

CHAPTER II

GENERAL DESCRIPTION OF TENTREM HOTEL SEMARANG



Figure 2. 1 Hotel Tentrem Semarang

Tentrem Hotel Semarang is a five-star hotel that located in the heart of Semarang City on Jl. Gajah Mada No. 123. Hotel Tentrem Semarang has the capacity of 211 rooms, 5 dining outlets, fitness spa, kids playground, and MICE facilities. Hotel Tentrem Semarang has 2 main restaurants which are Kayu Manis Coffeeshop that serves Asian and western cuisine, also Summer Palace that serve authentic Chinese cuisine. It also has a lounge that located at 19th floor named Executive Lounge which can only accessed by guest from executive suite, Junior Suite, and Presidential Suite.

2.1 Overview

Semarang is called the capital of Central Java because it is roughly halfway between the easternmost and western coasts of the island. The area around Semarang is perfect for sandy walks and detours. Semarang is the fifth largest city in the country. Located on the normally flat north coast of Java, it is worthy of being called the capital of Central Java.

Most of Semarang's population is Javanese, but there are also a few people from many parts of Indonesia. The city is known for its large Chinese population. Main languages are Indonesian and Javanese. Due to the large overseas Chinese population, there are several Chinese temples in the city. These include Sam Po Kong (Kedung Batu), built to commemorate the Chinese Grand Admiral Zheng He who visited the area in 1405, and Tai Kak Siye Temple. Blendukirche is a Protestant church built by the Dutch in 1753 and is in the Old Town (called 'Oudstad'). The Tugu Muda (Youth Monument), which commemorates the hero of the Indonesian independence struggle, is in front of the Lawang Sewu Building at the end of Pemuda Street, one of the city's main shopping streets.

2.2 History of Hotel Tentrem Semarang

The overseer of Hotel Tentrem Semarang is PT. Hotel Candi Baru, a company established in 2002. PT. Hotel Candi Baru is an affiliated company within the hospitality industry located in Semarang, Indonesia. They provide top-notch services and exceptional experiences in lodging and culinary offerings. The name "Tentrem" reflects a noble philosophy of valuing and respecting guests, promising them a serene and peaceful experience during their stay at the hotel. In Javanese, "tentrem" signifies peace.

Hotel Tentrem's logo features a Wijayakusuma Flower, comprising a single flower and four leaves intertwined in a circular arrangement. The Wijayakusuma flower holds significance as the flower of Javanese kings in the wayang stories, representing the concept of "Victory" and acting as a weapon used by Prabu Kresna. The logo's design also holds a deeper meaning as it symbolizes the five founding brothers of Hotel Tentrem, firmly united by a golden ring, akin to a loving mother to her children. The interconnected rings portray a harmonious and close-knit family, extending their unity to future generations. The choice of the gold color aligns with the saying, "bila hidup rukun, tanah pun bisa menjadi emas."

2.3 Vision

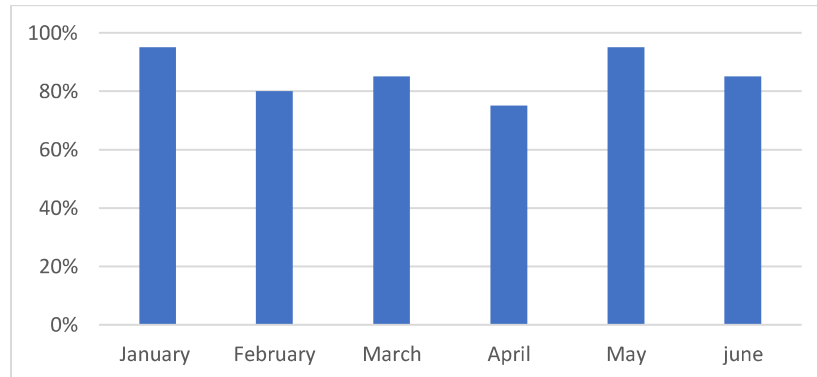
A hotel preserves and develops Indonesian culture, traditions, resources inspired by the beauty and hospitality of Indonesia for the world community.

2.4 Mission

Introducing Indonesian culture and traditions such as food, clothing, dances, customs, architecture, music, work of art, history, and also the beauty of Indonesia to the people and the world with Indonesian hospitality.

2.5 Average Hotel Occupancy

Table 2.1 Average Hotel 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%.

2.6 Location of Hotel Tentrem Semarang



Figure 2.2 Location of Hotel Tentrem Semarang

Tentrem Hotel Semarang is located in the middle of Semarang city, the details about Tentrem Hotel Semarang are located in Jalan Gajahmada No. 123, Semarang, Central Java. It is next to Simpang Lima Square.

2.7 Restaurants of Hotel Tentrem Semarang

Tentrem Hotel Semarang boasts a total of five restaurants, each offering a diverse range of cuisines. Below is the compilation of these dining establishments.

2.7.1 Eboni bar & lounge



Figure 2.3 eboni bar & lounge

Located in the lobby area of Hotel Tentrem Semarang with a capacity of 36 people. It serves a variety of dishes and beverages with or without alcohol.

Operational hours:

1. Monday - Thursday : 07.00 AM - 11.00 PM
2. Friday - Sunday : 07.00 AM - 12.00 PM

Live Music

Friday and Saturday : 07.30 PM - 10.00 PM

2.7.2 Summer Palace Chinese Restaurant



Figure 2.4 summer palace restaurant

Located on the ground floor of Tentrem Mall, Summer Palace Chinese Restaurant presenting a contemporary twist Cantonese dish. Summer Palace Chinese Restaurant seats up to 220 people.

Operational hours:

1. Monday - Friday : 10.00 AM - 10.00 PM
2. Sunday : 07.30 AM - 10.00 PM

2.7.3 Kayu Manis Restaurant



Figure 0.1 Kayu Manis Restaurant

Located next to the swimming pool on the 6th floor, it has a capacity of 116 people with 1 VIP room for 10 people. Breakfast service is included in the room rate offered. Additional breakfast charges apply for guests aged 8 and above.

Operational hours:

Breakfast

- Monday -Friday: 06.00 AM - 10.00 AM
- Saturday -Sunday & Public Holiday: 06.00 AM - 10.30AM

A la Carte

- Monday - Sunday: 1.00 AM - 10.00 PM

2.7.4 Executive lounge



Figure 2.5 Executive Lounge

Located on the 19th floor, the Executive Lounge, with a capacity of 40 people, provides a comfortable and exclusive space for guests staying in Executive Rooms and Suites (Junior Suite, Executive Suite, and Tentrem Presidential Suite). Guests can also enjoy a meeting room for up to 10 people.

Operational hours:

Breakfast

- Monday -Friday : 06.00 AM - 10.00 AM
- Saturday -Sunday & Public Holiday: 06.00 AM - 10.30AM

Afternoon Cocktail

- Monday – Sunday : 05.00 AM - 07.00 PM

2.7.5 Pool Bar



Figure 2.6 Pool Bar

located on the 6th floor by the poolside, it has a capacity of 140 people where guests can enjoy light meals and beverages.

Operational hours:

1. Monday - Sunday : 07.00 AM - 11.00 PM

2.8 Organization Structure

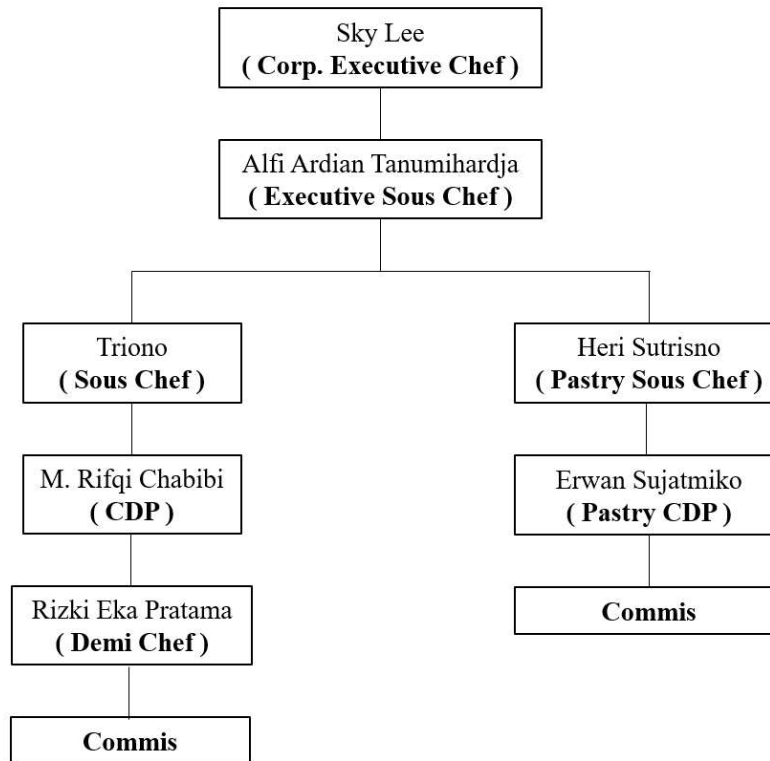


Figure 2.2 organization structure

2.8.1 Job Description

1. Executive Chef

- Modify menus or create new one that meets quality standards.
- Estimate food requirements and food/ labor costs.
- Rectify arising problems or complaints.
- Comply with nutrition and sanitation regulations and safety standards.
- Recruit and manage kitchen staff.

2. Executive sous chef

- Liaises with suppliers and controls the budget.
- Ensures the quality of kitchen operations.
- Temporarily replace the executive chef's job.
- Make schedule for all kitchen teams every week.
- Applying good and proper grooming for all kitchen teams.

3. Sous chef & CDP

- Leading the briefing, as daily briefings are held to discuss and correct the mistakes that occurred during that day, address guest complaints, and discuss upcoming events.
- Creating a schedule for all kitchen teams if the executive sous chef is unable to do it.
- Help solving all problems encountered during the operational process.
- Leading the general cleaning that is conducted every week.
- Controlling food management and waste.

4. Demi chef

- Executing tasks and responsibilities under the sous chef and CDP.
- Handling preparation and cooking.
- Assisting in all areas of the kitchen.
- Supervise employee performance in the kitchen.

5. Commis

- Preparing condiments for a la carte.
- Placing food ingredients in their proper place, for example meat, it will be placed in a meat chiller. Will not be stored vegetables chiller that can cause cross contamination.
- Taking charge in organizing and keeping workspace always clean.
- Help the part lacks members in order to help ease the task.

6. Pastry Sous Chef & CDP

- Creating a schedule for the staff and trainee.
- Making an order for pastry and bakery ingredients.
- Handling cakes order for event.
- In charge in chocolate room for making bon bon chocolate.
- Creating new menus.

7. Commis (pastry)

- Set up in pastry island every morning for breakfast.
- Handle making bakery products.
- Do the general cleaning every week.
- Making product for breakfast.
- Placing an order for SR.

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 staffs or trainees, 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 receive ingredient

- Ingredient needed to be taken from the basement in receiving room by the staffs or trainees.
- 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.

2.13 Food/ Kitchen waste

- Some leftover breakfast pastries are provided in the staff cafeteria, such as donuts, various puff pastry offerings, pancakes & waffles, and other bread rolls.
- The leftover croissants and bread are used to make the bread-and-butter pudding.
- After breakfast, any uncut or slightly cut multigrain bread will be returned to the freezer. However, if it has been in use for more than 5 days, it will be discarded, and fresh bread will be used.
- Some breakfast pastries like sponge cake, traditional snacks, pudding, and chiffon cake will be discarded immediately after breakfast.