

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1. History of Restaurant

Marriott International began as an A&W Root Beer franchise in Washington, D.C., in May 1927. JW Marriott was named after the couple J. Willard and Alice Sheets Marriott. The business was renamed Hot Shoppes as the food menu evolved, and good food and service at reasonable prices became the guiding principles as the company grew. Thirty years after establishing his first business, J.W. Marriott expanded into the lodging business with the Twin Bridges Motor Hotel in Arlington, Virginia. His son, Bill Marriott, Jr. was appointed to lead the new business segment while overseeing the hotel expansion. 1977 was a landmark year, not only marking the company's 50th anniversary, but also the groundbreaking for the new headquarters building.

JW Marriott Surabaya (formerly The Westin Surabaya), which opened in 1996, is a 25-story, five-star luxury hotel located in Surabaya's Tunjungan City Center. The design of each room is in a luxurious European style. The hotel's restaurants serve Chinese, Japanese and international cuisine. In 2002, The Westin Surabaya on Jalan Embong Malang changed its name to JW Marriott Surabaya. In 2020, The Westin Surabaya is back, above Pakuwon Mall Surabaya phase 3.



Figure 2.1 JW Marriott Hotel Surabaya

2.2 Vision, Mission, and Company Objectives

2.2.1 Vision and Mission of JW Marriott Surabaya

To be the global hospitality leader. We are committed to being the best lodging and food service company in the world, by treating employees in ways that create extraordinary customer service and shareholder value.

2.2.2 Company Objectives of JW Marriott Surabaya

Putting people first, pursuing excellence, embracing change, acting with integrity and serving our world

2.3 Organizational Structure and Main Task

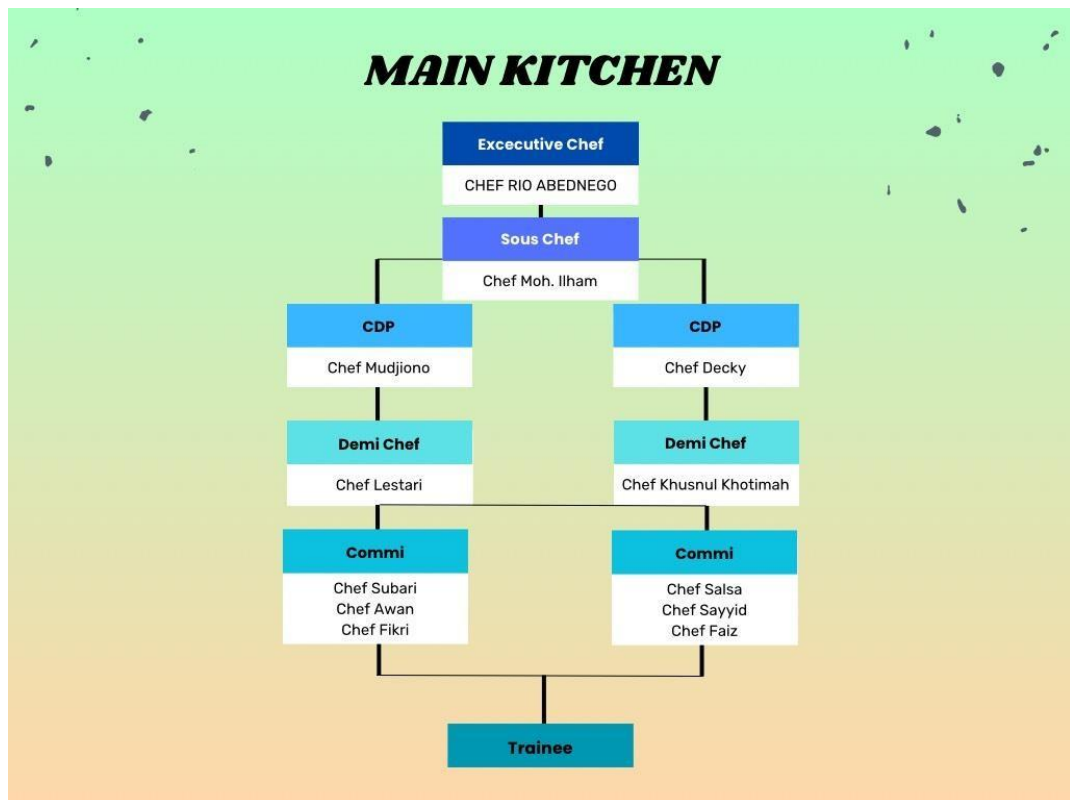


Figure 2.2 Kitchen Brigade

1. Executive Chef

- Close supervision of kitchen operations
- Conduct customer surveys on service satisfaction and quality of food served
- Responsible for annual events
- Creating new menu ideas to attract customers
- Maintain the stability of hotel income

2. Sous Chef

- Collaborate with Executive Chef
- Responsible for staff work schedule and training
- Assist in taking over other chef's duties if needed
- Maintain quality control, food cost and standard of food served according to the provisions given by the Executive Chef.

3. Chef de Partie (CDP)

- Supervise and minimise the raw materials used so that they are not wasted.
- Responsible for all activities in the kitchen
- Distribute daily work to staff and trainees
- Ensure all activities in the kitchen are under control
- Help provide solutions if any problems arise related to operational activities in the kitchen

4. Demi Chef

- Prepare dishes according to customer requests
- Carry out food safety procedures and maintain the cleanliness of

the area and equipment in the kitchen

- Work together with the team for the smooth running of activities in the kitchen
- Hands-on in managing food

5. Commis

- Prepare food ingredients such as spices, various types of meat such as washing, peeling and cutting vegetables and fruits
- Disposing of all spoiled and unfit-to-eat food that has been stored in the chiller
- Receiving deliveries and verifying that all delivered items are fit for use

6. Trainee

- Assist staff in completing work
- Help maintain kitchen cleanliness and food hygiene

2.4 Establishment Description

JW Marriott has 7 room types including Deluxe Premium, Deluxe Premium Twin, Junior Suite, Two Bedroom Suite, Residential Suites, Chairman Suite, Presidential Suite. During the high season, the average number of visitors increases to 90%-100%, while on weekdays it is 60%-75%.



Figure 2.3 Presidential Suite

2.4.1 Pavillion Restaurant

Pavilion operates on an all-you-can-eat concept, allowing customers to enjoy unlimited food during its opening hours, which are segmented into three distinct periods: breakfast from 6 a.m. to 11 a.m., lunch from 12 p.m. to 3 p.m., and dinner from 6 p.m. to 11 p.m. With a total seating capacity accommodating up to 900 patrons, Pavilion is designed to offer a spacious and comfortable dining experience throughout the day.

2.4.2 Imari Restaurant

Imari operates on a Japanese food concept, start from 11 a.m. to 3 p.m., and dinner from 6 p.m. to 10 p.m. With a total seating capacity accommodating up to 150 patrons.

2.4.3 Tang Palace Restaurant

Tang Palace operates on a Chinese food concept, start from 11 a.m. to 3 p.m., and dinner from 6 p.m. to 10 p.m. With a total seating capacity accommodating up to 400 patrons.

2.4.4 Uppercut Steakhouse

Uppercut operates on a Steakhouse concept, start from 6 p.m. to 10 p.m. With a total seating capacity accommodating up to 200 patrons.

2.4.5 Executive Lounge

Executive Lounge operates for loyal customer, 24 hours operational everyday.



Figure 2.4 Pavillion Restaurant



Figure 2.5 Imari Restaurant



Figure 2.6 Tang Palace Restaurant



Figure 2.7 Uppercut Restaurant



Figure 2.8 Executive Lounge



Figure 2.9 Surabaya Baking Company



Figure 2.10 Wine and Co

2.5 Hygiene and Sanitation

2.5.1 Self Grooming

All staff and trainees during working hours are required to wear Chef Hat, Chef Jacket, black long pants made of cloth, black socks, and safety shoes for the safety of the staff and trainees while working. Before entering the kitchen area, you are required to wash your hands with soap first and dry them with a tissue until they are completely dry. In addition, nails are required to be clean and neat, especially for women it is forbidden to use nail polish to avoid contamination with bacteria.

2.5.2 Kitchen Hygiene Sanitation

JW Marriott also has general cleaning once every month, at the end of the month we clean all the kitchen such a (cleaning the sink, cleaning the fridge, cleaning the freezer, checking all the stock of inventory, sweeping and mopping the floor). And also, every 3 months in JW Marriott also calls for a service to remove termites, and JW Marriott also supplies a special food grade liquid to eradicate cockroaches

2.5.3 Handling Ingredients

In food ingredients, JW Marriott Surabaya always uses fresh ingredients, for all ingredients the usage period is one week. For food must be placed in a bowl and must be given plastic wrap, and label date then placed in the chiller and freezer that has been provided. Cutting boards are used according to the its colour. For example, red for cutting

raw meat, green for vegetables and fruit, white for ready to eat food. After working hours, staff and trainees are required to clean their respective sections and return all items used to their places.