

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Restaurant

Vasa Hotel is one of the products of Tanrise Property. PT Jaya Sukses Makmur Sentosa Tbk (Tanrise Property) is company that works and specializes in service development and real estate property. Tanrise Property is part of the firm Tan Corporation. It was founded in 2003 by Herman Tanoko. Before Vasa Hotel was founded, Tanrise Property started its business by developing Tritan Point Warehouse which consisted of warehouses and shophouses in several big cities in Indonesia such as Surabaya, Sidoarjo, Malang, Medan and Bandung. As time goes by, Tanrise Property continues to develop in this business field and in 2011, Tanrise Property started trying to open a business in a new field.

The introduction of this new venture encompasses hotel-related operations. Established in 2011 as the pioneering hotel under Tanrise Property, Solaris Hotels in Bali and Malang stand as three-star accommodations, offering a range of amenities typical of such establishments. The successful establishment of these hotels bolstered Tanrise Property's confidence in further hotel ventures. Consequently, in 2015, Tanrise Property inaugurated three business hotels under the Cleo Business Hotel brand. One of these, TigaCleo Business Hotel, strategically located in Surabaya's Didi area. Encouraged by the progress of these ventures, Tanrise Property embarked on its first foray into five-star hotel territory in Surabaya with the inauguration of Vasa Hotel.

As the inaugural five-star hotel under Tanrise Property's portfolio, Vasa Hotel provides top-tier services synonymous with five-star establishments, including warm and attentive hospitality.

2.2 Vision Mission and Company Objectives

2.2.1 Vision of Vasa Hotel

An upscale-modern day hotel with exciting guest experience and service at its finest.

2.2.2 Mission of Vasa Hotel

Redefining the traditional concept of a five-star hotel hospitality through intuitive service, inspiring design, innovative culinary, experiences that touch the heart and soul of every guest.

2.2.3 Organizational Structure and Main Task

Within the Vasa Pastry Department, there are two sections: pastry and bakery. The sous chef oversees the bakery section within the pastry department. Consequently, in the pastry section, the Chef de Partie reports directly to the Head Chef. The pastry section comprises Pastry Chef (Head Chef), Chefs de Partie, Demi Chefs, Commis, Daily Worker, Casual Staffs, and Trainees. Meanwhile, the bakery section includes Sous Chef, Commis, Daily Worker, Casual Staffs, and Trainees.

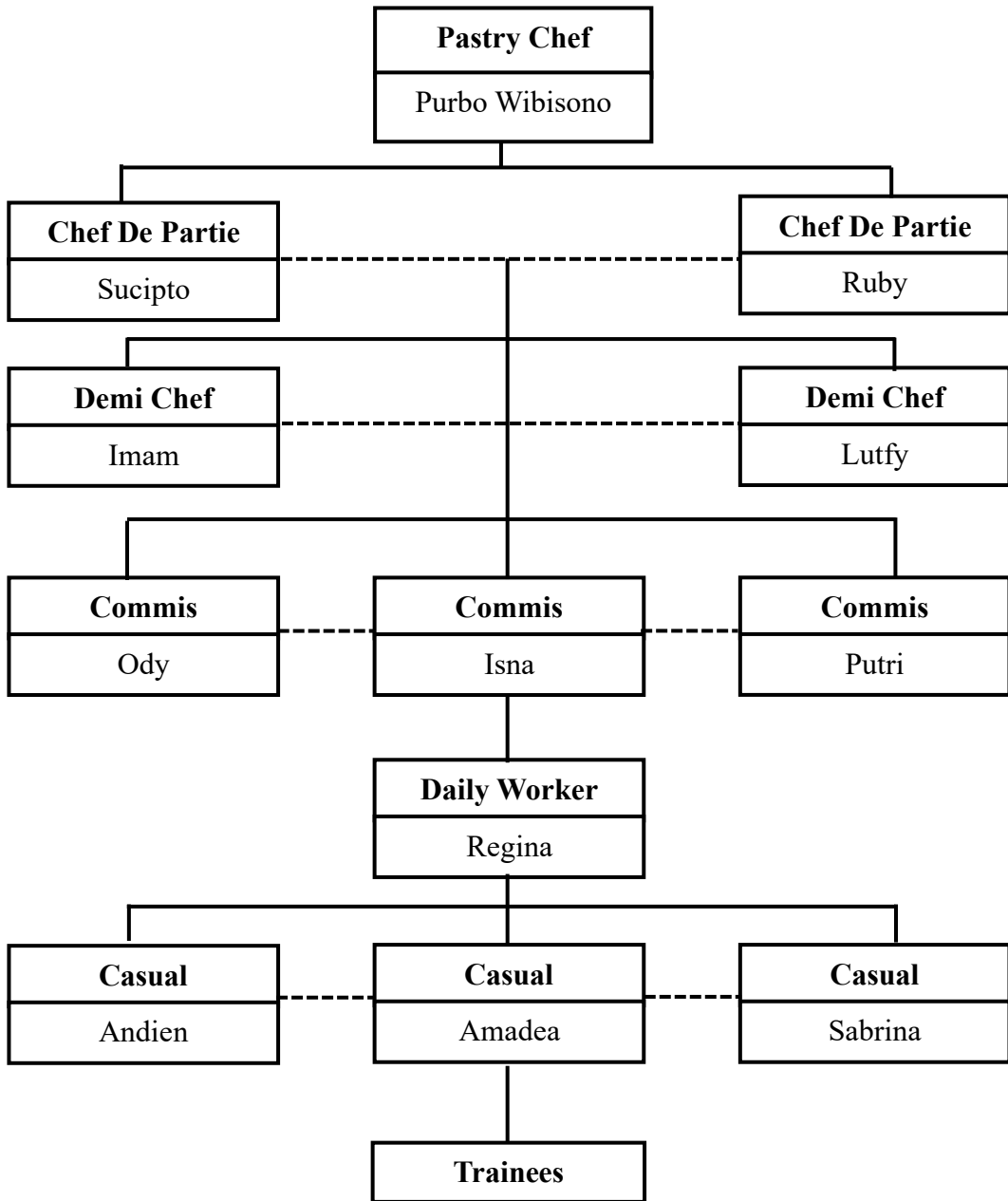


Figure 2. 1 Kitchen Brigade

1. Pastry Chef (Head Chef)
 - Planning and Composing dessert and pastry menu.
 - Developing new recipes for cakes and desserts.
 - Making sure all pastry staff and trainees are well trained.
 - Making monthly schedule for all staff and trainees.
 - Checking hygiene and sanitation standards.
 - Managing budget and inventory for the pastry department.
2. Chef de Partie
 - Preparing and baking various pastry items.
 - Assisting the Pastry Chef in menu planning and recipe development.
 - Ensuring that all pastry items are prepared and presented to meet quality and consistency standards.
 - Monitoring inventory levels of pastry ingredients and supplies and assisting in ordering as needed.
 - Participating in the creation and execution of pastry displays for buffet, special events or functions.
3. Demi Chef
 - Assisting the CDP and other senior pastry chefs in the preparation and production of pastry items.
 - Executing assigned tasks in the pastry kitchen, including preparing ingredients, baking, decorating, and plating pastry items.
 - Following recipes and portion sizes accurately to maintain quality and consistency of pastry products.
 - Maintaining cleanliness and organization of the pastry kitchen, including equipment and workstations.
 - Assisting in the training and mentoring of junior pastry kitchen staff, providing guidance on pastry techniques and procedures.
4. Commis
 - Executing daily production tasks for operations.
 - Ensuring that all setups adhere to standards.
 - Ensuring that all food preparation meets established standards.

- Placing weekly ingredients stock orders through the Pastry Chef.
 - Following instructions and guidance from senior pastry chefs to execute tasks accurately and efficiently.
5. Daily Worker
- Assisting pastry chefs in the preparation and production of pastry items.
 - Performing basic tasks such as measuring and mixing ingredients, shaping dough, and baking pastries.
 - Willingness to learn and take on new tasks as directed by pastry chefs.
 - Flexibility to work on various shifts and adapt to changing demand in the pastry kitchen.
6. Casual
- Following recipes and instructions provided by senior pastry chefs accurately.
 - A willingness to work irregular hours and be available on short notice when required.
 - Flexibility to work on-call shifts based on the needs of the pastry department.
 - Ability to work well under pressure and in fast-paced environments.
 - Communicating effectively with pastry chefs and kitchen staff to coordinate tasks and ensure smooth workflow.
7. Trainee
- Learning and assisting in various tasks within the pastry kitchen.
 - Observing and participating in the preparation and production of pastry items.
 - Following instructions and recipes provided by senior pastry chefs.
 - Developing basic pastry skills and techniques through hands-on training and practice.
 - Maintaining cleanliness and organization in the pastry kitchen.
 - Demonstrating willingness to learn and take on new responsibilities in the kitchen.

- Participating in training sessions and workshops to enhance pastry knowledge and skills.

8. Steward

- Ensuring cleanliness and hygiene in the kitchen areas.
- Washing dishes, glassware, flatware, and other kitchen tools.
- Emptying trash bins and disposing of waste in designated areas.

2.3 Establishment Description

Vasa Hotel Surabaya is rated as a five-stars hotel with international standards in its services and products. They offer extraordinary and modern service. With an extravagant design, Vasa Hotel Surabaya offers 383 Rooms, Suites, and Residences that blend the privacy and convenience of accommodation with the service and amenities of a first-class hotel. They give a modern touch to their contemporary look of design. Inspired by the cultural and artistic design of sophisticated art, Vasa Hotel mixes business with pleasure and art with technology.

Alongside premium service, Vasa Hotel boasts an array of high-quality facilities akin to those found in other five-star hotels. One of the amenities provided by Vasa Hotel is its outdoor swimming pool, exclusively available to hotel guests. Vasa Hotel's swimming pool is considered to have distinct advantages over those found at other hotels, notably due to its heated feature.



Figure 2. 2 Swimming Pool with heated feature.

Additionally, Vasa Hotel offers fitness amenities including a gymnasium, massage facility, and spa. The equipment provided in the fitness area is of high quality, aiming to enhance the experience for patrons. Furthermore, the hotel also features a children's play area designed to entertain young guests with various games, play equipment, and activities, ensuring an enjoyable experience for children.



Figure 2. 3 Gym and Playground

Vasa Hotel also retains various amenities such as an Executive Lounge, Helicopter Landing Pad, and several additional supporting facilities. The Executive Lounge, one of the hotel's offerings, provides enhanced personal service, increased privacy, and various exclusive perks alongside food and beverage options. Furthermore, the helicopter landing pad, a rarity among other five-star hotels, is available for customers seeking this unique amenity.





Figure 2. 4 Executive Lounge and Helicopter Pad

In addition to the aforementioned amenities, the primary highlight of the hotel lies in its luxurious rooms. Vasa Hotel Surabaya presents a total of 383 Rooms, Suites, and Residences, ensuring a blend of privacy and comfort along with top-notch hotel services and facilities. Each accommodation option at Vasa Hotel Surabaya offers more space and a heightened sense of luxury compared to standard hotel rooms in Surabaya, catering equally well to both short-term and long-term stays. On regular weekdays from Monday to Thursday, Vasa Hotel experiences an average occupancy rate of around 30 to 50 percent. However, during the weekends from Friday to Saturday, the average occupancy rate increases significantly to 60 to 90 percent. During important events or holidays, the average occupancy rate can surge to 80 to 100 percent.



Figure 2. 5 Hotel Room (President Suite)

At Vasa Hotel, guests can indulge in an exceptional dining experience with five distinct restaurants available. Our patrons could savor an array of culinary options, spanning both local and international cuisine, each characterized by its own distinct concept and ambiance. Whether opting for a formal dining setting or a more relaxed atmosphere, every restaurant within the Vasa Hotel ensures a memorable

culinary journey for our guests. Here is a concise overview of the 5 food and beverage establishments at Vasa Hotel Surabaya.



Figure 2. 6 Bonne Journee

Bonne Journee is in the lobby of Vasa Hotel, offering a serene ambiance characterized by the seamless style and sophistication of our Lobby Lounge, making it an ideal venue to unwind with colleagues or socialize with friends. Bonne Journee sells a wide selection of cocktails, wine, high-quality coffee and tea, and delicious cakes ranging from sliced and whole cakes, almond pie, milk pie, quiche, various flavors of gelato, macarons, and delicious bread.



Figure 2. 7 209 Dining

Situated on the second floor of Vasa Hotel, 209 Dining offers a buffet and à la carte dining experience featuring a diverse array of cuisines from around the world, including Western, Asian, and Japanese dishes. The buffet selection comprises both hearty and light options, encompassing Western fare, Asian cuisine, salads, desserts, and live cooking stations, with the menu rotating daily based on different themes. Additionally, the restaurant features a bar serving a variety of alcoholic and non-alcoholic beverages. For guests preferring à la carte options, this

service is also available. With a daily capacity to accommodate 200 guests and a seating capacity of 250, 209 Dining also provides VIP A, VIP B, and Baltic rooms for special events, expanding its total seating capacity to approximately 500. Operating daily, breakfast commences at 6 am, followed by lunch at 12 pm, and dinner at 6 pm. There is also a function room which is usually used for meetings and smoking. Additionally, on select occasions, 209 Dining hosts special buffet selections featuring Indonesian or international dishes. For weddings or other events, arrangements can be made with the event coordinator and 209 managers, accommodating specific requirements as agreed upon.



Figure 2. 8 Chamas Brazilian Churrascaria

Chamas Churrascaria, the inaugural Brazilian Churrascaria Restaurant in Surabaya, introduces a novel dining concept of a Brazilian Steakhouse, offering unlimited servings of high-quality meat. Guests can indulge in a selection of 17 varieties of beef, lamb, and chicken, complemented by a superb range of beverages. Each meat is expertly seasoned with sea rock salt in the traditional South American style and slow roasted over an open flame. Dressed in Gaucho attire, reminiscent of South Brazilian ranchers, the attentive service team moves from table to table, carving and serving portions of unlimited meat skewers. Experience the authentic flavors of Brazilian cuisine with a focus on real and delectable meats. Additionally,

Pastry offers an array of desserts and pastries to complement the buffet lunch and dinner at Chamas. Featuring specialty items such as Pao de Queijo, Focaccia, Hard rolls, soft rolls, Mousse de Limao, Mousse de Maracuja, Creme Brulee, Budin de Caramelo, Warm Chocolate, White Chocolate Coconut Truffles, and assorted cakes. Chamas Churrascaria is open daily for lunch at 12pm and dinner at 6pm.



Figure 2. 9 Xiang Fu Hai

Xiang Fu Hai Cuisine, an elegant Chinese restaurant specializing in traditional banquet-style dining, presents a wide array of authentic dishes to satisfy discerning customers. Renowned for its extraordinary dim sum and impeccable service, the restaurant also boasts a comprehensive drinks menu. Committed to delivering the healthiest, freshest, and most genuine Chinese cuisine possible, the culinary team at Xiang Fu Hai Cuisine meticulously prepares each dish using the finest ingredients and years of expertise in presentation. Elevating the dining experience further, the restaurant offers private rooms for intimate gatherings with friends or colleagues. Xiang Fu Hai is open daily for lunch and dinner, with dim sum available every Saturday, Sunday, and on public holidays.



Figure 2. 10 Nagano

Nagano, the newest restaurant at Vasa Hotel Surabaya, which opened in March 2024. Nagano is an authentic Japanese restaurant that excels in culinary expertise combined with Japanese tradition. It features a captivating teppanyaki theater, where skilled chefs transform ingredients into culinary masterpieces right before your eyes. Known for its exceptional flavors, Nagano offers a tempting array of accompanying dishes. The ingredients used are also high quality, fresh, and premium. Nagano is open daily for lunch at 12pm and dinner at 6pm.

2.4 Hygiene and Sanitation

In the kitchen, maintaining personal hygiene is crucial both before and after food preparation. In Pastry, this applies to all staff and trainees. Hand hygiene is particularly important to prevent issues like spoiled or contaminated food.

Regarding personal grooming, there are specific rules for all staff and trainees to follow:

1. Prioritize hand hygiene, including keeping nails short and clean.
2. Wear complete kitchen attire, including a uniform, apron, hat, and nametag.
3. Wear black cloth trousers, socks, and safety shoes.
4. Maintain overall personal hygiene, including optional perfume use.
5. Avoid wearing jewelry and ensure hair is clean and tidy without coloring.
6. When taking care of the pastry section in 209, must use a mask and latex gloves.

Regarding sanitation Standard Operating Procedures (SOP):

1. Always clean the kitchen table after use.
2. Maintain cleanliness in dry food storage and chocolate room areas.
3. Manage the cleanliness of the chiller and freezer.
4. Clean all cooking utensils, such as stoves, ovens, and microwaves, after each use.
5. Regularly inspect food ingredients, discarding expired items immediately.

6. Label all dry and wet food items with dates, changing labels every two days.



Figure 2. 11 Label Date for Freezer, Chiller, and Dry Store

7. Conduct routine cleaning sessions 2-3 times a month.

For daily cleaning, trainees assist staff in cleaning stations, tidying up, cleaning the chiller, and checking date labels. General cleaning occurs once a week, where trainees help clean the entire kitchen, including equipment like stoves, ovens, sinks, and walls. Audits are conducted every 2-3 months to ensure equipment is in good condition and cleanliness standards are maintained.