

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY

Hotel Indigo Dubai Downtown opened in November 2020 with 283 rooms. The location is just a stone's throw from the Burj Khalifa, Dubai Mall and the burgeoning design district.

Sunflower is JV between Seung and Bhatia families. This partnership, now in its second generation., started with TIC LLC, a business established by the Bhatia family in 1969 in Dubai, trading timber products in Middle East and India which are produced in Indonesia by Korindo Group, owned by the Seung family. Korindo Group is a conglomerate, with extensive forestry, real estate and manufacturing businesses across Asia, Europe, Middle East and North America.

Jitendra has a loving and extremely patient wife, and together they are parents to three children. He likes to think of himself as an avid Tennis player but never has enough time to work on his game. He can be bought off very easily with a great pair of Wimbledon tickets.

Min Soo is recently married, and even more recently became a father. He resides in Singapore with his family, loves Golfing and Ferraris. Min Soo is fond of Indian cuisine. He's best mates with PSY (Gangnam Style Fame). Min Soo travels to Dubai twice a year and is looking forward to staying at Hotel Indigo. But beware, He's quite fastidious about housekeeping.

2.2 VISION, MISSION, VALUES, PRIORITIES, AND STRATEGY

2.2.1 Vision

True hospitality for good.

2.2.2 Mission

To deliver industry leading net rooms growth

2.2.3 Core Values

- Do the right thing
- Show we care
- Aim higher
- Celebrate difference
- Work better together

2.2.4 Priorities

- Build loved and trusted brands
- Customer centric in all we do
- Create digital advantage
- Care for our people, communities and planet

2.2.5 Strategy

Use our scale and expertise to create the exceptional guest experiences and owner returns needed to grow our brands in the industry's most valuable markets and segments. Delivered through a culture that retains and attracts the best people and embraces opportunities to positively impact the world around us.

2.3 ABOUT THE COMPANY

Hotel Indigo Dubai Downtown, the first boutique hotel in the UAE. Located in the heart of Business Bay, in urban, vibrant and fast-paced neighborhood, just 5 minutes away from the Dubai Mall and the Burj Khalifa.



Figure 2. 1 Hotel Indigo Dubai Downtown

Once through the doors, decades of vibrant culture inspire carefully curated rooms with lavish mother-of-pearl bathrooms, funky Moroso designer chairs and envy-inducing views. Hotel Indigo also pet friendly on certain floor.

The properties oh Hotel Indigo feature unique design at every turn without compromising guest comfort. A vibrant modern color palette, complemented by natural light and locally influenced design and décor, make for an inviting, stylish and refreshing atmosphere.

Storytelling with an eye for the details that makes design truly great. Considered, purposeful, and full of personality, the hotels are mediums for storytelling. Creating a unique sense of place that sparks the guest own creativity.

Making locals proud by celebrating hotels neighborhoods and being part of communities. Partnering and welcoming the neighborhoods making a

positive impact in hotels communities. Creating a lively, vibrant atmosphere that lifts spirits, to create an authentically local experience.

Personal, unique experience in an inclusive welcoming environment. From small towns to resort, intimate cafes to rooftop bars, Hotel Indigo always a boutique where all are welcome. The hotel created an inclusive and inviting environment that restores as much as it inspires. The flexible service model allows owners to reduce costs by investing in what matters most.

Discover fresh twist on local favorites at Open Sesame social eatery with casual dishes inspired by Emirati, Levante, and Anatolian cuisine alongside specialty coffee from café Rider Custom Roastery.

2.3.1 Open Sesame



Figure 2. 2 Brunch Event at Open Sesame

Discover fresh twists on local favorites in casual dishes inspired by Mediterranean Cuisine alongside specialty coffee from Café Rider Custom Roastery. Find fresh twists on local favorites in the laid-back atmosphere of contemporary Eastern and Mediterranean brasserie.



Figure 2. 3 Salad Section and Condiment at Open Sesame

There's a focus in showcasing locally sourced produce and traditional cooking techniques, while keeping things fresh by throwing in some unexpected new twists.

Afficionados will also find an eclectic spread of organic wines, with a focus on quality product from emerging regions.

- Open breakfast, lunch, and dinner – 6.30 am – 11 pm
- Buffet breakfast, A la carte lunch & dinner
- Indoor & Outdoor seating – Mosaic fountain

2.3.2 Orange Feels

Alongside the 25-metre infinity pool Orange Feels Bar & Shisha Lounge is all about the fun with Aperol inspired cocktails, snacks, 'pop-it-up cocktails' involving popsicle dipped in bubbles and an explosion of shisha flavours.

Orange Feels Bar & Shisha Lounge is the perfect place to chill with a cocktail, get a taste of local pastimes and relax at pool-deck with smoky shisha by Fuma.



Figure 2. 4 Orange Feels

- Cuisine : Beverages and light servings
- Open : 10 am – 2 am, 4 pm – 2 am - Shisha
- Branding concept : Aperol inspired concept, bowl foods
- Bespoke Shisa experience – FUMA
- Dress code & Music Genre : Beach club chill out lounge

2.3.3 Off the Wall – Cocktail Bar

A slick cocktail bar inspired by the culture clash of nearby Satwa. The flavour of the day here is gritty and urban, with riffs on traditional flavours alongside works by local artists.

Featuring an installation by local artist Max Cramatte – celebrating the quirks and colours of local signage – alongside graffiti art from Paul Bruwer and Syrian artist Baseem Rayyes, it's an industrial affair inside, with riffs on expressive local flavours smacked home through house-infused spirits, quality crafting and just the right touch of flair.

Those looking to line the stomach will also find a menu of light bites with a pan-Asian spin, designed to transport you to the smells and sounds of Asian street food one mouth-watering bite at a time.



Figure 2. 5 Off The Wall - Cocktail Bar

- Cocktail Bar (Selection); Light servings
- Open : Evening only – 6 pm – 2 am, closed on Mondays
- Locally crafted cocktails bar concept – Cocktail Professor
- Out of this world design

2.4 OCCUPATION RANGE

During 6 months of internship the average occupancy was around 75%, for breakfast the highest number of guests was around 350 pax and the lowest was 105 pax.

2.5 ORGANIZATIONAL STRUCTURE AND MAIN TASK

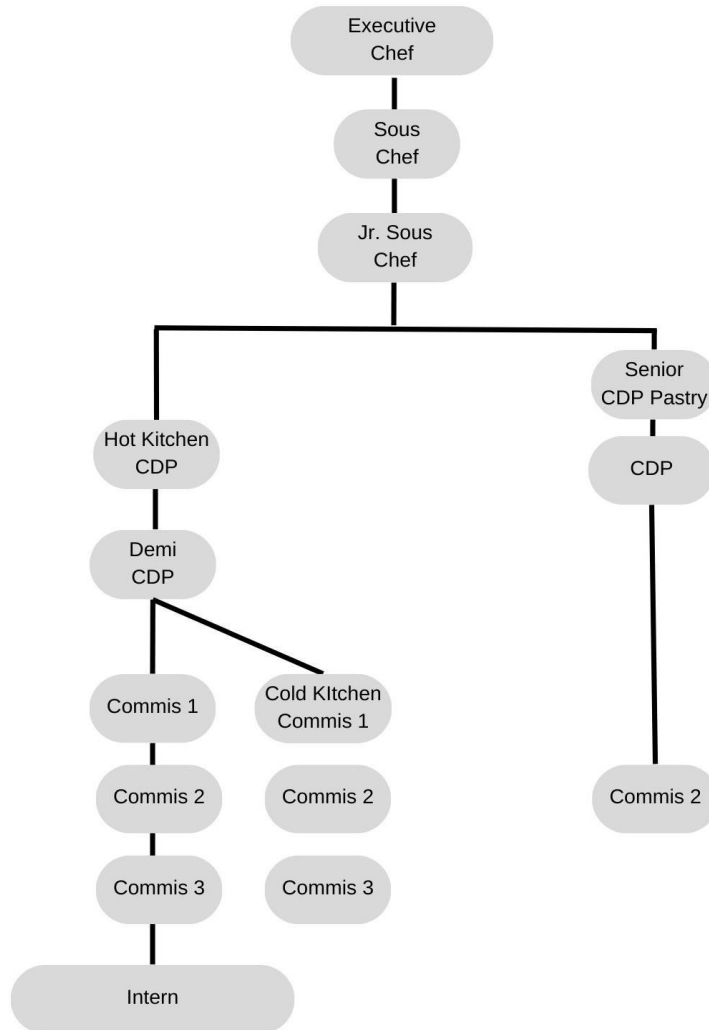


Figure 2. 6 Kitchen Brigade

Job Description

1. Executive Chef

- Research and development new dish

- Responsible to supervise all team
- Ensure excellent quality in all product
- Controlling the items quality from supplier
- Give decision about purchasing
- Arrange duty roster

2. Sous Chef

- Make weekly duty roster
- Help executive chef developing new dish
- Ensuring all ingredients are high quality and stored properly
- Order ingredients to supplier
- Ensure quality of the product
- Manage team work
- Relieve when executive chef not around
- Check expired ingredients and date label

3. Jr. Sous Chef

- Coordinated activities of worker engaged in food preparation
- Help executive / sous chef developing new dish
- Maintain hygiene
- Manage team work
- Relieve when sous chef not around
- Check expired ingredients and date label
- Supervise for intern/trainee

4. CDP

- Controlling the product process
- Make list for ordering ingredients
- Manage team work
- Teach new recipe when executive chef give new menu
- In the service when breakfast, lunch or dinner time

5. Demi CDP

- Make the product
- Maintain the workplace hygiene and the food are safe to eat

- Help CDP

6. Commis

- Prepare before service
- Make the product
- Train new intern
- Checking and changing date label
- Arrange items from receiving area

7. Intern

- Help CDP/DCDP/commis preparation
- Assist other position in the kitchen
- Get involved in preparation task
- Cleaning the work station
- Checking and changing date label
- Arrange items from receiving area

2.6 HYGIENE AND SANITATION

2.6.1 Kitchen Grooming Standard

- Clean shaved look
- No beard or mustache
- Teeth must be brushed clean
- Short, clean and polish free fingernails
- Wear appropriate clean uniform, apron and hair cap or hair net
- Do not wear jewelry

2.6.2 Kitchen Sanitation

- Cleaning the work station before and after service using sanitizing product called Suma D4



Figure 2. 7 Picture Suma D4

- Cleaning all vegetables when receive from supplier using Suma D4.21
- Cleaning the drawer kitchen cabinet
- Cleaning the stove and oven
- Cleaning walking chiller and deep freezer
- Use different color cutting board and knives for each type of ingredients