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## **CHAPTER II**

### **GENERAL DESCRIPTION**

#### **A. Company Profile**

##### **1. Background**

Hotel Santika BSD City-Serpong is a 3-star hotel in BSD City-Serpong which is under the Kompas Gramedia Group, Hotel Santika BSD City-Serpong offers guest rooms, Massage Service, event venue, Parigi Cafe, and Connected with Teras Kota Mall.

Hotel Santika BSD City-Serpong is very close to various Indonesian characteristics. At this hotel guests are spoiled with typical foods from Indonesia which are served daily in buffets. And the songs in this hotel are very closely related to Indonesia. The special feature of this hotel is to provide services to guests and pamper guests with an Indonesian feel.



Pictuce 2.1.1 Hotel Santika BSD City-Serpong Logo

## 2. Room Type

### a) SUPERIOR ROOM QUEEN



Picture 2.2.2 Superior Room Queen

- ☐ Room features a balcony. Iron, ironing board, and hairdryer will be provided by request, extra bed will be provided with additional charge. This room comes with 16 sqm, Free Wifi, Air Conditioning, Towel, Cable Channel, Coffee and Tea, Shower, Daily Mineral Water, TV, Safe box, and Telephone.

### b) SUPERIOR ROOM TWIN



Picture 2.2.3 Superior Room Twin

- ☐ Room Features a balcony. Iron, ironing board, and hairdryer will be provided by request, extra bed will be provided with additional charge. This room comes with 18 sqm, Free Wi-Fi, Air Conditioning, Towel, Cable Channel, Coffee and Tea, Shower, Daily Mineral Water, TV, Safe box, and Telephone.

c) SUITE ROOM KING



Picture 2.2.4 Deluxe Room

- ☐ Room Features a balcony. Iron, ironing board, and hairdryer will be provided bu request, extra bed will be provided with additional charge. This room comes with 36 sqm, Free Wi-Fi, Air Conditioning, Towel, Cable Channel, Coffee and Tea, Showerm Daily Mineral Water, TV, Safe box, and Telephone.

**3. Other Facilities**

a. Dining

- ☐ Parigi Cafe, Parigi Cafe is a special restaurant in Hotel Santika BSD City – Serpong. Serving breakfast, lunch, and dinner, Parigi Cafe delivers a vast selection of tasty dishes to choose from. With delectable delights, ranging from traditional to international and oriental, Parigi Cafe provides something that everyone can enjoy.

With its exquisite taste and special flavours, guests can't go wrong with mouthwatering meals and drinks at our Cafe.



Picture 2.3.5 Parigi Cafe

b. Meeting and Event

➤ Parigi 1 & 2, Parigi 1 and 2 are sophisticated meeting rooms, fit to accommodate up to 21 people in a U-Shaped configuration, or up to 120 guests in a theatre setting, 60 guests in the classroom setting and 60 guests in the roundtable setting. The elegantly adorned rooms are professionally equipped with a sound system, wireless microphones, and other modern meeting amenities.



Picture 2.3.6 Parigi 1 & 2

➤ Parigi 3 & 4, Parigi 3 and 4 are smaller meeting room, fit to accommodate up to 30 guests in a U-Shaped configuration, or up to 100 guests in a theatre setting, 45 guests in the classroom setting and 50 guests in the roundtable setting. The elegantly adorned room is professionally equipped with a sound system, wireless microphones, and other modern meeting amenities.



Picture 2.3.7 Parigi 3 & 4

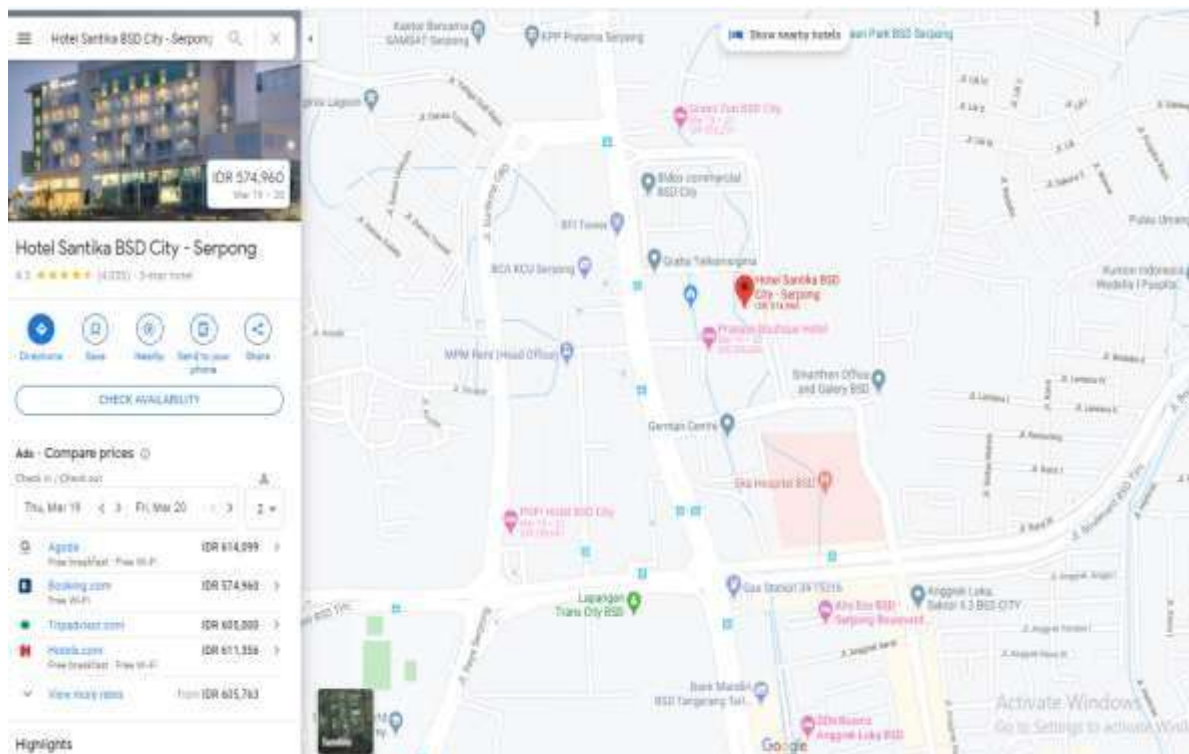
➤ Lengkong 1 – 3, Lengkong is our largest meeting room, fit to accommodate up to 80 guests in a U-Shaped configuration, or up to 250 guests in a theatre setting, 150 guests in the classroom setting and 140 guests in the roundtable setting. The elegantly adorned room is professionally equipped with a sound system, wireless microphones, and other modern meeting amenities.

➤ Lengkong 1,2 & 3, Lengkong 1, 2 and 3 are able to accommodate up to 24 guests in a U-Shaped configuration, or up to 70 guests in a theatre setting, 30 guests in the classroom setting and 40 guests in the roundtable setting. The elegantly adorned rooms are professionally equipped with a sound system, wireless microphones, and other modern meeting amenities.



Picture 2.3.8 Lengkong 1, 2 & 3

#### 4. Location&Contact



Picture 2.4.9 Hotel Santika BSD City-Serpong

Teraskota Entertainment Center, CBD Lot VII B, Jl. Pahlawan Seribu, Lengkong  
Gudang, Kec. Serpong, Kota Tangerang Selatan, Banten 15311

Phone : (021) 22235999

## B. Organization

### 1. Hotel Organizational Structure

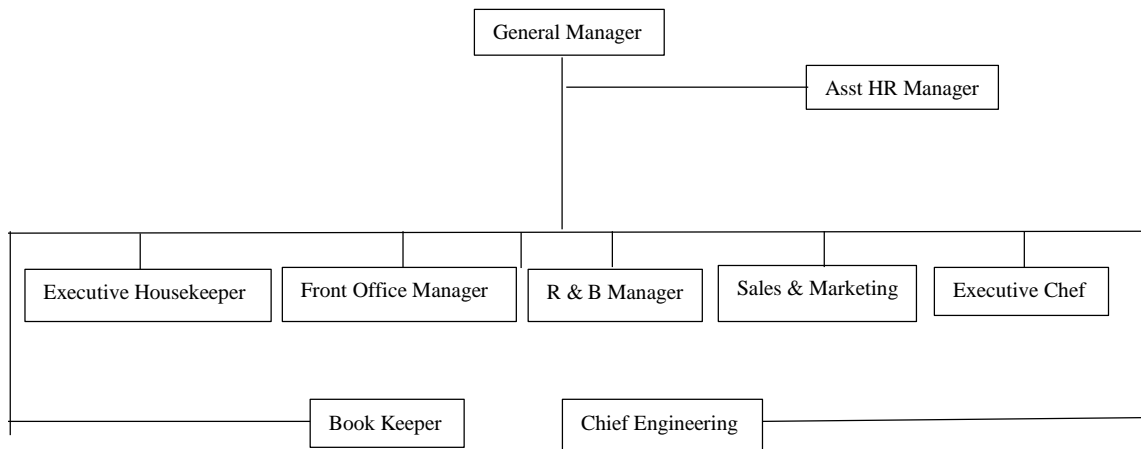


Diagram 2.2.1 Hotel Organization Structure

### 2. Kitchen Department Structure

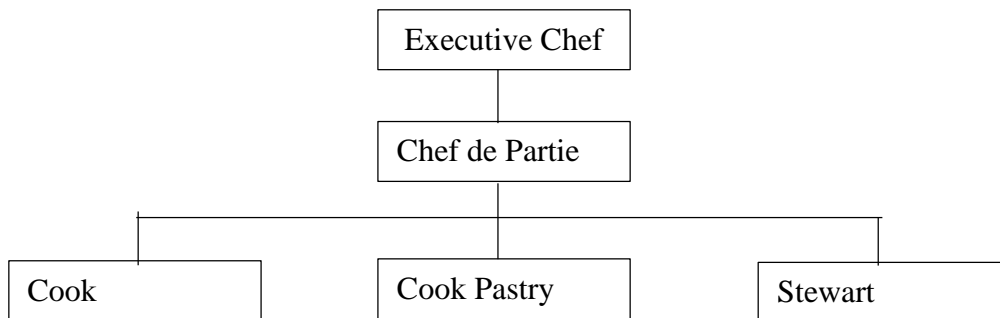


Diagram 2.2.2 Hotel Kitchen Department Structure



### **3. Kitchen Department Jobdesk**

- **Chief Cook (Executive Chef)**

Also called Chef De Cuisin or simply called "Chef". A Chef's job is more administrative. At a small hotel Chefs are still required to intervene in food processing.

The duties and responsibilities of a Chef include the following:

1. Manage the kitchen that is his responsibility.
2. Arrange the Menu
3. Make a standard recipe with its food cost
4. Make a purchase order (ingredients).
5. Make a forecast (forecast) to be achieved.
6. Lead staff and subordinates.
7. Overseeing the operation of the kitchen, especially at the hotel or restaurant.

- **Assistant Chief Cook (Sous Chef)**

His duties and responsibilities will replace the position of Chef if he is unable to attend or on holiday (day off).

- **Chef de Partie**

Chef de Partie is in charge of overseeing the smooth running of operations in one the section that is his responsibility. Organize and divide the tasks and work with subordinates, and participate directly intervene in food processing.

- **Demi Chef**

For the sake of Chef is the representative of Chef de Partie, his duties and responsibilities are the same.

- **Cook / Commis**

Each Chef de Partie is assisted by a cook (Cook) in carrying out their duties and the responsibility and the amount depend on the volume of each work part. Commis 1 or 1<sup>st</sup> Cook (Senior Cook) at the usual rank To a Cook who is considered capable of taking over responsibility answered his boss and for some things he was authorized to act as "Chef de Partie / For the sake of Chef" what if you are unable to attend, for example sick, leave, holiday (day off), whereas Commis 2, Commis 3 / Cook Helper is as the executor who works on the orders of his superiors. Their rank assessed based on skills / abilities and duration of work.