areas of the kitchen.

- Supervise employee performance in the kitchen.
- To ensure knowledge of the product is maintained and communicated to all relevant personnel.
- To be responsible for completing your mis en place.
- To be flexible and willing to help the restaurant kitchen at busy times if required.

8. Commis

- In charge of preparing the ingredients in advance in order to save time in cooking Keeping inventory.
- Taking charge in organizing and keeping workspace always clean.
- Placing ingredients in their proper place.
- Help the part that lacks members in order to help ease the task.

9. Trainee and Casual

- Following the instruction of the staff.
- Responsible for doing preparation.
- Taking care of the breakfast and event.
- Keep cleanliness for their section.

2.9 Personal Hygiene SOP

Personal hygiene started when entering the hotel area by washing hand. While in the kitchen we would wash hand every time we started or finished working. Fingernails should always be short and clean when we work, or you can also use hand gloves. Always clean as you go which we implement to keep station tidy and clean before or after start prepping and make product.

2.10 Personal Grooming Standard

Staff must wear clean uniforms provide by the hotel, use black trouser, use safety shoes, use chef hats and hair cap provided by the hotel, use chef apron, no bad body odor, always wear a mask, and always wear hand glove when serving guest. We must maintain personal hygiene including uniforms during work until after work. After the work is done we will change the uniforms in the locker and collect the dirty uniforms to the laundry department.

2.11 Sanitation SOP

How to clean working station :

- All dirty utensils shall be washed by themselves, except the pan and stockpot are to be given to steward for cleaning.
- Clean the stove that has been used.
- Put ingredients and tools back in their places.
- Kitchen area must be soaped then wiped using clean cloth.
- The kitchen floor will be cleaned by steward.

2.12 How to receiving ingredient

- Ingredient needed to be taken from the basement in receiving room.
- All need to be noted by purchasing office before picking up.
- After that the ingredient are tidied in their designated space in the chiller, freezer, or dry store.