

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 Company History

In early history, Accor is an International Hotel Management that began in 1967 in Lille Lesquia and formed by two friends named Paul Dubrule and Gérard Péliison France. They opened the first Novotel Hotel. Accor brings together more than 5.000 hotels in 110 countries and employs approximately 150.000 people worldwide. Accor has several brands in their respective levels, from luxury, premium, midscale, and also economy. Below is an example of Accor's hotel brands according to their levels. Mercure Hotel Samarinda, where the writer did an Industrial Placement, is in the Midscale section. Mercure Hotel Samarinda is a four-star hotel with International standards which just opened in February 2020. This is the first hotel under the Accor Hotel in Samarinda. This hotel is located in the city center of Samarinda and has a view of the Mahakam River and the beautiful city of Samarinda. This hotel has the largest ballroom in Samarinda with a capacity of 1.500 people, 139 rooms, 6 meeting rooms, a lobby bar lounge, All Day Dining Restaurant, 24 hours room service, shared facilities including a swimming pool and gym, and also direct access to the City Centrum Mall.

2.2 Room and Facility

Table 2. 1 Room and Facility

Superior Room with One King Size Bed	The size of the room is 26m ² / 280sq ft. The features are a 49-inch Smart TV, rain shower, free Wi-Fi, and city or pool views.
Superior Room with Two Single Size Beds	The size of the room is 26m ² / 28sq ft. The features are a 49-inch Smart TV, rain shower, free Wi-Fi, and city or pool views.

Deluxe Room with One King Size Bed	The size of the room is 32m ² / 344sq ft. It is equipped with a coffee pod machine, 49-inch Smart TV, rain shower, free Wi-Fi, and views of Samarinda city.
Deluxe Suite with One King Size Bed	The size of the room is 52m ² / 560sq ft. It has a separate living area with a sofa, modern furnishings, rain shower, bathtub, Smart TV, free Wi-Fi, and pool view.
Deluxe Suite, Mahakam River Views with One King Size Bed	The size of the room is 52m ² / 560sq ft. It has a separate living area with a sofa, modern furnishings, rain shower, bathtub, Smart TV, free Wi-Fi, and stunning views of the Mahakam River.
Executive Suite with One King Size Bed	The size of the room is 64m ² / 689sq ft. It has a separate living area with sofa, modern furnishings, rain shower, bathtub, Smart TV, free Wi-Fi and pool view, Samarinda city, and Mahakam River.
Ballroom and Meeting Rooms	This hotel has 6 ballrooms and meeting rooms that can be used. Following names of the meeting rooms along with the size of the room: Alexandrite with the size of 50m ² x 3m, Emerald 2 with the size of 69m ² x 3m, Emerald 3 with the size of 72m ² x 3m, Sapphire with the size of 77m ² x 3m, Emerald 1 with the size of 108m ² x 3m, Ruby with the size of 131m ² x 3m, Crystal Grand Ballroom 2 with the size of 350m ² x 10m, Crystal Grand Ballroom 1 with the size of 400m ² x 10m, Crystal Grand Ballroom 3 with the size of 500m ² x 3m, and Crystal Grand Ballroom with the size of 2350m ² x 10m.
Ivory Restaurant	It overlooks the hotel pool and has air-conditioned indoor and alfresco outdoor dining areas. It has special menus including children's menu, de-light menu, halal menu, cashier menu, and vegetarian menu. This restaurant is

	open every day; lunch is 11:00 - 16:00 and dinner is 16:00 - 23:00.
Beryl Lobby Lounge	This lounge is open every day for lunch and dinner.
Swimming Pool and Gym	The swimming pool and gym located at 5th floor. The swimming pool has two different depths, 110cm and 75cm. Due to the pandemic, the use of swimming pools is restricted. Each person can only swim for 1 hour, and every hour a maximum of 30 people. It is the same as the gym, in one room only 5 people allowed. Both are private, only accept stay guest.

This hotel, which is located on Jalan Mulawarman, with a total of 139 rooms, has a high occupancy rate of 92 percent.

2.3 Organizational Structure and General Restaurant Job Descriptions

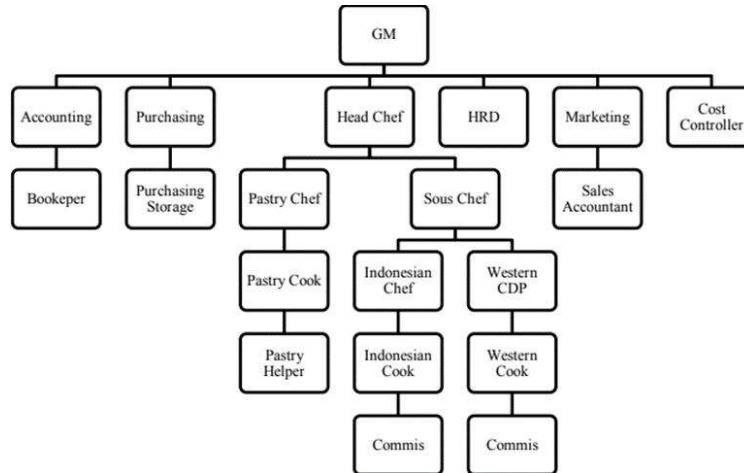


Figure 2. 1 Kitchen Brigade

Job descriptions for each position in the Ivory restaurant are as follows:

1. General Manager (GM)

The general manager is the main leader at Hotel Mercure Samarinda. The main task of the General Manager is to supervise and manage all parts of the hotel operations while also being responsible for the performance of all employees in the restaurant.

2. Accounting

Accounting is in charge of managing the entry and exit of finances at the restaurant and informing the sales and marketing manager. In addition, he also checks and verifies the company's financial transactions, keeps records and is responsible for preparing monthly and annual reports as needed.

3. Head Chef

The Head Chef is in charge of the main control of the kitchen and is responsible for everything that happens in the kitchen as well as directing and participating in cooking difficult dishes and also plating various other menus, creating menus, calculating prices on food menus, ordering material supplies, and keeping recipe records .

4. HRD (Human Resource Development)

HRD is the department in charge of managing human resources for the success of the restaurant. The HRD Manager is also in charge of accepting and appointing new employees, evaluating employees, calculating administrative data, carrying out all administration and employee activities, and conducting training for employees.

5. Marketing

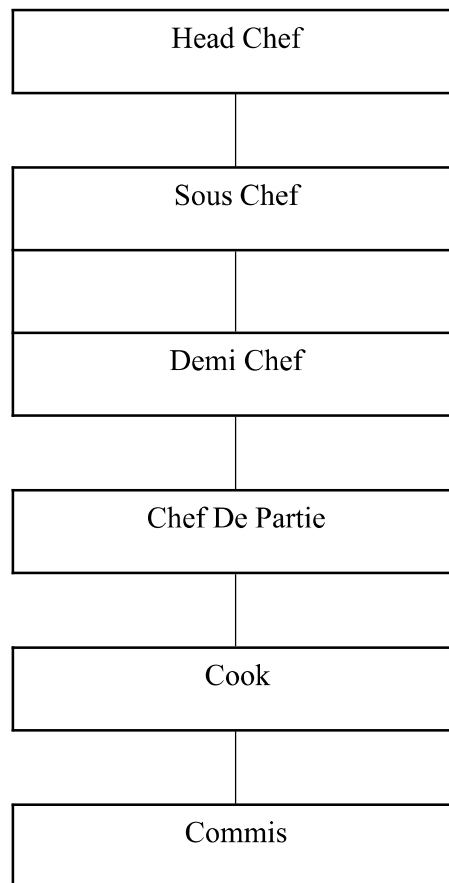
Marketing is in charge of promoting restaurants or finding consumers to come to visit restaurants, monitoring and managing social media and conducting market and consumer research.

6. Cost Controller

Cost Control has the task of planning and managing product inventory every month, ensuring that all policies related to cost control are implemented properly. Besides that, it also secures the company's cash or cash equivalents.

2.4 Organizational Structure and Job Description Hot Kitchen Department

Table 2. 2 Organizational structure



Henricus	Head Chef	<ol style="list-style-type: none"> 1. Organize and supervise all activities in the Hot Kitchen 2. Make rules and policies that apply in the Hot Kitchen 3. Food Costing of dishes to be sold Plating dishes before serving to customers
Catur & Enjang	Sous Chef	<ol style="list-style-type: none"> 1. Develop new menu options based on seasonal changes and customer demand. 2. Assist with the preparation and planning of meal designs. 3. Ensure that kitchen activities operate in a timely manner.
Heri	Chef De Partie	<ol style="list-style-type: none"> 1. Manage and supervise all activities in the Hot Kitchen when the Head and Sous chef are off 2. Plan, prepare, cook and present dishes within restaurant or company guidelines. 3. Develop ideas for menus, taking into account availability, cost of produce, food supply and customers' tastes. 4. Contribute to improving profit margins and controlling food costs. 5. Process the dish
Tanjung	Demi Chef	<ol style="list-style-type: none"> 1. preparation of the food 2. Processing dishes 3. Develop ideas for menus, taking into account availability, cost of produce, food supply and customers' tastes

Ali	Cook	<ol style="list-style-type: none"> 1. Producing and preparing food ingredients 2. Processing dishes
Syahrul	Commis	<ol style="list-style-type: none"> 1. Producing and preparing food ingredients 2. Training to get a better position 3. Processing dishes
Rani	Cook Helper	<ol style="list-style-type: none"> 1. Producing and preparing food ingredients
Evi	Cook Helper	<ol style="list-style-type: none"> 1. Producing and preparing food ingredients
Deby	Commis	<ol style="list-style-type: none"> 1. Producing and preparing food ingredients 2. Training to get a better position 3. Processing dishes

Table 2. 3 Job description

2.5 Employment

Hotel Mercure Samarinda has a workforce that is divided into three, namely:

1. Contract Employees

employees and staff with a work contract system that lasts for one year. Every year the work contract system will be renewed or terminated according to the decision of the restaurant management and the performance of the employee concerned.

2. Daily Worker

Daily Worker or what is also known as Casual is usually carried out with weekly, daily work contracts or called when there are only certain events that require a lot of employees.

3. Trainees

Trainees or what is known as on the job training (OJT) usually come from students or students who come to do Field Work Practices (PKL) within a certain period of time.

2.6 Employee Facilities

Mercure hotels have quite complete facilities for the welfare of all employees. Starting from providing work uniforms for kitchen, server and bar staff, EDR rooms, prayer rooms, and employee and staff parking lots

2.7 Employee Rights

1. Working Hours

The working hours of employees at the Mercure Samarinda Hotel are given, namely five working days and two days off a week. The distribution of holiday schedules is given differently for each employee. In one day employees will work for 10 hours, for the morning shift work from 07.00 to 17.00, for the afternoon shift work from 14.00 to 24.00, While the night shift from 23:00 to 09:00

2. Employee Salary

– Basic Salary

The monthly basic salary for Hotel Mercure Samarinda employees is given on the 28th of each month. The amount given is in accordance with the position and work handled, different from daily workers who are given weekly.

– Service Cash

Service cash is a bonus obtained from tax & restaurant services that is given together with the basic salary. The amount of service cash given is different for each employee. Depends on the position and jobdesk handled.

3. BPJS Employment

All employees and staff of the Mercure Samarinda Hotel will be provided with BPJS Employment assistance

2.8 Occupational Safety and Health of Employees

Occupational safety and health of employees is a very important aspect of work. This is also very concerned by the restaurant to its employees, as follows:

1. Restaurant Security System (Absent)

Employees who want to come to work must first be absent from the finger print at the front of the office, so as to minimize fraud such as foreigners who want to smuggle in as restaurant employees

2. APAR

APAR (light fire extinguisher) is a fire extinguisher that can be carried and operated by hand. Fire extinguishers are placed in places that can generate smoke and also in gathering places such as halls, kitchens and restaurants.

3. First aid box in an accident

This box contains medicines that function as first aid. This box contains medicines such as medicine for headaches, flu, cuts, burns, cotton, wind oil and so on. Each department is given a minimum of 1 first aid kit just in case something goes wrong.

2.9 Cleanliness and Sanitation

Hygiene and sanitation is divided into 3, namely standard procedures for personal hygiene, standard procedures for personal work and standard procedures for sanitation.

1. Standard personal hygiene procedures

Personal hygiene has an impact on the cleanliness of the food that will be served, because the chef cooks dishes for the guests, so cleanliness

is an important factor. The standard procedures for cleanliness at the Hotel Mercure Samarinda are:

- Using hair cover
- No beard
- Wear uniforms in accordance with the provisions of the restaurant
- Using an apron when cooking
- Bring a pen if necessary
- Wear non-slip shoes
- Wear special cooking gloves if necessary

2. Standard Personal Procedures Before, During and After the Shift Ends

Self-procedure standards during the internship shift at the Mercure Samarinda Hotel are an important part of what is done. The standard personal procedures before, during and after the shift ends at Hotel Mercure Samarinda are:

1. Before work

- Arrive on time and not be late and absent on the fingerprint device
- morning shift: prepare equipment and materials to be processed
- afternoon shift: briefing and communication with employees on the morning shift, what needs to be done
- Night Shift: briefing and communication with employees on the day shift what should be done

2. During Work

- Do not use communication devices during the shift

- No smoking in the kitchen area
- Not wearing clothes according to the rules
- use complete attributes such as aprons, head coverings and shoes

3. After Work

- Write down what activities are planned for tomorrow
- morning shift: briefing and communication with employees on the afternoon shift what should be done
- afternoon shift: clean equipment and kitchen space with clean
- If Night Shift: Prepare and cook for breakfast buffet

2.10 Standard Sanitation Procedures

Sanitary procedure standard is a written procedure or procedure used by industry to help achieve the expected overall goals or objectives in producing products in a high quality, safe and orderly manner.

1. Cleaning the Work Station and General Activities and Cleaning

The workplace station is cleaned when there are no production activities or menu orders taking place. This is done by wiping the table with soap and a dry cloth. While general cleaning activities are carried out when the night shift is finished, namely at 10 pm. What was done was wiping the table, cleaning the sink, washing the clothes, brushing and mopping the floor.

2. Handling & Receiving Goods/Cooking Ingredients

Cooking ingredients are divided into 3, namely fresh cooking ingredients, frozen cooking ingredients and room temperature cooking ingredients. For the procedure for picking up cooking ingredients,

employees must bring a paper order for ingredients that has been signed by the chef's leader at that time. The ways to handle and receive cooking ingredients are as follows:

- Fresh cooking ingredients: Fresh ingredients such as fresh herbs, onions, vegetables, fruit come at 10 am every day, so employees will pick them up at that time. Requests for fresh ingredients to be used are made during the previous night's shift, which is checked by the chef de partie.
 - Frozen cooking ingredients: frozen ingredients such as beef, chicken, mushrooms, garlic bread, cheese and mushrooms can be picked up at 10am. To request what fresh ingredients will be used, it is done during the morning shift, which is checked by the cook helper and commissioner.
 - Room temperature cooking ingredients: Room temperature ingredients such as flour, rice, dry spices and sauces can be taken from 12 noon to 3 pm. By asking the warehouse employee on duty at the time. To request what fresh ingredients will be used, it is done during the morning shift, which is checked by the cook helper and commissioner.
- How to Handle Kitchen Food Waste

3. How to Handle Kitchen Food Waste

Unused kitchen food waste such as plastic and food waste is put in plastic waste which will be picked up every night by garbage trucks. Meanwhile, kitchen liquid waste from sinks and gutters will be stockpiled in a storage bunker on the ground floor which will later be sucked up by a tanker when it is full. For oil that is black and cannot be reused, it will be sold to used cooking oil collectors.