



Outrigger Guam Beach Resort

1255 Pale San Vitores Road, Tumon Bay, Guam 96913 / Tel: (671) 649-9000

Janielle Tandoc

Employer: Outrigger Guam Beach Resort

Summer Internship 2016 (June 13, 2016 - July 13, 2016)

SSHS- ProStart

Hours Worked: 180 hours

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About Outrigger Guam Beach Resort

- The Outrigger Guam Beach Resort opened its doors in May 1999 as the Outrigger Guam Resort. It was the chain's largest property in the Pacific and the third in the Micronesia region. Today, the Outrigger Hotels and Resorts have properties in Maldives, Mauritius, Thailand, Fiji, and Hawaii.



- The owner of the property is Mr. Al Ysrael.

- Located in the center of Pleasure Island, Tumon's entertainment district, the Outrigger Guam Beach Resort offers 600 luxurious ocean-view rooms and suites. It also offers meeting rooms, swimming pools, restaurants, bars, a wedding chapel, children's playground, a fitness center, a mandara spa, a shopping mall, a volleyball court, and access to the Voyagers Floor and Lounge.

General Manager, F&B Director, and Executive Chef



General
Manager:
Steve Solberg

Director of
Food and
Beverage:
Edwin Torres



Executive
Chef: Eugene
Soledad

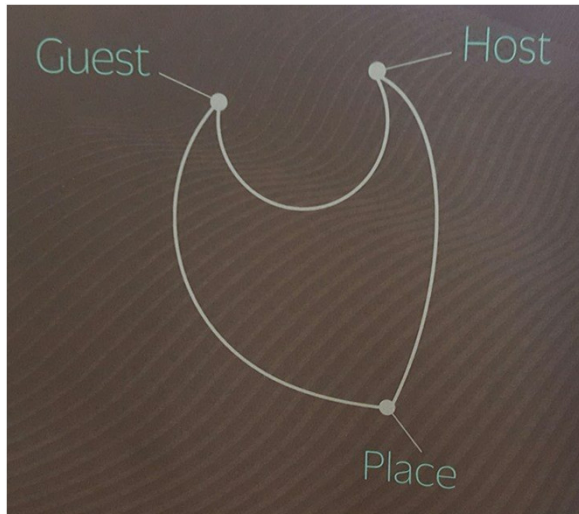
The Outrigger Way: Inafa'maolek - Making it Good for Others



- The Outrigger Guam Beach Resort uses Hafa Adai as their standard in greeting everyone and familiarizing their employees with Guam's culture.



***Caring for each other,
Caring for our guests,
Caring for our place,
With our values as our
guide.***



- The three points on the “pe'a” or the sail of the canoe represent the key elements of hospitality: guest, host, and place.



Outrigger Facilities

Palm Cafe

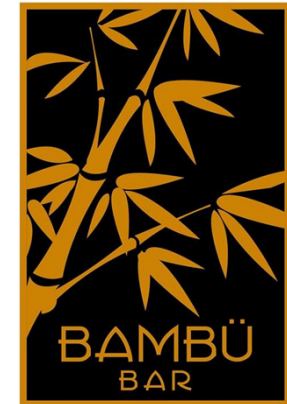


Palm Café is Outrigger Guam Resort's signature restaurant that features International cuisine and highlights the freshest ingredients and local produce. It offers an array of options including breakfast, a Japanese lunch buffet, a Sunday brunch, and nightly themed dinner buffets including flavors from the Mediterranean, Asia, Italy, Southeast Asia, and Guam.

OPERATION HOURS:

- Breakfast 6:30 am to 11:00 am
- Sunday Brunch 10:30 am to 2:00 pm
- Lunch 11:00 am to 2:00 pm
- Dinner 6:00 pm to 10:00 pm

Bambu Bar



Located in the hotel's lobby, Bambu Bar features nightly live local entertainment that serves light fare and ice cold beverages.

LIVE MUSIC ENTERTAINMENT

- (Sunday-Wednesday 6:30 pm to 10:00 pm)/
(Friday and Saturday 7:00 pm to 11:00 pm)

OPERATION HOURS:

- Sunday to Thursday 10:00 am to 11:00 pm
- Friday and Saturday 10:00 am to 12:00 am

Outrigger Facilities

Grind 1/ Upper Grind

Grind 2/ Lower Grind



Located in Outrigger Guam Resort's upper and lower lobby The Grind 1 or the Upper Grind and The Grind 2 or the Lower Grind both offer an array of food and drink options such as specialty coffees, cold beverages including juice, tea, frappes, and smoothies, and food including sandwiches, bento boxes, salads, fruit boxes, desserts and pastries.



OPERATION HOURS:
Open Daily for 24 Hours



Outrigger Facilities

Voyagers Club



The resort's Voyagers Club consists of two floors of guest rooms and suites, totaling 60 rooms, and a private lounge. The Voyagers Club lounge (21st floor) overlooks a panorama of Tumon Bay and offers complimentary breakfast and cocktails.

OPERATION HOURS:

- Breakfast 7:00 am to 10:00 am
- Cocktail Period 5:00 pm to 7:00 pm

OHANA Beach Club



Come down to the OHANA Beach Club while sunbathing on the beach or by the pool or just relax and enjoy juicy burgers or sandwiches while watching breathtaking Tumon sunsets. The club offers casual al fresco dining and cocktails.



OPERATION HOURS:

- Monday to Sunday
- 10:00 am to Sunset

Outrigger Facilities

Beachside BBQ



Located by the beachside at Lower Kanton Tasi, surrounded by the beauty of Tumon Bay and the cliffs of Two Lovers Point, the Beachside BBQ offers the BBQ dinner which includes desserts, beer, salad, fresh seafood, steak, crab legs, fish, and vegetables!



OPERATION HOURS:

Monday to Sunday

- 1st Seating 6:00 pm
- 2nd Seating 8:00 pm



Skills I Have Learned/Improved

- “Baking is a science, while cooking is an art!” - baking relies on precision. I learned how to accurately measure the dry and wet ingredients in pounds, ounces, grams, liters, and kilograms.
- “You eat with your eyes first. The presentation has to be great.” – I’ve learned how to properly plate desserts and how to add “color” into my food.
- Through repetition, I have gained confidence in my hospitality and communication skills.



How I've Grown

- Confidence

- I've grown to become more confident in myself by improving on my communication and hospitality skills. When dealing with **customers**, I can confidently greet anyone who passes me with a "Hafa Adai, Hello, Goodbye, or Thank You".

- Appreciative

- I've grown to appreciate the smaller things in life and show more gratitude towards others and their jobs. I've become more open when talking to my **colleagues** and **supervisors** at work. I really do believe that we built a special bond with each other.

- Initiative

- I've also grown to become more familiar with everything in the kitchen. Now, I can do tasks without asking my supervisors for needless help.



What I Would Change

- ***Enrich the building's interior and exterior structure***
 - Needs repainting in order to restore the hotel's magnificence and aesthetics.
- ***Expand and restore the kitchen space***
 - Fix broken tiles, leaky ceilings, and refurbish the kitchen space by expanding or renovating.



Food I Made/Garnished



Mini Fresh Fruit Tart with Kiwis, Blackberries, and Strawberries.



Mini Fresh Fruit Tart with Blueberries, Bananas, and Strawberries



Mini Fresh Fruit Tart with Raspberries, Blueberries, and Kiwis

Blackberry Fresh Fruit Tart.



Raspberry Fresh Fruit Tart



Blueberry Fresh Fruit Tart



Granola Parfait with Mixed Fruits



Chocolate Cake with Whipped Cream and Fruits (strawberry and blackberry)

Foods I Made/Garnished



Coffee Eclairs



Mini Coffee Eclairs

Chocolate Eclairs



Yogurt Cheesecake topped with Whipped Cream and Blueberries



Tuna Poke with Rice Appetizer



Pizza with Pepperoni and Mixed Vegetables

Foods I Made/Garnished



Bread Pudding



Apple Pie

Japanese Cheesecake topped with Fresh Fruits (Kiwis, Blueberries, and Strawberries)



Tiramisu



Strawberry Shortcake topped with Whipped Cream, Toasted Pistachios, and Strawberry Roses

On the Job



Making Pasta at the Pasta Station

Making Apple Pie at the Pastry Station



Making Pizza at the Ala Carte Station

Piping Whipped Cream Mounds on Plates at the Pastry Station



On the Job



Plating
Cookies at the
Pastry Station

Glazing Fresh
Fruit with
Gelatin at the
Pastry Station



Making Tuna
Poke with Rice
Appetizers at the
Hot Station



My Most Memorable Experience

The kitchen staff (waiters, colleagues, supervisors, stewardess) continually made every day memorable by always making me laugh or putting a smile on my face. Every day I see the Pastry Manager (Chef Sam), he would constantly pester me and ask, "How are you today, Janielle?" and say, "Janielle! Why aren't you smiling? Smile!", in an amusing way. My most memorable experience was the last day of the summer work experience. On the last day, Chef Sam piped our names out of cream puff mixture and also gave me some gifts - piping bags and a dough scraper.



Outrigger's Competitors - Dusit Thani Guam Resort

Dusit Thani
GUAM • RESORT

1251 Pale San Vitores Road,
Tumon, 96913, Guam

Tel: (671) 648-8000
Fax: (671) 648-8008

Website:

<http://www.dusit.com/dusitthani/guamresort/#>

General Manager:
Dean Huntsman



Outrigger's Competitors - Hyatt Regency Guam



1155 Pale San Vitores Road,
Tumon, 96913, Guam

Tel: (671) 647-1234
Fax: (671) 647-1235

Website:

<http://guam.regency.hyatt.com/en/hotel/home.html>

General Manager:
Sophia Chu



Outrigger's Competitors - Westin Resort Guam

WESTIN[®]
HOTELS & RESORTS

105 Gun Beach Road,
Tumon, 96913, Guam

Tel: (671) 647-1020
Fax: (671) 647-0919

Website:
<http://www.westin-guam.com/>

General Manager:
Harrison Cho



Collage of Some of the Kitchen Staff and I



Conclusion

Given the opportunity to do summer work experience at Outrigger Guam Beach Resort's kitchen has tremendously changed my point of view in the culinary industry. Not only in the culinary industry, but also all the work industries. It has made me realize that if one person does not do the correct job or is not present, then the whole operation will not run smoothly and go as planned. Also, I realized that in order to gain success in life, one has to work hard while having their dreams and dedication on their side.





Thank you!