

CHAPTER II

GENERAL DESCRIPTION

2.1 Brief History of the Company

THE LANGHAM

JAKARTA
Figure 2.1 Hotel logo

The first Langham hotel that has opened is the Langham in London they opened its doors in 1865. Acknowledged as the pioneering "Grand Hotel" in Europe, its aim was to transform the opulent hotel experience. Though a lot has changed in the 156 years since it opened, the hotel is still regarded as one of the most famous in the world and is well-known for its fabled hospitality.




The Langham hotel in Jakarta is the first five stars' hotel from England that opened in South-East Asia, this hotel is the first landmark with the brand of Langham. In this particular hotel they have sixty-five floor with a strategic location in Sudirman Central Business District the place is near to the recreation place (Bisnis.com, 2021)




The Langham also have mission, vision and value, they really value their guests and wants to make a very great experience for their guests. Their missions are "The leading ultra luxury hotel and lifestyle destination in the heart of Jakarta, dedicated to excellence, experience and innovation.", their vision is "Building great memories", and their value are "Connect from the heart, Do the right thing, One team one dream, Take care of the world, and Better everyday.". (Langham Hotels and Resorts, 2021)

2.1.1 Facilities

A. Room Types

Table 2.1 Room Types

Figure	Descriptions
 <p data-bbox="505 806 732 831"><i>Figure 2.1 Deluxe Room</i></p>	<p data-bbox="889 583 1349 684">Deluxe room at the Langham Jakarta is 42 meter square to 45 meter square, and with king sized bed.</p>
 <p data-bbox="472 1104 764 1129"><i>Figure 2.2 Deluxe Cityscape</i></p>	<p data-bbox="889 884 1349 1052">For the Deluxe Cityscape they have two type, there are one with king sized bed and also twin bed. The wide for this room is 42 meter square to 45 meter square.</p>
 <p data-bbox="483 1398 751 1423"><i>Figure 2.3 Deluxe Skyline</i></p>	<p data-bbox="889 1184 1349 1285">Deluxe Skyline is a room type with king sized bed or twin bed, it is 42 meter square to 45 meter square.</p>
 <p data-bbox="467 1696 766 1722"><i>Figure 2.4 Executive King Room</i></p>	<p data-bbox="896 1480 1321 1581">This type of room is a room with king sized bed with the wide of 50 meter square.</p>



 <p>Figure 2.5 Executive Cityscape</p>	<p>It is a room with king sized bed with the wide of 50 meter square.</p>
 <p>Figure 2.6 One Bedroom Suite</p>	<p>Is a room type that have one bedroom (can get extra bed if wanted), with the wide of 109 meter square.</p>
 <p>Figure 2.7 Presidential Suite</p>	<p>Is a room type with the wide of 336 meter square, with king sized bed in the bedroom.</p>

(Source : Langham.com)

B. Restaurants

Table 2.2 Dining

Figure	Descriptions
 <p data-bbox="545 760 711 787">Figure 2.8 Alice</p>	<p data-bbox="911 533 1377 701">In this outlet they serve breakfast, lunch, and dinner are served in this contemporary French brasserie and bakery. Champagne, coffee, and afternoon tea are also available.</p>
 <p data-bbox="477 1075 781 1102">Figure 2.9 Tom's By Tom Alkens</p>	<p data-bbox="911 842 1377 1045">This outlet is from one of the most successful chefs in the UK creates classic British and European dishes using carefully chosen seasonal ingredients that are imported from abroad.</p>
 <p data-bbox="513 1386 745 1413">Figure 2.10 T'ang Court</p>	<p data-bbox="911 1152 1317 1262">Legendary Cantonese food that combines culture and food at The Langham.</p> <p data-bbox="911 1283 1377 1486">T'ang Court, which is situated on the 61st level, offers six elegant private dining rooms that will enhance social and professional gatherings in addition to breath-taking views of the Jakarta skyline.</p>

 <p data-bbox="516 541 743 573">Figure 2.11 Morimoto</p>	<p data-bbox="911 300 1380 510">World-famous Iron Chef Masaharu Morimoto from New York offers a modern dining experience with Western and Japanese influences while taking in the captivating Jakarta skyline views from the 63rd floor.</p>
 <p data-bbox="505 898 760 930">Figure 2.12 Artesian Bar</p>	<p data-bbox="911 615 1380 930">Located on the 65th floor of The Langham, Jakarta, Artesian Bar Jakarta is the first Artesian destination bar in South East Asia, offering a striking view of the cityscape. This creatively created rooftop bar takes a unique approach to mixing cocktails and exudes a perfect, lively, and fashionable ambiance.</p>

(Source : Langham.com)

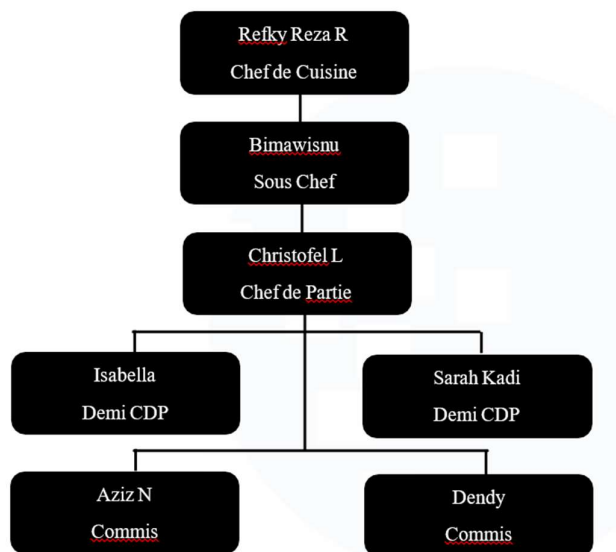
2.2 Organizational Structure

Organizational chart is one of the very important things in the hotel, the organizational chart itself is a system for the hotel to control the whole department by giving many people in charge for the particular department. Organizational charts usually are used in the hotel business as blueprints to show how responsibilities are divided and how a hotel is hierarchically structured. The General Manager is in charge of all hotel operations and makes sure that guests are satisfied and that everything runs well. The general manager is directly reported to by a number of department heads, each of whom oversees a particular function of the department.

These include the Front Office Manager, who is in charge of reception, reservations, and guest services; the Housekeeping Manager, who is in charge of cleaning and maintaining rooms; the Food and Beverage Manager, who is in charge

of dining establishments and room service; the Sales and Marketing Manager, who is in charge of driving sales strategies and promotional activities; the Finance Manager, who is in charge of overseeing financial operations; the Human Resources Manager, who is in charge of hiring, onboarding, and employee relations; the Engineering Manager, who is in charge of overseeing facility maintenance; and the Security Manager, who is in charge of making sure visitors and employees are safe and secure. The staff jobs, which include, among others, receptionists, concierges, housekeepers, cooks, servers, and maintenance technicians, are located beneath these department heads. The hotel's seamless operation and effective management are ensured by this hierarchical structure, which meets visitor needs while upholding standards of hospitality and service.

Chart 2.1 Alice Kitchen Organizational chart



The job desk for each position are as follow:

Chef de Cuisine :

1. Menu Creation and Management:
 - a. Design and update the menu with new and seasonal dishes.
 - b. Set prices and ensure the menu is cost-effective.
 - c. Make sure dishes are visually appealing and meet quality standards.
2. Kitchen Supervision:
 - a. Lead and manage the kitchen team (chefs, cooks, and cleaning staff).
 - b. Create work schedules for kitchen staff.
 - c. Monitor performance and provide feedback.
3. Quality Control:
 - a. Ensure food is consistently prepared to the highest standards.
 - b. Enforce safety and cleanliness in the kitchen.
 - c. Oversee ingredient stock and reduce food waste.
4. Kitchen Operations:
 - a. Organize the kitchen for efficiency and smooth workflow.
 - b. Ensure all kitchen equipment is functioning well.
 - c. Follow health and safety rules to prevent accidents.
5. Budget Management:
 - a. Control food costs and make sure the kitchen stays within budget.
 - b. Reduce waste and ensure efficient use of ingredients.
 - c. Manage supplier relationships and ingredient purchases.
6. Customer Satisfaction:
 - a. Address customer feedback or complaints about food quality.
 - b. Work with the front-of-house team to ensure good service.
7. Training and Development:
 - a. Train kitchen staff on cooking techniques, safety, and the menu.
 - b. Mentor junior chefs to help them grow in their careers.

8. Admin Responsibilities:
 - a. Prepare reports on food inventory, staffing, and costs.
 - b. Ensure the kitchen complies with health and safety regulations.
9. Creativity and Innovation:
 - a. Stay up-to-date on food trends and introduce new ideas.
 - b. Experiment with recipes and flavors to keep the menu exciting.

Sous Chef :

1. Kitchen Supervision:
 - a. Assist the Chef de Cuisine in managing the kitchen team.
 - b. Oversee daily kitchen operations and ensure everything runs smoothly.
 - c. Fill in for the Chef de Cuisine when they are absent.
2. Food Preparation:
 - a. Help with preparing ingredients, cooking, and assembling dishes.
 - b. Ensure all dishes meet the restaurant's quality and presentation standards.
 - c. Manage specific stations (e.g., grill, pasta, or pastry) depending on the kitchen's needs.
3. Staff Management:
 - a. Supervise line cooks and kitchen staff to ensure proper food preparation.
 - b. Train junior staff and ensure they follow kitchen procedures and safety standards.
 - c. Monitor staff performance and provide guidance as needed.
4. Quality Control:
 - a. Check the quality of food prepared before it leaves the kitchen.
 - b. Ensure consistency in taste, portion size, and presentation.
 - c. Maintain high standards of cleanliness and food safety.
5. Inventory and Ordering:
 - a. Help the Chef de Cuisine with inventory management and ordering ingredients.

- b. Ensure the kitchen is stocked with necessary supplies and ingredients.
 - c. Check for food quality and freshness before accepting deliveries.
6. Menu Support:
 - a. Assist in menu planning and preparation for special events.
 - b. Contribute ideas for new dishes or seasonal menu changes.
 7. Health and Safety:
 - a. Enforce kitchen hygiene, safety, and food safety standards.
 - b. Ensure the kitchen complies with health and safety regulations.
 8. Customer Experience:
 - a. Address customer feedback regarding food quality or preparation.
 - b. Work with the front-of-house staff to ensure smooth service.
 9. Problem Solving:
 - a. Handle any issues that arise in the kitchen, such as equipment breakdowns or staffing problems.
 - b. Ensure quick and efficient problem resolution to maintain kitchen productivity.

Chef de Partie :

1. Station Management:
 - a. Manage a specific kitchen station (e.g., grill, sauté, or vegetable).
 - b. Prepare and cook dishes according to the restaurant's menu and standards.
 - c. Ensure the station is organized, stocked, and ready for service.
2. Food Preparation:
 - a. Prepare ingredients for dishes according to recipes and instructions.
 - b. Cook and plate food to meet quality, presentation, and portion standards.
 - c. Ensure dishes are prepared and served in a timely manner.
3. Quality Control:
 - a. Maintain consistency in taste, portion size, and presentation for each dish.

- b. Ensure that food is cooked to the correct temperature and meets safety standards.
 - c. Inspect ingredients for freshness and quality before use.
4. Station Cleanliness:
- a. Keep the workstation clean, organized, and free from clutter during service.
 - b. Follow hygiene and safety regulations to ensure a clean and safe work environment.
 - c. Clean kitchen equipment and utensils after use.
5. Collaboration and Communication:
- a. Communicate effectively with other chefs and kitchen staff to ensure smooth service.
 - b. Work with the Sous Chef and Chef de Cuisine to ensure all dishes are prepared correctly.
 - c. Assist in training and mentoring junior kitchen staff.
6. Inventory and Stocking:
- a. Monitor stock levels for the assigned station and inform the Sous Chef when supplies are low.
 - b. Assist in the receiving and storing of deliveries for the station.
 - c. Help with inventory checks and maintaining stock rotation.
7. Health and Safety:
- a. Follow food safety regulations and hygiene practices.
 - b. Ensure that all equipment is used safely and correctly to prevent accidents.
 - c. Keep the work area tidy and free from hazards.
8. Time Management:
- a. Ensure that orders are completed in a timely manner, especially during busy service hours.
 - b. Work efficiently to ensure food is prepared and plated quickly while maintaining quality.

9. Assisting in Menu Changes:
 - a. Assist in preparing new dishes or menu items during special events or menu updates.
 - b. Contribute ideas to the menu or cooking techniques based on personal expertise.

Demi CDP :

1. Assisting in Station Management:
 - a. Support the Chef de Partie by preparing and cooking dishes at a specific station (e.g., grill, or sauté).
 - b. Help organize the station, ensuring it is ready for service.
 - c. Take on some responsibilities of a Chef de Partie under supervision.
2. Food Preparation:
 - a. Prepare ingredients, such as chopping vegetables, marinating meats, and measuring out portions.
 - b. Assist in cooking and plating food under the guidance of the Chef de Partie.
 - c. Follow recipes and cooking techniques to ensure consistency and quality.
3. Learning and Training:
 - a. Learn new cooking techniques and kitchen skills from the Chef de Partie and senior chefs.
 - b. Be trained to take on more responsibility and eventually manage a station on their own.
4. Maintaining Quality:
 - a. Ensure that food is prepared according to restaurant standards for taste, portion size, and presentation.
 - b. Help with monitoring the freshness and quality of ingredients.
5. Cleanliness and Organization:
 - a. Keep the work area clean, organized, and stocked during service.

- b. Ensure that utensils, equipment, and tools are cleaned and properly maintained.
 - c. Follow health and safety regulations for hygiene and food safety.
6. Supporting the Team:
- a. Work closely with other kitchen staff to ensure smooth service and efficient operations.
 - b. Communicate with the Chef de Partie and other chefs to ensure that food is prepared on time.
 - c. Assist in other areas of the kitchen as needed, depending on the workload.
7. Inventory and Stocking:
- a. Help check inventory levels for the station and report low stock to the Chef de Partie.
 - b. Assist with receiving and storing deliveries properly.
8. Time Management:
- a. Ensure food is prepared and served on time during busy periods.
 - b. Prioritize tasks efficiently to keep up with the kitchen's pace.
9. Health and Safety:
- a. Follow safety guidelines for handling equipment, fire safety, and food safety.
 - b. Ensure proper handling, storage, and disposal of food to maintain hygiene and safety.

Commis :

1. Food Preparation:
- a. Assist in preparing ingredients, such as washing, peeling, and chopping vegetables or portioning meat.
 - b. Help with basic cooking tasks under supervision, such as frying, grilling, or boiling.
 - c. Follow recipes and instructions given by senior chefs.

2. Supporting Kitchen Stations:
 - a. Work in different sections of the kitchen, such as pastry, grill, or vegetables, depending on the restaurant's needs.
 - b. Assist senior chefs in maintaining the organization and smooth operation of kitchen stations.
3. Maintaining Cleanliness:
 - a. Keep the work area clean and tidy during and after food preparation.
 - b. Clean kitchen tools, equipment, and utensils after use.
 - c. Ensure the kitchen follows health and hygiene standards.
4. Organizing Ingredients:
 - a. Help stock ingredients and supplies for kitchen stations.
 - b. Check ingredient freshness and ensure correct storage.
5. Assisting Senior Chefs:
 - a. Assist the Chef de Partie or Sous Chef with preparing and cooking dishes.
 - b. Learn cooking techniques and kitchen processes from senior staff.
6. Health and Safety:
 - a. Follow food safety and hygiene guidelines, including proper handling, storage, and disposal of food.
 - b. Ensure all kitchen equipment is used safely.
7. Time Management:
 - a. Work efficiently to meet kitchen demands and ensure food is prepared on time.
 - b. Support the kitchen team during busy periods.
8. Learning and Development:
 - a. Learn new cooking techniques and improve culinary skills under the supervision of senior chefs.
 - b. Gradually take on more responsibilities as experience grows.