

A Case Study on the Life of Chef's in the Kitchen at Selections by TAJ President Hotel, Mumbai, India

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Abstract: *The Chef's life is never been so easy as it looks like. Its always related with excruciating, time-bound, high pressure, and yet exhilarating. If it is the Taj hotel we are talking about then, well, add up the weight of a brand that personifies India's hospitality standards comparable to that of the world.*

Taj Hotels, as a brand stands for trust. The remuneration of course is good and growth is guaranteed if work output is consistent. Then there is the high point of carrying a legacy of tradition.

So much is happening within the premises day in and day out. The who's who of the country and the world attending the events and the restaurants, the top brass of the Taj group itself coming down for their meals. The challenge and pressure of performing extraordinarily each and every moment cannot be described in a few words.

Taj is not a hotel. It is an empire where the best minds come together to make a landmark in luxury and tradition. It positions many values like innovation, exceeding expectations and commitment.

Each employee is a carrier of that trust. Being a chef means that you need to absorb sterling qualities and possess a great character genuinely.

Keywords: Hotel, Hospitality, Taj Group of Hotel

I. INTRODUCTION

Soak In The Space That's A Hot Favourite, In Colaba, Close To South Mumbai's Main Business District. Standing Tall In Sobo's Posh Cuffe Parade. With Nothing Short Of The Coolest Bar And Speciality Restaurants That The City Has To Offer. Drive In From The Airport; Delighting In Backseat Surprises.

You'll See How We Mean Business In A Quiet, Efficient Way, From The Moment You Step In. Our Lobby Is A Unique Mix Of Chic And Classic. This Arrival Zone Sets The Tone For Guestrooms And Banquet Facilities That Deliver The Ultimate In Urban Relaxation. Get Set To Be Delighted With Small Surprises From The Moment You Enter.

Discover The Most Happening Restaurants, Which Open To The Lobby To Create An Enticing Food Zone Offering The Best In World Cuisine. Technology Is Woven Through It All.

II. FINDINGS

Having worked alongside some of the finest chef's in Taj Hotel, here is a rundown of a typical day at work for a Sous chef. Though not necessarily in that order.

8 am :- Arrive at the coffee shop, scrutinize the breakfast buffet layout thoroughly.

Check the quality, taste, and freshness of ingredients.

Meet the night shift team, inquire about the previous night's service experience.

Take a round of the kitchen to check for cleaning processes completed during the night shift.

Check the logbook and events for the day, if any.

Check the duty rota and take a quick briefing with the morning shift team.

Ascertain whether the menu matches what was charted.

Check the house count (number of guests expected). Check on the backup stock.

Meet guests having their breakfast and take feedback on the food.

Talk to the restaurant manager or staff about any special instructions, standing orders, etc.

Ensure that the buffet service runs with clockwork precision. Help the station cooks if required.

Meet the executive chef in his / her office. Brief in detail about the on-goings and plans for the day. Note down instructions if any.

10.15 am :- Back in office sign or approve the indents and requisitions for the day. Check the quantities entered are correct and as per specs.

Visit and check the material inward area for the fresh supply and ascertain if the goods match the standard specifications.

Talk to the store manager regarding any supply related issue.

10.45 am :- Oversee the windup of the breakfast buffet and ensure re-setup for the lunch session.

Short breakfast break.

Check the Lunch menu for quality and consistency. Ensure that the live counters are readied on time.

11.15 am :- Attend the morning meeting with the General Manager or the Food and Beverage manager. Give inputs, if any. Discuss the days' plans briefly.

Analyze the guest feedback status (known as **Guest Satisfaction Tracking System**), do a **Why Why Analysis** of any negative feedback.

Meet the HR manager for any candidates lined up for an interview. Verbally review performances of key staff members and inform any future plans to restructure staffing.

12 pm :- Back in kitchen, check the sauces, gravies and other condiments for taste and quality.

12.15 pm :- Attend to lunch service by overseeing each process. Visit each section and talk to the section in-charge.

Handle the food pick up counter, read the KOTs (order tickets). Ensure quality and garnishing as per SOP.

Revisit the buffet service area to check on the replenishment.

Meet the guests having their lunch, take feedback about food quality.

Check with the manager or restaurant staff about the service.

Ensure timeliness of a la carte orders, intervene in case of any delay in order dispensing.

Meet the room service manager to ascertain guest feedback and speed of delivery.

Meet the afternoon shift staff, check the grooming standards, provide special instructions, if any.

3.30 pm :- Oversee the lunch buffet wind up while giving guidelines for wastage management.

Lunch break

4 pm :- Check all emails and reply wherever required

Meet the junior chef and chalk out upcoming menus or food festivals, if any.

Meet the morning shift staff. Take a debriefing and provide feedback about the day's service. Take suggestions for improvement.

Check with the front office manager for check-out guest's feedback on the quality of food. Find out incoming feedback via email or on the GSTS forum.

Meet the training manager to discuss any sessions to be conducted. Attend training sessions of any.

Visit the banquets kitchen if required, for ensuring smooth functioning for the evening cocktail.

6.30 pm :- Oversee the set up of buffet dinner as per the planned menu. Check on the live counter's functionality and ingredients.

Check for table bookings of the day.

Handle the order pick up counter, read out the KOT's and ensure each dish is garnished as per SOP. Ensure timeliness of service.

Visit the restaurant to ensure smooth functioning and meet the guests having their dinner. Take feedback on the quality of food.

Offer complimentary chef's specials to any regular guest if present or a Handle- with-Care guest.

Ensure the dinner service standing instructions are followed.

8.30 pm :- Ensure smooth room service operations, check with the manager from time to time. If required, visit the room guest who has a special request or diet.

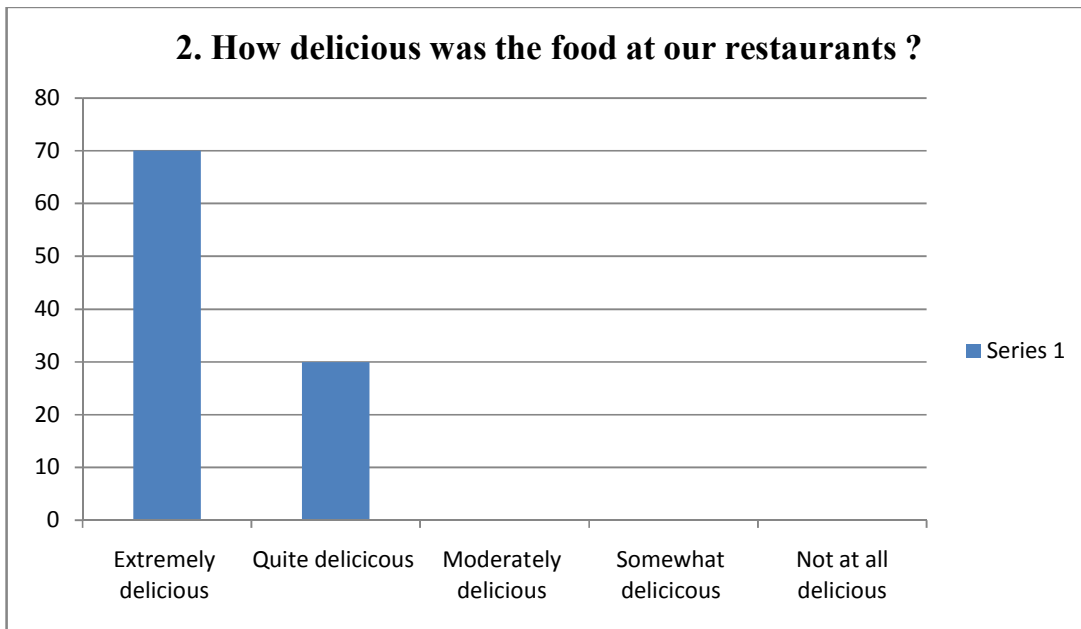
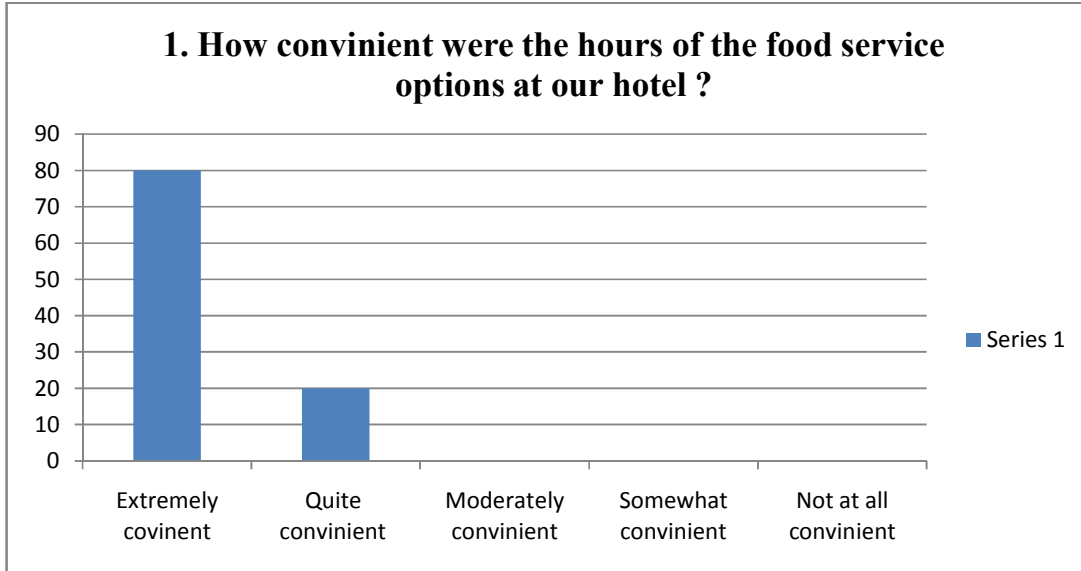
9.30 pm :- Ensure buffet replenishment done on time and as per specifications.

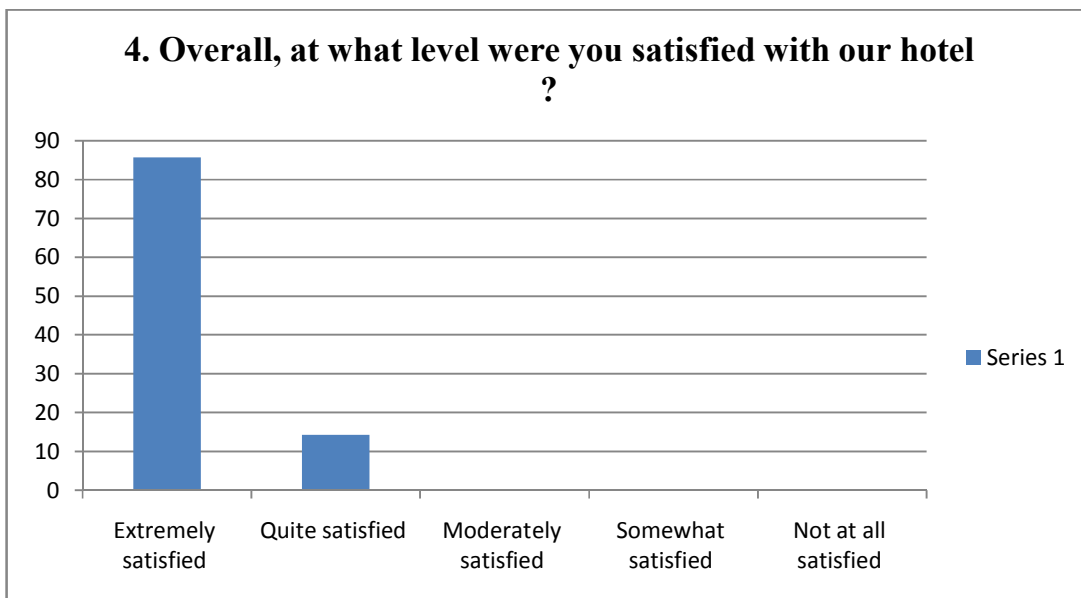
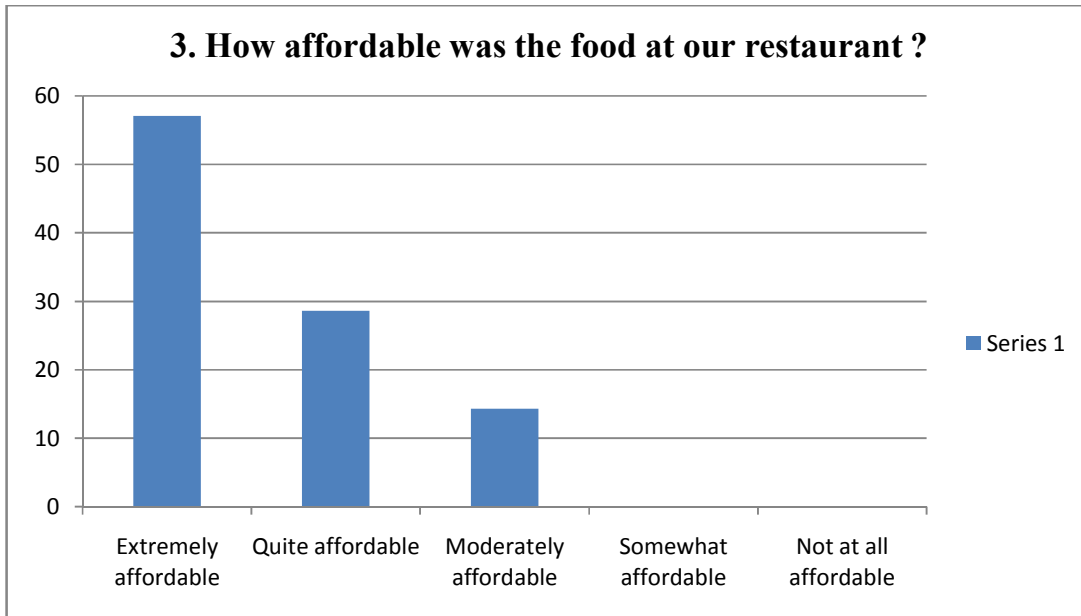
10 pm :- Take round in the concerned departments or kitchens, check for hassle-free service.

10.15 pm :- Check logbook, enter details or instructions, if any, for the night shift. Check emails and write if required.

10.30 pm :- Leave for the day if no VIP functions or any such event is going on.

III. RESEARCH OF METHODOLOGY







IV. FINDINGS OF METHODOLOGY

1. How convenient were the hours of the food service options at our hotel ?

According to the research methodology 80 % of the guest were Extremely Convenient with the food service options at our hotel Where as 20 % of the guest were Quiet Convenient with the food service options at our hotel.

2. How delicious was the food at our restaurants ?

According to the research methodology 70% of the guest agreed to that the food at our restaurants is Extremely Delicious. Where as 30 % of the guest agreed to that the food at our restaurants is Quite Delicious.

3. How affordable was the food at our restaurant ?

According to the research methodology 55% of the guest agreed to that the food was Extremely Affordable at our restaurant where as 28 % of the guest agreed to that the food was Quite Affordable at our restaurant and 15 % of the guest agreed to that the food was Moderately Affordable at our restaurant.

4. Overall, at what level were you satisfied with our hotel ?

According to the research methodology 85% of the guest were Extremely Satisfied and happy with the overall service of the hotel whereas 15 % of the guest were Quite Satisfied and happy with the overall service of the hotel.

5. How likely are you to stay at our hotel again ?

According to the research methodology 85 % of guests are Extremely likely to stay at our hotel again because of the good service given to them where as 12 % of guests are Quite likely to stay at our hotel again because of the good service given to them.

V. CONCLUSION

The friendly staff and the space they have created for trainee allowed me with full opportunities to learn and known myself as a worker. The primary objective of an internship is to gather a real life experience and put their theoretical knowledge in practice. During my training, I thoroughly enjoyed the challenges that came along every single day. I learned that this is just the beginning of the road and I have to travel long distance to be a successful person in this field. But I must say this experience will prove an objective in my career in the hotel industry.

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