

CHAPTER II

GENERAL DESCRIPTION

2.1. Hotel's Profile

2.1.1. History

AYANA Bali, originally opened as The Ritz-Carlton Bali in November 1996, was the first Ritz-Carlton resort in Asia. In April 2009, the property was rebranded as AYANA Resort and Spa, Bali, marking the beginning of AYANA Hospitality's journey.



Figure 2.1. Hotel's Logo

Source: HR AYANA

The name "AYANA" is derived from Sanskrit, meaning "a place of refuge," reflecting the resort's commitment to providing a serene and harmonious environment for its guests. Situated on 90 hectares of cliff-top land overlooking Jimbaran Bay, AYANA Resort Bali offers a luxurious retreat that blends traditional Balinese aesthetics with modern elegance. The resort features 989 rooms and suites, each designed to provide comfort and tranquility. In addition to the main resort, the AYANA Estate includes several other properties:

- a. AYANA Villas Bali: a collection of 73 private villas, each with its own plunge pool and ocean views, offering personalized service and privacy.
- b. AYANA Resort Bali: a classic elegance resort blend with traditional Balinese aesthetic, featuring 294 rooms with timeless interiors.
- c. RIMBA by AYANA Bali: A 403-room resort set amidst lush tropical gardens, providing a family-friendly atmosphere with modern amenities.

- d. AYANA Segara Bali: The newest addition to the estate, opened in November 2022, featuring 219 rooms and suites with contemporary design and indoor-outdoor living spaces.

The AYANA Estate is renowned for its diverse dining options, including the iconic Rock Bar, perched on natural rocks above the Indian Ocean, offering stunning sunset views. The estate also houses the SAKA Museum, which showcases Balinese culture and traditions, and the AYANA Farm, promoting sustainable agriculture practices. In recent years, AYANA Hospitality has expanded its presence beyond Bali, with properties in Jakarta, Labuan Bajo, and Karawang, continuing its mission to provide exceptional hospitality experiences rooted in Indonesian culture and values.



2.1.2. Facilities

A. Room Types

Table 2. 1 Room Types

Figure	Description
AYANA RESORT	
	<p>One bedroom resort view room A 52 m² room, featuring a king or twin bed with private balcony and Balinese decoration.</p>
	<p>One bedroom ocean view room A 52 m² room, featuring a king or twin bed with private balcony, Balinese decoration, and offering a stunning sea views.</p>
	<p>One bedroom suite A 110 m² suite offering a separate living room and private balcony.</p>

Figure 2.1. Bedroom Resort View
(Sources: ayana.com)

Figure 2.2. Bedroom Ocean View Room
(Sources: ayana.com)

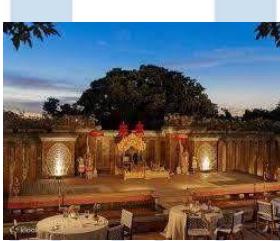
Figure 2.3. One Bedroom Suite
(Sources: ayana.com)

 <p>Figure 2.4. Two Bedroom Suite (Sources: ayana.com)</p>	<p>Two bedroom suite A room with ranging from 104 to 162 m², offering spacious living areas and balconies with sea or garden views which suitable for families or groups.</p>
AYANA VILLAS	
 <p>Figure 2.5. Private Villa (Sources: ayana.com)</p>	<p>500 m² private villa with panoramic views of the Indian Ocean and Jimbaran Bay, the room includes a pool, outdoor deck, and king bed.</p>
 <p>Figure 2.6. Ocean Views Villa (Sources: ayana.com)</p>	<p>298 m² villa with ocean views included marble-finish bathroom and buggy services.</p>
 <p>Figure 2.7. Two Bedroom Ocean View Villa (Sources: ayana.com)</p>	<p>530 m² villa with ocean views which offers generous living space, private pool and 2 bedroom.</p>

	<p>3,000 m² presidential suite room with private garden and panoramic cliff- top ocean vistas. Complete with butler service and priority access to Rock Bar.</p>
AYANA SEGARA	
	<p>58 m² room with resort view with a private garden, a daybed, tub, and warm wooden accents.</p>
	<p>65 m² rooms with forest and ocean view, completed with a daybed in balcony and rustic decor.</p>
	<p>65 m² room with ocean views and modern designs, includes priority access to Rock Bar.</p>

 <p>Figure 2.12. Suite Room with Living Room (Sources: ayana.com)</p>	<p>93 m² suite room with living room, walk-in closet, and luxurious bathroom.</p>
 <p>Figure 2.13. Two Bedroom Ocean View (Sources: ayana.com)</p>	<p>130 m² room completed with 2 bedrooms and ocean views. Included a shared entrance and private balconies.</p>
Rimba by AYANA	
 <p>Figure 2.14. Room with Rock Bar Access (Sources: ayana.com)</p>	<p>42 m² room with selection bed (king or twin), completed with balcony, natural wood decor, and exclusive priority access to Rock Bar.</p>
 <p>Figure 2.15. Forest View Room (Sources: ayana.com)</p>	<p>42 m² room with selection bed (king or twin) and forest view includes a balcony daybed and priority access to Rock Bar.</p>

 <p>Figure 2.16. Jimbaran Bay View Room (Sources: ayana.com)</p>	<p>42 m² room with selection bed (king or twin) and Jimabaran Bay view includes a priority access to Rock Bar.</p>
 <p>Figure 2.17. Resort View Room (Sources: ayana.com)</p>	<p>53 m² room with selections bed (king or twin) located in Wana wing which connected by sky bridge and have a resort view also Rock Bar access.</p>
 <p>Figure 2.18. Semi-Private Room (Sources: ayana.com)</p>	<p>42 m² one bedroom with semi-private lagoon-style pool access and contemporary decor.</p>
 <p>Figure 2.19. Ocean, Garden, and Pool Room (Sources: ayana.com)</p>	<p>53 m² room with selection bed (king or twin) and ocean, garden, and pool view.</p>

 <p>Figure 2.20. KISIK Seafood and Grill (Sources: ayana.com)</p>	<p>Kisik Seafood and Grill A beachfront seafood with sunset views.</p>
 <p>Figure 2.21. Padi (Sources: ayana.com)</p>	<p>Padi Buffet breakfast and Asian dinner in a tropical ambience.</p>
 <p>Figure 2.22. Sami-Sami (Sources: ayana.com)</p>	<p>Sami-Sami A casual Italian dining with ocean views.</p>
 <p>Figure 2.23. Kampoeng Bali (Sources: ayana.com)</p>	<p>Kampoeng Bali A traditional Balinese buffet with cultural shows.</p>

 <p>Figure 2.24. Scusa (Sources: ayana.com)</p>	<p>Scusa A Mediterranean-style restaurant served in a relaxing spot which is in a sun-drenched Aegean.</p>
 <p>Figure 2.25. To'Ge (Sources: ayana.com)</p>	<p>To'Ge A restaurant that serves International comfort food.</p>
 <p>Figure 2.26. Liu Li Palace (Sources: ayana.com)</p>	<p>Liu Li Palace A classic Cantonese-Chinese restaurant which offers dim sum and abalone based cuisine.</p>
 <p>Figure 2.27. UNIQUE Rooftop Bar & Restaurant (Sources: ayana.com)</p>	<p>UNIQUE Rooftop Bar & Restaurant A restaurant that offers Mexican bites and cocktails.</p>

 <p>Figure 2.28. Rock Bar (Sources: ayana.com)</p>	<p>Rock Bar AYANA's iconic bar with sunset views and offering creative cocktails.</p>
 <p>Figure 2.29. Damar Terrace (Sources: ayana.com)</p>	<p>Damar Terrace Cozy lounge for coffee, tea, or snacks in a relaxing ambience.</p>
 <p>Figure 2.30. Spa Cafe (Sources: ayana.com)</p>	<p>Spa Cafe A place that serves light, healthy meals and juices after spa treatments.</p>
 <p>Figure 2.31. Martini Bar (Sources: ayana.com)</p>	<p>Martini Bar A stylish space with an extensive list of martini.</p>
 <p>Figure 2.32. Kubu Beach Club (Sources: ayana.com)</p>	<p>Kubu Beach Club & Kubu Bar A hidden beach bar with a relaxed and rustic vibes,</p>

 <p>Figure 2.33. Segara Pool Bar (Sources: ayana.com)</p>	<p>Segara Pool bar & AYANA Main Pool Bar Offering refreshing drinks by the pool.</p>
<p>AYANA Wedding Venues</p>	
 <p>Figure 2.34. SKY (Sources: ayana.com)</p>	<p>SKY A cliff-top venue with 180° sea views and capacity for 80 up to 300 guest.</p>
 <p>Figure 2.35. KISIK Pier (Sources: ayana.com)</p>	<p>Kisik Pier A private pier over the ocean that is suitable for an intimate atmosphere. The capacity only fit for 30-80 guests.</p>
 <p>Figure 2.36. Asmara Gazebo (Sources: ayana.com)</p>	<p>Asmara Gazebo A traditional Javanese Joglo pavilion among the tropical garden with capacity of 70 guests.</p>

 <p>Figure 2.37. Bale Kencana (Sources: ayana.com)</p>	<p>Bale Kencana Outdoor venue with volcano stone walls and lotus ponds. Capacity for 50 guests.</p>
 <p>Figure 2.38. Tresna Chapel (Sources: ayana.com)</p>	<p>Tresna Chapel Elegant glass chapel with stunning ocean views and capacity for 50 guests (seated).</p>
 <p>Figure 2.39. RIMBA Ballroom (Sources: ayana.com)</p>	<p>Rimba ballroom The venue is suitable for big receptions with stylish setting, the capacity is up to 400 guests.</p>
 <p>Figure 2.40. AYANA Ballroom (Sources: ayana.com)</p>	<p>AYANA ballroom An elegant indoor venue which suitable for large events, because the capacity is up to 800 guests.</p>
 <p>Figure 2.41. RIMBA Lawn (Sources: ayana.com)</p>	<p>Rimba Lawn An forest-edge venue, suitable for relaxed gatherings with capacity up to 100 guests.</p>

 <p>Figure 2.42. Champa Garden (Sources: ayana.com)</p>	<p>Champa Garden A lush tropical lawn with thousands of frangipani trees which perfect for grand ceremonies, the venue capacity is up to 200 guests.</p>
 <p>Figure 2.43. Astina Chapel (Sources: ayana.com)</p>	<p>Astina Chapel A modern chapel surrounded by water features with capacity up to 80 guests.</p>
AYANA Meeting Room	
 <p>Figure 2.44. Batur Meeting Room (Sources: ayana.com)</p>	<p>Batur Meeting Room A meeting room with motorized screens, integrated audio, and mic system. The capacity is up to 100 guests.</p>
 <p>Figure 2.45. Hibiscus Meeting Room (Sources: ayana.com)</p>	<p>Hibiscus Meeting Room A tiered auditorium designed for lectures or presentations with capacity 100 guests for classroom- style seating.</p>

 <p>Figure 2.46. Frangipani Conference Room (Sources: ayana.com)</p>	<p>Frangipani Conference Room Flexible configuration for meetings or cocktails events with capacity for 120 guests.</p>
 <p>Figure 2.47. Ixora Conference Room (Sources: ayana.com)</p>	<p>Ixora Conference Room A multi-use space which ideal for workshops or conferences. The capacity of room is 120 guests.</p>
 <p>Figure 2.48. Cendana RIMBA (Sources: ayana.com)</p>	<p>Cendana RIMBA A meeting room with gardens views and the capacity is up to 70 guests.</p>
 <p>Figure 2.49. Jati RIMBA (Sources: ayana.com)</p>	<p>Jati RIMBA A versatile venue in RIMBA wing with capacity for 110 guests.</p>

 <p>Figure 2.50. Bratan Meeting Room (Sources: ayana.com)</p>	<p>Bratan A versatile mid-sized room with capacity up to 50 guests.</p>
 <p>Figure 2.51. VIP Room (Sources: ayana.com)</p>	<p>VIP Room A room for a private conference with high-end ambience.</p>
<p>AYANA Resort Bali Pool & Beach</p>	
 <p>Figure 2.52. Ocean Beach Pool (Sources: ayana.com)</p>	<p>Ocean beach pool Infinity-edge adult only pool which offers breathtaking ocean views for serene sunbathing and swimming experience.</p>
 <p>Figure 2.53. River Pool (Sources: ayana.com)</p>	<p>River Pool A two-tiered river styled stone pool located in the Cliff Villa area.</p>

 <p>Figure 2.54. Thalassotherapy Pool (Sources: ayana.com)</p>	<p>Thalassotherapy Pool Heated saltwater hydrotherapy pool with jet baths, aqua massage features, and bubble zones.</p>
 <p>Figure 2.55. AYANA Main Pool (Sources: ayana.com)</p>	<p>AYANA Main Pool Dual level with infinity edges, ideal for families and day long relaxation.</p>
 <p>Figure 2.56. AYANA Lower Pool (Sources: ayana.com)</p>	<p>AYANA Lower Pool Pool that features waterfall views and easy access to cafe via poolside seating.</p>
 <p>Figure 2.57. AYANA Kids Pool (Sources: ayana.com)</p>	<p>AYANA Kids Pool Located near the kids club and complete with two slides.</p>
 <p>Figure 2.58. Segara Indoor-Outdoor Pool (Sources: ayana.com)</p>	<p>Segara Indoor-Outdoor Pool Semi indoor/ outdoor pool which offering a great escape from direct heat.</p>

 <p>Figure 2.59. Luna Rooftop Pool (Sources: ayana.com)</p>	<p>Luna Rooftop Pool A rooftop infinity pool at Luna Bar with ocean views and stunning sunset.</p>
 <p>Figure 2.60. RIMBA Upper Pool (Sources: ayana.com)</p>	<p>RIMBA Upper Pool Located in amid forest canopy, offers privacy and stunning sunset views.</p>
 <p>Figure 2.61. RIMBA Lower Pool (Sources: ayana.com)</p>	<p>RIMBA Lower Pool The largest pool in RIMBA, includes water-slide, swim-up bar, and whirlpool.</p>
 <p>Figure 2.62. RIMBA Cabana Pool (Sources: ayana.com)</p>	<p>RIMBA Cabana Pool Semi private oasis with eight cabanas and lush bougainvillea.</p>

 <p>Figure 2.63. RIMBA Three Monkeys Pool (Sources: ayana.com)</p>	<p>RIMBA Three Monkeys Pool A playful pool with fountains with spraying “monkeys” features.</p>
 <p>Figure 2.64. RIMBA Forest Pool (Sources: ayana.com)</p>	<p>RIMBA Forest Pool A pool that is accessible directly from rooms and adjacent to the forest bar.</p>
 <p>Figure 2.65. UNIQUE Pool (Sources: ayana.com)</p>	<p>UNIQUE Pool Infinity-edge rooftop pool with the forest canopy and ocean as the backdrop.</p>
 <p>Figure 2.66. Kubu Beach (Sources: ayana.com)</p>	<p>Kubu Beach A private white-sand cove.</p>
 <p>Figure 2.67. AYANA Spa (Sources: ayana.com)</p>	<p>AYANA Spa A luxurious wellness offering Balinese healing with ocean views.</p>

 <p>Figure 2.68. AYANA & RIMBA Kids Club (Sources: ayana.com)</p>	<p>AYANA & RIMBA Kids Club Fun-filled indoor and outdoor areas for children with creative activities and games.</p>
 <p>Figure 2.69. AYANA & RIMBA GYM (Sources: ayana.com)</p>	<p>AYANA & RIMBA GYM A modern fitness place that fully equipped gyms machines and complimentary yoga, pilates, and wellness classes.</p>
 <p>Figure 2.70. RIMBA Jungle Adventure (Sources: ayana.com)</p>	<p>RIMBA Jungle Adventure Outdoor playground featuring trails, fountains, and supervised activities.</p>
 <p>Figure 2.71. SAKA Museum (Sources: ayana.com)</p>	<p>SAKA Museum A contemporary cultural museum, showcasing Balinese tradition and heritage through interactive exhibits.</p>
 <p>Figure 2.72. Spa on the Rock (Sources: ayana.com)</p>	<p>Spa on the Rock An exclusive spa perched on ocean rocks, offers personalized treatments in private glass-walled villas.</p>

2.2. Organizational Structure

AYANA is a luxury hospitality brand that operates several properties in Bali, including AYANA Resort Bali, RIMBA by AYANA, AYANA Villas Bali, and AYANA Segara Bali. The organization is led by a General Manager, who is responsible for the overall operation, strategy, and performance of all AYANA properties. Supporting the General Manager are Hotel Managers for each individual property, ensuring smooth day-to-day operations and maintaining service quality standards.

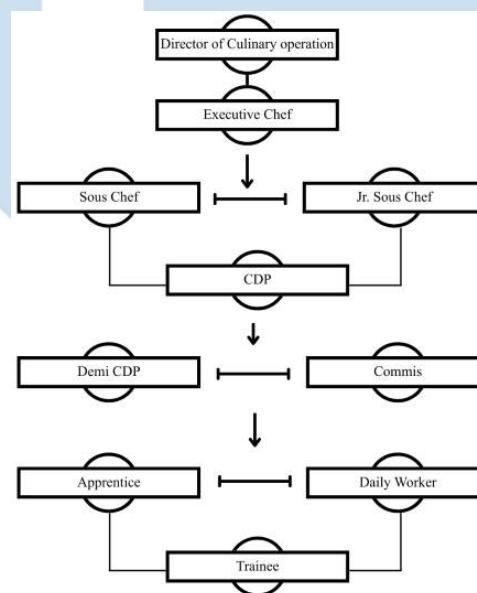


Figure 2.73. Organization Chart To'Ge Restaurant
Source: HR AYANA Bali

Each department is headed by a Department Head or Director. These leaders are responsible for managing their teams, setting goals, ensuring guest satisfaction, and maintaining brand excellence.

The following is an explanation of the organizational structure of the culinary department within the job descriptions:

1. The Director of Culinary Operation, has full control over all kitchen outlets, including restaurants and banquet operations. This role ensures that daily operations run smoothly by regularly inspecting each outlet's kitchen. Additionally, the Director oversees major events such as wedding banquets and seasonal events, while reviewing food costs and approving purchase

orders for all outlets.

2. The Executive Chef, monitors and ensures that all kitchen outlets operate according to established standards. This position is responsible for maintaining safe food cost levels and reviewing guest feedback to improve service quality. Furthermore, the Executive Chef conducts brainstorming sessions and performance evaluations through weekly meetings with outlet leaders and dedicated discussions with trainees (at the RIMBA outlet).
3. Sous Chef is fully responsible for the overall kitchen operations of one outlet. This role ensures food cost control, leads daily line ups, and conducts staff training. The Sous Chef also handles guest complaints, supervises staff performance, and ensures hygiene standards and kitchen SOPs are consistently followed while maintaining food quality.
4. Junior Sous Chef, assists the Sous Chef in daily operations and takes over responsibilities in their absence. This position leads line ups and training while ensuring food quality and consistency within the assigned section. The Junior Sous Chef also addresses guest complaints and supervises staff performance, cleanliness, and compliance with kitchen SOPs.
5. The Chef de Partie (CDP) assists the Sous Chef and Junior Sous Chef in daily kitchen operations and substitutes them when necessary. This role is responsible for maintaining food quality and consistency while supporting food production. The CDP also ensures workplace cleanliness and supervises staff performance in accordance with kitchen standards and SOPs.
6. Demi CDP, assists with food preparation and production processes in the kitchen. This position supervises staff and trainees to ensure tasks are performed according to standards. Additionally, the Demi Chef de Partie maintains food quality and cleanliness in the working area.
7. A Commis is responsible for ingredient preparation and assisting in cooking processes under supervision. This role maintains cleanliness of the kitchen area and equipment during operations. Also, they expected to follow all instructions given by kitchen leaders responsibly and consistently.
8. Apprentices and Daily Worker, supports overall kitchen operations. They

assist with kitchen tasks ranging from preparation to cooking under the guidance of kitchen leaders. In addition, they are responsible for maintaining cleanliness and implementing kitchen hygiene standards and SOPs.

9. Trainee, assists with basic kitchen tasks such as ingredient preparation and light operational duties. They learn cooking techniques and kitchen SOPs as part of their training process. Additionally, trainees help maintain cleanliness and support smooth kitchen operations

