

## CHAPTER II

### BACKGROUND ESTABLISHMENT

#### 2.1 Hotel History

##### 2.1.1 Shangri-La Hotels & Resorts



**Figure 2. 1** Shangri-La Hotels & Resorts

**Shangri-La Hotels & Resorts** is the hospitality company founded by **Robert Kuok** at 23 April 1971 in Singapore. The word of Shangri-La itself was first described in 1933 from the *Lost Horizon* novel by James Hilton, a British author. Shangri-La has 4 brands across the world which is under the subsidiary of the **Kerry Groups** company: Shangri-La, Traders Hotels, Hotel Jen, and Kerry Hotels.

### 2.1.2 Shangri-La Qaryat Al Beri



**Figure 2. 2** Shangri-La Qaryat Al Beri

Shangri-La Qaryat Al Beri is an hotels & resorts located at Khor al Maqta St. in Rabdan District, Abu Dhabi, UAE. Under the name of Shangri-La, the hotel owned by the groups of *Al Jaber* company. It situated between a 1-kilometre-long private beach and lush gardens, Shangri-La Qaryat Al Beri, Abu Dhabi is one of the Asian hospitality themed hotels in the UAE. Each room is decorated with modern facilities and Arabian architectural theme, concept and design, and many more. It offers a breathtaking view of the Khor Al Maqta creek and Sheikh Zayed Grand Mosque with a tour of traditional abra boats, it helps guests travel through the waterways of the Qaryat Al Beri complex, where they can shop at the souk or visit the nearby Traders Hotel. This hotel has 213 rooms and suites, 6 privates villas, and 160 serviced apartments. On the other, it also has a 7 restaurant, private pools and its own wellness centre

## 2.2 Services & Outlets Establishment

### 2.2.1 Restaurants & F&B Outlets

#### 1. Sofra BLD



**Figure 2. 3** Sofra BLD

Located on the 1<sup>st</sup> floor, this is the main restaurant and the main place for the guest to having a buffet style dinner. Inspired from the Turkish word “sofra” (meaning to cook from the ground), this restaurant offers an extensive choice of dishes for breakfast, lunch and dinner. With the multiple live-cooking stations let guests interact with chefs and choose from a wide range of authentic Arabic and Asian dishes. Within an atmosphere mirroring the authentic souk experience, guests can relish the best of Middle Eastern cuisine.

Open : Daily

Breakfast : 6.00 – 10.30 (Sun - Thu)  
6.00 – 11.00 (Fri - Sat)

Lunch : 12.00 – 15.00 (Mon- Fri)  
13.00 – 16.00 (Sun)

Dinner : 18.00 – 23.00 (Mon - Sun)

Special Event

Arabian Night Theme (Wednesday: 18.00 – 23.00)

Brunch (Saturday: 12.00 – 16.00)

Concept : Buffet & Semi A la Carte Dining  
Seat Capacity : 200 pax

## 2. Shang Palace



**Figure 2. 4** Shang Palace

Established in 1971 as the signature restaurant of Shangri-La Hotels, Shang Palace brings the art of Chinese cuisine with hand-crafted flavors that have been perfected for over half a century. Shang Palace offers a wide selection of exquisite, mouth-watering Cantonese and provincial delicacies, complemented by authentic Asian hospitality.

Located before Sofra, Shang Palace offer the home of the true Asian Cuisines in the heart of the hotel.

Open : Daily  
Lunch : 12.00 – 15.00  
Dinner : 18.00 – 22.30  
Concept : A la Carte Dining  
Seat Capacity : 100 pax

### 3. Bord Eau



**Figure 2. 5** Bord Eau

This restaurant offers the experience the classical and modern French fine dining courses exclusively at the Bord Eau. Hosted by Michelin Stars chefs around the world especially the fine dining experts, Bord Eau gives the most beloved food enjoyed by the fine dining connoisseur.

Open : Friday – Saturday (18.00 – 22.00)

Concept : Fine Dining

Seat Capacity : 50 pax

#### 4. Hoi An



**Figure 2. 6** Hoi An

Fueled by an entirely Vietnamese kitchen, Hoi An offers a mesmerizing blend of authentic and complex flavors from the land of the blue dragon. Take your taste buds on a tour of Vietnam, from the vibrant flavors of Hanoi to fresh creations from the restaurant's named after the fishing port of Hoi An and it serve one and only the most exotic taste of the Vietnamese cuisine in this hotel.

Open : Wednesday – Sunday (18.00 – 22.00)  
Special Event : Super Sapa (18.00 – 22.00)  
Concept : A la Carte & Set Dining  
Seat Capacity : 50 pax



## 5. Pool Bar



**Figure 2. 7** Pool Bar

Soak up under the sun with a specialty cocktail at the Pool Bar Restaurant with good friends and various choice of snacks while enjoying the beautiful sights of the Khor Al Maqta creek, cool off in sapphire blue waters, or enjoy expertly mixed beverages. Start the day with breakfast by the pool, or relish in a romantic evening with spectacular scenery.

Open : Daily (Restaurant: 12.00 – 22.30)  
(Bar: 9.00 – 22.30)

Special Event : Romantic Dinner (Saturday: 18.00 – 22.00)

Concept : A la Carte Dining

Seat Capacity : 100pax

## 6. Al Hanah



**Figure 2. 8** Al Hanah

Also situated in the **Lobby Lounge**, Al Hanah offers the drinks and cuisines around the world with uphanded styles.

Open : Daily (7.00 – 02.00)  
Special Event : Afternoon Tea (Daily: 13.00 – 16.00)  
Concept : A la Carte Dining  
Seat Capacity : 100pax

### 2.2.1 Others Outlets

#### 1. Horizon Club



**Figure 2. 9** Horizon Club

Shangri-La VIP Lounge that provides the astonishing scenery of Sheikh Zayed Grand Mosque with calm and pleasuring place to enjoys the luxurious experience as a special member of Shangri-La Club.

Open : Daily  
Lunch : 12.30 – 14.30  
Dinner : 17.30 – 19.30  
Concepts : Canape Buffet  
Seat Capacity : 100 pax (incl. meeting room)

#### 2. Chi, the Spa and Health Club





**Figure 2. 10** Chi Spa

Wellness centre signatored by *Shangri-La Hotels*, the spa provides the wellness by offering the massage and therapy for the health benefits of the customers.

Open: Daily (10.00 – 00.00)

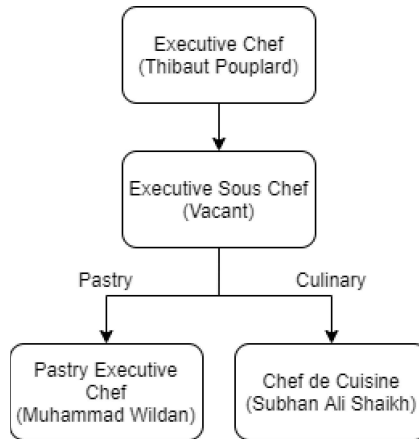
### 2.3 Occupancy Rate Through the Months

**Table 2. 1** Average Hotel Occupancy

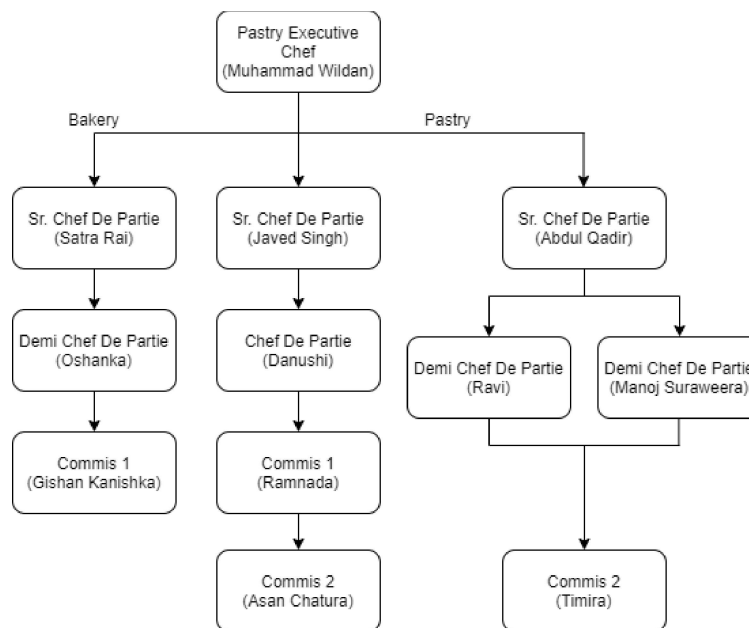
Month	Percentage (Average)	Seasonal Condition (High/Medium/Low)	Notes
March	70.1 %	Medium to High	Buffet restaurant busier than usual due to Ramadhan Iftar, frequent a la carte order from non-fasting guests and suhoor feast for pre-fasting; room occupancies are medium to high, mostly for guest who celebrating Ramadhan
April	70.7 %	Medium to High	Buffet restaurant less busy due to Iftar a la carte order
May	73.6 %	Medium to High	Buffet restaurant less busy, a la carte order not busy but intense order coming from lobby lounge guest during nighttime; room occupancy is medium to busy
June	55.1 %	Medium	Buffet slight busy, A la Carte order comes from residence customers, Banquet slight busy from flight catering
July	51 %	Medium	Buffet less busy, A la carte order slight busy from residence customers
August	54.7 %	Medium	Buffet not busy, A la Carte less busy due to low occupancy of room, Banquet slight busy especially order for flight. Wedding, and VVIP catering

## 2.4 Kitchen Hierarchy

### 2.4.1 Kitchen Brigade



**Figure 2. 11** Top Hierarchy Brigade



**Figure 2. 12** Bakery & Pastry Brigade

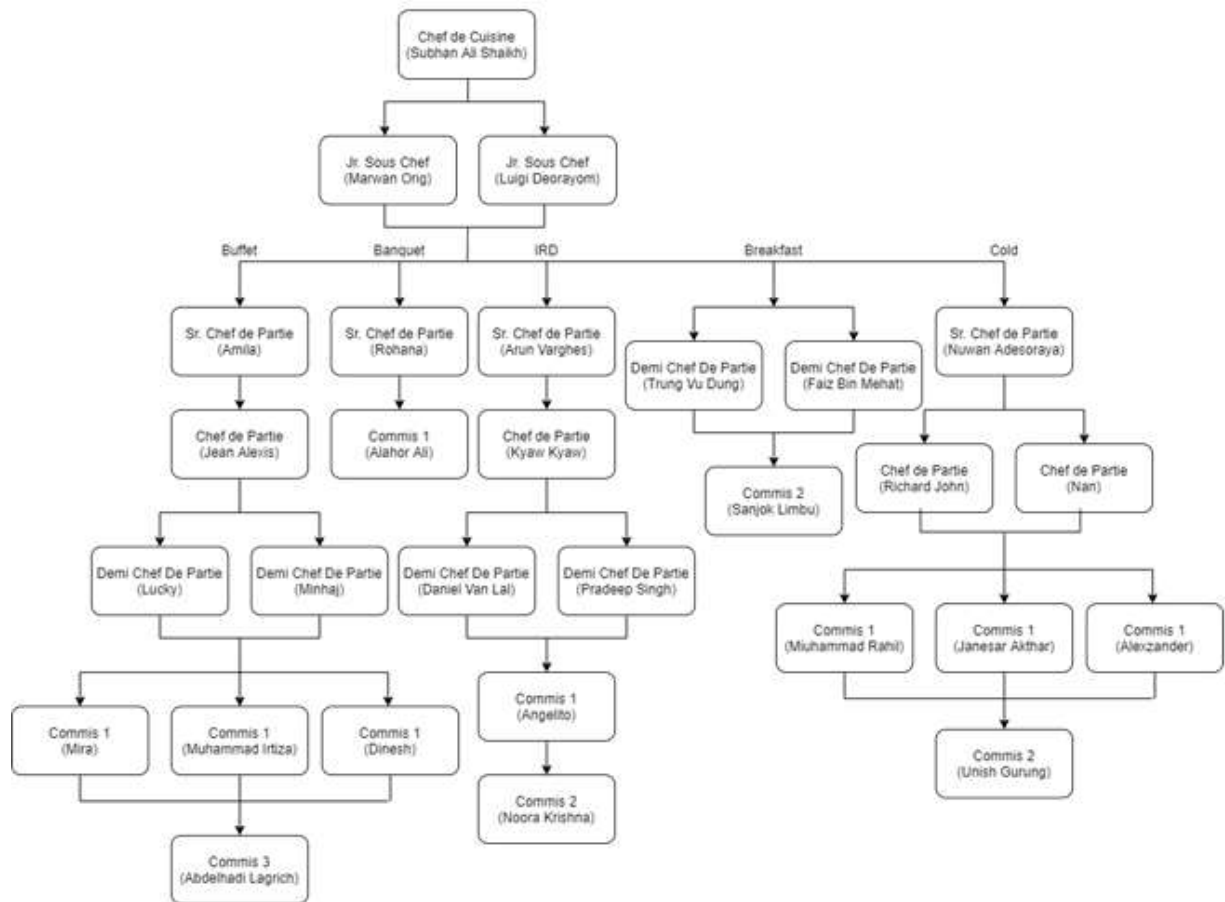
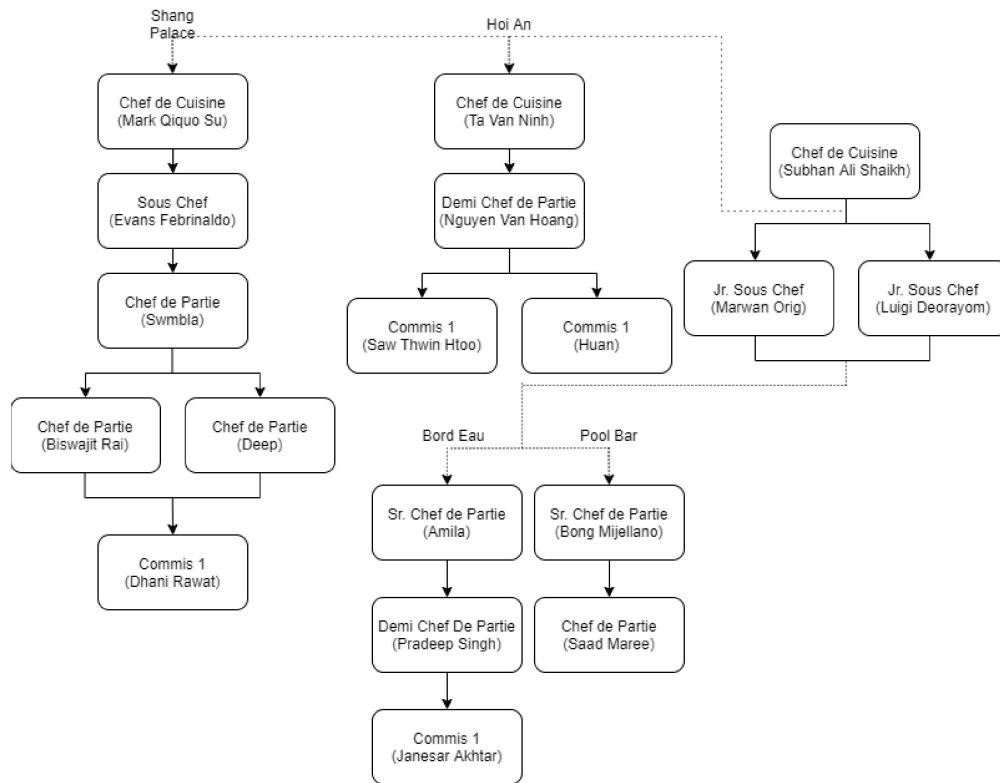


Figure 2. 13 Main Kitchen Brigade



**Figure 2. 14** Other Kitchen Brigade

## 2.4.2 Job Description

1. Executive Chef
  - Responsible in managing all kitchens inside hotel
  - Developing a new concept in the specific kitchen
  - Approving, deciding, and revising the concept & idea that improved and implemented by Chef de Cuisine
2. Chef de Cuisine
  - Responsible for management of main kitchen
  - Supervises staff in main kitchen
  - Creates menus and new recipes with the assistance of the restaurant manager
  - Makes purchases of raw food items related in the main kitchen
  - Trains apprentices
  - Maintains a sanitary and hygienic environment for the preparation of food.
3. Executive Pastry Chef
  - Responsible for management of pastry kitchen
  - Supervises staff in pastry kitchen
  - Creates menus and new recipes with the assistance of the restaurant manager
  - Makes purchases of raw food items related in the pastry kitchen
  - Trains apprentices
  - Maintains a sanitary and hygienic environment for the preparation of food.
4. Sous Chef
  - Receives orders directly from the chef de cuisine for the management of the kitchen
  - Serves as the representative when the chef de cuisine is not present



#### 5. Chef de Partie

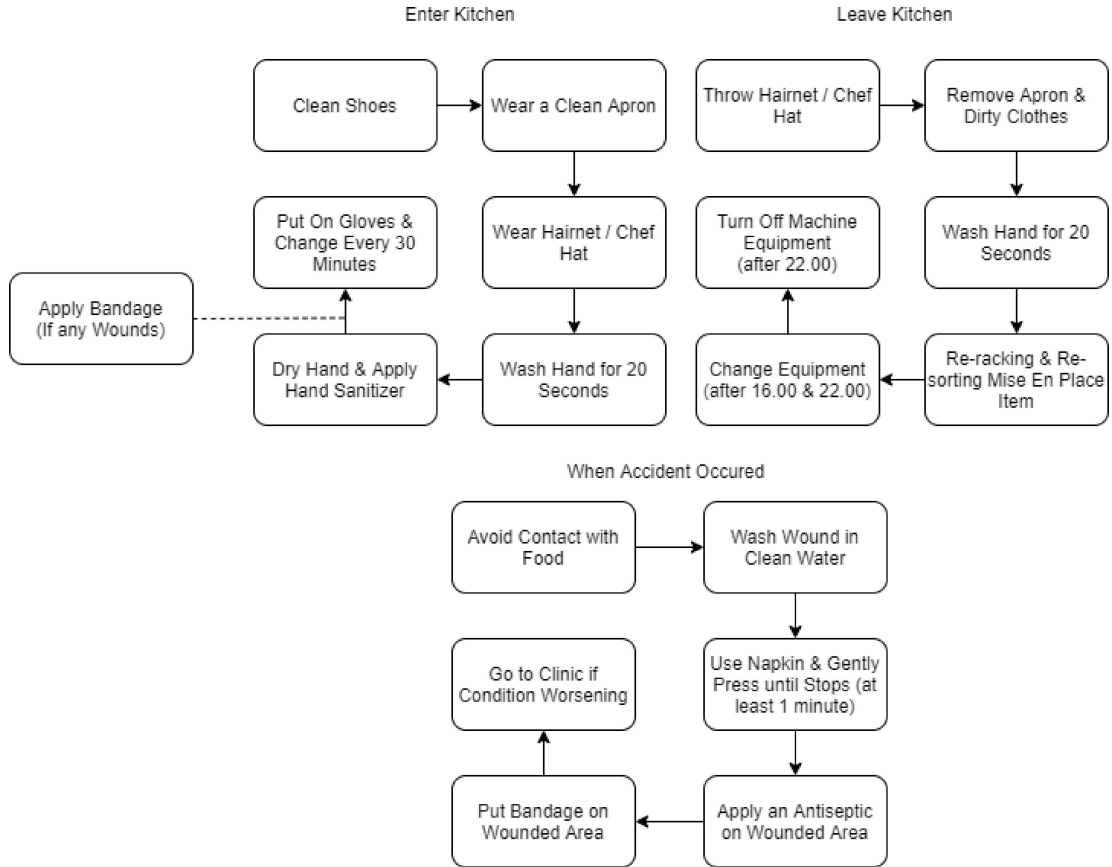
- Responsible for managing a given station in the kitchen
- Specializing in preparing particular dishes
- Managing shopping lists
- Tracking the records of the kitchen (temperature of cooking, chiller, etc)

#### 6. Commis

- Works in a specific station, but reports directly to the Chef de Partie and takes care of the tools for the station
- Helping Chef de Partie (buffet attendance, mise en place, etc)
- Responsible for the certain preparation in kitchen before restaurant open

## 2.5 Hygiene & Sanitation Standards

### 2.5.1 Personal Hygiene SOP



**Figure 2. 15** Hygiene Kitchen SOP

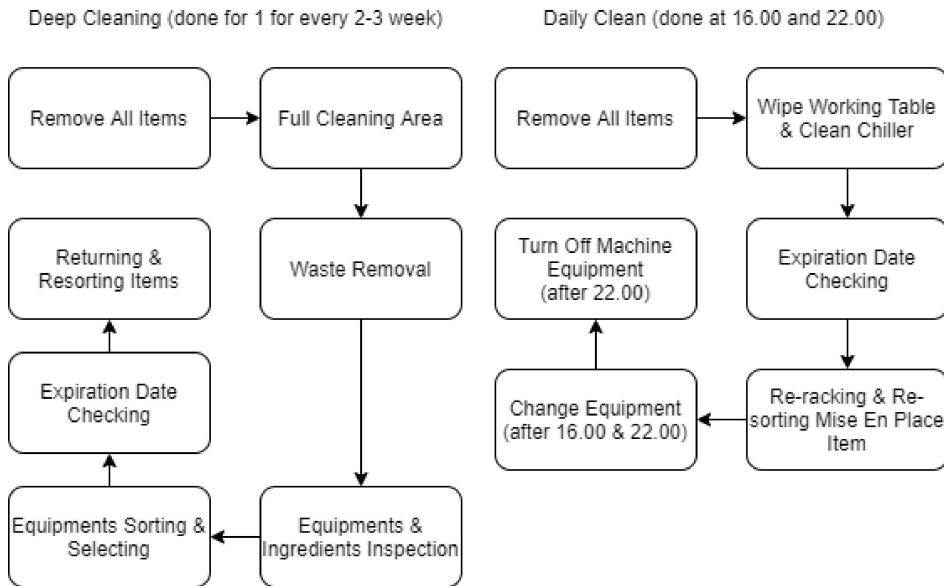
## 2.5.2 Personal Grooming Standard

**Table 2. 2** Personal Grooming Standard

	<b>Standard Grooming</b>
Uniform	<ol style="list-style-type: none"><li>1. Always wear a new uniform everyday</li><li>2. Uniform must be clean and tidy during work</li><li>3. Always wear a proper safety shoe in the kitchen</li><li>4. Make sure to wear a proper long sock to cover the lower part</li><li>5. Always wear an apron and chef hat/hairnet before entering the kitchen</li></ol>
Self-Hygiene	<ol style="list-style-type: none"><li>1. Fingernails should be clean and short to prevent dead skin cell buildup</li><li>2. Keep the wounds always covered when working in the kitchen</li><li>3. Hair must be covered and should not exposed while working in the kitchen</li><li>4. Gloves &amp; facemask always should be use when dealing with ready to eat food</li></ol>

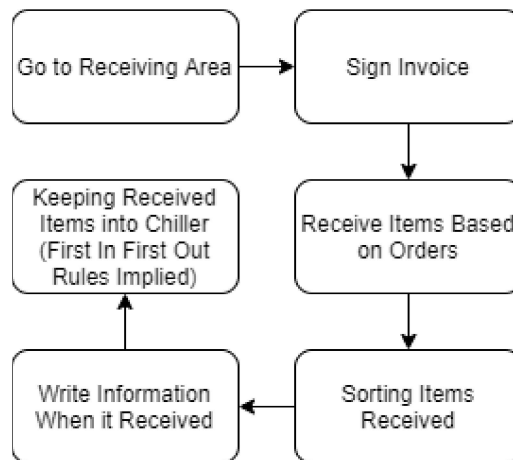
### 2.5.3 Sanitation Procedure

#### 1. Kitchen Cleaning



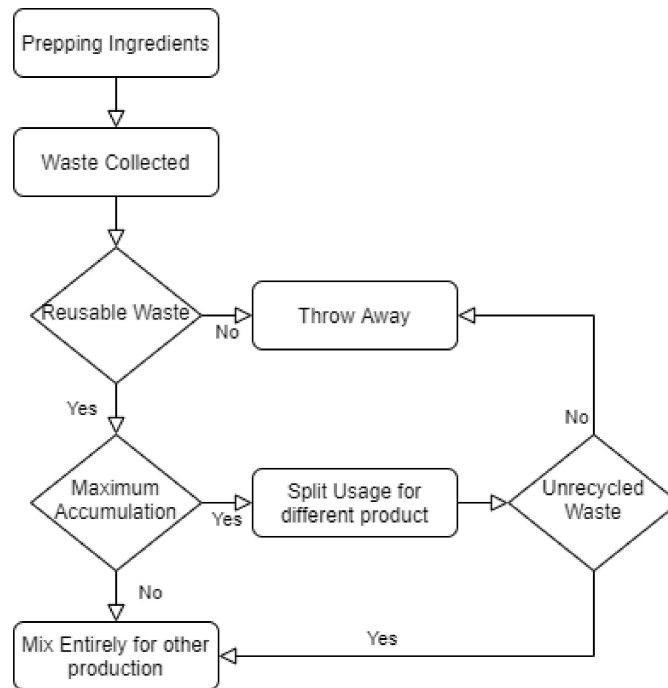
**Figure 2. 16** Kitchen Cleaning Procedure

#### 2. Receiving Items



**Figure 2. 17** Item Receiving Procedure

### 3. Maintaining Waste



**Figure 2. 18** Waste Management Procedure