

**CHAPTER II**  
**GENERAL DESCRIPTION OF SHERATON SURABAYA HOTEL &**  
**TOWERS**



Figure 1. Sheraton Surabaya Hotel & Towers

Sheraton Surabaya Hotel and Towers is one of the hotels under the auspices of Marriot Bonvoy Brands. Sheraton Surabaya Hotel and Towers is in a very strategic location, precisely in the District office area and directly connected to a shopping center in the middle of Surabaya. Sheraton Surabaya Hotel and Towers has a total room capacity of 348 rooms. This hotel is a fairly busy hotel, with an average occupancy percentage of up to 85% per day.

**2.1 History of Sheraton Surabaya Hotel and Towers:**

Sheraton was founded in 1937 in Springfield, Massachusetts by Robert More & Ernest Anderson, in 1970 Sheraton was the first hotel chain to develop a toll-free number. In 1998 Starwood Hotel & Resort bought the Sheraton. In 2016 Sheraton founded Four Points by Sheraton in Cuba. Sheraton Hotel & Tower

Surabaya opened on January 5, 1996, Sheraton is located in the central business and commercial district.

## **2.2 Vision and Mission**

There are vision, mission and Marriott's Company Objectives such as;

1. Vision: "To be the World's Favourite Travel Company."

The goal of the company is very simple – to leave a legacy of excellence in the service industry. Marriott International aims to be the most favourite travel company for the masses throughout the world. It was this vision in addition to the work ethic and company culture that made it possible to achieve the success the company has.

2. Mission: "To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience."

Offering customers best and premium services so that customer have no option than choosing Marriott's International brand is the key of long terms success and profitable company. Marriott International goes an extra mile to provide the customer with a vacation experience that is their money's worth. They do so by creating a vacation experience and hotel experience full of comfort and enjoyment.

## 2.3 FnB Outlets inside Hotel

### 1. Bromo Café



Figure 2. Bromo Café Interior



Figure 3. Café Bromo Buffet

Bromo Café is an All You Eat concept restaurant located at the Sheraton Surabaya Hotel and Towers. The types of food offered are various kinds of local food with a 5-star touch in the style of a hotel and a variety of other Asian food choices

Operating Hours : 6am - 11pm

Capacity: 150 people

## 2. Kawi Lounge



Figure 4. Kawi Lounge Interior



Figure 5. Kawi Lounge Menu

Kawi Lounge is a casual restaurant that can pamper guests with their live music. Kawi lounge offers a wide variety of alcoholic and non-alcoholic beverages.

Operating Hours: 10AM-11PM

Capacity: 120 people

### 3. Shuo Guo Xin Yang



Figure 6. Shuo Guo Xin Yang



Figure 7. Shuo Guo Xin Yang Menu

Shu Guo Xin Yang which is a restaurant with a Chinese food concept. This restaurant specializes in offering Hot Pot with a variety of delicious broths, such as Szechuan Mala Soup for example.

Operating Hours : 11AM-11PM

Capacity: 120 people

#### 4. La Patisserie



Figure 8. La Patisserie Interior

<b>WHOLE CAKE</b>	<b>397</b>
<b>SLICE CAKE</b>	
Strawberry Lemon Cake	49
Almond biscuit, lemon custard, strawberry compote and strawberry mousse	
Crunchy Chocolate Cake	49
Biscuit sacher, royaltine crumb, milk chocolate ganache and milk chocolate cantilly	
Coco Pistachio	49
Almond sable, pistachio jaconde, pistachio mousse and coconut ganache	
Manggo Passion Fruit Cake	49
Coconut daquoise, mango jelly, banana compote and passion fruit mousse	
Coconut & Banana Cake	49
Coconut daquoise biscuit, coconut butter cream, banana compote and coconut crumble	
Raspberry Pistachio Delice	49
pistachio biscuit, pistachio mousse, raspberry marmalade, raspberry glaze	
Milk Chocolate Gianduja Orange	49
Gianduja orange sabre, milk chocolate mousse and biscuit sacher	
Corcovado	49
Hazelnut daquoise biscuit, passion fruit jelly, white chocolate mousse, white glaze	
Summer	49
Chocolate crust, banana mousse, passion fruit jelly, passion fruit mousse and mirror glaze	
Wild Lime Tart	49
Hazelnut short bread, cream cheese mousse, lime cream	
Cassava Cheese Cake	49
Cassava, cream cheese, whipping cream	
Avocado Cheese Cake	49

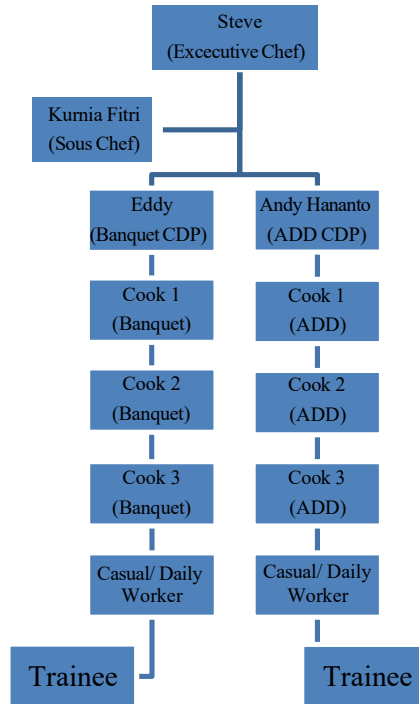
Figure 9. La Patisserie Menu

La Patisserie is one of the best places to enjoy tea and try various cakes and pastry products at Sheraton Surabaya Hotel and Towers. Croissants are the favorite menu of the visitors

Operating Hours : 8AM-10PM

Capacity: 120 people

## 2.4 Kitchen Brigade



### Main Task

1. Executive Chef
  - a. Responsible of kitchen daily operation such as test food
  - b. Hiring and training all kitchen staffs and trainee
  - c. Researching new recipe, planning weekly rotation menu, special menu of the month, special menu for events and also the plate presentation
  - d. Responsible to do administrative tasks of kitchen departments
  - e. Ensuring hygiene and safety in kitchen works properly
  - f. Ensuring all product used are high quality and at normal cost
  - g. Ensuring food cost is normal
2. Sous Chef
  - a. Responsible of kitchen daily operation such as test food
  - b. Hiring trainee

- c. Training and motivating all kitchen staffs and trainee,
  - d. Researching new recipe, planning weekly rotation menu, special menu of the month, special menu for events and also the plate presentation
  - e. Responsible to do administrative tasks of kitchen departments
  - f. Ensuring hygiene and safety in kitchen works properly
  - g. Ensuring all product used are high quality and at normal cost
  - h. Ensuring food cost is normal
  - i. Responsible of daily breakfast such as checking all of the food
  - j. Supervising, Managing and motivating kitchen team, especially trainee
  - k. Represent in meeting with Executive chef
3. Chef De Partie
- a. Managing their kitchen and cooks
  - b. Ensure every task on each section is done properly even in a rush
  - c. Checking all the ingredients and place a market list
  - d. Ensuring hygiene and safety in kitchen works properly Monitoring trainee whether they do their job properly or not.
4. Daily Worker/ Casual
- a. Responsible in preparation tasks
  - b. Helping staff and trainee to prepare and cook the food
5. Trainee
- a. Responsible in daily preparation tasks Helping staff while preparing food

## **2.5 Personal Hygiene and Sanitation**

Basically, in the hospitality industry, employees will definitely meet directly with customers, therefore hotels have certain standards in terms of personal grooming, including:

- Wearing deodorant



- Clothes must be clean and tidy
- Hair must be neat, and especially for women hair must be neatly tied and use hairnet to prevent hair from falling on food
- Must not wear excessive make-up
- Nails must not be long, must be trimmed neatly and must not be painted
- Required to wash hands before and after doing work.

## **2.6 Personal Hygiene SOP Before, During, and After Shifts ends :**

- Maintain tidiness and personal hygiene
- Hair must be tied and must wear hair-net (hair protector) to prevent hair from falling on the food we make.
- Washing clean hands with soap, then wearing gloves so that the quality of the food is maintained. In the selection of cutting boards for cutting vegetables, meat, etc., they are classified as follows so that the quality of food ingredients is maintained in good and clean quality. To avoid contamination by other food ingredients / avoid cross contamination.

## **2.7 How to Clean the Working Station**

- Immediately clean the prepare table after each use to avoid piling up garbage
- Clean the prepare table after the shift ends using a special liquid
- Sweep and mop the chiller after each shift
- Cleaning cooking utensils directly after use using hot water as a sterilization medium.

## **2.8 How to Handle and Receiving Cooking Ingredients**

Sheraton Surabaya Hotel has a special reception area on the LG floor which is handled and inspected directly by the hotel purchasing team. Then the items will be taken by the daily worker to be brought to the kitchen. The items brought are only what is needed for tomorrow's breakfast menu.

- Goods that have arrived in the kitchen if they are vegetables will be stored directly into the walk-in chiller and arranged using a first in - first out system,
- Supplies such as rice, noodles, and other dry ingredients are directly stored in the dry store in the main kitchen.
- Meat, poultry and seafood will be handled by the butchers at Sheraton Hotel Surabaya and Towers.

## **2.9 How to Handle Food and Kitchen Waste**

Sheraton Surabaya Hotel and Towers has its own program for processing leftovers from their buffet. This program is called Garda Pangan, leftover food that is still fit to be eaten, in the sense that it has not been touched by the guests, will be collected and put in a plastic that says the date this food was processed. Food that has been put in plastics will be stored in the Special Freezer on the LG floor. There will be a special team of Food Guards who take weekly at regular intervals. Meanwhile, leftover food that is not fit to eat, or leftover food that cannot be stored will go straight to disposal. Trash cans will also be periodically checked and cleaned by the hotel cleaners.