

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History Of Shangri-La Qaryat Al Beri Abu Dhabi

In 1971, Robert Kuok built and opened the first Shangri-La hotel in Singapore and paved the way for a new standard in Asian hospitality in the region. The mythical land of Shangri-La is the novelist James Hilton's fictional account of the legendary Tibetan paradise Shambala. Inspired by the legendary land featured in James Hilton's 1933 novel, *Lost Horizon*. In Hilton's novel, *Lost Horizon*, he changes the name of the paradise to Shangri-La. Shangri-La Qaryat Al Beri Abu Dhabi opened on February 2007. Under the agreement signed with Abu Dhabi-based Al Jaber Establishment and Tourism Development and Investment Co., Shangri-La feature serviced apartments and deluxe villas, in addition to dining, entertainment, retail and recreational venues.

2.2 About The Company

The hotel has 213 rooms, 6 private villas, 160 apartments. The hotel has 7 restaurants and bars which includes:

1. Sofra BLD



Figure 2. 1 Sofra BLD

which serves dishes for breakfast, lunch, and dinner with multiple live cooking stations serving international dishes from Arabic, Asian, western cuisine. Seating capacity is 200 indoor and 38 outdoor

Opening hour:

Breakfast: 6 am - 10.30 am (Monday - Friday)

6 am – 11 am (Saturday – Sunday),

lunch: 12 pm – 3 pm (Monday – Friday)

1 pm – 4 pm (Sunday),

dinner: 6 pm – 11 pm,

brunch: 1 pm – 4 pm (Saturday)

2. Shang Palace



Figure 2. 2 Shang Palace

Shang Palace was established in 1971 as the signature restaurant of Shangri-La Hotels worldwide. Shang Palace offers a wide selection of Cantonese food such as its famous peking duck and dimsum. Seating capacity 48

Opening hour:

lunch: 12 pm – 3 pm

dinner: 6 pm – 10.30 pm

3. Bord Eau



Figure 2. 3 Bord Eau

Bord Eau is a classical French fine dining restaurant which also serves ‘La Charcuterie’ which has a selection of cured meats and fine cold cuts, French sourdough, baguettes, and brioches, and a selection of cheeses. Seating capacity is 46.

Opening hour:

6.30 pm to 11 pm (Friday – Saturday)

4. Hoi An



Figure 2. 4 Hoi An

Hoi An is an authentic Vietnamese restaurant which serves vibrant flavours of Hanoi. Also Super Sapa dinners, which serves Northwest Vietnam dishes of appetizers, mains and desserts from a daily changing menu. Seating capacity is 36 indoor and 24 outdoor.

Opening hour:

6pm - 11pm (Wed - Sun),

Super Sapa: 6pm - 7.30pm

5. Lobby Lounge



Figure 2. 5 Lobby Lounge

Lobby Lounge serves western food, authentic Middle Eastern coffees, pastries and other sweet and savoury sundries.

Opening hour: 7am - Midnight (Mon - Sun)

6. Al Hanah



Figure 2. 6 Al Hanah

Al Hanah is a bar which serves signature drinks with unmatched sunset views. The guest can enjoy premium smoke complement conversation in the leisurely atmosphere of the adjacent Cigar Lounge. The bar serves Western and Arabic food and signature drinks. Seating capacity is 24

Opening hour:

5pm - 2am (Mon - Sun)

7. Pool Bar & Restaurants



Figure 2. 7 Pool Bar & Restaurants

Pool Bar & Restaurants offer unrivaled views of the Khor Al Maqta creek, while the guest cool off in sapphire blue waters, or enjoy expertly mixed beverages. The restaurant serves International cuisine from Western, Arabic, Mexican food. Seating capacity is 58
Opening hour: 9am - 11.30pm (Mon - Sun)

2.3 Kitchen Brigade And Main Task

2.3.1 Sofra Kitchen Brigade and Main Task

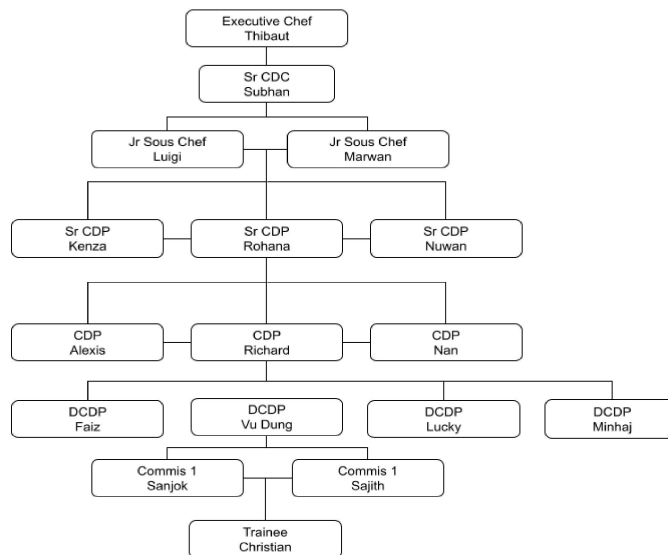


Figure 2. 8 Sofra Restaurants Kitchen Brigade

Below are listed the main task of position in the kitchen brigade:

1. Executive Chef
 - Manage the kitchen operation of all the F&B outlet
 - make menu for all the F&B outlet
 - approve of the kitchen ingredients' purchasing
 - Coordinates activities of workers engaged in food preparation.
 - Controlling the quality items from supplier.
 - Give decision about purchasing

2. Senior Chef de Cuisine
 - Manage the kitchen operation of all Sofra kitchen department
 - Assist the head chef in creating innovative dishes.
 - Guaranteeing the quality and proper storage of ingredients to avoid spoilage.
 - Take over in the absence of the head chef.
 - Supervise and lead the team.
 - Ensure cleanliness and sanitation standards are upheld.

3. Junior Sous Chef
 - Making the weekly roster for the staff
 - Assist the head chef in creating innovative dishes.
 - Guaranteeing the quality and proper storage of ingredients to avoid spoilage.
 - Checking the buffet setup
 - Making a weekly summary of kitchen activities
 - Ensure cleanliness and sanitation standards are upheld.

4. Senior Chef de Partie
 - Manage the section they are in charge with
 - Set up the buffet

- Refill their sections's buffet
- Checking the buffet are set up nicely
- Manage teamwork.
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Controlling the product process.
- Prepare for the the next day's mise en place

5. Chef de Partie

- Manage their section
- Controlling the product process.
- Set up the buffet
- Refill their sections's buffet
- Checking the buffet are set up nicely
- Manage teamwork.
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Making list of items for purchasing
- Prepare for the next day's mise en place

6. Demi Chef de Partie

- Help manage their section
- Help control the product process
- Set up the buffet
- Refill their section's buffet
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Making list of items for purchasing
- Prepare for the next day's mise en place

7. Commis

- Set up the buffet
- Refill the buffet
- Prepare for the next day's mise en place
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Help in the product process

8. Trainee

- Set up the buffet
- Refill the buffet
- Prepare for the next day's mise en place
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety
- Help in the product process

2.3.2 In Room Dining Kitchen Brigade

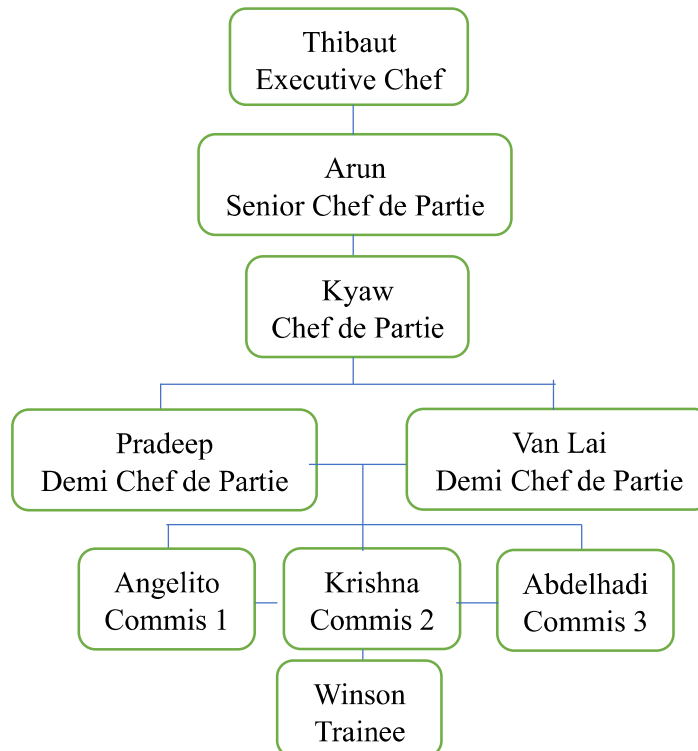


Figure 2. 9 In Room Dining Kitchen Brigade

Below are listed the main task of position in the kitchen brigade:

1. Senior Chef de Partie

- Manage the kitchen operation of in room dining, lobby lounge, al Hanah, and pool bar & restaurants
- Manage teamwork.
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Controlling the product process.
- Prepare for the mise en place
- Making a list of items for purchasing

2. Chef de Partie

- Help manage the kitchen operation of in room dining, lobby lounge, al Hanah, and pool bar & restaurants
- Manage teamwork in the absence of the senior chef de partie.
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Controlling the product process.
- Help Prepare for the mise en place
- Making a list of items for purchasing

3. Demi Chef de Partie

- Help manage the kitchen operation of in room dining, lobby lounge, al Hanah, and pool bar & restaurants
- Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
- Help Controlling the product process.
- Help Prepare for the mise en place

4. Commis
 - Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
 - Help Controlling the product process.
 - Help Prepare for the mise en place

5. Trainee
 - Ensuring the team have high standards of food hygiene and follow the rules of health and safety.
 - Help Controlling the product process.
 - Help Prepare for the mise en place

2.4 Hygiene And Sanitation

2.4.1 Personal grooming standards before, during, and after shift

1. Before entering the kitchen we must wear chef uniform, safety shoes, hair net/chef hat, apron, and face masks
2. Before preparing food we must wash our hands
3. Before handling ready to eat food we must wear hand gloves
4. Hand gloves must be changed every 30 seconds
5. Apron and hair net/chef hat can not be worn outside of the kitchen
6. Nails must always be cut short
7. Mustache and beard must always be shaved
8. Chef uniform and apron must be put in the laundry area after the shift ends
9. Hand gloves and hair net must be thrown after the shift ends

2.4.2 Sanitation SOP

Breakfast sanitation SOP

1. After the breakfast buffet close we collect all the buffet set up and food items
2. We put them in the trolley then arrange and clean the trolley if dirty
3. The stewarding will then clean all the buffet area and live station area
4. When there are notice that the hygiene will come to the kitchen all departments will clean all their trolly, equipments, and chillers

In Room Dining sanitation SOP

1. When we come to our station we must first make sure everything is clean
2. After that we set up our station by bringing the cutting boards, mixing bowls for mixing salad, plates and bowls for plating the orders
3. After finishing any order or preparing for ingredients we must clean the cutting boards and knives, clean the mixing bowl for salad, and our station if become dirty
4. Every night the stewarding department will clean all of the kitchen
5. After our shift we must bring the cutting boards, mixing bowls, and the dirty kitchen equipments that we use to the stewarding for cleaning. Then we put the knives in the proper place and clean all our station
6. When there are notice that the hygiene will come to the kitchen all departments will clean all their trolly, equipments, and chillers

2.4.3 Handling Ingredients or goods

1. Any vegetables used for mise en place must first be put in sanitizing water and cleaned properly before being processed

2. Vegetables like romaine lettuce, red leaf lettuce, rocket leaves, or mixed leaves must be put in sanitizing water and dried
3. We must always wear hand gloves before handling ready to eat food such as fruits or cooked food
4. All food ingredients must be put in a food container, covered with cling film and have an expiry date label put on it. Each food item expiry time depend on the food hygiene's rule and must be written correctly

2.4.4 Receiving ingredients or goods

When the supplier comes bringing the food that the restaurant have ordered, one chef have to come out to the receiving area and sign the paper given by the supplier as a sign that they have received the items. The staff responsible for the receiving will bring the different items to where they should be put and inform each department's chef who ordered that their items have arrived and they will check their respective items themselves. Vegetables and fruits will be put in green crates and put in the vegetables chiller, fish, meat and chicken will be put in different color crates and put in different chillers in the butchery, frozen processed food will be put in their own chiller, and dry items will be put in the dry store.

2.4.5 Handling food/kitchen waste

1. Extra food used by any sofra kitchen department which are still good and can be used as food ingredient by other kitchen department will be given to them to minimize kitchen waste. For example, boiled egg from breakfast buffet will be given to sofra cold kitchen buffet department or in room dining cold kitchen for their salad ingredients
2. Extra food used by any sofra kitchen department which are still good to use for the next day will be kept and reheated the next day before using the new food ingredient

3. Food ingredients and ready to eat food must not be made too much to minimize food ingredients spoiling and food waste