

**CHAPTER II**

**GENERAL DESCRIPTION OF**

**FOUR POINT HOTEL SURABAYA**



Figure 1. Four Point Surabaya

Four point Surabaya is a four-star hotel located in West Surabaya. Four point Surabaya has a strategic location, the hotel is near Pakuwon Mall and Ciputra World Mall. Four point hotel one building with Westin hotel. Four Point Hotel has a room capacity of 174 rooms. Four point is equipped with facilities such as an indoor swimming pool and gym. Four point Hotel has only one restaurants; djaman doloe which serves overseas cuisine from Western to Asian food and specially at Indonesian food, perfect taste.

**2.1 HISTORY OF FOUR POINT**

Four Points by Sheraton Surabaya is a brand from Starwood which is one of the largest hospitality companies in the world. However, the trademark was acquired by Marriott International in 2015. Marriott International itself was founded in 1927 as a place to drink, then went on to become a restaurant and hotel so that it became a global company. Marriott International was formed when Marriott Corporation split into Marriott International and Host Marriott Corporation in 1993. In 2002, Marriott International began to develop Senior Living Services Communities (now part of Sunrise Senior Living) and Marriott Distribution

Services which made the company more focused on the hospitality sector. and management. Currently Marriott International is managed by Bill Marriott and Arne Sorenson.

Four Points by Sheraton Surabaya itself has a pioneer, namely Sheraton Surabaya Hotel and Towers which has the same location. Four Points by Sheraton Surabaya and Sheraton Surabaya Hotel and Towers were trademarked by PT. Pakuwon Jati Tbk. This company has been established since 1982 which is a public company engaged in real estate and based in the city of Surabaya. One of the missions of PT. Pakuwon Jati Tbk. is to develop the best workplace in the property industry and optimize the investment of tenants and buyers. Various other types of properties have been handled by PT. Pakuwon Jati, such as Pakuwon Golf and Family Club, Ascott Waterplace Surabaya, Somerset Berlian Jakarta, Sheraton Grand Jakarta Gandaria City, Pakuwon Mall, and so on. Over time, Four Points by Sheraton Surabaya was opened to become a soft brand from the previous pioneer. This is expected to fulfill and pamper consumers to get comfortable lodging but at a fairly affordable price. Four Points by Sheraton Surabaya opened its outlets on June 18, 2016, by offering a more casual, stylish, comfortable atmosphere, and having a working space for its customers.

## **2.1.1 Vision and Mission**

### **2.1.1.1 VISION**

Vision of Marriott *“To be the World’s Favorite Travel Company.”*

To achieve the monumental success in the service industry on a global stage, the founders of the Marriott International thought it was best to put forth a vision so simple that it was not only easy to implement but also follow throughout the organization. The goal of the company is very simple – to leave a legacy of excellence in the service industry. Marriott International aims to be the favorite 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.

### 2.1.1.2 MISSION

*“To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience.”* The key to long term success of any service providing company is to offer its customers services of that quality that the customer is left with no other option other than choosing your brand. Marriott International believes that by enhancing the lives of their customers and by providing them with premium services, they can establish themselves as a profitable company in the long term.

Location of The four point Hotel Surabaya



Figure2. Four Point maps

Information about location :

1. Address : Pakuwon Mall Jalan Puncak Indah, Jl. Raya Lontar No.2, Surabaya City, East Java 60216
2. Phone : (031) 2971000
3. Website : <https://www.marriott.com/>

## 2.2 Features four point Hotel

### 2.2.1 Four point Rooms

#### a. Family room



Figure 3. Four point family room

Room Features

Maximum Occupancy: 3

Size : 51sqm/549sqft

#### b. Guess room



Figure 4. guess room 1 king

Room Features

Maximum Occupancy: 2 person

Size : 24sqm/258sqft

c. Junior suits, 1 king



Figure 5. Four point junior suits, 1 king

Room Features

Maximum occupancy: 3 person

Size : 38sqm/409sqft

d. Premium Suite, Larger Suite, 1 King



Figure 6. four point Premium Suite, Larger Suite, 1 King

Room Features

Maximum occupancy : 3 person, 1 king

Size : 64sqm/689sqft

e. Larger Guest room, 2 Twin/Single Bed



Figure 7. Four Point Larger Guest room, 2 Twin/Single Bed

Room Features

Maximum occupancy : 2 twin beds

Size : 30sqm/232sqft

**2.2.2 Four Point Facilities**

**a. Four Point and Westin gym**



Figure 8. gym area

Four Point surabaya gym is located on the 6th floor of the building.

**b. Four Point and Westin swimming pool**



Figure 9. pool area

Four Point surabaya pool's is located on the 6th floor of the building same as the gym.

**c. Four Point restaurant**



Figure 10. restaurant

Djaman Doeloe restaurant is located on floor M3.

**d. Four point and Westin ballroom**

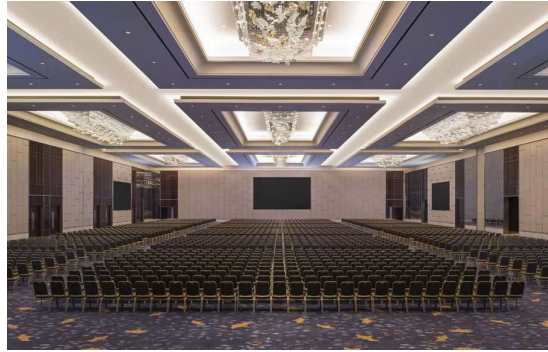


Figure 11. ballroom

the ballroom which is usually used for meetings, weddings, and so on is located on the M1, M2 and M3 floor.



### 2.3 Kitchen organisation

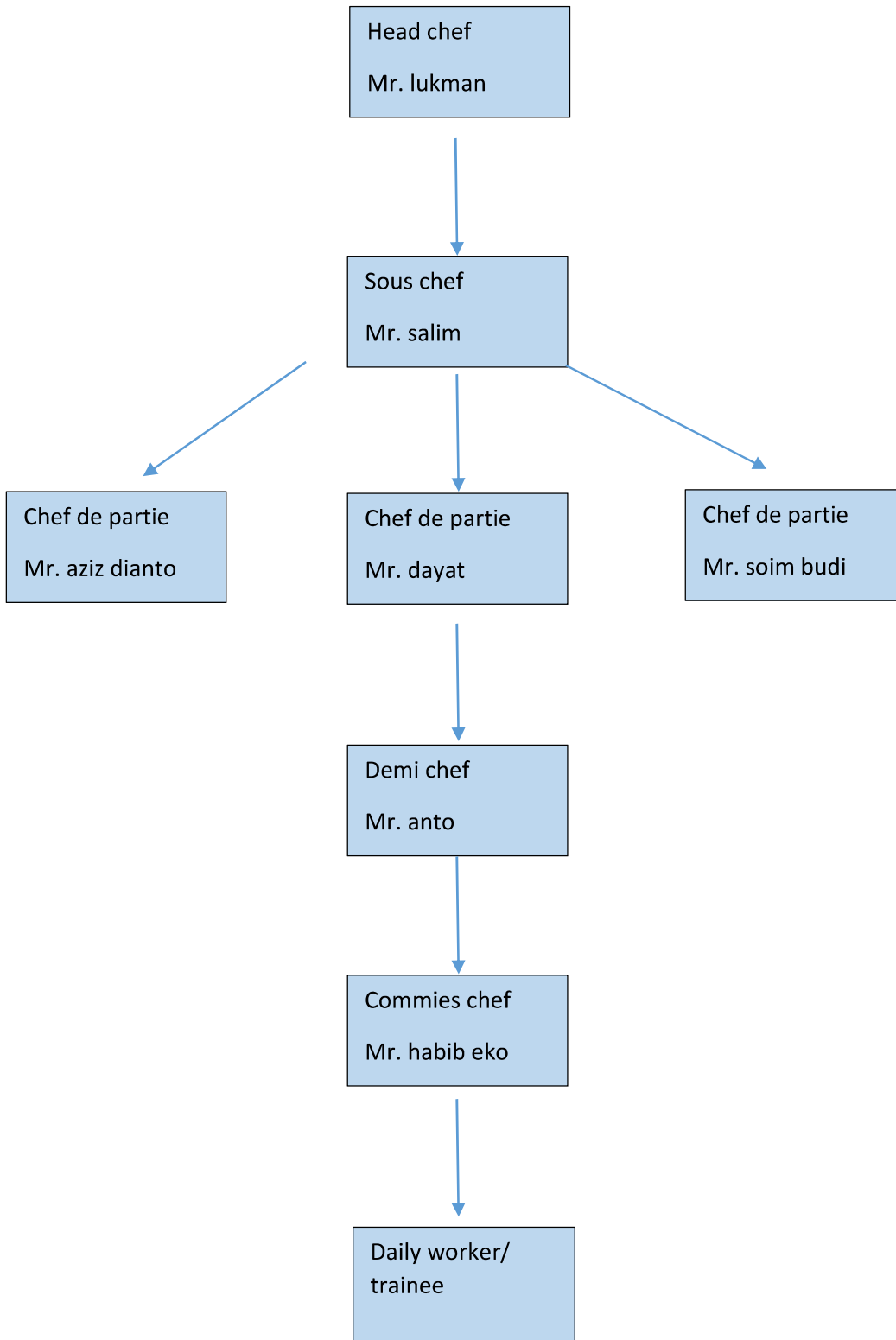


Figure 12. Kitchen Organization

## 2.4 Job Description

- 1) Head Chef
  - Creating a new menu.
  - Reviewing work inside the kitchen.
  - Ensuring the quality of food.
  - Help solve problems.
  - Ensuring customer satisfaction.
  - Reviewing food production.
- 2) Sous Chef
  - Organize employee schedules.
  - Ensuring the quality of food is guaranteed.
  - Ensuring customer satisfaction.
  - Assist in solving problems.
  - Ordering groceries necessary for the production process.
- 3) Chef De Partie
  - Ordering materials for the production process.
  - Assist in arranging buffet set up.
  - Make and manage food until it is ready to be served
  - Set the number of products needed for the event.
  - Responsible for food products.
- 4) Demi Chef
  - Controlling the food product.
  - Make the product.
  - Controlling the quality of food ingredients.
  - Make the recipe for bakery product.
  - Controlling the storage of bakery product.
- 5) Casual / daily worker
  - Make sure that breakfast going well
  - Help to make the product.
  - Set up buffet.
  - Make a product.

6) Trainee

- Making omelet
- Serving guest
- Help to make the soup, stew, fired product.
- Prepare ingredient for tomorrow
- Set up buffet for breakfast, lunch, brunch and dinner.
- Pick up goods
- Ensure that breakfast product was complete

**2.5 Personal Hygiene SOP**



Figure 12. Hand Rub Technique

Personal hygiene starts with cleaning hands before entering the kitchen area. Wash your hand after the activities. Use the hand gloves whenever in contact with the customer.

