

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 HISTORY**

Pullman Hotels and Resorts is an Accor-owned French global upmarket hotel brand. Pullman operates 110 hotels and resorts across Europe, Africa, the Middle East, Asia Pacific, Australia, and Latin America. Pullman was named after George Pullman (1831-1897), the founder of the Pullman Company, a prosperous Chicago-based railroad manufacturer in the nineteenth century.

The AccorHotels group purchased a minority stake in CIWL in June 1990. After fully acquiring CIWL in 1991, AccorHotels converted all Pullman Hotels into Sofitel Hotels in 1993, thereby killing the Pullman name. AccorHotels resurrected the upmarket Pullman hotel brand in 2007 to cater to business customers.

The first Pullman property in the Middle East, the 24-story Pullman Dubai Mall of the Emirates (MoE) Hotel, opened in 2010. The Pullman Dubai Jumeirah Lakes Towers, its fourth resort in the region, opened in 2015. Pullman Hotels announced 12 new openings in Indonesia over the next five years in 2012. Pullman had opened 79 locations by 2013, with half of them in the Asia-Pacific area. Pullman Hotels introduced a new visual identity, a new strategy focusing on artistic, gastronomic, and visual experiences, and the new tagline "Work hard, play hard" in 2013. AccorHotels also revealed plans to open 150 Pullman Hotels and Resorts by 2020.

Pullman Doha West Bay opened its doors on August 1, 2022, making an elegant complement to the renowned West Bay skyline and adding a modern edge to Doha's diversified hospitality landscape. With its 468 rooms, suites, and apartments, unique culinary ideas, artful touches, adaptable

conference spaces, and exciting lifestyle facilities, the luxury hotel is ready to welcome residents, leisure, and business travelers.

"We have been given a wonderful opportunity to open the first Pullman hotel and introduce the brand to Doha ahead of the anticipated World Cup later this year," said Ehab Barghouth, General Manager, Pullman Doha West Bay.

## **2.2 FACILITIES**

### **2.2.1 Rooms**

Pullman Doha West Bay has a total of 468 rooms, including 374 rooms, 93 apartments, and 1 penthouse, with four types of rooms: Superior, Premium, Superior Executive, and Deluxe Executive, three types of suites: Executive, Executive Deluxe, and Exclusive, and three types of apartments depending on the number of bedrooms desired, ranging from one to three.

### **2.2.2 Outlets**

- a) Avenue, is a restaurant that offers a never-ending buffet and cook-on-the-spot recipes from South America, Asia, Europe, and the Middle East. This venue can accommodate up to 300 people.

**Open Hours:** Breakfast: 6:30 am – 10:30

am

Lunch: 12:00 pm – 3:30 pm

Dinner: 6:30 pm – 11:00 pm



**Figure 2. 1 Avenue**

- b) The Score, boasts a large selection of drinks and an American-style cooking, and welcomes sports lovers in a casual and comfortable atmosphere. The vibrant sports bar serves a variety of delectable foods, including chicken wings, beef rig burgers, nachos, and prawn tacos. This venue can accommodate up to 100 people.

**Open Hours:** 5:00 pm – 2:00 am



**Figure 2. 2 The Score**

- c) Sukar, the name of this pleasant pastry business, "sugar" in Arabic, holds the promise of gratifying clients with the sweetest tooth. From early morning to late at night, 3-D cakes, small sweets to-go, croissant varieties, and delectable coffees are offered. This venue can accommodate up to 20 people.

**Open Hours:** 11:30 am – 10:30 pm



**Figure 2. 3** Sukar

- d) Bice Ristorante, this is the 7th Bice ristorante in the globe, so expect a world of Italian authenticity, colors, and flavors. Guests enjoy a trendy atmosphere with a city view while dining on Italian classics with a distinct contemporary touch. This venue can accommodate up to 200 people.

**Open Hours:** Lunch: 12:00 pm – 4:00 pm

Dinner: 6:00 pm – 11:00pm



**Figure 2. 4** Bice Ristorante

- e) The Junction, is a creative cafe that serves street food-inspired nibbles, pop-up artisan beverages, and grab-and-go coffees and appetizers. This venue can accommodate up to 20 people.

**Open Hours:** 6:30 am - 12:00 am



**Figure 2. 5** The Junction

- f) Club Lounge, which is only available to guests sleeping in executive rooms and suites, serves breakfast, light lunches, afternoon tea, and a range of desserts and drinks. This venue can accommodate up to 80 people.

**Open Hours:** 6:30 am - 10:30 pm



**Figure 2. 6** Club Lounge



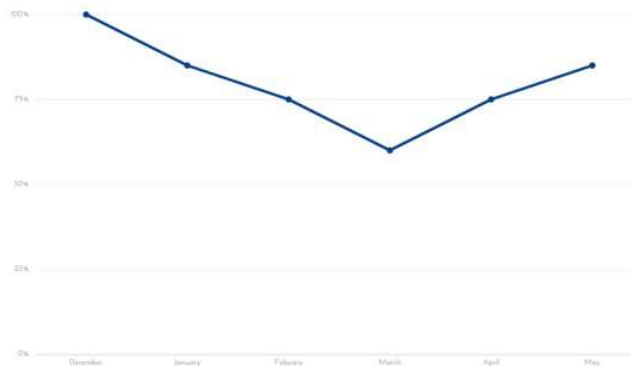
g) Echo Pool Cafe, is ideal for unwinding by the pool in a peaceful setting. Sunbathers are pampered with a variety of refreshing mocktails, drinks, and delicate, light appetizers. This venue can accommodate up to 20 people.

**Open Hours:** 11:00 am - 8:00 pm



**Figure 2. 7** Echo Pool Cafe

### 2.3 OCCUPANCY RATE



**Figure 2. 8** Occupancy Rate

The occupancy rate at Pullman Doha West Bay ranges from 60% to 100%. Because of the FIFA World Cup, it was about 90-100% for the first month. Then it drops to 70-80%, and when Ramadan arrives, it drops to 60%. However, after Ramadan, it returns to over 80%.

## 2.4 KITCHEN HIERARCHY

### 2.4.1 Kitchen Brigade



**Figure 2. 9** Kitchen Brigade

### 2.4.2 Job Description

#### a) Executive Chef

- Creating one-of-a-kind and cuisine-appropriate menus
- Setting item prices in collaboration with the Restaurant Manager
- Keeping up to date on new restaurant sector trends
- Keeping the kitchen and adjoining areas in good working order in accordance with company standards and health code laws.

#### b) Chef De Cuisine

- Assuring that the food is of the best quality and is served on time.
- Menu planning and plating presentation for each dish.
- Coordination of kitchen personnel and assistance as needed.
- Recruiting and training personnel to prepare and cook all menu items.

c) Pâtissier

- Work with the other chefs to operate and manage the pastry division of a kitchen.
- Make a wide range of baked items.
- Decorate and present pastries and baked foods in an attractive and elegant manner.
- Keep track of and order ingredients, supplies, and equipment.

d) Junior Sous Chef

- Assist with food preparation, cooking, and presentation in accordance with the menu and recipes.
- Oversee daily kitchen operations, making sure that all stations are properly stocked, organized, and clean.
- Contribute ideas for new meals, specials, and seasonal offerings to menu planning and development.

e) Garde Manger Chef

- Prepare and prepare cold foods such as salads, dressings, sandwiches, canapés, charcuterie boards, and seafood platters.
- Arrange and garnish food creatively, taking into account aesthetic appeal and flavor balance.
- Contribute innovative salads, appetizers, and other cold items.
- Reduce food waste by properly portioning, storing, and rotating foods.

f) Boucher

- Receive and examine meat delivery to ensure they meet quality and regulatory criteria.
- To retain freshness, keep track of product expiration dates and ensure regular rotation.
- To avoid spoiling and contamination, store and handle meats properly.
- Butchering tools and equipment, such as knives, bandsaws, grinders, and slicers, must be operated and maintained.



g) Chef De Partie

- Prepare and cook food products in accordance with the executive chef's or sous chef's recipes and guidelines.
- To get the desired taste and quality, ensure that all ingredients are properly portioned, prepped, and cooked.
- Maintain good food quality, taste, and presentation standards within the designated station.
- Keep detailed records of stock utilization, spoilage, and any other pertinent paperwork.

h) Demi Chef

- Assist with meal preparation, cooking, and plating in accordance with standardized recipes and instructions.
- Assist the Chef de Partie or designated station by preparing ingredients, keeping the station clean, and arranging tools and equipment.
- Maintain high food quality, taste, and presentation standards.
- Pay close attention to details like seasoning, garnishing, and plating techniques.

i) Commis I & II

- Assist with meal preparation, cooking, and assembly using standardized recipes and instructions.
- When handling, chopping, and cooking food, use suitable skills and processes.
- Help with the preparation and organization of ingredients for the day's service.
- Assist senior chefs and other kitchen personnel by washing and peeling vegetables, cleaning kitchen equipment, and organizing kitchen stations.

j) Trainee

- Help with food preparation activities include washing, peeling, and cutting vegetables, as well as portioning ingredients.
- To prepare and cook food, follow the recipes and instructions provided by experienced chefs.
- Cooking techniques such as grilling, sautéing, baking, and frying should be learned and practiced.
- Assist senior chefs and other kitchen personnel with a variety of activities such as cleaning, sanitizing, and arranging kitchen equipment and utensils.

## **2.5 PERSONAL HYGIENE AND SANITATION**

### **2.5.1 Personal Hygiene SOP**

- Before beginning work, after using the restroom, after handling raw food, and after any other activity that may contaminate hands, thoroughly wash hands with warm water and soap.
- Maintain personal hygiene by washing on a regular basis, wearing clean clothing, and tying back long hair or using a hairnet and chef's hat.
- Avoid wearing jewelry on your hands and arms since it might harbor infection.
- Always use protective clothing such as gloves, aprons to prevent any contamination.
- Change your gloves on a frequent basis, especially after handling raw food, touching your face or hair, or indulging in any other activity that could contaminate them.
- When sneezing or coughing, do so away from food, utensils, and surfaces, ideally into a tissue or elbow.

## **2.5.2 Personal Grooming Before, During, and After Shifts Ends**

Prior to the Shift:

- Shower and thoroughly clean your body.
- To keep your breath fresh, brush your teeth, floss, and use mouthwash.
- To control body odor, use deodorant or antiperspirant.
- Use a hairnet or chef's hat as required by your business to style your hair neatly and tie it back if necessary.
- Keep your nails clean and trimmed.

Throughout the Shift:

- Avoid unnecessary touching of your face, hair, or other body parts.
- Wear gloves and replace them frequently if your profession requires you to handle food directly.
- If you wear cosmetics, keep it to a minimum and avoid contaminating the food.

After the Shift Has Ended:

- Remove your work clothes and place them in a designated laundry room.
- Hands should be properly washed with warm water and soap.

## **2.5.3 Sanitation SOP**

- Gather all cleaning products and equipment, such as detergents, sanitizers, brushes, mops, buckets, and gloves.
- Using the necessary tools, remove visible debris, food particles, or other pollutants from surfaces, equipment, and utensils.
- Using the prepared cleaning solution, scrub brushes, and cleaning cloths, thoroughly clean all surfaces, equipment, and utensils.
- Sanitize all cleaned surfaces, equipment, and utensils.

- After the contact period has passed, rinse the surfaces with clean water.
- Allow all surfaces, equipment, and utensils to air dry completely before using clean, dry cloths or towels.
- Keep a record of all sanitation actions, including dates, times, and the person in charge of the sanitation.
- Maintain an organized record system that is conveniently accessible for reference or inspection.