

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 Background of hotel**

Millennium Place Barsha Heights is a 4-star hotel with international standard in terms of service and products. Millennium Place Barsha Heights is located on First Al Khail St - Barsha Heights (Tecom), Dubai. The hotel location is rather strategic, because the hotel is close to the main highway, surrounded convenient store, and close to metro station. The hotel is targeting mainly for family friendly image. Which means no adult activities neither does alcohol.

#### **2.2 Dining Establishment**

##### **2.2.1 Types of foods served**

The hotel serves food ranging from chicken, beef, lamb/mutton, seafood, and vegetables. The hotel offers different kinds of cooking styles. For breakfast we usually serves international food. They called them theme nights. For Monday, they offer Mexican food. For Tuesday, they style of cooking is Arabic food. For Wednesday, the style of cooking is grilling; this night specifically focuses on any cooking as long as it is grilled. For Thursday, the style of cooking is Asian food; mainly east, southeast, and Chinese cooking. For Friday, they offer seafood. this mean the main ingredient is seafood. For Saturday, they offer various cooking from India. For Sunday, they offer various cooking from Italy.

### **2.2.2 Concept**

MOne Restaurant, the hotel's main restaurant; has a different concept than usual. The restaurant serves different kinds of cooking every day. Every day will have different themes. So, by Monday this restaurant is a Mexican restaurant. On Tuesday, this restaurant is an Arabic restaurant. On Wednesday, this restaurant is a grilling restaurant. On Thursday, this restaurant is a Asian restaurant. On Friday, this restaurant is a seafood restaurant. On Saturday, this restaurant is a Indian restaurant. On Sunday, this restaurant is a Italian restaurant. Meanwhile MTwo, is situated like an extension, which mean it will open during breakfast only and the rest of the day the MTwo purpose is to host private events. While twenty9 lounge has a international ala carte experience. The level social café serving few menu of drinks, desserts, and sandwiches. Splash bar offers many mocktails, few desserts, and snacks. Since this hotel is orienting to family friendly hotel, the hotel doesn't offer any alcoholic beverages. Level social café offers coffee, pastries, and sandwiches daily.

### **2.2.3 Seating Capacity**

MOne has a seating capacity around 200-220 people. There are few seating placement. Some are indoor and some are outdoor. While MTwo has a seating capacity around 130-150 people. The seating arrangement is the same from MOne, some are arrange indoor and some are outdoor. The Twenty9 Lounge has around 70-80 seating capacity. the level social café has a seating capacity around 20-30 people.

#### **2.2.4 Opening Hours**

The hotel's main restaurant is MOne, they split into 3 sessions. The breakfast session started from 7 AM to 10.30 AM on weekday but on weekend it closes on 11 AM. Then, lunch started from 12.30 PM to 3.30 PM. Then, dinner started from 7 PM to 10.30 PM. The hotel secondary restaurant, MTwo opens publicly only for breakfast. Same timing with MOne. Then after MTwo closes, the restaurant usually offered to be rented either for an event or meetings. The last establishment, Twenty9 Lounge; which opens at 7 AM until 3 AM. There's also Level Social, the hotel's café shop. It opened from 8 A.M until 11 P.M . The hotel also offer In Room Dining. They open 24 hours.

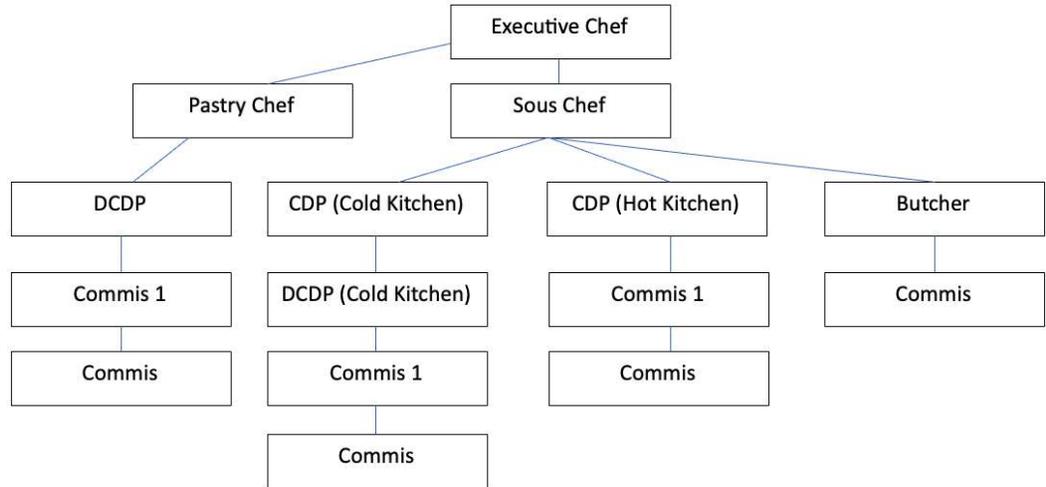
#### **2.2.5 Bar and Function Room**

This hotel has a bar that offers a variety of non-alcoholic drinks only. Because this hotel is a making a family friendly hotel image. The hotel has 3 function room, 2 rooms for public usage and 1 room specifically for the company uses.

### **2.3 Average Occupancy Rate In Percentage**

During the author internship, the intensity of guests stayed and ate at the Millennium Place depends on the months. During the peak seasons, the occupancy could reached 90%. But when not in peak season, on average the occupancy is around 50% to 60%.

## 2.4 Kitchen Brigade of Millennium Place Barsha Heights



**Figure 2. 1** Kitchen Brigade

### 2.4.1 Details About Kitchen Brigade

In the Millennium Place Barsha Heights kitchen there are 4 sections, namely the cold kitchen, hot kitchen, butchery, and pastry. cold kitchen has the task to prepare various salads, salad dressings, and cold dish. the hot kitchen has the task of preparing the meat, vegetables, carbohydrates, and sauces either for buffet or cafeteria or events. the butchery has the task to cut meat; either beef, chicken, mutton, goat, and seafood that the hot kitchen asked. the pastry has the task to prepare and bake the items that is necessary for the operation; either buffet, cafeteria, or events. in the kitchen brigade

### 2.4.2 Details Job desk in Kitchen Brigade in Millennium Place Barsha Heights

1. Executive Chef =
  - Checking the list of orders for goods to the warehouse
  - Manage & supervise all kitchen tasks

- Make an annual budget to prepare food ingredients to be sold.
- Supervise food storage areas and equipment that will be used for work operations

2. Sous Chef =

- helping solving problems during the operational process.
- supervise the kitchen operation.
- maintaining quality control.
- ordering and approving the orders to the purchasing department.

3. Pastry Chef =

- supervise the operation during operational hours.
- helping in solving problems that occurred during operation.
- ordering dry or wet ingredients.
- making the menu either for the buffet, ala carte, and events.
- maintaining quality of the food.
- crosschecking and approving in the orders made by the DCDP.

4. Chef De Partie =

- Supervise the work of each section.
- Helping solve problems that exist during the operational process.
- Ordering dry or wet food ingredients to the general store.

5. DCDP =

- supervise the operation during operational hours.
- maintaining quality control.
- helping in solving any problems occurs during operational hours.

- preparing the pastries (cakes, French pastry, breads) preparation for the buffet and ala carte.

6. Commis (Hot Kitchen) =

- Prepare meat (beef, chicken, lamb, seafood) that has been marinated to be processed
- Prepare heavy meals (rice, noodles, bake potatoes, mix vegetables, and soup) which will be displayed at the buffet and for the staff cafeteria.
- Always check the food ingredients to be used from quantity to quality
- Always check the condition of the food either in the buffet or the backup.
- Always maintain cleanliness in every section.

7. Commis (Cold Kitchen) =

- Prepare a variety of cold foods such as salads, cheese variants, and pickle variants which will later be displayed in the buffet.
- Always check the food ingredients to be used from quantity to quality.
- Always check the condition of the food in the buffet.
- Always maintain cleanliness in the section.

8. Commis (Pastry) =

- Prepare varieties of pastries, cakes, cookies, and deserts for the buffet or events held.
- always check the food ingredients to be used from quantity to quality.
- always check the condition of the food in the buffet.
- always maintain cleanliness in the section.

9. Trainee =
- Prepare ingredients from cold kitchen or hot kitchen or pastry.
  - Always check the food ingredients to be used from quantity to quality.
  - Always check the condition of the food in the buffet.
  - Always maintain cleanliness in the section.

## **2.5 Personal Hygiene, Personal Grooming, and Sanitation SOP**

### **2.5.1 Personal Hygiene**

In the kitchen there is personal hygiene which must be done at all time of the operation by all staff without exception, including trainees. That is, always keep your hands clean. because maintaining hand hygiene is very important, both in the kitchen and outside the kitchen.

### **2.5.2 Personal Grooming**

There are several grooming matters while in the kitchen that all staff and trainees must obey, such as;

- Hair should not be long (must be neat).
- Always maintain personal hygiene (nails, hair, shower)
- Using complete attributes (kitchen uniform).
- Must wear black pants.
- Must wear safety shoes.
- Using perfume (optional).
- Do not wear jewelry.

### **2.5.3 Sanitation SOP**

There are several sanitary standards and procedures in the kitchen, such as;

1. Always clean the kitchen table when finished.
2. Clean all cooking utensils such as knives, chopping board, or bowls

3. Always check and record the chiller temperature every 3 times a day.
4. Clean the freezer, chillers, and racks
5. Always check and record the chiller temperature every 3 times a day.
6. Always put a date label on each dry and wet food item and put the date respectably. Such as, dry food usually can be kept for one month. While wet food must have 2-day expiration.
7. Check the condition of the food ingredients from dry and wet, if the condition has expired, it is not good then it must be immediately thrown into the trash.