

CHAPTER II

GENERAL DESCRIPTION OF JW MARRIOTT HOTEL SURABAYA

2.1 Overview



Picture 2.1. JW Marriott Hotel Surabaya

JW Marriott Hotel Surabaya is a five-star Luxury Brand among other Marriott's International subsidiary and is surrounded by some of Indonesia's most celebrated attractions. It was named The Westin Surabaya and transitioned to JW Marriott Surabaya in 1996. It is located in the heart of Surabaya with each room is designed in a luxurious European style. This hotel has 407 beautifully appointed rooms, including 145 twin bedrooms and 23 Apartments for extended stays. It also provides versatile meeting and event space with custom catering and expert planning. With ample self-parking space, health club facilities, an outdoor pool, 24-hour gym and massage treatment. It is minutes from Suramadu Bridge, the House of Sampoerna,

Tugu Pahlawan monument and Sanggar Agung Temple. It is only 14.8 kilometers to Juanda International Airport and Pasar Turi Station is the nearest public transport station from JW Marriott Hotel Surabaya.

Table 1. Project Data of JW Marriott Hotel Surabaya (Indonesia Design, 2016)

Project Data	
Company Name	PT. Ramasari Surya Persada
Room Sizes	Deluxe room (42 sqm) Studio (48 sqm) One-bedroom Suites (86 sqm) Two-bedroom Suites (128 sqm), Chairman Suite (341 sqm) Presidential Suite (390 sqm)
Site Area	9,980 sqm
Total Floors	25
Architecture Consultant	Wong and Ouyang Ltd
Principal Designer	Jackson Wong
Interior Design Consultant	Bent Severin and Associates Pte Ltd

2.2 History of JW Marriott Hotel



Picture 2.2. J. Willard Marriott and his HotShoppes stand (Marriott, 2022)

In 1927, Founder J. Willard Marriott and his wife, Alice, got their young business off the ground by opening an A&W root beer stand. The Marriotts add hotfood items to their menu and the name “Hot Shoppes” is born. They opened two more Hot Shoppes in 1928 and debuts in-flight airline catering of boxed lunches for passengers in Washington, DC in 1937.

In 1957, the Marriotts shifts to hotel business and opened the first motor hotel in Arlington, Virginia under the management of J. Willard Marriott’s son, Bill. Marriott then opened its first international hotel in Acapulco, Mexico and became partners with Sun Line to enter the cruise business. In 1984, the first JW Marriott, named in honor of founder J. Willard Marriott, opens in downtown Washington, DC.



Picture 2.3. First JW Marriott Hotel in Washington, DC(Marriott, 2022)

Marriott International broke new ground in its quest to become the number one hospitality in the world by pioneering the extended-stay business to launching distinctive brands geared toward the business traveller to increasing its presence overseas. Throughout 1987-1997, Marriott becomes first lodging company to offer portfolio brands and acquires Residence Inn, 49% interest in Ritz Carlton Hotel company and Renaissance Hotel Group.

From 1998 to 2011, Marriott International managed to launch SpringHill Suites, Bulgari Hotels and Resorts in Italy, new EDITION and Autograph Collection brand (luxury independent hotels) and AC Hotels.



Picture 2.4. Launching of Autograph Collection brand in 2009(Marriott, 2022)

From 2012 and present, Marriott acquires Gaylord Hotels Brand, debuts Moxy Hotels in Europe, acquires Delta Hotels and Resorts and Starwood Hotels and Resorts. Creating the world's largest hotel company with 5,700+ properties offering more than 1.1 million rooms across 30 brands in over 110 countries.



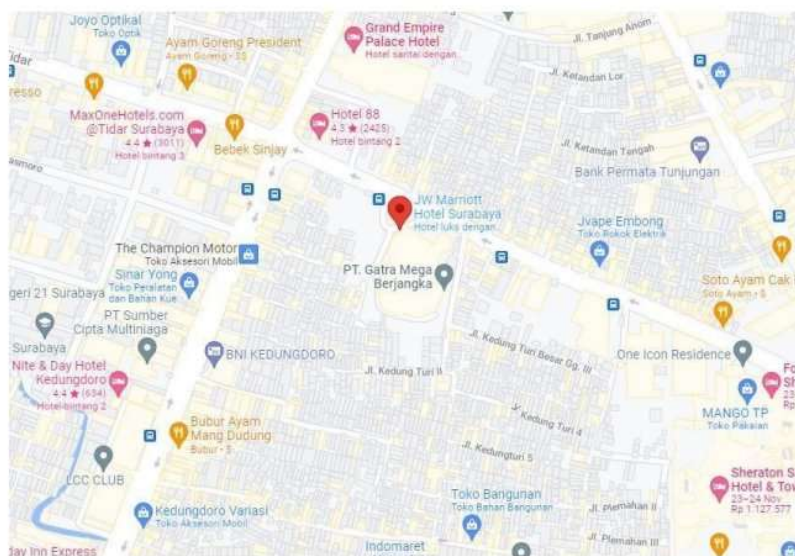
Picture 2.5. Marriott acquires Gaylord Hotels Brand in 2012(Marriott, 2022)

2.3 Vision and Mission

Vision : “To be the World’s Favorite Travel Company.”

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

2.4 Location of JW Marriott Hotel Surabaya



Picture 2.6. Location of JW Marriott Hotel Surabaya (Google Maps, 2022)

Details about location:

- Address : Jl. Embong Malang, No. 85-89, Surabaya, East Java
- Phone/Fax : +62 315458888
- Email : mhrs.subjw.reservation@marriotthotels.com
- Website : <https://www.marriott.com/subjw>

2.5 Features of JW Marriott Hotel Surabaya

JW Marriott Hotel Surabaya has a restaurant that serves cuisine from various countries, including: Indonesian, Chinese, Japanese, and International and there are several facilities, including:

a. Lobby Lounge



Picture 2.7. Lobby Lounge (Marriott, 2022)

Lobby Lounge at JW Marriott Hotel Surabaya is the perfect rendezvous for friends, family and colleagues, where they can enjoy classic cocktails and exquisite snacks. Located next to the grand staircase in the hotel lobby, Lobby Lounge is a spacious, luxurious and elegant space with superb culinary offerings. Savour tasty traditional snacks and light bites, along with select finest coffees and teas, premium wines and spirits, and an array of delicious cocktails, while enjoying live music from Monday to Saturday evening.

b. Deli Shop/SBCO Baking Company



Picture 2.8. SBCO Baking Company (Marriott, 2022)

Deli Shop at JW Marriott is a place to sell pastry and bakery products. It sells various types of bread, chocolate pralines, cupcakes, and whole cakes with various shapes and flavors. The products offered are sold at affordable prices and of good quality. It also sells birthday cakes and gifts for guests. It operates from 8 AM to 9 PM. In 1st December 2021, Deli Shop opened a brand-new design and renamed as SCBO (Surabaya Baking Company).

c. Executive Lounge



Picture 2.9. Executive Lounge (Marriott, 2022)

The Executive Lounge is located on the 21st floor of the JW Marriott Hotel Surabaya. The benefits of Executive Lounge access are the all-day dining offer, which includes a private breakfast, drinks and evening cocktails. Access to the Executive Lounge is normally reserved for guests staying in Executive rooms and luxury suites, but there are now special offers for Deluxe and Studio Room guests.

d. Pavilion Restaurant



Picture 2.10. Pavilion Restaurant (Marriott, 2022)

Pavilion Restaurant is located on the ground floor of JW Marriott Hotel Surabaya. It serves an international buffet for breakfast, lunch and dinner with a focus on regional cuisine.

In addition to the buffet menu, Pavilion Restaurant also provides a la Carte options for guests. Pavilion Restaurant itself is often used as a place for weddings, birthdays, engagements, and other events. Not only that, every weekend Pavilion Restaurant often holds various promos with adopted concepts, such as: Pool BBQ, Seafood Promotion, and Brunch.

e. Imari Restaurant



Picture 2.11. Imari Restaurant (Marriott, 2022)

Imari Restaurant is an award-winning Japanese restaurant that serves regional comfort food like the wide selection of fresh sushi and sashimi, as well as beef and other seafood dishes. The timeless Japanese restaurant also offers a live teppanyaki programme and premium Japanese sake collections. It serves from 10 AM to 10 PM.

f. Tang Palace Restaurant



Picture 2.12. Tang Palace Restaurant (Marriott, 2022)

Tang Palace Restaurant is an authentic Chinese Restaurant supervised by Malaysian-Chinese chef that serves authentic Cantonese cuisine and dim sum served in an opulent setting. Tang Palace Restaurant itself is also often used for several events, such as wedding events, engagement and birthday party. It serves from 9 AM to 9 PM.

g. Uppercut Restaurant



Picture 2.13. Uppercut Restaurant (Marriott, 2022)

Uppercut Restaurant is a fine-dining restaurant that is located in the 2nd floor of the hotel. Its delightful menu serves a variety of premium quality meats, jasper grilled dry-age beef and chef's specialty desserts using only the finest ingredients.

The bar section provides selection of wines, aging barrel cocktails, and liquor. It serves on 12-3 PM and 6-10 PM and closed on Monday and Tuesday.

h. Wine & Co

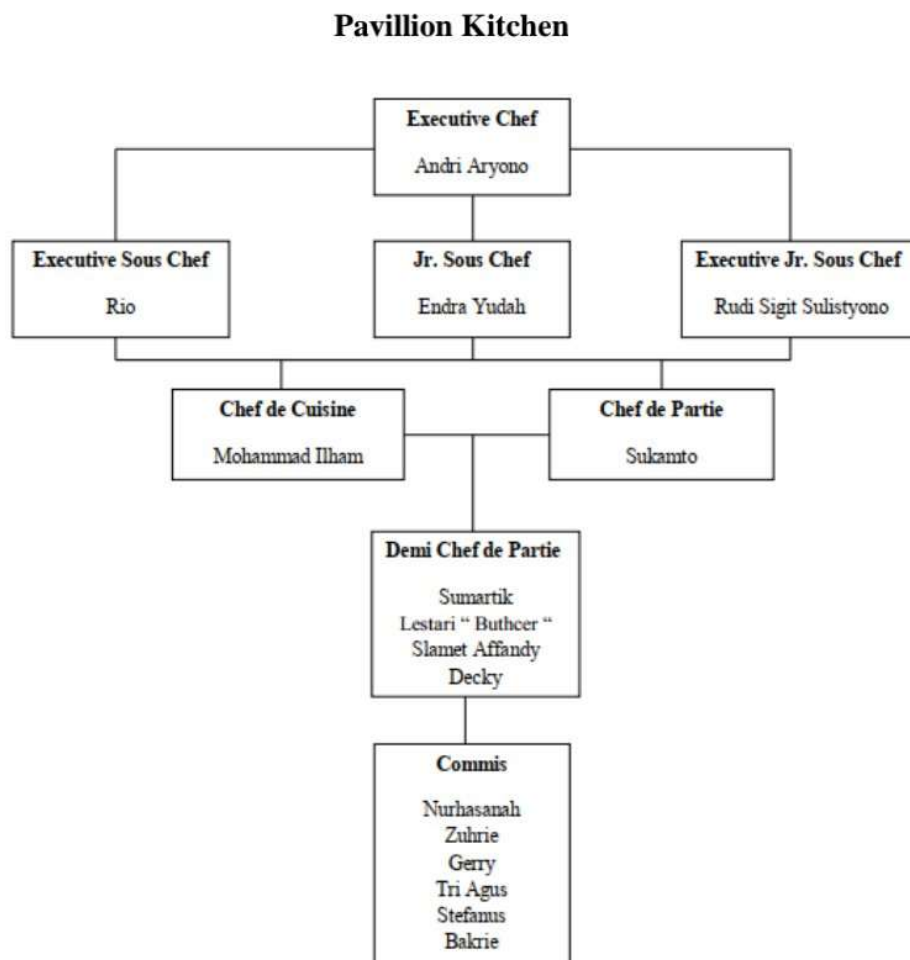


Picture 2.14. Wine & Co (Marriott, 2022)

Wine and co is one of the new outlet in JW Marriott Surabaya that is located in the lobby of the hotel, in front of SBCO outlet. This outlet was opened on 22th June 2022. Wine and co serve wine lovers in surabaya to experience more than 700+ wine variance from all over the world. provides selection of wines, aging barrel cocktails, and liquor. It serves on 12-3 PM and 6-10 PM everyday.

2.6 Organization Structure and Main Task

Hotel has an organization structure to simplify division of work of the employees. There are the kitchen organization structure of JW Marriott Hotel Surabaya:



Picture 2.15. Pavilion's Kitchen Structure

These are the main tasks of kitchen department team:

1. Executive Chef

- a Planning and directing food preparation
- b Modifying and create new menus
- c Estimating food costs
- d Supervise and manage kitchen staff activities
- e Directly responsible under the Food and Beverages director

2. Executive Sous Chef

- a Work as the second in command
- b Work with Executive Chef regarding succession of menu planning
- c Monitor and control financial budget and goals
- d Ensure all food items are up to standard while minimizing waste
- e Ensure the cleanliness of chefs and is presentable to guests
- f Directly responsible to Executive Chef

3. Junior Sous Chef

- a Work as the third in command
- b Replace the work of executive sous chef when they are not available
- c Supervising food management and hygiene
- d Assist menu planning, inventory and managing supplies
- e Helps CDC or commis

4. Chef De Cuisine

- a Responsible to Junior Sous Chef
- b Ensuring the quality of food is meeting the highest standards
- c Coordinate meal preparation
- d Actively handles the preparation and cooking of meals

5. Chef De Partie

- a Handles the preparation and cooking within a particular

section

- b Managing and handling commissary chefs
- c Monitoring waste control
- d Supervise the maintenance of kitchen and food safety standards

6. Demi Chef De Partie

- a. Responsible under CDP
- b. Handle hygiene and sanitation maintenance
- c. Supervise and control commissary chefs
- d. Support CDP or Sous Chef in daily operation
- e. Prepare daily mise en place and food production

7. Commis

- a Actively cooks and handles mise en place under Demi Chef supervision
- b Assisting and support chefs in daily operation
- c Responsible to maintain cleanliness of workplace

2.7 Hygiene and Sanitation Standard in JW Marriott Hotel Surabaya

There are hygiene and sanitation standards in JW Marriott Hotel Surabaya:

- a. Colour Coded Cutting Board Standard

Table 2. Cutting Board Standard

Colour	Function
White	For cutting ready to eat food and fruits
Green	For cutting vegetables
Yellow	For cutting pork
Blue	For cutting seafood
Red	For cutting meat

This colour differences is to prevent cross-contamination. It will prevents bacteria from raw meat or poultry contaminating ready to eat food that will be served to the customers and avoid food poisoning.

b. Hand Washing Standard



Picture 2.16. Hand Washing Technique(Personal Documentation, 2022)

Under the Global JW Marriott Standards, associates must wash hands with soap and warm 38°C water and follow these steps below:

1. Wet hands with water
2. Apply antibacterial soap
3. Rub hands palms to palms
4. Rub the back of each hands with fingers interlaced
5. Rub palms together with fingers interlaced
6. Rub the back of fingers to the opposing palms
7. Rub each thumb clasped in opposite hands
8. Rub the tips of fingers
9. Rub each wrist with different hands

10. Rinse with water
11. Dry thoroughly your hands
12. Turn off the faucet with the tissue
13. Your hands are now clean

b. Minimum Temperature

1. Heated to 74 C

- Poultry (mince / whole)
- Stuffed food / pasta
- Soup / sauce (74°C – 82°C)
- Reheat

2. Heated to 68 C

- Beef mince

3. Heated to 63 C

- Egg / egg dish
- Pork, game
- Seafood
- Beef, lamb, veal, and red meat

4. Heated to 55 C

- Roast Beef

d General Cleaning

Cleaning is a daily activity that is mandatory to maintain the hygiene and sanitation standards of JW Marriott Hotel Surabaya. The cutting board need to rinsed in hot water manually or with the dish washing machine. General cleaning of the entire chiller and shelves once a month. As well as renewing every expired food label and checking every items