

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 History**

Recognised for creating some of the world's most sought-after properties, the Group offers contemporary luxury with its signature oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels with distinctive oriental design. Mandarin Oriental's vision was to be recognised as the best luxury hotel group in the world. For the past 50 years, Mandarin Oriental has achieved their vision dedicating their people to refine and maximise the profitability of the Group. So in recent years, Mandarin Oriental has changed its Vision to be World of Fans where the invisioned the world to be 'fans' of Mandarin Oriental.

The Group was first founded in 1963 with 'The Mandarin' in Hong Kong then in 1974, the Group acquired 49% of Bangkok's famous historic hotel, 'The Oriental', the two hotel then merge to create "Mandarin Oriental". Over the past fifty-five years, the Group has branch out from its Asian roots to be a globally known hotel, opening hotels in major cities and resort destinations. In addition to hotels and resorts, the Group operates The Residences at Mandarin Oriental, which offer discerning home owners a unique lifestyle with the best of both worlds: the comforts of a private residence combined with privileged access to the amenities and legendary service of the Group. The group soon become a world wide known hotel with 34 hotels which 20 of them is owned or partially owned by MOHG.

As for Mandarin Oriental Jakarta, they first opened its doors in 1979 and quickly became one of the most refined meeting venues for Jakarta's society and the expatriate community. After a comprehensive renovation, the property reopened in October 2009 as the most luxurious and contemporary hotel in the city.

Mandarin Oriental Jakarta (MOJKT) is located in the heart of Jakarta's Business, government, and diplomatic district, Bundaran HI which is very strategic and iconic. Within walking distance to major embassies, commercial building and luxurious shopping centers, Plaza Indonesia and Grand Indonesia

## **2.2 Facilities**

### **2.2.1 Rooms**

Strategically located in the heart of Jakarta's financial and diplomatic district, the hotel offers excellent access to both commercial and diplomatic hubs within the city comprises 272 spacious guestrooms and suites. All are designed in a contemporary style by the renowned design firm Lim, Teo and Wilkes (LTW), who imbued every modern facility with the Group's Asian heritage while combining it with Indonesian aspects. They provide 5 different type of rooms that is, Deluxe Corner Room, Deluxe Room, Urban Suite Room, Oriental Suite, and Mandarin Suite. All rooms feature classic contemporary design firm Lim, Teo, and Wilkes. The latest in-room technology, which includes 48" LCD TV's and movement detecting electricity. MOJKT is equipped with pool, gym, facilities, and a lot of dining inspiring range of Asian to European.

### **2.2.2 Outlets**

- 1) Cinnamon, is a lively, contemporary restaurant offering relaxed all-day dining with an emphasis on traditional Asian cuisine located on the Ground floor of the establishment. Providing an exciting visual treat, Cinnamon's live cooking stations and large show kitchen allow our guests to see the talented team of chefs at work. Decorated in a chic, contemporary style. Breakfast offers a choice of international and regional favourites, while for lunch or dinner enjoy either an à la carte menu or a decadent buffet.

Open Hours: Breakfast: 6:00 am – 10:00 am

Lunch: 12:00 pm – 03:00 pm

Dinner: 06:00 pm – 09:00 pm

- 2) Mandarin Cake Shop, is a pastry shop that is located inside of Cinnamon and provides guest with various selection of cakes, pastries, chocolates, and breads. They are famous for the American Chocolate Cake which is a decadent chocolate cake layered with chocolate ganache and chocolate frosting.

Open Hours: 08.00 am – 10.00 pm

- 3) Li-Feng, a Chinese Restaurant, ocean of vast flavours and magnificent beauty. Serves forth an authentic lavish Cantonese cuisine especially prepared by a gastronomy master, in an ethereal classic, culturally rich space. Famous for their beautifully made dimsums and peking duck.

Open Hours: Lunch : 11.30 am – 2.30 pm (Monday-Friday)  
11.00 am – 03.00 pm (Saturday-Sunday)  
Dinner : 06.00 pm – 10.00 pm

- 4) Lyon, a French Brasserie charmed by a chic and enchanting interior. An award winning restaurant that provides a wide selection of authentic French cuisine in a fine dining setting. Also open for a semi ala carte all you can eat buffet on Saturday.

Open Hours: Lunch : 12.00 pm – 03.00 pm (Tuesday- Friday)  
Dinner : 06.00 pm – 10.00 pm (Tuesday-Saturday)  
Brunch: 11.00 am – 02.30 pm (Saturday)

- 5) MO Bar, One of Jakarta's most fashionable nightspots, MO Bar is home to handcrafted signature cocktails, delectable bar bites and live entertainment. Drawing a fashionable crowd, the bar offers guests an enjoyable respite at the end of a busy day. Famous for their Ice Campur Colada, and Mango Cocotini.

Open Hours: 05.00 pm – 01.00 am (Tuesday-Saturday)

- 6) Azure, a poolside bar that is located near the Mandarin Oriental's Swimming Pool that also has an amazing scenery of the city and a beautiful garden. They provide various selections of refreshing drinks and food that is perfect for a light meal by the pool  
 Opening Hours; 10.00 am – 08.00 pm

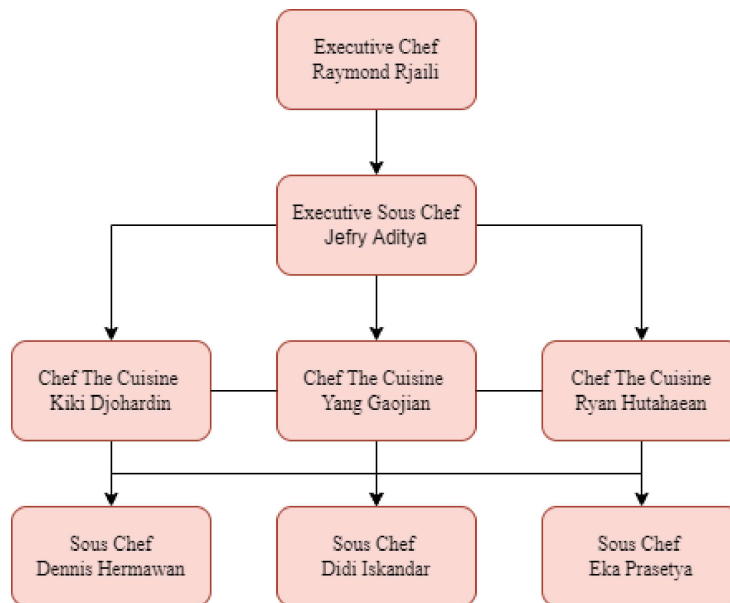
**2.3 Occupancy Rate**

The occupancy rate at Mandarin Oriental Jakarta ranges from 30%-100%. Since The Mandarin Oriental Jakarta Hotel is located in the heart of Jakarta, near government buildings, most of the guest are there for business and government matters, so the occupancy rate is very dependant on that the high and low of businesses in Jakarta. While in my time there, the occupancy rates ranges 50%-95%. Especially near the ending of my internship whis is the high season.

**2.4 Kitchen Hierarchy**

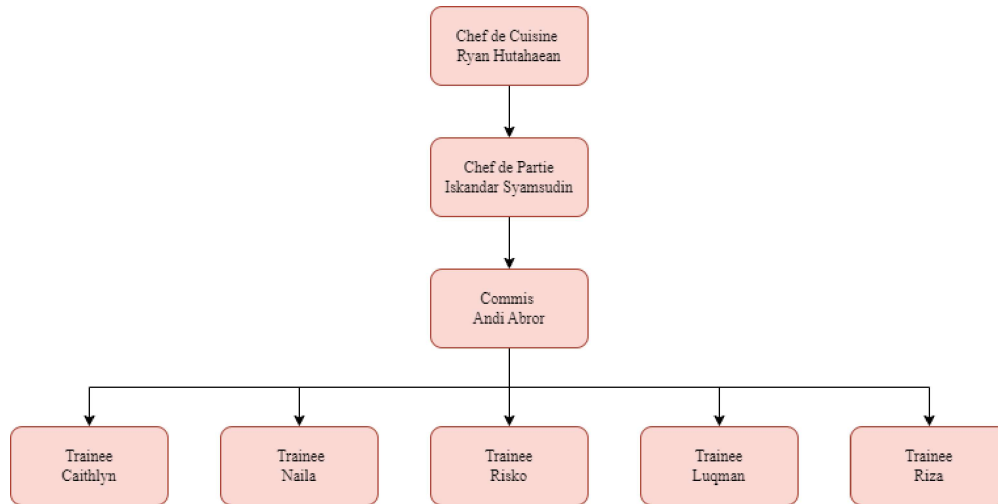
**2.4.1 Kitchen Brigade**

1. Mandarin Oriental Kitchen



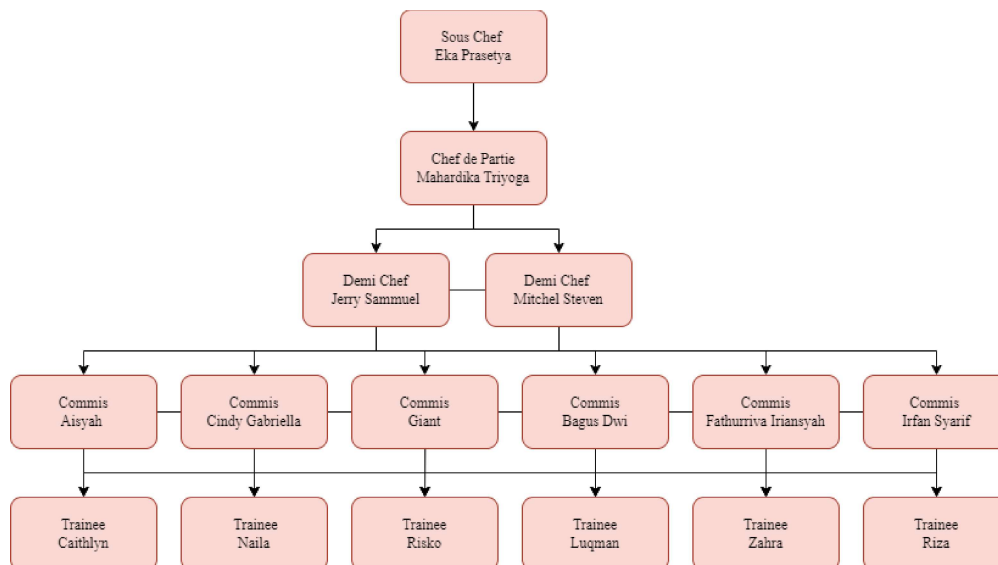
**Figure 2. 1** Mandarin Oriental Kitchen

## 2. Banquet Kitchen



**Figure 2. 2** Banquet Kitchen

## 3. In Room Dining



**Figure 2. 3** In Room Dining Kitchen

### 2.4.2 Job Description

#### 1) Executive Chef

- Managing cost
- Maintaining the SOP of the Kitchen
- Overseas the kitchen management

- Recruiting new employees and trainees
  - Checking food safeties
  - Helping the operational of all kitchen when needed
  - Creating menus
- 2) Executive Sous Chef
- Helping executive chef with their job
  - Maintaining a smooth operation in the kitchen
  - Helping the operation of kitchen
  - Overseeing the kitchen supply order
  - Taking Care of VIP Guest
- 3) Chef de Cuisine
- In charge of one of the Kitchen
  - Responsible of ordering ingredients and supply for the kitchen they are in charge of
  - Overseeing the work of one kitchen
  - Responsible for daily HACCP report
  - Responsible of training and recruiting their trainees
  - Responsible for creating menus
  - Responsible for making the work schedule
- 4) Sous Chef
- Responsible for one of the Kitchen
  - Responsible for ordering ingredients and supply for the kitchen they are in charge of
  - Responsible for making the menus
  - Responsible for making the work schedule
  - Responsible of the HACCP training in the Kitchen
  - Overseeing the workflow of the kitchen
  - Helping the operation of the kitchen
  - Maintain the cleanliness of the kitchen
  - Training new staffs and trainee

5) Chef de Partie

- Incharge of the kitchen when chef the cuisine or sous chef is not available
- Ordering kitchen supplies
- Responsible for any report of hotspots
- Handling VIP guest's order
- Overseeing the staff's and trainee's work
- Training new staff and trainees
- Breaking down Banquet event order for the kitchen

6) Demi Chef

- In charge of overseeing stocks of preparation
- Informing commis and trainees about banquet event order
- Training new trainees
- Finishing banquet's food
- In charge of the clubs
- In charge of the food served at the club
- Responsible for overseeing HACCP application in the kitchen

7) Commis Chef

- Preparing banquets event's food
- Cutting and peeling vegetables
- Preparing breakfast buffet
- Preparing ala carte order for room service
- Overseeing the trainees in the kitchen
- Responsible for ala carte preparation
- Cooking staff meals
- Training new trainees
- Maintaining the cleanliness of the kitchen
- Sorting out ingredients that are received
- Putting away stocks
- Maintaining the HACCP application in the kitchen

#### 8) Trainee

- Storing ingredients and food items according to food safety standards.
- Neatly putting away all utensils, cooking instruments, dishes, and cutting boards in their places.
- Responsible for the fruits that is served in the whole hotel
- Responsible to clean the kitchen
- Responsible for checking the chiller, freezer, and preparation chiller
- Responsible for changing label dates
- Assisting staff's in ala carte meal
- Assiting staffs in their work
- Responsible to make coffee breaks
- Responsible to refresh the ala carte's preparation chiller

## **2.5 Personal Hygiene & Sanitation**

### **2.5.1 Personal Hygiene SOP**

Mandarin Oriental is a renowned as one of the best luxury hotel in the world, to keep up with the that standart, personal hygiene is one of the things that are very important in Mandarin Oriental. They have strict rules regarding their staff's personal hygiene, such as.

- Maintaing a clean, short, and polish free finger nails
- Always use hair nets under the uniform cap
- Arrive at work minimum 30 minutes before shifts starts to take clean uniform and ensure every attributes is used correctly
- No earrings, bracelets, rings, or necklace is permitted
- Taking off apron when using the restroom
- Frequently wash hands when handling food
- Using handgloves when handling ready to eat foods
- Change apron and uniform if it gets soiled



- If there's an open wound, it must be covered with the bandage provided and protected with hand gloves at all time to prevent cross contamination
- Always wear safety shoes in the kitchen
- Change gloves frequently to prevent contamination

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

#### 1. Before Shift

- Take shower and wash your hair frequently
- Brush your teeth
- Use deodorant
- Keep your fingernails clean, short, and polish free

#### 2. During Shift

- Wear fully covered safety shoes at all time during shift in the kitchen
- Wear clean uniforms and take it to the laundry at the end of every shift
- Change gloves frequently when handling ready to eat foods
- Wear hairnets under kitchen hat to prevent any hair from falling to the food
- Wash your hand frequently during shift
- Clean your station frequently
- Inform stewarding staff if there's any spill.

#### 3. After Shift

- Clean your working station
- Return soiled uniforms to the laundry department

### **2.5.3 Sanitation SOP**

#### 1. How To Clean Work Stations

- Put away any tools and stuff that is in your station
- Throw away any trash and wipe it with a kitchen towel that is provided

- Use the suma star dispenser to take soap solution and wash the station thoroughly with a sponge and the suma star solution
- Wipe the station dry with a dry cloth
- Sanitize the working station by spraying j-512 solution and waiting for a couple minutes before wiping it dry with tissue

## 2. How To Handle & Receiving Ingredients

Mandarin Oriental uses FEFO for their receiving item, First expired, First out. When we receive supply there's a range of things that need to be done.

- 1) When fresh produce arrives, it is sanitized and checked by the decanting staff first before distributed to various kitchens
- 2) After fresh produce arrives at the kitchen, we need to check their quality once more and check for their expiry date if there's any
- 3) Packaged food will be labeled for their receiving date before put away in the dry store cabinet
- 4) Fresh produce will be sorted in an insert and covered with biodegradable cling wrap, will be labeled for their receiving date and expiry date before put away in the chiller
- 5) frozen packaged food will be taken out if its packaging and organized in an insert before wrapping it with biodegradable cling wrap and putting it away to the freezer

## 3. Kitchen Deep Cleaning

Deep Cleaning by stewarding department is done every once a week, this deep cleaning includes power washing the floor, taking out walk-in chiller stuff and wiping clean every surface, and deep sanitation of every station in the kitchen.

## 4. Label Date

To keep in track of all the items received, Mandarin Oriental has a strict rules regarding their inventory. Fresh produced like vegetables and whole fruits is labeled for their receiving and will expire 5 days after the receiving date, production items will expire in 3 days, frozen food for 30 days, vacuum sealed items last for 5 days, hard cheeses last for 14 days whereas soft cheeses last for 3 days, opened dry store product last for 30 days, and ready to eat items and cracked eggs expire in a day.



**Figure 2. 4** Label Date

## 5. Cutting Board and Knives

Mandarin Oriental has a very strict cutting board and knives usage to prevent cross contamination. From the receiving area until production area, everything is color coded. Blue is for seafood, white for pastries, black is for ready to eat items, red is for red meat, yellow for poultry, and green for vegetables and fruits. Every time we open the kitchen, the knives must be submerged in a j-512 solution that needs to be changed every 4 hours to keep it clean.

#### 2.5.4 Storage

In Mandarin Oriental there are a few storing facilities that are placed in each kitchen, there is dry storage, walk in chiller, and under counter chiller.



**Figure 2. 5** Dry Storage

Dry storage is used to store processed produce that are bought and doesn't need to be chilled and disposable kitchen tools. Pasta, panko, canned sauces, oil, vinegar, gloves, parchment paper, and many other goods that are shelf stable are stored here.



**Figure 2. 6** Under Counter Chiller

Under counter chiller is used to store a la carte preparation. There are 3 under counter chiller that is filled with fresh produce, dressings, and processed good that is needed for Room Service order



**Figure 2. 7 Freezer**

Freezer is used to store cooked protein, frozen goods, food sampling. Any ala carte bulk preparation such as bitterballen, dressings, sous vided chicken, and packaged frozen vegetables is stored here.



**Figure 2. 8 Walk in Chiller**

Walk in chiller is the main storage for the kitchen, any cut fruits, banquet preparation, fresh produce, dairy products, eggs, and processed item will be stored here for future use and must be labeled according to the hotel regulation.