

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History

2.1.1 Veligandu Resort

Veligandu Island Resort officially opened on 1984. Veligandu opened with 17 standard rooms made of corals & with no air conditioners, 1 small restaurant, 1 bar, 2 Dhonis and 1 jetty. The resort operated with less than 50 team members with only 1 restaurant consist of 15 tables. The name Veligandu also has its own meaning. "Veli" means sand and "Gandu" means banks, so Veligandu means SandBanks.

There are 2 restaurants in Veligandu the first one is for buffet called Dhonvelly. The maximum capacity in Buffet area are 210 guest. Buffet are open in three different times, for breakfast at 7AM until 10AM, lunch at 12PM until 2PM, and dinner at 7PM until 9.30PM. The second one is for ala carte restaurant called Medivaru, Medivaru are open from 9AM until 11PM. There are 3 types of service in Madivaru kitchen such as snack order (10AM-6PM), room service (10AM-10.30PM) and dinner (7.30PM-9.30PM). In this restaurant, the maximum capacity is only 50 guest. The Author is placed in Madivaru kitchen for ala carte menu.

2.1.2 Meeru Resort

Meeru Island (also known as Meerufenfushi) is an island on the easternmost tip of North Malé Atoll (Kaafu Atoll) in the Maldives. It is located South West of Sri Lanka on the equator, some 50 kilometres from the capital Male. The Meeru Maldives Resort Island had been operating as a private island resort on Meerufenfushi since 1976 and one of the first tourist resorts in the republic of Maldives.

There are 5 restaurants in Meeru divided in 3 type, 2 buffet restaurants, 2 fine dinning, and 2 for snack order. Buffet restaurant will be open for breakfast at 7-30 am until 10 am, lunch in 12.30 pm until 2

pm and dinner at 7 pm until 9 pm. Fine dining restaurant will be open at 7 pm until 10 pm, and the snack order outlet will be open until 10 am until 10 pm.

2.2 Room Type

2.2.1 Veligandu Resort

Veligandu has in total 91 room with many types of rooms. The guest can choose between all these rooms, such as; Sunset Jacuzzi Water Villas (86 sqm) Suspended over the water, in the gorgeous Veligandu lagoon, the Sunset Jacuzzi Water Villas are the best location on the island. These 20 villas offer complete privacy, stunning views of sunset directly from the room, the deck or while soaking in guest's Jacuzzi. For a leisurely swim or snorkeling adventure, take the stair-case into the ocean, which offers the guest direct access to Veligandu's house reef.

Jacuzzi Water Villas (86 sqm) suspended over the water lagoon and the best address for an island getaway. These villas offer you a secluded hideaway, a staircase into the ocean, a private Jacuzzi 'under the stars' and the most magnificent views of all.

Water Villas (58 sqm) slip away to guest own private ocean getaway and enjoy the luxury of direct access to the turquoise waters of the ocean via the staircase on the sun-kissed veranda of the Water Villa.

Jacuzzi Beach Villas (86 sqm) this prime ocean-front local offers indulgent escapes for guests to enjoy with a private Jacuzzi. Beach Villas (71 sqm) soak up scenic views over the sparkling lagoon from the comfort of Beach Villa amid lush greenery and just a step away from the beach.

2.2.2 Room Type Meeru Resort

This magical island boasts 284 rooms, including 77 Jacuzzi Water Villas, 27 Water Front Villas, 73 Jacuzzi Beach Villas, 10 Two Bedroom Villas, 77 Beach Villas and 20 Garden Rooms. All feature tropical décor, king size bed, tile or wood floor, private porch with furniture, air-conditioning, overhead ceiling fan, sitting area, stocked minibar with refrigerator, complimentary tea/coffee, IDD telephone, Bluetooth Speaker, colour cable TV, complimentary WiFi, personal safe, partially open-air bathroom.

2.3 Vision, Mission and Company Objectives

2.3.1 Vision of Veligandu Island Resort

Year upon year, Veligandu and its people recognized as one of the best resort management in Maldives.

2.3.2 Vision of Meeru Island Resort

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2.3.3 Mission of Veligandu Resort

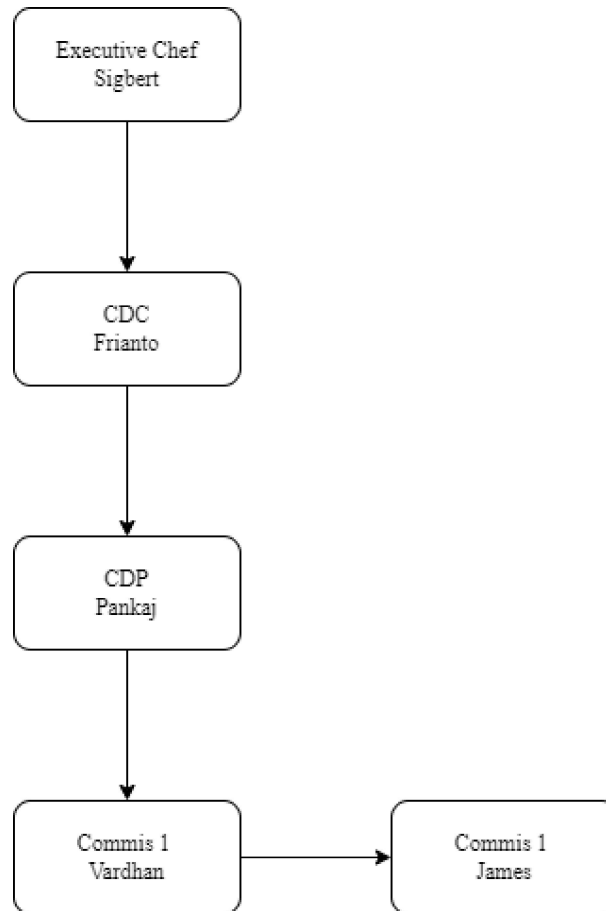
The mission is to exceed the expectation of the guest, partners, and fellow employees.

2.3.4 Mission of Meeru Resort

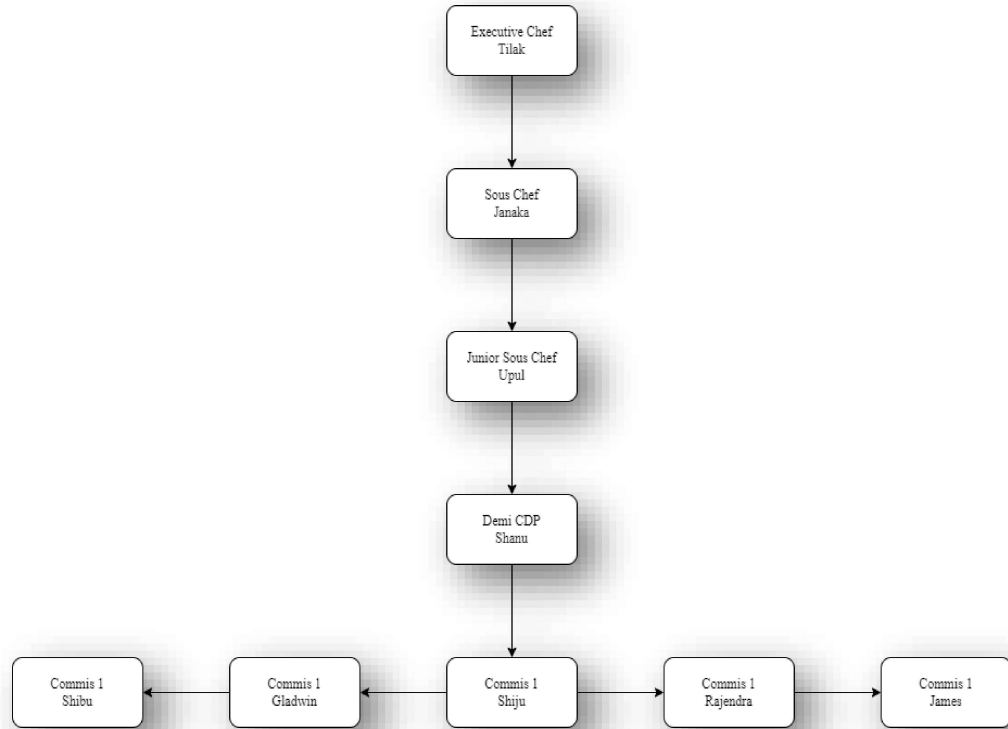
The mission is to exceed the expectation of the guest, partners, and fellow employees.

2.4 Kitchen Hierarchy

2.4.1 Kitchen Brigade Veligandu



2.4.2 Kitchen brigade Meeru



2.4.3 Kitchen Layout Veligandu

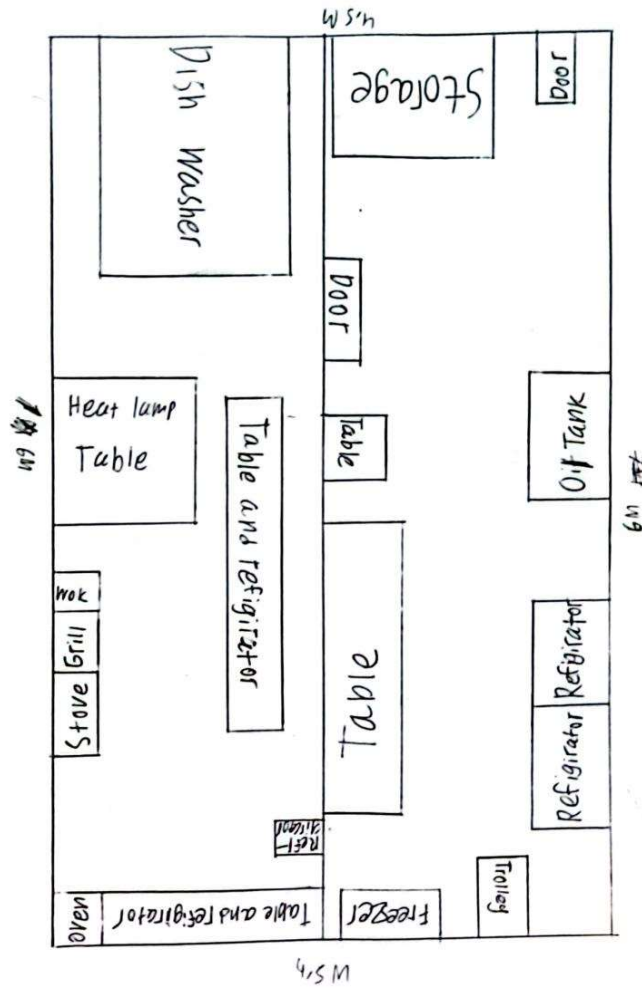


Figure 2. 1 Veligandu Kitchen Layout

2.4.4 Kitchen Layout Meeru

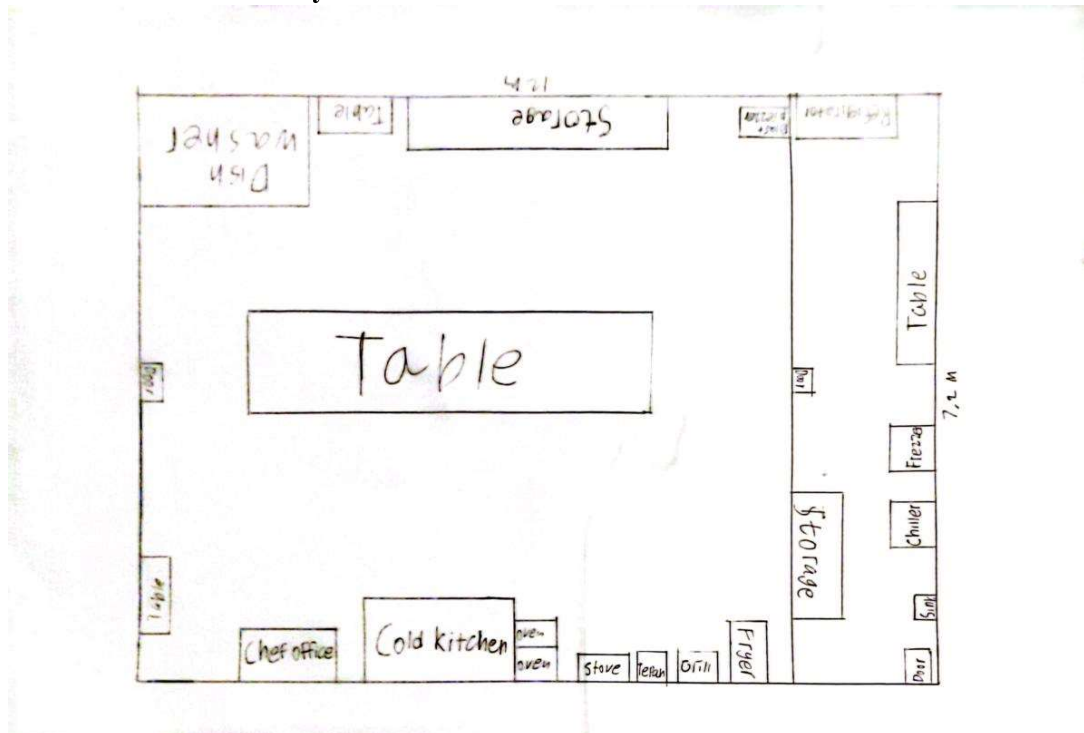


Figure 2. 2 Meeru Kitchen layout

2.4.5 Job Description

1. Executive Chef
 - Ordering Condiments
 - Make guest feel comfortable
 - Responsible for overseeing all aspects of the restaurant, from menu creation
2. Chef De Cuisine
 - Handle outlet
 - Make sure dinner running well
 - Make menu for CDC outlet
3. Chef De Partie
 - Taking care of grill and cooking station
4. Commis chef

- Prepare condiments
- Take care of room service and snack order

2.5 Personal Hygiene & Sanitation

2.5.1 Personal Hygiene SOP

Hygiene and sanitation plays an important role in the kitchen. Every person inside the kitchen should pay more attention to hygiene and sanitation of themselves so the restaurant can serve high quality of food.

- No accessories such as necklaces, bracelets, and ring
- Maintain short, clean, and polish-free fingernails.
- Always wearing clean uniform
- For girls, always tie her hair in the kitchen
- Always using clean apron
- Always washing hands before and after touching each ingredients
- Using bandages on hands if there are any scars while preparing

2.5.2 Personal Grooming Before, During, and After Shifts

1. Before Shift

- Take a shower/bath daily.
- Brushing teeth.
- Washing hair frequently.
- Use deodorant.
- Keep fingernails clean and trimmed.

2. During Shift

- Wear a clean uniform every day
- Using clean apron

- Different cutting board on raw, seafood, vegetable, bread and cooked food
- Wear only safety shoes.
- Always tie the hair or wearing hair covering

3. After Shift

- Clean the station.
- Mop kitchen floor
- Wash hands.
- Put all the clothes, napkin and apron to the laundry

2.5.3 Sanitation SOP

1. How to Clean Work Stations and General Cleaning

- Wash and wipe the stove, exhaust and station after service
- Put every utensil that has been use to steward
- Cleaning the chiller and upside drawer
- Throw unused materials

2. How to Handle & Receiving Ingredients

- Match the delivery to a purchase order.
- Check products are not damaged.
- Wash all the ingredients.
- Put in all ingredients to each container.
- Store in the fridge.

3. Kitchen Waste

- Controlling portion sizes
- Cook all the leftover for staff meal

2.6 Occupancy Rate

2.6.1 Veligandu Resort

Veligandu currently in top 10th position from 150 resort in Maldives. Veligandu has 100 rooms in total with maximum capacity

250 guests. In December until March, usually the occupancy rate in Veligandu Resort can reach until 100% because it was a holiday season in Europe and many countries in the world. In April to November the occupancy decrease around 30%-70% because it is a low season. But even in a low season, Veligandu Resort still very busy because this resort is one of the most famous resort in Maldives.

2.6.2 Meeru Resort

Meeru as a pioneer of Maldives tourism has 278 rooms in total with maximum capacity 600 guests. In December until March, usually the occupancy rate in Meeru Resort can reach until 100% because it was a holiday season in Europe and many countries in the world. In April to November the occupancy decrease around 30%-70% because it is a low season. But even in a low season, Meeru Resort still very busy because this resort is one of the most famous resort in Maldives