



# **COMPANY PROFILE AND INFORMATION**

## TABLE OF CONTENT

<b>TABLE OF CONTENT</b> .....	<b>2</b>
<b>COMPANY PROFILE</b> .....	<b>3</b>
<b>ABOUT KTS</b> .....	<b>4</b>
<b>Frog Near Rice Padi</b> .....	<b>4</b>
<b>VISSION &amp; MISSION</b> .....	<b>4</b>
<b>MEANING OF FROGS SYMBOL</b> .....	<b>4</b>
<b>THE RELATION BETWEEN TEAM WORK &amp; FROG LIFE</b> .....	<b>5</b>
<b>KTS FAMILY PROFILE</b> .....	<b>6</b>
<b>KTS OUTLET</b> .....	<b>8</b>
<b>KTS ACTIVITIES</b> .....	<b>11</b>
<b>STANDAR OPERATING PROCEDURE STAFF IN GENERAL</b> .....	<b>14</b>
<b>ATTENDANCE</b> .....	<b>15</b>
<b>GROOMING</b> .....	<b>15</b>
<b>UNIFORM</b> .....	<b>16</b>
<b>BENEFIT</b> .....	<b>17</b>
<b>EVALUATION</b> .....	<b>17</b>
<b>CAREER STRUCTURE</b> .....	<b>17</b>
<b>BASIC CLEANING AND WORKING PROCEDURE</b> .....	<b>18</b>
<b>1. BASIC CLEANING AND WORKING PROCEDURE</b> .....	<b>19</b>
<b>Procedure Opening Bar</b> .....	<b>19</b>
<b>Procedure Opening Restaurant</b> .....	<b>19</b>
<b>Procedure Opening Kitchen</b> .....	<b>19</b>
<b>Room Cleaning Procedure :</b> .....	<b>19</b>
<b>2. MISE AN PLACE</b> .....	<b>21</b>
<b>3. ORGANIZE</b> .....	<b>24</b>
<b>4. ART OF WORK</b> .....	<b>25</b>



# **COMPANY PROFILE**

## ABOUT KTS

### Katak Tepi Sawah

#### Frog Near Rice Padi "Keeping Traditions Sacred"

- Balinese Authentic Villa with concept Keep Tradition Sacred
- Build on 2012 and officially opened on December 1<sup>st</sup> 2014
- Celebration held every 20th March which is the world frogs day
- Concept : Green, clean, friendly and honesty

#### Where We Can Find KTS Villa



Beringin Street, Gang KataK, No. 71, Banjar Pegending, Dalung Village, Kuta Utara, Badung Regency, Bali.



[info@ktsbali.com](mailto:info@ktsbali.com)



+62 813 3719 2542



[www.ktsbali.com](http://www.ktsbali.com)



+62 361 9002165



ktsbali



@ktsbali/ @warung\_mansudi



Kts balinese villas  
Seduk Restaurant & Bar  
KTS Jaen Cooking Class  
KTS Sejuk SPA  
Katak Yoga Shala

## VISSION & MISSION

**Vission :** Care and Love based on Tri Hita Karana Philosophy

**Mission :** by implementing the philosophy of Tri Hita Karana in working place, we will produce professional and qualified staff for the three essential aspects in life such as the good relation between human and God, human and human, and between human and environment

## MEANING OF FROGS SYMBOL

- **Symbol of Fertility** (when the frog make noise, means the rain will come).

The sound of frogs inspired us to welcome the positive things because the sound of a frog is believed to be a symbol of rain coming pouring down to the earth.

- **Symbol of Togetherness** (when one frog make a noise, then the other will follow, it also can be symbolized by frogs' egg).  
It inspiring the owner to run the business together
- **Symbol of Flexibility** (frogs can live in water and land).  
It's related to the experience of the owner who have worked on the land and at sea.
- **Symbol of kindness** (frog prince story).  
Pure kindness is come from the heart
- **Symbol of Cleanliness** (blue frogs only live in clean area).  
Inspire us to always maintain the cleanliness of the environment to protect the natural environment and the creatures that live inside

## THE RELATION BETWEEN TEAM WORK & FROG LIFE

- **Team Work :**  
*"selalu bersatu tidak terpisahkan, karena bersama kita dapat meraih kesuksesan" "always united and inseparable, as teamwork we can reach the success.*
- **Flexibility :**  
*"bisa menerima setiap keadaan karena bisa hidup di dua tempat",  
"easily adapt because they can live in two places" (in hospitality industry, we have to learn every single outlet to be succeed in hospitality)*
- **Friendship :**  
*"kodok remaja & dewasa saling mengingatkan satu sama lain" , "teenage & adult frogs remind each other*

## KTS FAMILY PROFILE



### PAK SUDI - OWNER

Name : Nyoman Sudi Artawan

Nick Name : Sudi

Place Of Birth : Buleleng

Date of Birth : December 1st 1975

Home Address : Ds. Pelapuan, Kec. Busungbiu, Kab. Buleleng

Current Address : Jl. Beringin, Ds, Pegending, Dalung- Kuta Utara

Phone : 081 338 646 025

## Working Experience

- Celebrity Cruises
- Four Season Ubud & Jimbaran
- Ritz- Carlton Jimbaran Bali
- Nikko Hotel Nusa Dua Bali
- Koki Loka Restaurant

### Owner of:

- Kubu Tepi Sawah Resort
- LKP TIPS
- Captain's Table Restaurant & Bar
- KTS Bali Resort
- PT. Cerita Gemilang/  
PT. Saraswati Manajemen
- Monarch Hotel School
- PT. Ratu Ocenania Raya Bali



**POINT-POINT KERJA YANG DISUKAI & TIDAK DISUKAI PAK SUDI**

1. SUKA MELIHAT KARYAWAN YANG ORGANIZE (MISE IN PLUS)
2. SUKA MELIHAT KARYAWAN YANG UPDATE & UPSELLING
3. SUKA DENGAN KARYAWAN YANG MAU BELAJAR (WILLING TO LEARN)
4. SUKA DIBERI BUKTI HASIL KERJA DIBANDINGKAN DI BERI ALASAN
5. BILA MEMBERIKAN SANGGAHAN HARUS DIKUTI DENGAN KETERANGAN, SOLUSI DAN HASIL (BUKTI)
6. TIDAK SUKA MELIHAT KARYAWAN NGOBROL PADA SAAT JAM KERJA
7. TIDAK SUKA MELIHAT KARYAWAN YANG MENGABAIKAN PEKERJAAN/ TANGGUNG JAWAB DAN BERSEMBUNYI

**PAK SUDI ITU ON THE SPOT  
(MENASEHATI DI TEMPAT UNTUK MENGHEMAT WAKTU)**



### **BU LILIK - OWNER**

Name : Ni Luh Ayu Lilik Sugitha

Nick Name : Lilik

Place Of Birth : Badung

Date of Birth : March 27th 1985

Home Address : Jl. Beringin, Ds, Pegending,  
Dalung- Kuta Utara

Current Address : Jl. Beringin, Ds, Pegending,  
Dalung- Kuta Utara

Phone : 081 337 719 542

Email : [liliksugitha@gmail.com](mailto:liliksugitha@gmail.com)

### **Working Experience**

She is the wife of Mr. Sudi. Since 2008, She has experince in managing the adminitration of a agency company. Since 2014, she help his husband to manage the villas. She is a kind of a woman who enggages with Balinese culture. She brings the concept of Balinese culture and atmosphere to KTS Resort, which is based on Care & Love and follows the Balinese concept of Tri Hita Karana. By following the concept of Tri Hita Karana, it indirectly introduces local wisdom to guests staying at KTS Bali.

## KTS OUTLET

- **11 ROOMS** (every rooms name by cruise line as the owner was working in the cruise ship)
- **BAR & RESTAURANT** (Spider Bar & Warung Man's Sudi)
- **SPA** (Sejuk SPA)
- **YOGA** (Katak Yoga Shala)
- **TRANSPORTATION** (Rental, Drop & Pick Up )

**ARAK DISPLAY** (Introduce Bali local spirit)

**ACTIVITIES** (Cooking Class, Mixology Class, Coconut Oil Class, Cycling, Trekking, Tour, Jeep tour, Culture Class)

**ROOMS** ( Summit, Constellation, Infinity, Dream, Fantasy, Allure, Oasis, The Edge, Century, Mercury, Galaxy)



## Room Classification

1. **Single Room** : Infinity, Constellation, Allure, Oasis, Dream, Fantasy
2. **Single Loft Room** : Summit, Century, Mercury, Galaxy
3. **Connecting Room** : - Garden Connecting Room ( Allure- Oasis)  
- Family Connecting Room ( Dream – Fantasy)  
- Connecting Loft Room( Mercury- Galaxy)
4. **Single Room with Private Pool** : The Edge

## Spider Bar (Life is all about connection & relation)

Open : 8 am

Close : 9.30 pm



## Warung Man's Sudi

Authentic Balinese Food

OPEN for Breakfast, Lunch & Dinner

Open : 8 am

Close : 9.30 pm



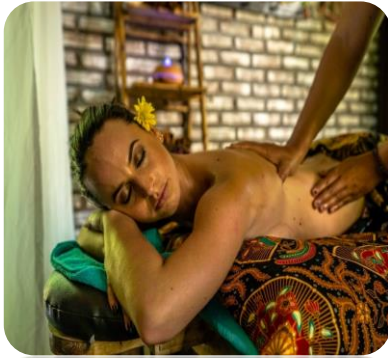


**Sejuk SPA (Rejuvenate Life)**

Open : 8 am

Close : 8 pm

Balinese Treatment



**Katak Yoga Shala ( Unity of Breath, Mind & Movement )**

*Monday, Wednesday & Friday at 8am*

*With Instructur & Rent for group*



## KTS ACTIVITIES

### Cooking Class



From 9 am – 2 pm or 2 pm – 5 pm

Visiting traditional market, gardening, cooking, and having meals

Getting Certificate and Recipes

### Coconut Oil Class

Explaining the complete information about coconut and the process of making coconut oil



### Culture Class

Making offering, meaning of praying, balinese costume, visiting house and village and all of the explanation



### Mixology Class

Explanation about bar in general, such as bar layout, bar tools and equipment, method of making beverage, beverage knowledge and ultimate art of mixology.



### Dance Class

Preserve the balinese culture by teaching our young generation balinese dance and introduce the dance to our guest who is staying with kts.



### Culture Exchange

Culture exchange between our staff/ students and our guest, to introduce balinese culture also to teach our students practicing English



### The Real Bali Tour & Trekking



### Rent, Pick Up and Drop





**STANDAR OPERATING PROCEDURE  
STAFF IN GENERAL**

## **ATTENDANCE**

- Attendance at least 15 minutes before working time
- Staff should provided annual leave form/ gate pass form completed by the signed of head department and replacement person who will handling the job.
- Sickness more than one day should present sick letter or doctor certificate (DC) from the medical center
- Hand over job to partner in each department if not attendance for work
- Lateness of attendance at work will be counted in the end of the month
- If you want get permission, you must ask HRD for permit two days in advance

## **GROOMING**

### **a. General**

- Personal Hygiene (shower daily, body odor)
- Clean uniform and well pressed
- Wear uniform based on company standard
- Mild cologne
- Keep finger nails neatly trimmed and cleaned at the time
- No jewelry (except wedding ring is allowed)
- No smoking while working

### **b. Male**

- Hair must be kept neatly trimmed
- No moustaches and beard

### **c. Female**

- Light Make up for ladies
- No nail color accepted

**UNIFORM**

Front office Staff



Bar Department Staff



Dinning Room Staff



Culinary Staff



House Keeping & PA Staff



SPA Staff



## **BENEFIT**

- Cross training
- Life motivation
- Free english course
- Meals

## **EVALUATION**

Evaluation is held every month to check the staff/ trainees' English and resort knowledge

## **CAREER STRUCTURE**

- 1. Training (three months)**  
Get the benefit above
- 2. Daily worker (three months)**  
Get the benefit above and POCKET MONEY
- 3. Staff**  
Get the benefit above and SALARY



**BASIC CLEANING AND WORKING  
PROCEDURE**

## **1. BASIC CLEANING AND WORKING PROCEDURE**

- Semua Chemical dan Tool harus lengkap setiap hari
- Carry caddy selalu dalam keadaan bersih dan rapi
- Setiap botol diberi label nama dan merk

### **Procedure Opening Bar**

- Prepare bucket with chlorine in it
- Observe and check the ceiling, wall, furniture, and bar equipment
- Turn on the coffee machine, check refrigerator, freezer
- Start to clean
- Turn on the music
- Set up the bar lounge
- Check the bar products, such as sugar/simple syrup, fruit, milk, coffee, beverage stock

### **Procedure Opening Restaurant**

- Prepare bucket with chlorine in it
- Make sure the lounge is clean
- Mise en place (penempatan yang benar)
- Wastafel amenities in the right place
- Bathroom ready for the guest
- Table amenities (cutlery, napkin, placemat ready to use)

### **Procedure Opening Kitchen**

- Prepare bucket with chlorine in it
- Make sure the equipment is clean and working as per standard
- Mise en place (penempatan yang benar)
- Check preparation of the kitchen product
- Set up garbage bin complete with plastic bag

### **Room Cleaning Procedure :**

- Open door, window & curtain
- Turn off lights & AC
- Waterin plants in the room's garden

- Collect rubbish & all dirty linens
- Check & make note all area from facilities, amenities & mini bar
- Prepare cleaning tools and chemicals
- Begin cleaning from ceiling, wall, glass window/door, stainless, electronics then floor
- Bring out dirty linen & set up new linen
- Set up room according SOP
- Refill all missing amenities & facilities
- Lie on bed to check cleanliness of mosquito net
- Start cleaning the floor
- **Stainless Items:**
  - Shower
  - Toilet paper holder
  - Water faucet
  - Door knob
- Semua amenities room, bathroom dan minibar lengkap
- Linen bersih, bebas noda dan warna bagus
- Dinding, kaca jendela dan pintu bersih bebas noda
- Lampu dan alat elektronik berfungsi dengan baik

## 2. MISE AN PLACE

INCORRECT	CORRECT
<b>IN RESTAURANT</b>	
 <p data-bbox="380 873 711 905">Incorrect chair placement</p>	 <p data-bbox="954 873 1318 905">Chair placement as per SOP</p>
 <p data-bbox="407 1314 683 1346">Incorrect table set up</p>	 <p data-bbox="980 1314 1292 1346">Table set up as per SOP</p>
<b>IN BAR</b>	
 <p data-bbox="383 1818 708 1850">Incorrect bar chair set up</p>	 <p data-bbox="959 1818 1308 1850">Bar chair set up as per SOP</p>



Incorrect coffee station set up



Correct coffee station set up

## IN ROOM



Messy bed



Bed set up as per SOP



Jet shower on the toilet bowl



Toilet as per SOP

**IN SPA**



Messy bed set up



Clean bed set up

**IN PUBLIC AREA**



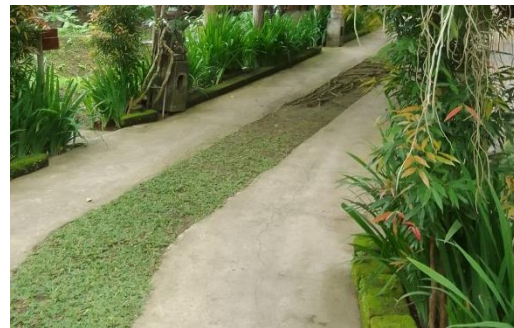
Incorrect long chair/ sun bed set up



Correct long chair/ sun bed set up



Rubbish on the way to room



Clean Area

### 3. ORGANIZE



#### 4. ART OF WORK



