

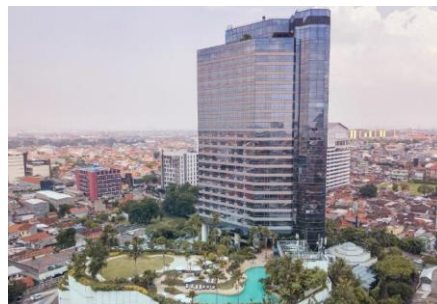
CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1. History of Company

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 Continental Restaurant, Imari Japanese Restaurant, Tang Palace Chinese Restaurant, and Vis A Vis, European Restaurant but now has changed into Uppercut Steakhouse where the writer was assigned as a trainee and then was assigned to Pavilion during COVID-19 Pandemic.



Picture 1. JW Marriott Surabaya
(jenishotel.info, 2020)



Picture 2. Pavilion Restaurant
(Tokopedia.com, 2020)



Picture 3. Uppercut Steakhouse
(Tripadvisor.com, 2019)

There are also many events such as company meetings, weddings, valentine since its opening, also the writer has worked in couple of events meanwhile the writer was assigned as a trainee, such as worked on Uppercut Steakhouse's Valentine, Wedding events that often occurs on the weekend, company meetings by the weekdays/weekends



Picture 4. Uppercut Valentine Dinner
(CITYMAGZ, 2020)

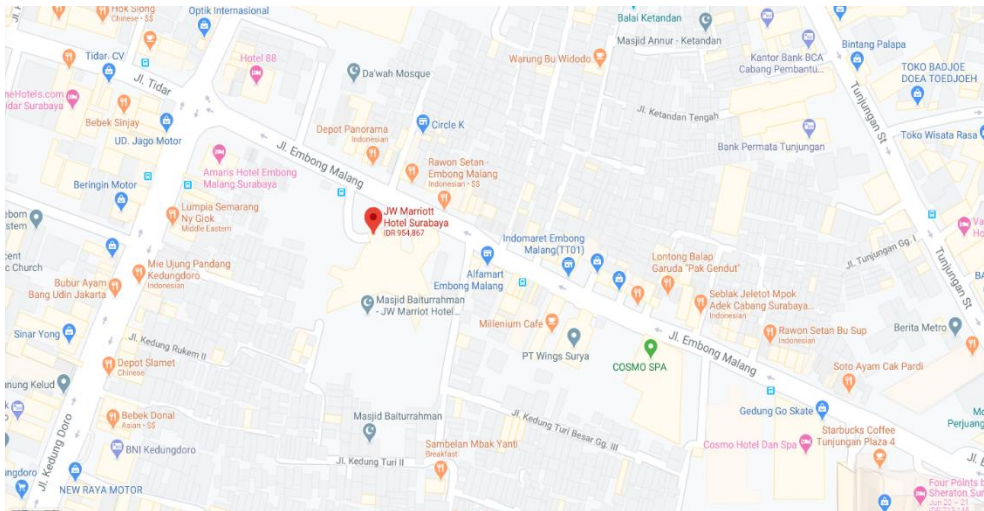
2.1.1. Logo



Picture 5. Logo JW Marriott Surabaya
(Wikipedia 2020)

2.1.2. Location

JW Marriott Hotel Surabaya



Picture 6. Location of JW Marriott Surabaya
(Google Maps, 2020)

Jalan Embong Malang No.85-89, Surabaya, Jawa Timur 60261

Phone : +62 31 5458888

Fax : +62 31 5458888

Email : <https://www.marriott.com/hotels/travel/subjw-jw-marriott-hotel-surabaya/>

2.1.3. The Culture of JW Marriott



**Picture 7. Three Pillars of JW Marriott
(JW Marriott Hotel Surabaya, 2020)**

This means in JW Marriott we wanted our guest to be aware of themselves and their relationship with the world, they pursue experiences that help them to be fully present, foster connections and revitalize the mind, body and spirit.

As for the experiences, JW Marriott always and will treat guests exceptionally starts with the way we treat each other. True luxury is created by people who are passionate about their jobs and love what they do.

Why do they choose Marriot? At JW Marriott, we orchestrate every aspect of the guest experience. JW Marriott also deliver quality in a style that is comfortable and warm and with a vibrancy that is reflective of the hotel's locale.

2.1.4. Features of JW Marriott Hotel Surabaya

1. Rooms

JW Marriott Hotel Surabaya is conveniently in middle of business districts and tourism spots, such as Tunjungan Plaza and other hotels surrounding JW Marriott Hotel Surabaya, another factor that JW Marriott Hotel Surabaya airport transfer is only ranging from 30-40 minutes away and access to nearby train station and highways are nearby

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



Picture 8. Deluxe Premium
(JW Marriott Hotel Surabaya, 2020)



Picture 9. Executive Studio
(JW Marriott Hotel Surabaya, 2020)



Picture 10. Presidential Suite
(JW Marriott Hotel Surabaya, 2020)

JW Marriott Hotel Surabaya five distinctive different dining experience that awaits our guests such as The Pavilion Restaurant with all day dining, Tang Palace Chinese Restaurant, Imari Japanese Restaurant as well as Uppercut Steakhouse Restaurant and the Lobby Lounge & Bar with its nightly live entertainment.

1. Pavilion Restaurant



Picture 11. Pavilion Restaurant
(JW Marriott Hotel Surabaya, 2020)

Pavilion Restaurant which are lush gardens, the Pavilion is open for breakfast, lunch and dinner and is the perfect place to savor popular local cuisine as well Western delicacies.

2. Imari Japanese Restaurant



**Picture 12. Imari Japanese Restaurant
(JW Marriott Hotel Surabaya, 2020)**

Imari Japanese are prepared under the watchful eyes of Chef Takeshi, inside you will savor some of the finest Japanese cuisine in Surabaya. Imari offers a choice of dining options featuring 2 Tatami rooms, Teppanyaki show cooking or traditional a la carte dining for lunch and dinner.

3. Tang Palace Chinese Restaurant



**Picture 13. Tang Palace Chinese Restaurant
(JW Marriott Hotel Surabaya, 2020)**

Tang Palace has been known for its high quality and authentic dishes, Tang Palace specializes in Cantonese Cuisine and exquisite Dim Sum. The restaurant features several private dining rooms and is open daily for lunch and dinner.

4. Uppercut Steakhouse



Picture 14. Uppercut Steakhouse
(Tripadvisor.com, 2019)

A modern interpretation, sophistication yet relaxing atmosphere and inventive of the Steakhouse in independent service style, shared plate and rustic touch (homely, simple and friendly). It's a truly remarkable experience through guest recognition, premier products, and unrivaled attention to detail, in style ambience.

The word “Uppercut” means “Premium selection of Beef Cuts and other products that blow away our guest – no other has it”.

Also, these are Uppercut Steakhouse features

- Jospier Grill (“the Ferrari” of Grills)
- First restaurant in Surabaya that uses charcoal-based grill directly from manufacturers in Barcelona
- High-tech steel alloys, none of the flavour or moisture can escape
- Provides pressurized a unique environment that maintains the “juiciness” and flavour for meats, seafood and vegetables cooked inside

- Uses top quality charcoal and aromatic woods which adds the lovely oaky smokiness
- The grill is set at normal temperature of 300 °C but this can go much higher, the meat or fish is cooked to your liking it swiftly

5. Lobby Lounge & Bar



**Picture 15. Lobby Lounge & Bar
(JW Marriott Hotel Surabaya, 2020)**

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. It also offers a great variety and selection of coffees & teas and an extensive beverage and snack menu.

6. Executive Lounge



**Picture 16. Executive Lounge
(JW Marriott Hotel Surabaya, 2020)**

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
- 2 complimentary pressings
- Complimentary 2-hours usage of meeting room (subject to availability)

2. Fitness and Health Club

A magnificent choice of recreational facilities. Where guests can experience out fully – equipped Health, Fitness Club & Spa, and large free-form swimming pool surrounded by lush of tropical garden. Guests are always welcome to work out in our Gymnasium and Aerobic Studio, or even relax in a hot Sauna and Jacuzzi, or simply pamper and relax yourself with a Soothing Massage.



Picture 17. Poolside
(JW Marriott Hotel Surabaya, 2020)



Picture 18. Gymnasium
(JW Marriott Hotel Surabaya, 2020)

3. Meetings and Weddings

In JW Marriott, they offer a wide variety of meeting rooms and wedding room, ranging from small meeting ranging from 10 people until the biggest one that's usually allocated for big event or whole company meeting, also for wedding they usually allocated to Banquet or even Ballroom due to their sheer size.



Picture 19. Board Room
(JW Marriott Hotel Surabaya, 2020)



Picture 20. Bali AB
(JW Marriott Hotel Surabaya, 2020)



Picture 21. Flores
(JW Marriott Hotel Surabaya, 2020)



Picture 22. Oasis
(JW Marriott Hotel Surabaya, 2020)



Picture 23. Royal Ballroom
(JW Marriott Hotel Surabaya, 2020)

4. Business Center

The business center offers all of your office away needs. Professional secretaries' services are available on you service from 7 to 10 PM daily to make your business run smoothly including facsimile, photocopying, computer work, ticket reconfirmation and translation. Located on the Lobby Floor.



Picture 24. Business Center
(JW Marriott Hotel Surabaya, 2020)

2.2. Vision, Mission and Company Objectives

2.2.1. Vision

WORLD'S FAVORITE TRAVEL COMPANY

2.2.2. Mission

• WARM

1. Unconditional Welcome
2. Genuine and Intuitive
3. Approachable
4. All is Well

• INTENTIONAL

1. Sustainability
2. Anticipation
3. Personalization

• NATURAL

1. Inspired by the simple beauty of the nature
2. Service through the lens of natural curiosity
3. Spaces incorporate elements of nature reflecting the genuine flavor of our surroundings

• UPLIFTING

1. Attention to detail
2. Sense of well-being
3. Nurturing

2.3. Organizational Structure and Main Task

2.3.1. Organizational Structure

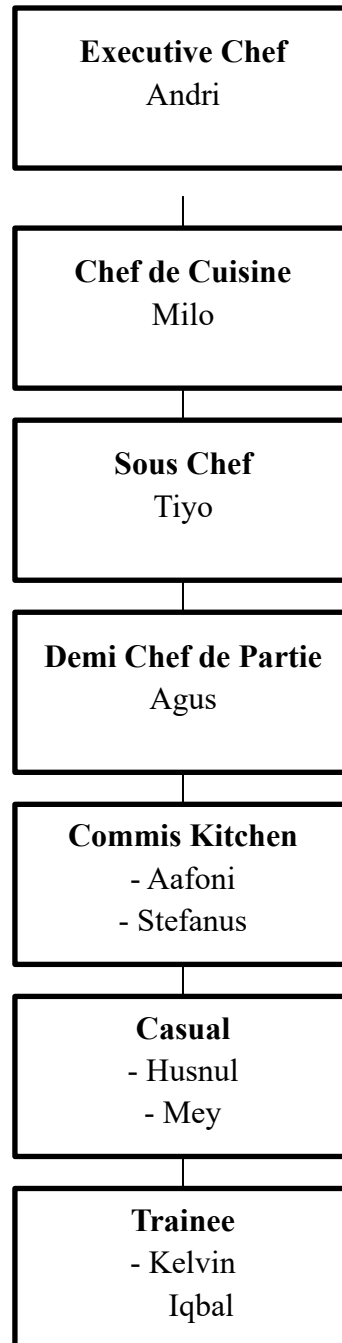


Table 1. Uppercut Steakhouse Organizational Structure

2.3.2. Main Task

Executive Chef

1. Supervise the kitchen and ongoing food based-event
2. Inspect the quality of food made
3. Check and Hire new kitchen staff
4. Ensure and enforce all food safety regulations are being followed through
5. Create new entrée for the menu
6. Coordinates all kitchen staff to work in a flow and efficiently
7. Enforce the high standard of working between all kitchen staff

Chef De Cuisine

1. Checks food before going to the hands of service area
2. Oversees operation in the whole kitchen
3. Create new entrée for the menu/event
4. Make sure all kitchen staff are working efficiently and without any drop in quality of food
5. Coordinates kitchen staff to each assigned position during events/busy hour
6. Create and work together with sales department for a new promotion/event to boost new menu available

Sous Chef

1. Checks food before going out from the kitchen
2. Maintain high standard of workflow in the kitchen
3. Oversees kitchen's stock to make sure everything's available
4. Coordinates kitchen staff to each assigned position
5. Trains new kitchen staff to meet the required standard of workplace
6. Manages and making sure all food storages are following the food safety regulations

Chef de Partie

1. Checks food before going to final checker
2. Assisting sous chef to create new menus in accordance with each division
3. Demonstrate new menus to sales department
4. Attending general cleaning and general meeting
5. Responsible in stock availability
6. Accountable for daily meat stock to Chef De Cuisine/Sous Chef

Commis

1. Checks food before going to final checker
2. Complying Chef de Partie's instruction and keeping the kitchen flow going and maintain a good workflow
3. Maintaining workplace hygiene and cleanup
4. Disclosing daily issues in kitchen and absences to Chef de Partie/Sous Chef/Chef De Cuisine
5. Oversees over Casual and Trainees so they work efficiently
6. In charge in a event if the kitchen's generals are missing

Casual

1. Keeping Cold Kitchen and Pastry section are in stock and everything's ready
2. In charge of training new trainee to make sure they follow the standard around the workplace
3. Complying Commis/Chef De Partie/Sous Chef/Chef De cuisine instructions

Trainee

1. Assisting Commis and Chef De Partie in keeping the kitchen flow smooth
2. Follow higher-up instructions
3. Disclosing daily issues in kitchen and absences to higher-ups

4. Responsible in making sure the Chiller and Freezer in Preparation section are stocked
5. Learn how to work as efficient and following instructions

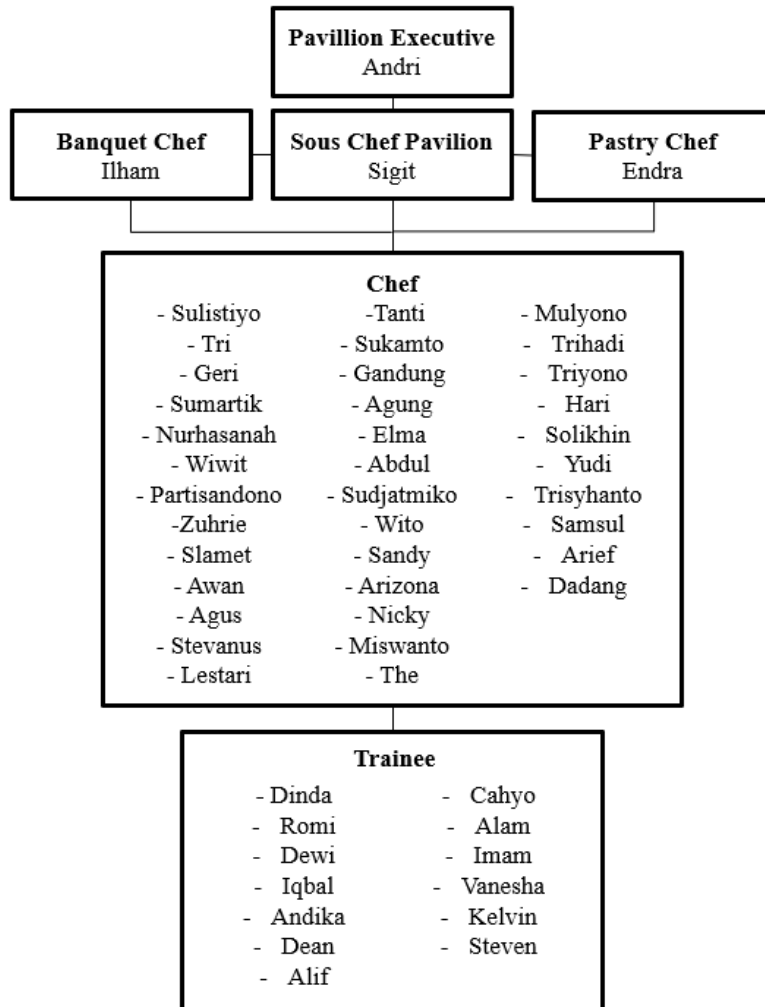


Table 2. Pavilion Organizational Structure

Executive Chef

1. Supervise the kitchen and ongoing food based-event
2. Inspect the quality of food made
3. Check and Hire new kitchen staff
4. Ensure and enforce all food safety regulations are being followed through
5. Create new entrée for the menu
6. Coordinates all kitchen staff to work in a flow and efficiently
7. Enforce the high standard of working between all kitchen staff

Sous Chef Pavilion/Banquet Chef

1. Complying Chef de Partie's instruction and keeping the kitchen flow going and maintain a good workflow
2. Make sure everyone has prepared for next event/breakfast/buffet session and for hot shoppe
3. Responsible for maintaining stock of vegetables, meat, dairy, etc for daily usage
4. Coordinates kitchen staff to work in a flow and efficiently
5. Instructs kitchen staff to work on next/tomorrow's event

Chef

1. Prepares and making sure everything is in stock
2. Instructs trainees to prepare and checking out the breakfast dining area
3. Checking any leftover dishes from hot shoppee or breakfast to be used for next hot shoppee opening
4. Trains trainee how to cut/prepare/make dishes efficiently and maintaining high standard of Marriott

Trainee

1. Follows instructions given by Chef/Sous Chef/Banquet Chef/Executive Chef
2. Helping higher-ups in making dishes/wrapping dishes for next event
3. Checking up breakfast area and refill any empty or change any bad ones
4. Set up hot shoppee for other employee's breaktime
5. Sometimes get called to be substitute for checking temperature at lobby

2.4. Kitchen Hygiene and Sanitation

JW Marriott Hotel Surabaya always and repeatedly enforced about hygiene and sanitation must be upheld in the highest regard, even before handling raw ingredients that we receive from supplier until the dishes are served to the guest

1. For Personal and Kitchen
 - a. Always wash hands every 20-30 minutes using soap and warm running water for 30 seconds
 - b. Always clean cutting board after every kind of use
 - c. Always use colored boards for different kind of ingredients (Green for Vegetables, etc.)
 - d. Wear hand gloves all the time inside the kitchen to prevent diseases and bacteria spreading
 - e. Never double-dip, always use clean spoon/fork after before a dish/ingredient
 - f. If ever got injured in kitchen always use band aids as soon as possible and wear hand gloves
 - g. Always wear proper kitchen equipment, such as safety boots/shoes, chef hat, face mask

- h. Always cut your hair, fingernails, beards, goatees to prevent any hair or dirty fingernails contaminating foods
 - i. Wash hands after going to the bathroom
 - j. Spray the disinfectant after hours of usage in the kitchen to prevent bacteria and viruses to be spread
2. For Ingredients
- a. Always FIFO (First In First Out)
 - b. Wash all ingredients before cutting or picking them
 - c. Ensure none of the ingredients are cross- contaminating
 - d. Make sure to wraps ingredients before transporting/putting it in the freezer/chiller
 - e. Always put label date to every stored ingredient
 - f. Throw away ingredients that has gone bad