

CHAPTER II

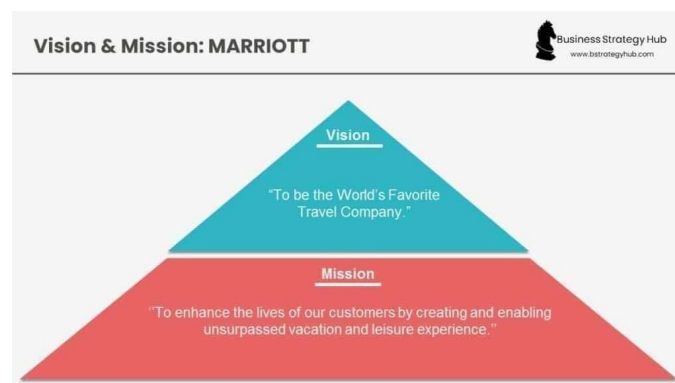
ESTABLISHMENT BACKGROUND

2.1 History of JW MARRIOTT HOTEL SURABAYA

It all began in 1927 whereas the couple named J. Willard Marriott and his wife, Alice, opening up a root beer stand called A&W by quenching people's thirst during Washington D.C.'s hot, muggy summers. Good food and good service at a fair price became a guiding principle for Hot Shoppes restaurants--and for Marriott International as it grew. In 1927, Newlyweds J. Willard and Alice S. Marriott, along with business partner Hugh Colton, open the first A&W root beer franchise in Washington, D.C. The Marriotts add hot food items to their menu. JW Marriott Hotel Surabaya was originally opened in 1996 as Westin Surabaya before it changed its name and brand in 2002 to become the known JW Marriott Surabaya, which also boasts 25 floors and located in middle of tourism spots, as of the owner/developer, it belongs to PT. Ramasari Surya Persada and it was built by the minds of Wong & Ouyang (Building Services) Ltd and the interior was designed by Bent Severin & Associates. Aside from its long history since 1996, JW Marriott Hotel Surabaya since then hailed as the example of other hospitality to follow due the excellent service and hospitality provided by JW Marriott Hotel Surabaya. Continue on another view such as its many choices of restaurant inside JW Marriott Hotel Surabaya, there's the main restaurant which is Pavilion Restaurant, Imari Japanese Restaurant, Tang Palace Chinese Restaurant, Uppercut Steak House, SBCO and Wine and Coat JW Marriott Hotel Surabaya.



2.2 Vision, Mission and Company Objectives



Vision

To be the world's favorite travel company

1. Purpose : Open Doors to Opportunity
2. Scorecard : Associate Engagement, Customer Loyalty, Owner Preference and Shareholder Value
3. How We Win : Marriott Hotels, Marriott Rewards, Mobile Digital and Millennial Mindset
4. Values : Put People First, Pursue Excellence, Embrace Change, Act With Integrity and Serve Our World

Mission

To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience

1. Put People First : Marriott takes care of associate and lets them take care of the customers. We want to give associates opportunities to grow and succeed.
2. Act with Integrity : We hold ourselves to uncompromising ethical and legal standards. This extends to our day-to-day business conduct, our employee policies, our supply chain policies, our environmental programs and practices and our commitment to human rights and social responsibility
3. Serve Our World : Our “ Spirit to Serve ” makes the company stronger. Marriott International focuses on five global social issues : poverty alleviation, the environment, community workforce development, the wellbeing of children and global diversity and inclusion.
4. Pursue Excellence : This is a dedication to the customer that shows in everything we do. We take pride in the detail every day, in every destination worldwide.
5. Embrace Change : We are driven to continually challenge the status quo and anticipate our customer’s changing needs with new brands, new global locations and new guest experiences.

Company Objectives

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

2.3 Hygiene and Sanitation Standard

1. Hand Wash Technique



Picture 3 Hand Wash Technique

First thing when arrived at JW Marriott pastry kitchen is to clean our hand with hand wash in the sink, after that I can continue to cook and do the activities.

2. Cutting Board



Picture 4 Cutting Board Colour Guide

3. Personal Grooming Standard

1. JW Marriott Chef Jacket
2. Chef hat
3. Name tag
4. Safety Shoes
5. Apron and Napkin
6. No beards
7. Trousers
8. Short Nail

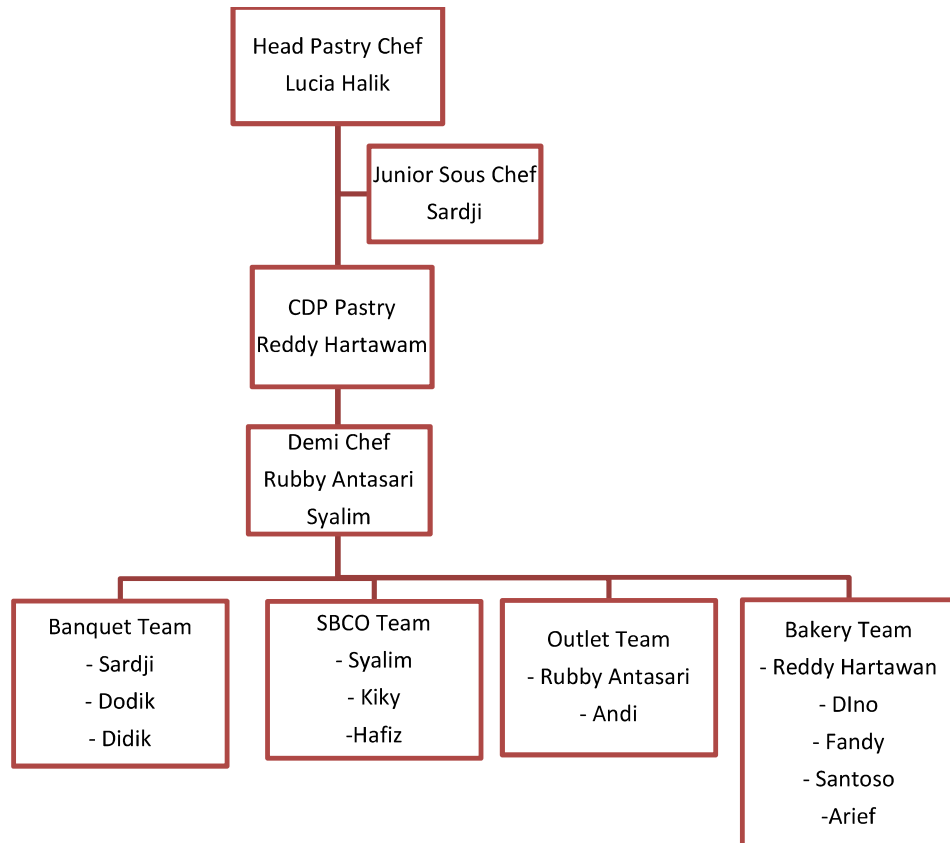
4. Chiller, freezer and dry store

Sanitazion and change label date for chiller and dry store is within one week so, in one week pastry team must clean up the chiller, throw a way the expired ingredients, and change the label date.

Sanitazion and change label date for freezer is within one month so, in one month pastry team must clean up the freezer, throw a way the expired ingredients, and change the label.

2.4 Organizational Structure and Main Task

The organizational structure at Pastry Kitchen JW Marriott divided into 4 teams. There are Banquet Team , SBCO Team , Outlet Team and Bakery Team :
Team :



Picture 5 Pastry Organization Structure

Pastry Chef

1. Check and make a list of kitchen supplies
2. Make a weekly work schedule
3. Check and Hire new kitchen staff
4. Creating new menu and modifying menu into the creative ones.

5. Supervised all tasks and staff in pastry kitchen
6. Planning and directing food preparation
7. Inspect the quality of food made
8. Estimating food cost

Junior Pastry Chef

1. Senior pastry chef's assistant
2. Replace the work of Head Chef when he/she is not available
3. Create and work together with sales department for a new promotion/event to boost new menu available
4. Ensure that the pastry & bakery processing kitchen runs smoothly
5. Make sure all kitchen staff are working efficiently and without any drop in quality of food

CDP Pastry (Chef de Partie)

1. Oversees kitchen's stock to make sure everything's available
2. Trains new kitchen staff to meet the required standard of workplace.
3. Managing pastry operations and delegating some work to several assistants and is the backbone of pastry.
4. Helping the head chef to develop new dessert's menu
5. Responsible to pastry chef
6. Checks food before going to final checker

Demi Chef

1. Disclosing daily issues in kitchen and absences to Chef de Partie/ /Chef De Cuisine

2. Maintaining workplace hygiene and cleanup.
3. In charge in a event if the kitchen's generals are missing
4. Support the CDP or Sous Chef in the daily operation

Pastry Staff

1. In charge of training new trainee to make sure they follow the standard around the workplace
2. Complying Commis/Chef De Partie/Sous Chef instructions
3. Set up work stations with all needed ingredients and cooking equipment
4. Responsible for the processing, production and decorating of cakes and pastry products produce/

2.1 Features JW MARRIOTT SURABAYA

1. JW Marriott Surabaya Rooms

Starting from Deluxe Premium to Presidential Suite that JW Marriott Hotel Surabaya has to offer and other 407 rooms in total elegantly appointed guest rooms also include a full serviced apartment



Picture 6 JW Marriott Room

JW Marriott Surabaya Has 25 floors. When the writer was doing his internship there, the room occupancy is always changing every week depends on school and public holiday

2. Lobby Lounge



Picture 7 Lobby Lounge

Guests are welcomed with warm hospitality from the moment they enter our spacious and elegant lobby. A place to meet, relax and unwind. The Lobby Lounge is open from morning till midnight and also the first place guests see after they enter the hotel and right beside pavilion restaurant. Lobby Lounge provides specialty coffee, mocktails, cocktails, wines by the glass and light bites, as well as nightly live music.

3. SBCO (Surabaya Baking Company)



Picture 8 SBCO

SBCO is one of newest outlet in JW Marriott Surabaya. SBCO sell so many kind of Fresh made Local delicacy souvenir. Not only local delicacy, SBCO also sell many kind of French pastry and French bread. Usually hotel guest will stop by there to buy some souvenir before going back to their hometown.

4. Executive Lounge



Picture 9 Executive Lounge

The Executive Lounge can be accessed by guests based on their loyalty at Marriott Bonvoy. Executive floor guests can enjoy the exclusive 'Executive Lounge' access and other many benefits it given by and these includes Free high-speed internet access in the room, Personalized Check- in / Check-out, Complimentary Daily Executive Breakfast, All day refreshments ,Evening Cocktails / Snacks / Drinks .

5. Wine & Co



Picture 10 Wine and Co

The hotel's wine cellar which houses an impressive premium wine collection. Designed to provide wine for any occasion, whether to go with your dinner after a long day's work, as a gift for special occasions or to add to your extensive wine collection, Wine & Co