

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Hotel

The Sheraton Hotel was first founded by Ernest Henderson and Robert Moore in 1937 by purchasing the first hotel in Springfield, Massachusetts, United States. In two years, they bought three hotels in Boston and soon expanded his holdings by purchasing property from Maine to Florida. Ten years later, in 1947, the Sheraton Corporation of America became the first hotel chain to enter Bursa New York Stocks. Sheraton also began to enter the international world with bought two Canadian hotel chains in 1949 to expand rapidly in the whole world.

In 1998, the Sheraton was sold to Starwood Hotels & Resorts Worldwide, Inc. Sheraton is the largest and most well known brand in the world under the auspices of Starwood Hotels & Resorts Worldwide, Inc. Around the world there are more than 1000 hotels in more than 80 countries, starting from the Americas to the Asian Continent, which is in every city center, resort area as well near the world famous airport. In 2016, Marriott International purchased Starwood Hotels and Resorts, making Sheraton a sister hotel chain to Marriott hotel chains such as JW Marriott and The Ritz-Carlton. There are 9 Sheraton hotels in Indonesia which are managed by Marriott, including :

1. Sheraton Bali Kuta Resort
2. Sheraton Bandung Hotel & Towers
3. Sheraton Belitung Resort
4. Sheraton Grand Jakarta Gandaria City Hotel
5. Sheraton Jakarta Soekarno-Hatta Airport
6. Sheraton Lampung Hotel

7. Sheraton Mustika Yogyakarta Resort & Spa

8. Sheraton Senggigi Beach Resort

9. Sheraton Surabaya Hotel & Towers

Sheraton Surabaya Hotel & Towers is a 5 star hotel located on Jalan Embong Malang No.25-31, Surabaya, East Java which was founded in 1996 by Mr. Alex Tedja and Mrs. Melinda under the auspices of PT PAKUWON DJATI where Mr. Alex Tedja is the owner. Surabaya Hotel & Towers has 348 rooms and is located adjacent to Tunjungan Plaza. Its strategic location makes Sheraton Surabaya Hotel & Towers one of the main hotels of choice for business people and tourists visiting Surabaya.

2.2 Vision and Mision Sheraton Surabaya

2.2.1 Vision of Sheraton Surabaya

"Life is Better When Shared ". This is the philosophy of Sheraton internationally. Basically, Sheraton's vision is to provide the best service so that guests who stay at Sheraton always feel warmth, are connected everywhere and form a community or interact through the various facilities available at Sheraton.

2.2.2 Mision of Sheraton Surabaya

Sheraton's mission is reflected in the core values at Sheraton, namely warm, connected and community.

2.3 Organizational Structure and Main Task

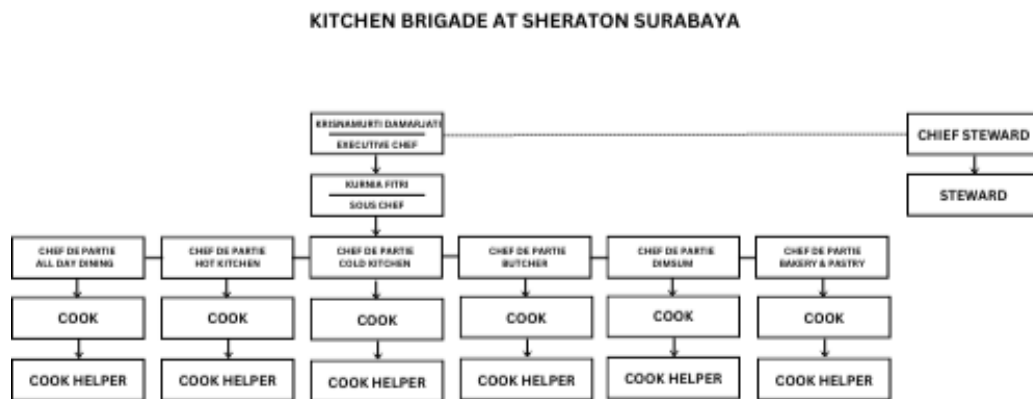


Figure 2.1 Kitchen Brigade of Sheraton Surabaya

1. Executive Chef
 - Developing a new menu
 - Responsible to supervise all the kitchen staff
 - Participating in meetings and discussions regarding hotel policies, procedures, and goals.
 - Monitoring food and labor costs to ensure profitability.
 - Hiring, training, and supervising kitchen staff.
2. Sous Chef
 - Maintaining high standards of food preparation, presentation, and taste.
 - Overseeing all aspects of kitchen operations, including staff management, scheduling, and training.
 - Train and mentor kitchen staff on culinary skills, techniques, and safety protocols.
3. Chef De Partie
 - Responsible for managing the entrusted section.
 - Cook and assemble dishes during service, ensuring accurate portion sizes and proper garnishing.
 - Work closely with other members of the kitchen team to ensure smooth and efficient service.

- Note down the food ingredients that need to be ordered and give them to the executive chef.
 - Responsible for maintaining the cleanliness of the section..
4. Cook
- Prepare food ingredients and cook dishes.
 - Take responsibility for the dishes and cleanliness of the section.
 - Helps in recording food ingredients that need to be ordered.
 - Assist cook helper in the learning process in the kitchen.
5. Chief Steward
- Overseeing the work of stewards and other cleaning staff.
 - Ordering new supplies as needed and keeping records of stock.
 - Training new stewards and other staff in proper cleaning and sanitation procedures.
 - Take responsibility for maintaining the cleanliness of the kitchen and kitchen equipment.
6. Steward
- Responsible for cleaning equipments and tools used in the kitchen.
 - Responsible for cleaning visitors' eating utensils.
 - Responsible for maintaining the cleanliness of the kitchen area.
7. Cook helper
- Assist CDP and cook in cooking food and checking stock.
 - Help prepare all the necessary food ingredients.
 - Take responsibility for the cleanliness of the section.

2.4 Establishment Description

Sheraton Surabaya Hotel & Towers has 348 guest rooms with 5 different room types and has 3 types of F&B outlets including Kafe Bromo, Kawi Lounge, and La Patisserie. Kafe bromo has capacity of more than 200 seats with a variety of cuisine ranging from Indonesian, Japanese, Indian and international. Kafe bromo has 4 types of opening hours including Buffet

Breakfast: 6am-10.30am, Buffet Lunch: 12pm-3pm, Buffet Dinner: 6pm-10pm and A la Carte: 6am-10pm.

Kawi Lounge serves light and heavy dishes, various alcoholic and non-alcoholic drinks, has a capacity of only 25 seats and every day has live music which makes Kawi Lounge the perfect place to relax. Kawi lounge has opening hours from 11 am to 1 pm. La Patisserie focuses on serving baking and pastry and has daily opening hours from 8 am to 10 pm.

2.5 Hygiene and Sanitation

Every Sheraton employee is required to wear clothing that has been determined by each division. For the kitchen division, kitchen employees are required to wear a black chef's uniform, black jeans, black apron, black hat, chef's shoes, name tag and Sheraton pin. For men, it is mandatory for fingernails to always be short, hair neat (not long) and for women, nails must be clean, hair must be tied, and no make-up or excessive jewelry. Every kitchen employee serving guests is required to wear gloves to maintain food hygiene.

To maintain the cleanliness of food ingredients and prevent cross contamination, every kitchen employee must wash their hands first before processing food ingredients, know how to store food ingredients properly and use cutting boards and kitchen tools properly. At Sheraton there are 6 different types of cutting board colors, such as green for vegetables, red for raw meat, blue for fish and other seafood, yellow for poultry, white for dairy products and brown for cooked meat. Kitchen utensils such as knives and bowls must be washed after use to ensure that cross contamination does not occur.

Food ingredients that have been processed will usually be placed on a tray, wrapped in plastic wrap, then depending on when they are used, the processed food ingredients can be stored in a chiller or freezer. At the Sheraton there are 3 storage areas including a chiller, freezer and dry store which can be used to store food ingredients. Kitchen employees are also required to clean their stations including the refrigerator before the work shift ends, and every

10 pm the stewards will throw kitchen waste into the rubbish bin, then the Sheraton kitchen will be thoroughly cleaned by the stewards to ensure cleanliness and food safety.

To receive new raw materials, Sheraton has 3 storage areas, namely dry store, chiller store and freezer store. Raw materials will be stored according to their storage category to ensure food safety.