

## CHAPTER II

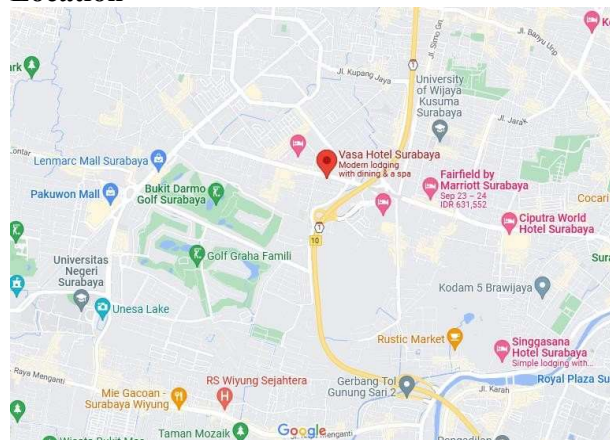
### ESTABLISHMENT BACKGROUND

#### 2.1 History of Company

In 2016 Vasa was founded by Tanly Hospitality. Vasa is one of the best 5 star hotel in west surabaya. Tanly Hospitality is one of 8 sub-holdings of the Tancrop Group, each of which is a holding company holding or specializing in the following industrial fields: building materials, consumption materials, property, hospitality, health, beauty, property.

Until 2021, there are three hotels operating under Tanly Hospitality. Tanly Hospitality recognizes three brands, namely Vasa Hotel, Cleo Business Hotel and Solaris Hotel. Vasa Hotel is a 5-star hotel, Celo Hotel is a 4-star hotel, and Solaris is a 4-star hotel. Over the years, the hospitality industry has continued to grow, so the potential for future expansion of the Vasa Hotel brand is being discussed. Tanly Hospitality plans to bring its luxury five-star hotel brand to Bali and Batu, but the project may be delayed as in 2020 the global pandemic has severely affected the hospitality industry.

##### 2.1.1 Location



*Picture 1. Vasa Hotel Surabaya's Map*

Vasa Hotel Surabaya is located in the western part of Surabaya in Jl. Mayjen HR. Muhammad No.31, Putat Gede, Kec. Sukomanunggal, Kota SBY, Jawa Timur 60189, Indonesia. Vasa Hotel is located on the main road 30 minutes from Juanda International Airport, Vasa Hotel Surabaya is within easy reach of Surabaya's prestigious establishments, famous attractions and upscale shopping, restaurants and nightlife. In addition, our hotel is close to the biggest shopping center and golf course in Surabaya.

### **2.1.2 Vision and Mission**

Vision:

An upscale-modern day hotel with exciting guest experience and service at its finest.

Mission:

Redefining the traditional concept of 5 star hotel hospitality through intuitive services, inspiring design, innovative culinary, experiences that touch the heart and soul of every guest.

### **2.1.3 Vasa Hotel Surabaya's Values and Management Principles**

Values:

- Pleasure
- Passion
- Take the Lead
- Inspiring

Management Principles:

- Team Work
- Integrity

- Trust
- Leadership
- Respect
- Business Focus

## 2.2 Features of Vasa Hotel Surabaya

### 2.2.1 Room Types

Vasa Hotel Surabaya is a 5 star hotel that has 388 rooms with various types of rooms that have been provided by Vasa Hotel Surabaya with various equipment and facilities. Each room, suite and apartment is accented with elegant furnishings and curated artworks to create a sense of private residence.

#### a. Select Room



*Picture 2. Select Room*

Select room is a standard room at vasa, which has a room area of 32m<sup>2</sup>. Spread across floors 7<sup>th</sup> to 11<sup>th</sup>, with a total of 297 rooms and equipped with 43 inch LED television & audio speakers with selected amenities and spacious marble bathroom and rain shower . With a room price of Rp. 1.000.000.

b. Premium Room



*Picture 3. Premium Room*

The premium room has the same interior and equipment as the select room but has a more stunning view because it is located on a higher floor. the premium room has a bathroom that is larger than the select room. Premium room provides a mini bar and also provides selected amenities.

c. Executive Room



*Picture 4. Executive Room*

Executive rooms are located on the 31<sup>st</sup> and 32<sup>nd</sup> floors of the hotel. The Executive Room has the same layout and features as the Premium Room. Equipped with

Executive Club Lounge access and more exclusive benefits, such as; complementary minibar items and complementary ironing or laundry services. executive rooms have other advantages such as private check in and check out and cocktails available from 18.00 – 20.00.

d. Glacier Suite



*Picture 5. Glacier Suite*

Glacier suite room with a spacious of 64 square meters and located on the 32<sup>nd</sup> to 36<sup>th</sup> floor of the hotel. This glacier suite has a separate living room from the bedroom. Has a bathroom equipped with a bathtub and rain shower and various other facilities. This suite has access to the Executive Club Lounge, provides a mini bar, and Executive access is included with benefits such as private check-in and check-out, breakfast, all-day coffee and tea, and social hour at 06.00 pm. – 08.00 p.m. And also have selected amenities.

e. Breccia Suite



*Picture 6. Breccia Suite*

Breccia suite is a 70 square meters room equipped with luxurious bathroom with bathtub, rain shower, plush king size bed, separate living room, work desk, mini bar, complementary laundry. This suite has an executive club lounge : private breakfast, hi tea, evening cocktail at 06.00 pm - 08.00 pm, all day coffee and tea, private check in and check out service.

f. Royal Suite



*Picture 7. Royal Suite*





*Picture 8. Royal Suite's Dining Room*

Royal suite is a room with 128 square meters, has a separate living room with a bedroom and also has a separate dining room with a bedroom and also has a separate wardrobe with a fairly large area and also has a spacious bathroom and has a spacious interior. modern using marble and also has a spectacular view because this room is located on the top floor of this building. and also has various facilities executive access.

g. Presidential Suite



*Picture 9. Presidential Suite*



*Picture 10. Private Pool at Presidential Suite*



*Picture 11. dining room and living room*

The presidential suite presents rooms with luxurious facilities and services with a room area of 192 square meters. This suite has a private swimming pool which is directly facing the stunning view of the city of Surabaya. This room also has a separate dining area and a separate kitchen and utensils from the bedroom. also has the advantage of private check-in and check-out as well as breakfast, coffee and tea available throughout the day. and cocktails available at 18.00 – 20.00.



h. One Bedroom Apartment



*Figure 12. One Bedroom Apartment's Living Space*

A spacious 66 square meters apartment that comes with a separate living space, which includes; a living room, kitchen, and dining area. The apartment also comes with access to the Executive Club Lounge and its benefits.

i. Two Bedroom Apartment



*Picture 13. Two-Bedroom Apartment's Living Space*



*Picture 14. Two-Bedroom Apartment*

100 square meters apartment that is ideal for families. The apartment features 2 bedrooms, 2 bathrooms, and a separate living space, which includes; a living room, kitchen, and dining area. Access to the Executive Club Lounge and its benefits are included.

j. Three Bedroom Apartment



*Picture 15. Three-Bedroom Apartment's Living Space*



*Picture 16. Three-Bedroom Apartment*

A 132 square meters 3 bedroom apartment that features 2 bathrooms, living room, kitchen and dining area. The apartment can accommodate up to six guests. Guests are entitled to experience personalised services with access to the Executive Club Lounge during their stay, which includes benefits like; breakfast, all-day coffee and tea, social hour, etc.

## **2.2.2 Food and Beverage Outlets**

### **a. 209 Dining**



*Picture 17. 209 Dining*

209 is a restaurant located on the 2nd floor of this hotel which can accommodate 200 to 250 people. This

restaurant provides breakfast, lunch, dinner and a la carte. provides Indonesian, western, and for lunch and dinner this restaurant provides varied food, various types of food in various regions.

Operational Hours:

- Breakfast Buffet (Weekdays) : 06.00 a.m. – 10.00 a.m.
- Breakfast Buffet (Weekend) : 06.00 a.m. – 10.30 a.m.
- À La Carte (Daily) : 11.30 a.m. – 10.30 p.m.
- Lunch Buffet (Daily) : 12.00 p.m. – 15.00 p.m.
- Dinner Buffet (Daily) : 18.00 p.m. – 22.00 p.m.

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b. Chamas



*Picture 18. Chamas Restaurant and Bar*

The first Brazilian Churrascaria Restaurant in Surabaya is located on the 1st floor of the hotel. Chamas

is a Brazilian steak house that features high quality meat that includes; 17 varieties of beef, lamb and chicken. Staying true to the authenticity, each meat is slow-roasted over an open flame and is seasoned with sea rock salt. This restaurant has a mainstay, namely food meat and grilled pineapple, also this restaurant provides various kinds of desert. The restaurant also features a bar that serves excellent choices of beverages (alcoholic and non-alcoholic) and wine pairings for the dishes. This 280 seating capacity restaurant serves both la carte and buffet style dining.

Operational Hours:

- Lunch (Saturday & Sunday) : 12.00 p.m. – 15.00 p.m.

- Dinner (Daily) : 18.00. p.m. – 10.00 p.m.

c. Xiang Fu Hai Cuisine



*Picture 19. Xiang Fu Hai Cuisine*

Located on the 6th floor of the hotel, Xiang Fu Hai Cuisine serves Chinese and Cantonese dishes. Lunch and dinner are served daily within the restaurant, Dim Sum are



also available both À la carte and buffet style. This restaurant has a 280 seating capacity and also features private (VIP) dining rooms. This Xiang fu hai causine provides all you can eat dimsum for lunch from 11.00 to 15.00.

Operating Hours:

- Brunch (Sunday) : 08.00 a.m. – 14.30 p.m.
- Lunch (Monday to Saturday) : 12.00 p.m. – 14.30 p.m.
- Dinner (Daily) : 18.00 p.m. – 22.00 p.m.
- Public Holidays : 09.00 a.m. – 10.30 p.m.

d. Bonne Journee



*Picture 20. Lobby Lounge*

Bonne Journee or lobby lounge is a cake shop in Vasa that sells various types of croissants, cakes, deserts, cookies and also provides fresh drinks, fizzy, coffee, alcoholic and non-alcoholic. Located on the 1st floor and provides a capacity of 45 people, also provides a place for smoking. The lobby lounge can also deliver your room order; food or beverage



Operational Hours :

- Daily : 07.00 a.m. – 10.p.m.

### 2.2.3 Facilities

#### a. Infinity Swimming Pool



*Picture 21. Infinity Swimming Pool*

Located at the 5th floor of the hotel, this outdoor swimming pool overlooks the city of Surabaya. The pool is completed with several poolside sofas and features two categories of pool, an adult pool with 1.5 meters depth and children pool with 0.8 meters depth.

Operational Hours:

- Daily : 05.00 a.m. – 21.00 p.m.

#### b. Flex and Fit Health Club



*Picture 22. Flex and Fit Health Club*

Flex and Fit Health Club is located on the 5th floor, guests can enjoy the panoramic view of the city while working out. The hotel also offers annual membership for non-inhouse guests.

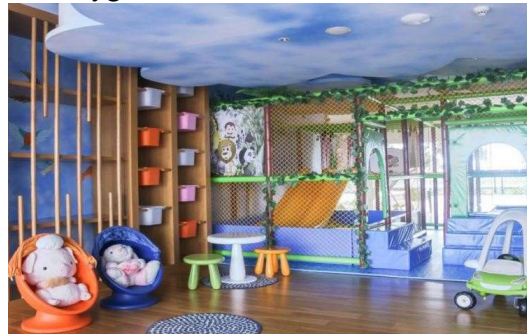
c. Tangerine Dream Spa



*Picture 23. Tangerine Dream Spa*

Tangerine Dream Spa offers a variety of massage treatments for guests to enjoy. The spa is available for both inhouse and non-inhouse guests. It is located on the 5th floor of the hotel near the Flex and Fit Health Club.

d. Children's Playground



*Picture 24. Children's Playground*

Located on the 5<sup>th</sup> floor, the Children's Playground is completed with numerous games, toys and enriching activities. All children must use socks to enter the playground and to be supervised by adult at all time.

e. Executives Club Lounge



*Picture 25. Executive Club Lounge*

The Executive Club Lounge is located on the 33rd floor. Guests with Club Lounge access can enjoy benefits, such as; breakfast, all-day tea and coffee, social hours, etc.

Operating Hours:

- Daily : 06.00 a.m. – 20.00 p.m.

f. Helicopter Landing Pad



*Picture 26. Vasa Hotel Surabaya's Helicopter Landing Pad*

Vasa Hotel is the first five-star hotel in Surabaya that provides a helicopter landing pad. The hotel shares the helicopter landing pad with their sister building, Voza Tower that is located beside the hotel. The hotel also offers certified flight instructor to guide the helicopter landing. Guests are strictly advised to book a reservation before using the helicopter landing pad.

### 2.3 MICE and Event

Meeting, incentives, conventions and exhibitions (MICE) is a place that usually exists in five-star hotels and Vasa Hotel Surabaya is a five-star hotel that provides many facilities for guests. Vasa Hotel also provides first-class meetings, incentives, conventions and exhibitions and event space with personalized planning and catering. Spanning more than 15,000 square feet of function space.

The hotel offers flexible MICE and event venues that can accommodate everything from board meetings to lavish grand weddings. The hotel has more than 11 MICE and event spaces, the picture below shows the details of places that are usually used for MICE.

*Table 1. Venue Details (Vasa Hotel Surabaya, 2022).*

Venue	Dimension (M)	Ceiling (M) <sup>1</sup>	Area (SQM)	Cocktail	Theatre	Classroom	U-shape	Banquet
Grand Ballroom	48.4x 27.15	7.5	1340	1000	700	500	50	300
Ballroom I	25.7x 27.15	7.5	616	170	200	120	100	120
Ballroom II	22.7x 27.15	7.5	616	170	200	120	100	120
Pre-function	23 x 14	3	336	300	-	-	-	-
Coral	31 x 11	3	341	200	150	80	80	80
Coral I	15.4 x 11	3	176	70	50	35	30	25
Coral II	7.7 x 11	3	88	30	30	20	15	20
Coral III	7.7 x 11	3	88	30	30	20	15	20
Tasman	11.7 x 7.2	3	84	30	30	20	15	20



*Picture 27. Grand Ballroom with Classroom Type Seating*





*Picture 28. Meeting Room with U-shape Type Seating*

In addition to meeting rooms and ballrooms, Vasa Hotel Surabaya also features a glass chapel alongside a function deck and room just across the chapel. These spaces are usually used to host events, such as weddings and birthday parties. which was also made for a new summer dinner event recently



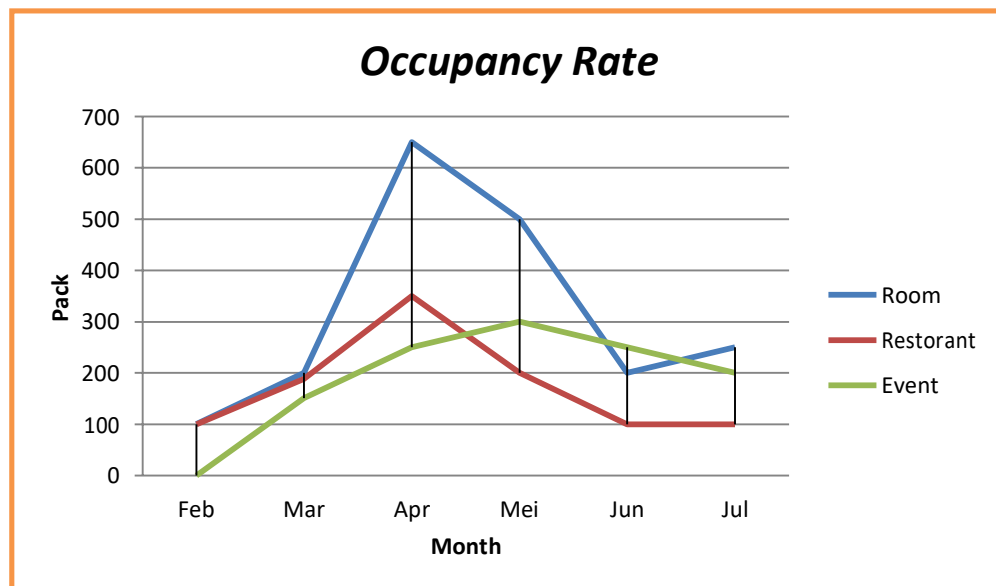
*Picture 29. Aviosa Glass Chapel and Outdoor Deck*



*Picture 30. Summer Dinner At Aviosa Glass Chapel And Outdoor Deck*

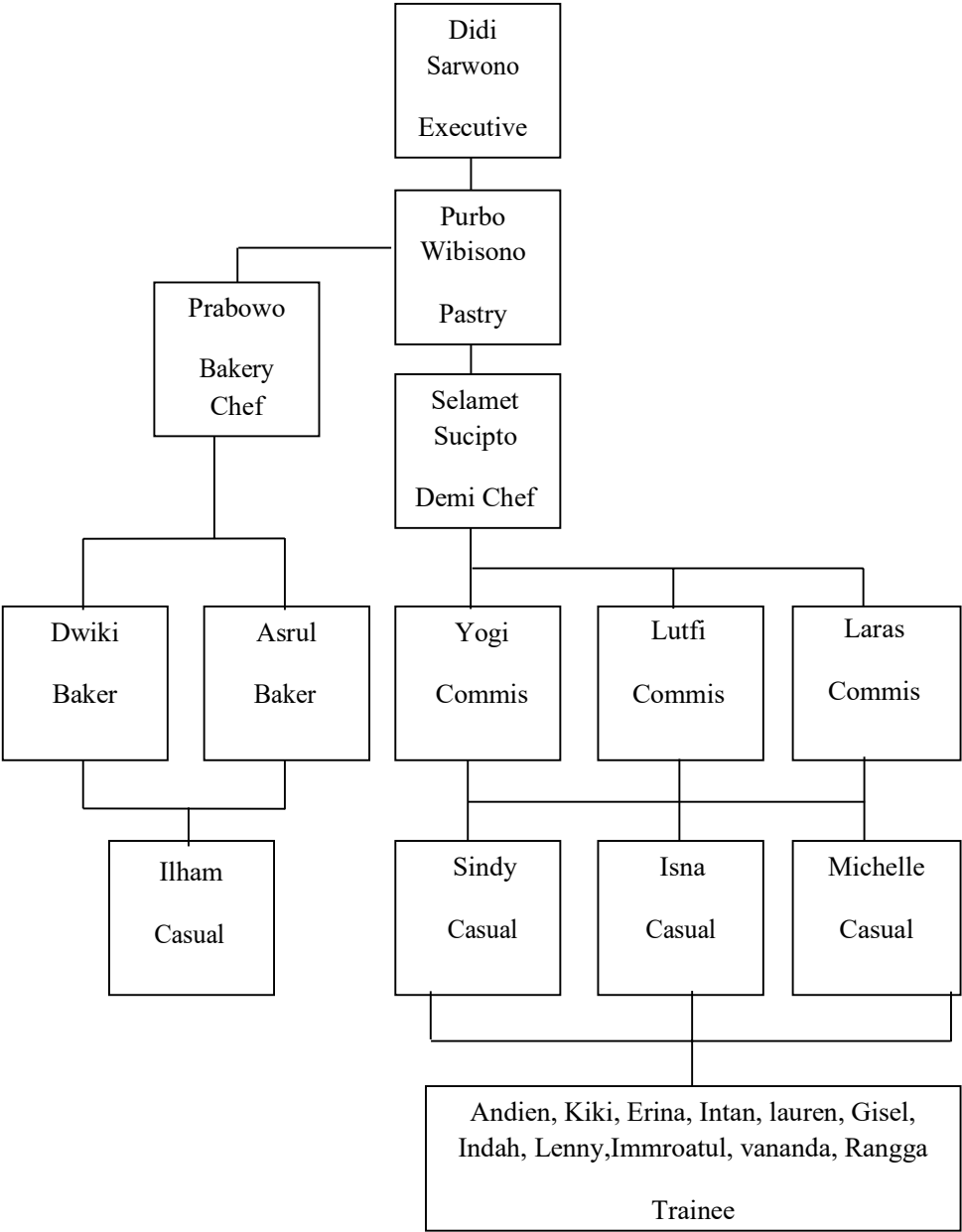
The following is the average occupancy used during my internship at the Vasa Hotel for six months from 24 feb to 23 august 2022. The average event is quite crowded during Eid al-Fitr, many events and dinners are crowded by people to break their fast.





*Table 2. Occupancy Rate Chart Vasa Hotel Surabaya*

2.4 Pastry Kitchen’s Organisational structure



Picture 31. Pastry Kitchen’s Organisational Structure

a Executive Chef

Executive Chef is the highest position in the kitchen department. Their job is to oversee daily operations in the kitchen and coordinate kitchen staff. Other duties include developing new recipes, planning menus, determining menu prices and enforcing food safety standards and disciplining employees when needed.

b Pastry Chef

In charge of producing desserts, cakes, pies, cookies, breads and etc. Responsibilities include; ensuring the quality and standards of the produced goods, supervising, and assigning tasks to the staff working under the pastry kitchen. They are also responsible for consulting and developing new menus with the executive chef.

c Head Baker

Head baker is in charge of producing baked goods, like; breads, muffins, pastries, and etc. They also have the responsibility to collaborate and develop new menus with the pastry chef and executive chef.

d Demi chef

Tasked with estimating the materials needed to make products. demichef is also a person who can make decisions in the kitchen and also a demichef as a person who usually talks and exchanges opinions with pastry chefs. demi chef is also the one who is in charge with his juniors

e Baker

In charge of preparing and producing baked goods, like; breads, muffins, pastries, and etc. They are also responsible for managing the breakfast buffet, which include; setting up the bread and pastry station, making pancake and waffle on live cooking station, and clearing up once breakfast is over.

f Commis

Responsible for producing desserts, cakes, pies, cookies, etc. They also have to prepare, set up and clear up products for events, lunch, brunch and dinner buffets.

g Casual

In charge of doing any task that the commis and pastry chef appoint them. Specialised in assisting the commis to produce, set up and clear up products.

h Trainee

Besides learning, trainee has the responsibility to help and assist anyone who is in need in the kitchen. From preparation, production to live cooking, trainee must learn to do it all.

## **2.5 Safety, Hygiene and Sanitation Aspects.**

### **1. Personal Hygiene Standart Operational Procedur**

- a No facial hair.
- b Don't have a tattoo
- c All nails cut short should not be more than 0.3 mm
- d No body odor (using deodorant, perfume)
- e Maintain cleanliness in areas of the body (ears, nails, nose, teeth, skin)
- f No jewelleries are allowed to be used.

### **2. Personal Gromming Standart Operational Procedur**

#### **a. Uniform**

All staff must wear complete uniform every shift, which includes:

- Chef hat
- Chef jacket/uniform

- Apron
- Black socks
- Black safety shoes
- Name tag

b. Face Mask

- During the covid-19 pandemic, all staff at Vasa Hotel are required to wear face masks. to contain the spread of covid-19

c. Face Shield

- For staff who are dealing directly with or in contact with customers are required to use a face shield for extra protection, and also used to make customers calm while eating

d. Hand Washing

- Washing hands before, during and after working are required to keep the sanitation. Hand washing should at least be 20 seconds.

e. Gloves

- Staff must wear gloves while handling cooked or ready to eat food. Gloves must also be worn when doing live cooking and serving food to the guests.

3. Sanitation Standart Operational Procedur

a Daily Cleaning and Inventory Control

- Immediately clean working surfaces and equipment after using (clean as you go).
- Clean kitchen daily.
- Clean fridge and freezer at least once a week.
- Discard all items that are no longer consumable.
- Check and document fridge and freezer temperature daily.

b Receiving Ingredients

- Put all things in their place
- Opening plastic bags from suppliers
- Label the dates on each item that arrives
- Put the new thing on the inside and the new thing on the top, FIFO (first in first out)

#### c Avoid Cross Contamination

- Use different cutting board for different types of ingredients (ex. Green cutting board for fruits and vegetables, white cutting board for bakery and dairy).
- Label products with date of receiving, production or opening (to keep track of the product longevity).
- Don't leave perishable items too long on room temperature.
- Wash hands and working surfaces often.
- Close and separate all items in the chiller or freezer

#### d Kitchen Waste

- Bread that has been displayed or that has been hard will be used to make bread butter pudding.
- Bananas that will spoil, are used to cook banana bread.
- Strawberry that will spoil, will be made for strawberry coulis
- When the water line is clogged, an angenering will usually be called and we will also call an expert, we will move production to another place.