

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY

Dusit international began in 1948 by the founder Thanphuying Chanut Piyaoui was the Dusit staff's inspiration. She stepped into the hospitality industry without any knowledges or skills. However, with her vision, passion, and her big dream, Dusit finally becomes one of the international hotel chains, even it's not a big company like Four Season, Marriot, Le Meridien, Hilton. After she graduated from high school in Thailand, she asked her parents to send her to USA as she would like to study further. However, she couldn't make it. So, without further ado, she bought a second-hand car and took her host family traveled around USA. One thing she was impressive was the American hotels. She loved the sense of hospitality services from the staff and passionate of they have done. The hotels themselves were luxury, convenient, comfortable and cozy.

So, she was thinking of having her own hotel in Thailand as she admired. But it had to be a truly Thai in a Thai environment. Once Thanphuying Chanut arrived Thailand, she asked her sister to rent a land around Charoen Krung road which was the first road in Thailand. The hotel was named "The Princess" because King Rama the Nine's sister presided over the opening of our first hotel in the group. The selling points of this hotel were having a first swimming pool in Thailand, having the air-conditioning in every single room. The Princess was well-known and was a top list to stay while in Bangkok.

After having operated for 20 years, the rental contract had been ended. In addition, she would like to extend the property to be bigger and to be the 5-star hotel. So, she had searched for the new location which was Silom road. It's the prime area. This flagship hotel was named Dusit Thani Bangkok according to Thanphuying's intention. She would like all guests who stayed in Dusit Thani

were happy and feel like they are in heaven of equity. The hotel was stunned people by being the first 5-star hotel and the tallest building in Thailand with full services. The hotel operated in 1970. Once, the structure was too old to maintain or renovate, the best way was to rebuild. Dusit Thani Dubai itself was opened at 2001 as a five-star hotel in Dubai.

2.2 VISION, MISSION, VALUES, AND GRACIOUSNESS PILLAR

2.2.1 Vision

Proud of our heritage, uniquely delivering gracious hospitality to the world

2.2.2 Mission

Empower our people to exceed expectation, Always.

2.2.3 Core Values

1. Care
2. Commit
3. Can Do

2.2.4 Graciousness Pillars

1. Personalized Service
2. Locality
3. Well-Being
4. Sustainability

2.3 ABOUT THE COMPANY

Dusit Thani Dubai is a 36 Floor Designed Towers with 321 Rooms divided by 172 Hotel rooms and 147 Furnished Apartments. The Hotel Rooms at 26th – 35th floors and The Apartments is 2nd – 22nd floors. The hotels have the handicapped rooms no 212, 412, and 612, also the smoking floors number 29, and 33 for the hotel rooms and 2, 3, 4, 5, 11, and 12 for the apartment rooms. This hotel has 120 Deluxe Rooms, 15 Club Rooms, 32 Executive suites, 6 Executive Club Suites, and 1 Dusit Suites. For the apartment, 84 one bedrooms, and 63 two bedrooms. The swimming pools located in PD Floors opens from 6.30 am until 10.00 pm, gyms open from 6.00 am until 11.00 pm, the Naam Spa opens 10.00 am until 12.00 midnight. And also Meeting rooms 7 hall in Mezzanine floor, 5 rooms at 24st floor and 1 ballroom.

Dusit Thani Dubai have 9 Dinning Spots

1. 24th World St.

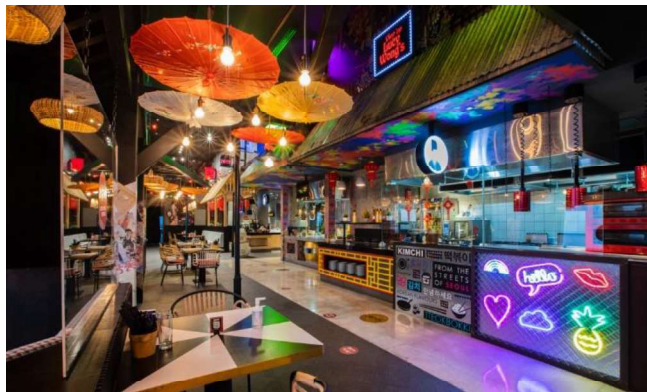


Figure 2. 1 24th World St

24th is the main restaurant of the hotels that serve breakfast, lunch and Dinner. The capacity of this Dining spots was 150 people, during the 100% occupancy they usually using the meeting room for the extra table up to 80 pax. They are serving bold flavor of Asia at Kim's Korean Station, Lucy Wong's Chinese Station, Momo San Japanese Station, and Chatakana

Indian Station, indulge With Italian Favourite at Mario’s Italian Station and Arabic delicate at Ali’s. by this restaurant the guest can enjoy drink and dine with the view of Burj Khalifa, The Icon.

Opening Hour.

06.30 am – 10.30 am for weekdays breakfast

6.30 am – 11.00 am weekend breakfast,

lunch from 12.30 am – 3.00 pm.

Asian night every Thursday 7.00 pm – 10.30 pm,

Seafood Night every Friday 7.00 pm – 10.30 pm

The breakfast menu itself changes every day, especially the Indian section

2. Jones the Grocer



Figure 2.2 Jones The Grocer

Opened since 1996 Jones the Grocers has garnered a reputation for all things artisanal and flavourful. Get a glimpse of Australia’s contemporary café scenes, savouring samples of delicious produce from around the world.

3. View



Figure 2.3 View

A bar with the stunning view of the Icon Burj Khalifa Dubai, the guest can enjoy dining and drink, watch sunset Emirati Style with an Aromatic Sisha.

4. Makira



Figure 2. 4 Makira

Makira's concept is an inspiration from Japan most beloved dishes – Maki and Ramen, fusing flavours and techniques that marking the traditional and modern culture of Japan into one exiting dining experience. With the concept of open-kitchen the guest can enjoy dining and also watch the chef creating some magic into a table.

Opening Hours

Business lunch at 12.00 pm – 15.00 pm

Dinner time from 19.00 – 23.00 pm

located in Ground Floor.

5. NoLo



Figure 2. 5 Nolo

The first non-alcoholic bar in Dubai, a concoction of fun, flavours, and flair of all things good for the guest. Music, city views, conversation and the sound of glasses clinking are the part of the atmosphere. Opening Hours 5.00 pm – 1.00 am located in 24th floor

6. Benjarong



Figure 2. 6 Benjarong

An iconic Thai Restaurant, serving the authentic Thailand style food with the view of the Icon, and the city scape of Dubai. Opening 2 times for lunch from 12.00 – 15.00 and Dinner from 19.00 – 23.00 located in 24th floor.

7. The Lobby, Splash, and Ballroom



Figure 2. 7 The Lobby

The lobby was used for the high tea, Splash and ballroom was for important reservation event such as wedding, meeting, and birthday party on splash.

2.4 OCCUPATION RANGE

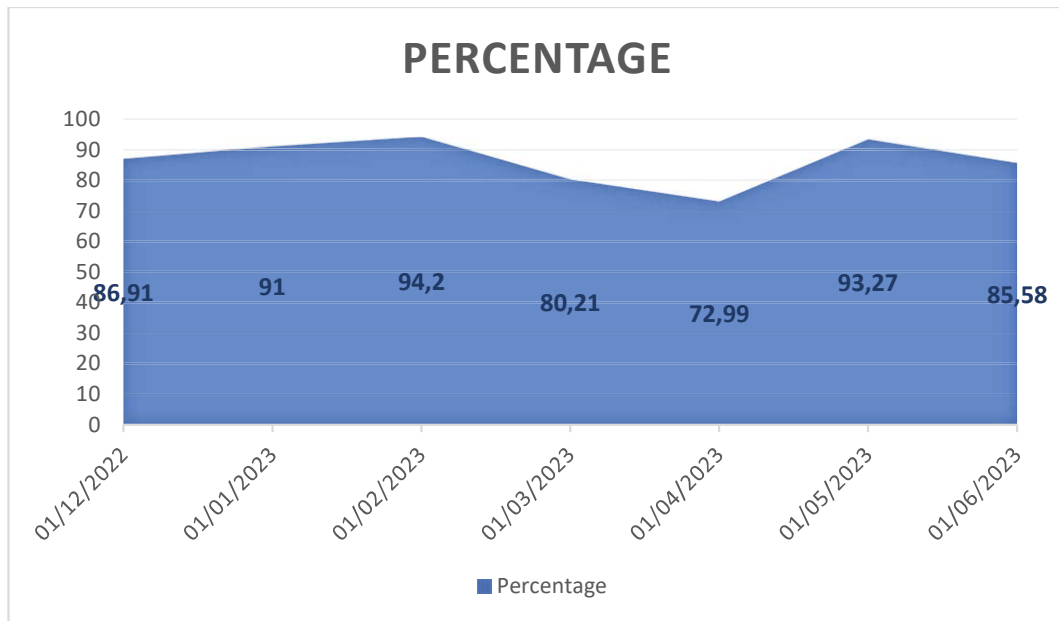


Figure 2. 8 Occupation Range

Average occupation on the time that the authors internship was 73,43 %

2.5 ORGANIZATIONAL STRUCTURE AND MAIN TASK

- Dusit Thani 24th Street Kitchen Hierarchy

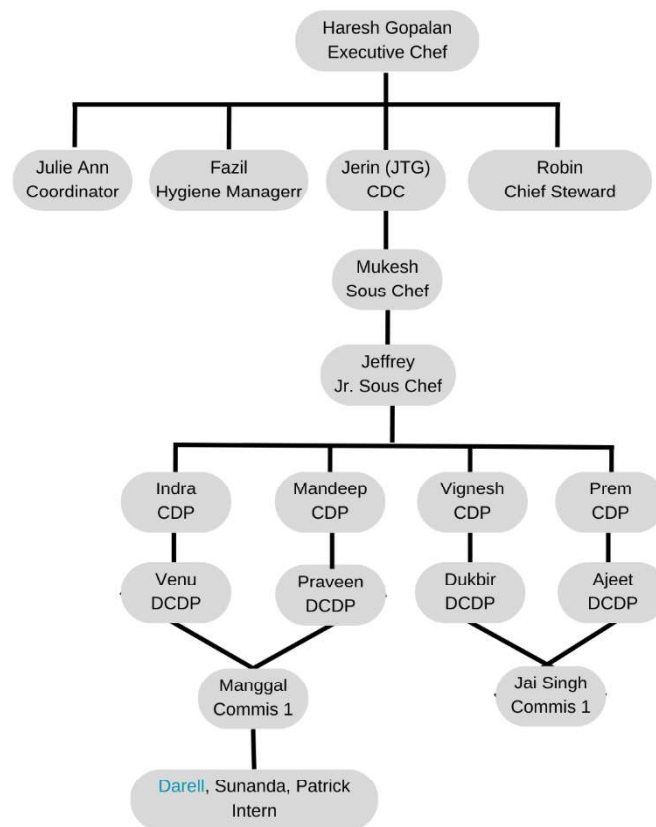


Figure 2. 9 Kitchen Brigade

- Pastry Hierarchy

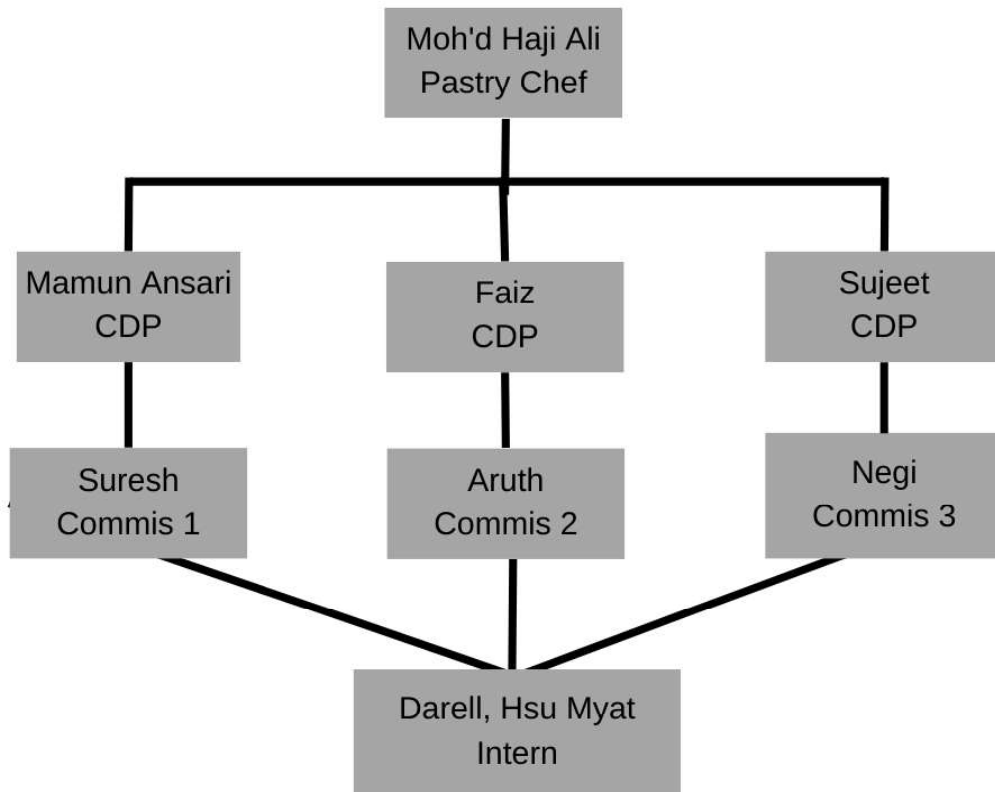


Figure 2. 10 Kitchen Brigade Pastry

Job Description

1. Executive Chef

- Checking The Work Flow
- Make Sure All the Buffet arrange nicely
- Creating new Product
- Tasting the Food
- Make sure the Working Area Clear

2. Pastry Chef

- Make weekly schedule
- Make sure every Bakery and Pastry arrange Well
- Tasting and checking The Quality of the Food
- Order the bakery and pastry ingredients
- Second PIC if the Executive Chef Away

3. Sous Chef

- Checking Weekly Schedule
- Checking The buffet
- Writing weekly summary of the Kitchen
- Responsible for Banquet Event and Lunch Time

4. CDP

- List the order of Ingredients
- Making sure all the food was according to the hotel's standard.
- Making weekly schedule
- Refilling the buffet
- Checking the buffet all set up nicely

5. DCDP

- Maintaining the workplace hygiene and the food are safe to eat
- Train new Intern
- Arrange the buffet

6. Commis 1,2,3

- Train New Intern
- Put and serve food for A la Carte order
- Arrange the buffet

- Refilling buffet

7. Trainee

- Arrange The buffet
- Helping Commis, CDP, DCDP as instructed
- Making the Al a Carte order
- Cleaning the Work Station
- Preparing for Tomorrow Buffet
- Checking and changing Date label
- Write Temperature record of chiller and freezer
- Store Receiving and Pick Up

2.6 HYGIENE AND SANITATION

2.6.1 Kitchen Grooming Standard

- Arrive at work clean with clean hair, teeth brushed, and bathed
- Maintain short, clean, and polish-free fingernails (no Artificial Nails)
- Wear appropriate clothing – clean uniform with Sleeves
- Clean non-skid, close toed work shoes
- Wear apron on site, as appropriate
- Wear hand gloves properly and change adequately
- Wear appropriate caps
- Do not wear fake eyelashes
- Refrain from wearing jewelry in the food production area
- Be on good habit

2.6.2 Face

- Well groomed
- Clean shaven look
- No beard of mustache

- Teeth must be brushed clean
- No accessories

2.6.3 Receiving CCP

The Dubai Municipality has the standard for our hotels to receiving product from suppliers. The first the receiving team have responsible to check the cleanliness of the vehicle, then check the temperature of the product inside the vehicle to make sure that the ingredient that received are not spoiled. Approving the vehicle that approved for delivering the food product. Checking the condition of the product second times. De-boxing the food from the cartons, its important because carton boxes sometimes came from hand to hand of people that we didn't know before. The better way was de-boxing the food outside before storing in the dry store or even the chiller. Check the label before storing and lastly check the driver personal hygiene.

2.6.4 Vegetable Sanitation

The Dubai Municipality has rues for using the sanitizing product called Suma Profresh D4.21 for vegetable and fruit sanitation with the proper equipment/tools the QFM dispensing System for the sanitizer and some soak tank. The procedure was filing the soak tank until almost full the concentration of the suma profresh is 60-80 ppm of PAA. Before that pre rinse the fruit or veggies with normal water, then submerge the fruit or vegetable into the tank of sanitize water and let stand for 1 until 5 minutes. Scrub the product to remove gross soil as necessary. Remove and drain well, drain and refill the soak tank for cleaning after use.

2.6.5 Date Label

The Date label was the most important thing in the kitchen. According to the Dubai Municipality the chiller items can be stored for 3 days in the chillers. The Freezing product, oil and dry items such as spices and pastas are 1 Month storing in the freezer and dry store. For the pickle and sauce will be different according to the producers mentioned in the packaging but the actual date was 7 days of storing in the chiller

2.6.6 Chiller, Freezer, and Dry Store Cleaning

This cleaning thing was carried out by all the kitchen staff before starting and after finishing duty. By arriving the kitchen, one of the staffs must have some responsibility to check everything in the chiller for the date label and checking the quality of food, by taking out and changing the wrapping and date label. Cleaning the space is important for spacing for the next day. Always keeping the rules FiFo first in first out rules to prevent food waste. Always clean the corner and the lid of the bowl after taking some ingredients. Always clean the table and the chiller with the D4 sanitizer before finishing duty.

2.6.7 Serving Raw Item

Since the kitchen serves several raw dishes especially sushi, the kitchen staff must have the responsibility to maintain the personal hygiene and grooming while taking action with the ingredients, using the proper gloves and the correct cutting board and knife was very important. Not only the sushi the sunny side egg and omelette must use the pasteurized egg as the guest requests medium well egg. By using the pasteurized egg, the egg itself is already processed by storing in 5-degree Celsius chamber for 2 hours so it will be more safe to eat raw.

2.6.8 The Cutting board and knife

The usage of cutting board and knife must be properly strict to the rules because each of the ingredients has a different type of action and some

of the can be eaten raw but some also can-not be eaten raw. For the basic the green one was all for the fruits and vegetable. The red one was for the meat, the yellow for the poultry, the white one for the bread and cheese, the blue for the fish and seafood product, and the brown one was for the ready to eat food.