

## CHAPTER II

### COMPANY OVERVIEW

#### 2.1 Brief History of the Company



**Figure 2.1 Hotel Logo**  
Source: google.com

The Ritz-Carlton, Hong Kong, is a preeminent luxury hotel that has significantly contributed to the development of the hospitality industry in Asia since its inauguration in March 2011. The Ritz-Carlton brand was established in Europe, with its inaugural hotel opening in Boston in 1927. This pioneering establishment set new standards for opulence and service, introducing groundbreaking features such as private bathrooms in guest rooms and formal uniforms for staff. The brand rapidly gained a reputation for exceptional quality, further solidified by its renowned European counterparts, including The Ritz Paris and The Carlton in London, both managed by the legendary César Ritz.

The original Ritz-Carlton Hotel in Hong Kong, which opened in August 1993, was part of a broader initiative to construct a prominent hotel complex in Central Hong Kong. The hotel gained recognition for its opulent accommodations and exceptional level of service, rapidly establishing itself as a premier destination for both business and leisure travelers. Nonetheless, the original hotel ceased operations on January 1, 2008, after 15 years of service. Following its closure, the

building was demolished to pave the way for new developments, marking the conclusion of an era for this iconic establishment.

In 2009, The Ritz-Carlton Hotel Company established its inaugural property in Asia, situated within the International Commerce Centre in West Kowloon. The ICC not only stands as Hong Kong's tallest building, but is also recognized as one of the highest skyscrapers worldwide, reaching a height of 490 meters. (International Commerce Centre, 2021)




Developed through a collaborative effort between MTR Corporation Limited and Sun Hung Kai Properties, the ICC was completed between 2007 and 2010. The Ritz-Carlton proudly occupies the top 17 floors of this iconic structure, providing guests with breathtaking vistas of Victoria Harbour and the Hong Kong skyline.

When the Ritz-Carlton Hong Kong opened in March 2011, it was hailed as the tallest hotel in the world, a distinction it held until other properties surpassed it. Featuring 312 rooms with breathtaking vistas and several Michelin-starred dining establishments like Tin Lung Heen and Tosca, it rapidly became a premier destination for discerning travelers. Over the years, the Ritz-Carlton Hong Kong has garnered numerous accolades for its exceptional hospitality and accommodations. The hotel consistently ranks among the world's top properties and has been recognized with prestigious awards, such as the coveted Five-Star Hotel rating from Forbes Travel Guide.




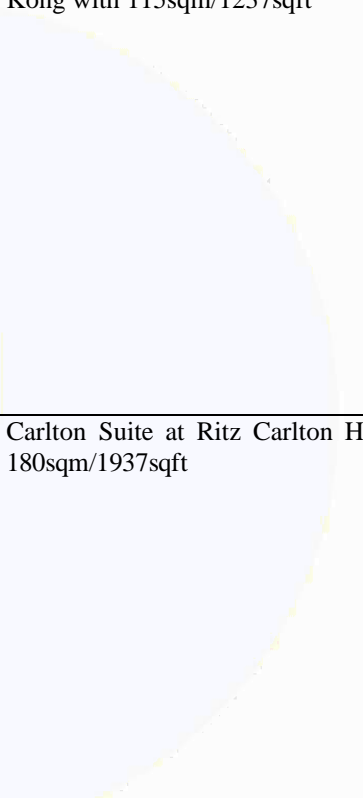




As a member of Marriott International's extensive portfolio, The Ritz-Carlton maintains its legacy of innovation and dedication to crafting exceptional experiences for its guests. With a global presence of over 100 hotels and resorts, the brand continues to provide exemplary service that is firmly rooted in both local and international hospitality traditions.




### 2.1.1. Hotel Facilities

**Table 2.1 Hotel Facilities**

Figure	Description
 <p data-bbox="424 786 772 848"><b>Figure 2.4 Deluxe Guest Room</b> Source: google.com</p>	<p data-bbox="911 443 1445 506">Deluxe guest room at Ritz Carlton Hong Kong with 50sqm/538sqft</p>
 <p data-bbox="331 1211 863 1272"><b>Figure 2.5 Deluxe Guest Room Grand Seaview</b> Source: google.com</p>	<p data-bbox="911 853 1437 916">Grand Seaview room at Ritz Carlton Hong Kong with 65sqm/699sqft</p>
 <p data-bbox="427 1574 767 1630"><b>Figure 2.6 Deluxe Suite Room</b> Source: google.com</p>	<p data-bbox="911 1276 1445 1339">Deluxe Suite room at Ritz Carlton Hong Kong with 73sqm/785sqft</p>

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 <p><b>Figure 2.7 Premier Executive Suite Room</b> Source: google.com</p>	<p>Premier Executive Suite a Ritz Carlton Hong Kong with 115sqm/1237sqft</p> 
 <p><b>Figure 2.8 Carlton Suite Room</b> Source: google.com</p>	<p>Carlton Suite at Ritz Carlton Hong Kong with 180sqm/1937sqft</p> 
 <p><b>Figure 2.9 The Ritz Carlton Suite Room</b> Source: google.com</p>	<p>The Ritz Carlton Suite 415sqm/4465sqft</p> 
 <p><b>Figure 2.10 Tosca Di Angelo</b> Source: google.com</p>	<p>Tosca Di Angelo is a Michelin-starred Italian restaurant located on the 102<sup>nd</sup> floor of the Ritz-Carlton in Hong Kong (Tosca di Angelo, 2024). It features elegant décor with high ceilings, fountains, and chandeliers, offering stunning views of Victoria Harbour. The restaurant accommodates 76 guests and provides a range of dining options, including set lunches and dinners, as well as an à la carte menu.</p> 

 <p style="text-align: center;"><b>Figure 2.11 Tin Lung Heen</b> Source: google.com</p>	<p>Tin Lung Heen is a two-Michelin-star restaurant located on the 102nd floor of the Ritz-Carlton, Hong Kong, offering refined Cantonese cuisine and exquisite dim sum. The restaurant features seven private dining rooms, accommodating groups from six to 48 guests, all with stunning views of Victoria Harbour. (2024)</p>
 <p style="text-align: center;"><b>Figure 2.12 The Lounge And Bar</b> Source: google.com</p>	<p>The Lounge &amp; Bar at The Ritz-Carlton, Hong Kong, located on the 102nd floor, offers stunning views of Victoria Harbour. It serves a variety of dining options including a breakfast buffet, organic salad bar, à la carte menu, and afternoon tea. The venue has 108 seats and operates daily from 6:30 AM to midnight.</p>
 <p style="text-align: center;"><b>Figure 2.13 Café 103</b> Source: google.com</p>	<p>Café 103 is located on the 103rd floor of The Ritz-Carlton, Hong Kong, offering stunning skyline views. The restaurant features a refined lounge atmosphere with seating for 90 guests. It is renowned for its lunch and dinner buffets, as well as an afternoon tea service that highlights seasonal collaborations.</p>
 <p style="text-align: center;"><b>Figure 2.14 Ozone Bar</b> Source: google.com</p>	<p>Ozone is the highest rooftop bar in the world, located on the 118th floor of The Ritz-Carlton, Hong Kong. (Ozone, 2023) It features a striking blue ambiance and offers stunning views of Victoria Harbour. The venue includes an indoor area and outdoor terrace, accommodating up to 500 guests.</p>



**Figure 2.15 Fitness Center**  
Source: google.com

The Ritz-Carlton Hong Kong features a state-of-the-art fitness center located on the 118<sup>th</sup> floor, offering 24-hour access.



**Figure 2.16 Swimming Pool**  
Source: google.com

The Ritz-Carlton, Hong Kong features a luxurious indoor infinity pool on the 118<sup>th</sup> floor, offering stunning views of Victoria Harbour. The pool is heated and accessible daily from 6:00 AM to 10:00 PM, with lifeguards on duty.



**Figure 2.17 Spa**  
Source: google.com

The Ritz-Carlton Spa in Hong Kong, located on the 116<sup>th</sup> floor, offers a luxurious urban spa experience with 11 treatment rooms, including two couples' suites, featuring floor-to-ceiling windows and panoramic views of Victoria Harbour (6 of Hong Kong's Most Luxurious Hotel Spa Treatments to Indulge in, 2023)



**Figure 2.18 Diamond Hall**  
Source: google.com

The Diamond Ballroom at The Ritz-Carlton, Hong Kong, is a luxurious event space covering 870 sqm (9,364 sqft), accommodating up to 624 guests for banquets.

During this internship the writer get placed in IRD Kitchen there are 2 sections which are Hot kitchen and Cold kitchen.



**Figure 2.2 IRD Hot Kitchen**

Mostly the writer spends the working hours in the Hot kitchen, where all hot dishes prepared and produced for Lounge and bar outlet and In-Room dining.

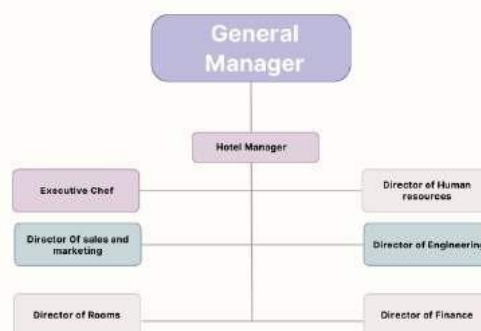
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**Figure 2.3 IRD Cold Kitchen**

This is the cold kitchen section in the IRD kitchen, where all the cold dishes are prepared and produced for The Lounge and bar and In-Room Dining. The cold kitchen section mostly produces starters/ appetizers and desserts.

## 2.2 Organizational Chart

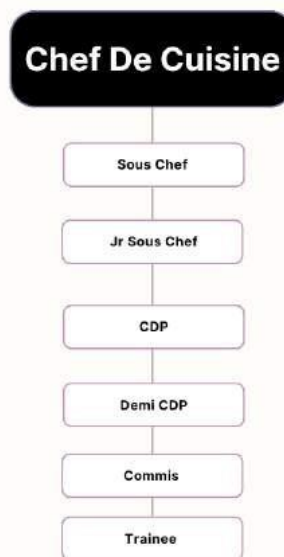


**Figure 2.19 The Ritz Carlton Hong Kong Organizational Chart**



The Ritz-Carlton Hong Kong is managed by a General Manager who oversees a team that includes the Hotel Manager and various directors. Key positions supporting the management structure include the Executive Chef, Director of Rooms, Director of Engineering, Director of Sales and Marketing, Director of Human Resources, and Director of Finance. This leadership team ensures the hotel's operations run smoothly, maintaining its status as a premier luxury destination in the city.

Since the writer did the internship in culinary department in IRD Outlet the writer will describe more on the structure of IRD Kitchen organizational charts



**Figure 2.20 In-Room Dining Kitchen Organizational Charts**

Chef de Cuisine (CDC) is the head chef, responsible for overseeing all kitchen operations, including menu planning, staff management, and food quality control. Key responsibilities involve managing daily operations, creating recipes, and ensuring compliance with health standards.

The Sous Chef assists the CDC, supervising kitchen staff and coordinating food preparation. They play a crucial role in training junior chefs and maintaining the kitchen's operational efficiency. Both positions require strong leadership skills and culinary expertise.

**Junior Sous Chef:** assists the Chef de Cuisine and Sous Chef, overseeing kitchen operations and staff development. Responsible for food quality and safety standards.

**Chef de Partie (CDP)** manages a specific kitchen section, ensuring high food quality and sanitation. Supports junior staff and collaborates with the culinary management team.

**Demi Chef de Partie** will support the CDP, focusing on food preparation and maintaining standards within their designated area.

**Commis**, entry-level position assisting in food preparation. Responsible for maintaining cleanliness and organization in the kitchen.

**Trainee** will learn kitchen operations under supervision, gaining experience in various culinary tasks.

