

## **CHAPTER II**

### **GENERAL DESCRIPTION OF SHERATON**

#### **1.1 History Sheraton and Tower**

- **1927**  
Newly J. Willard and Alice S Marriot, along with business partner Hugh cotton, open the first A&W Root Beer franchises and the name “ Hot Shop” is born.
  
- **1937**  
“in-flight” airline catering debuts when Hot Shop delivery of boxed lunches to passengers at Hoover Airport, south of Washington D.C
  
- **1957**  
Marriot makes a historic shift into the hotel business in 1957. The world’s first motors hotel opened opes in Arlington, Virginia, under the management of J. Willard Marriot’s son, Bill.
  
- **1959**  
Key Brigdge Marriot opens in Arlington, VA Two-years-old Debbie Marriot, Bill and Donna’s daughter, cuts the ribbon
  
- **1969**  
Marriot opens it’s first international hotel outside of the United State, in Acapulco, Mexico.

- **1972**  
Marriot partner with Sun Line, becoming the first lodging company to enter the cruises business. J.W.Marriot, Jr, is named Chief Executive Officer of Marriot. Marriot debuts lodging for business travelers with the first courtyard hotel.
  
- **1987**  
Whit the opening of the first Fairfield Inn and Marriot Suites hotels. Marriot become the first lodging company to offer a portfolio of brands. Marriot's acquires Residence Inn and pioneers the extended-stay lodging business.
  
- **1988**  
Marriott's opens it's 500 hotel in Warsaw, Poland, the first western-managed hotel in Eastern Europe.
  
- **1995**  
Marriott's bring a historic brand into it's portopolio ehen it acquires a 49% interest in the Ritz-Carlton Hotel Company.
  
- **1997**  
Marriott's acquires Renaissance Hotel Group, doubleing Marriot's presence outside of the united state.  
Marriot' launches TownePlace Suites.
  
- **2000**  
Marriot's International co-founder Alice Sheets Marriott passes away at the age 92.

- **2004**  
The first Bulgaria Hotels & Resort properly opens in Milan, Italy.
  
- **2009**  
Marriott launches Autograph Collection, a new brand of upscale the luxury independents hotels.
  
- **2012**  
Amen Sorensen becomes President and CEO.  
  
Marriott's acquires Gaylord Hotel Brand, adding five hotels and approximately two million square feet of meeting and event space.
  
- **2013**  
Marriott debuts Moxy Hotels. the new brand is the company's first entry into the economy tier, three-star hospitality segment in Europe. Starwood headquarters relocated from White Plains, NY to Stamford, CT. There a creative design lab opens to showcase SPG and our nine brands. Starwood reaches more than 100 operating hotels in China and is poised to double its footprint with an additional 100 hotels in the pipeline. The largest hotel in Starwood's network, Sheraton, Macau, opens for business with nearly 4,000 rooms.
  
- **2014**  
Aloft Hotels announces the appointment of A.L.O as the hotel brand first botlr ( Robotic Butler ). Starwood begins rolling out the industry's first truly mobile and keyless entry system that allows guest to use their smartphone as a key. Extending loyalty outside of Starwood's hotel system, Starwood Preferred Guest ( SPG ) partner with Delta to launch Crossover Rewards.

- **2015**

Starwood open star lab, the company's new brand innovation studio located in Manhattan's pioneering Garment District. Starwood launches Tribute Portfolio, it's 10 brand as well as a partnership with Design Hotels.

Groundbreaking expansion to Cuba starwood sign there new hotel deals in Cuba, marking the first U.S. Based hospitality company to enter the market in nearly 60 years. In May, Starwood completes the sale of istana Signature Experience to Interval Leisure Group, previously know as starwood vacation Ownership.

- **2016**

Sheraton becomes part of the world's largest hotel company as Starwood Hotels and Resort and Marriott International complete a merger.

- **2019**

Sheraton launches a new logo as we redefine the way we welcome the world.

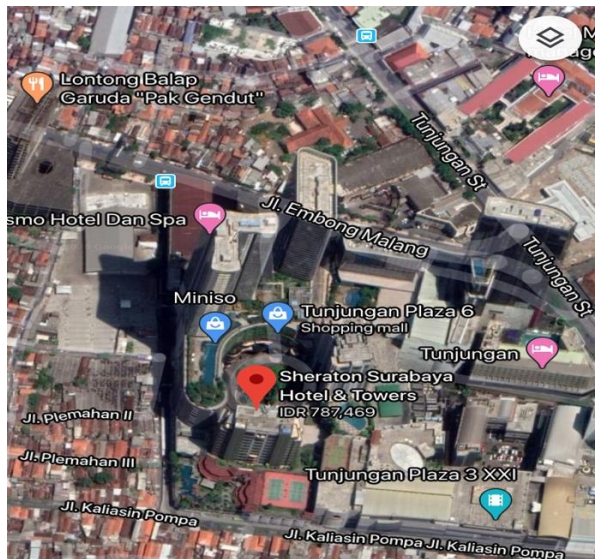
## 1.2 Logo Sheraton Hotel and Tower



Picture.1 Sheraton Logo

( Anonymous,2020 )

## 1.3 Location Sheraton Hotel and Tower



Picture.2 Sheraton Map (Anonymous,2020)

Sheraton Surabaya & Hotel and Towers

Address : Jl. Embong Malang No.25-31 60261

Phone : ( 031) 5468000

#### **1.4 Vision and Mission Sheraton Hotel and Tower**

Vision : Life is better when shared

Mission : warm, connected, community

#### **1.5 Sheraton culture**

The purpose is Provide the best service so that guests staying at the Sheraton feel warmth, connected ability & form a community / interaction though various facilities contained in the Sheraton

Community mindset in Sheraton that Sheraton sees the world throught the lens of community. together, we are better. every one of us is critical to the success of our hotel's larger mission. it is the energy of collective that fuels us, unites us, and brings us together.

Service promise at Sheraton Hotels, we create a welcoming place for our community to gather.

#### **1.6 Features of Sheraton**

Sheraton has a 348 rooms, 2 cafe / restaurant, 1 cake shop, 7 meeting rooms and ballrooms.

Room Type :

- Apartment 1 bed : 20 rooms
- Apartment 2 bed : 23 rooms
- Apartment 3 bed : 2 rooms
- Deluxe : 119 rooms
- Premium Deluxe : 126 rooms
- Sheraton Club : 37 rooms
- Junior Suites : 4 rooms
- Deluxe Suites : 9 rooms
- Executive Suites : 7 rooms

- Royal Suite : 2 rooms
- Presidential Suites : 1 rooms

Meeting rooms :

- Ballrooms 1,2,3 : Lobby Level
- Terrace : Lobby Level
- Sriwijaya : Lobby Level
- Mataram : M Level
- Kahuripan : M Level
  
- Daha : M Level
- Jenggala : M Level
- Singosari : M Level

Cake shop :

- La Patiserie

La Patiserie is the signature cake shop in Sheraton. The cake shop sale a slice and whole cake for the guess in hotel. All the cake serve like tiramisu, opera cake, special cake in month, sweet bread, sandwich loaf, salad etc. The guess can enjoy 50% discount after 6 PM everyday.



**Picture.3 La Patiserie**  
( Instagram, 2020 )

Cafe / Restaurants :

- Kafe Bromo – All day dinning

Kafe Bromo is the signature restaurant buffet and a la carte in Sheraton Hotel and Towers. Kafe Bromo has 150 seating capacity for indoor and outdoor. All the menu serve likes dimsum, roasted duck, chicken conton, chicken casio etc for chinsese .

From western menu like beef wellington, fish’N’chip, roasted lamb with mushroom sauce, etc. From japanese menu like sushi, soba etc. from Indonesia menu they serve the traditional menu like soto banjar, pepes ikan dabu-dabu, lodeh, etc.

Kafe Bromo also have a live cooking like Ice cream roll for buffet Dinner and Sunday, pancake and waffle for breakfast and make traditional food like rujak, tahu gejrot, tahu tek, etc all day. Kafe Bromo has a good atmosphere because the located adjacent from garden and swimming poll.

Kafe Bromo open daily for :

Buffet Breakfast : 06.00 AM - 10.30 AM

Buffet Lunch : 12.00 PM - 03.00 PM

Buffet Dinner : 06.00PM - 10.00 PM





**Picture.4 Buffet Breakfast Pastry**

**( Personal Document, 2020 )**



**Picture.5 Buffet Breakfast Pastry**

**( Personal Document,2020 )**



**Picture.6 Buffet Lunch & Dinner Pastry**

**( Personal Document,2020 )**



**Picture.7 Buffet Lunch & Dinner Pastry ( Personal Document,2020 )**

- Kawi Lounge

Kawi Lounge located in Lobby across of Cafe Bromo. In Kawi Lounge you can relax with friend or family while enjoying mocktail, cocktail, and also snack. In evening at Kawi Lounge there live band all night until 1.00 AM. Kawi Lounge has complimentary WI-FI and Smoking area.

open daily for Kawi Lounge from 9.00 AM – 1.00 AM



**Picture.8 Kawi Lounge**

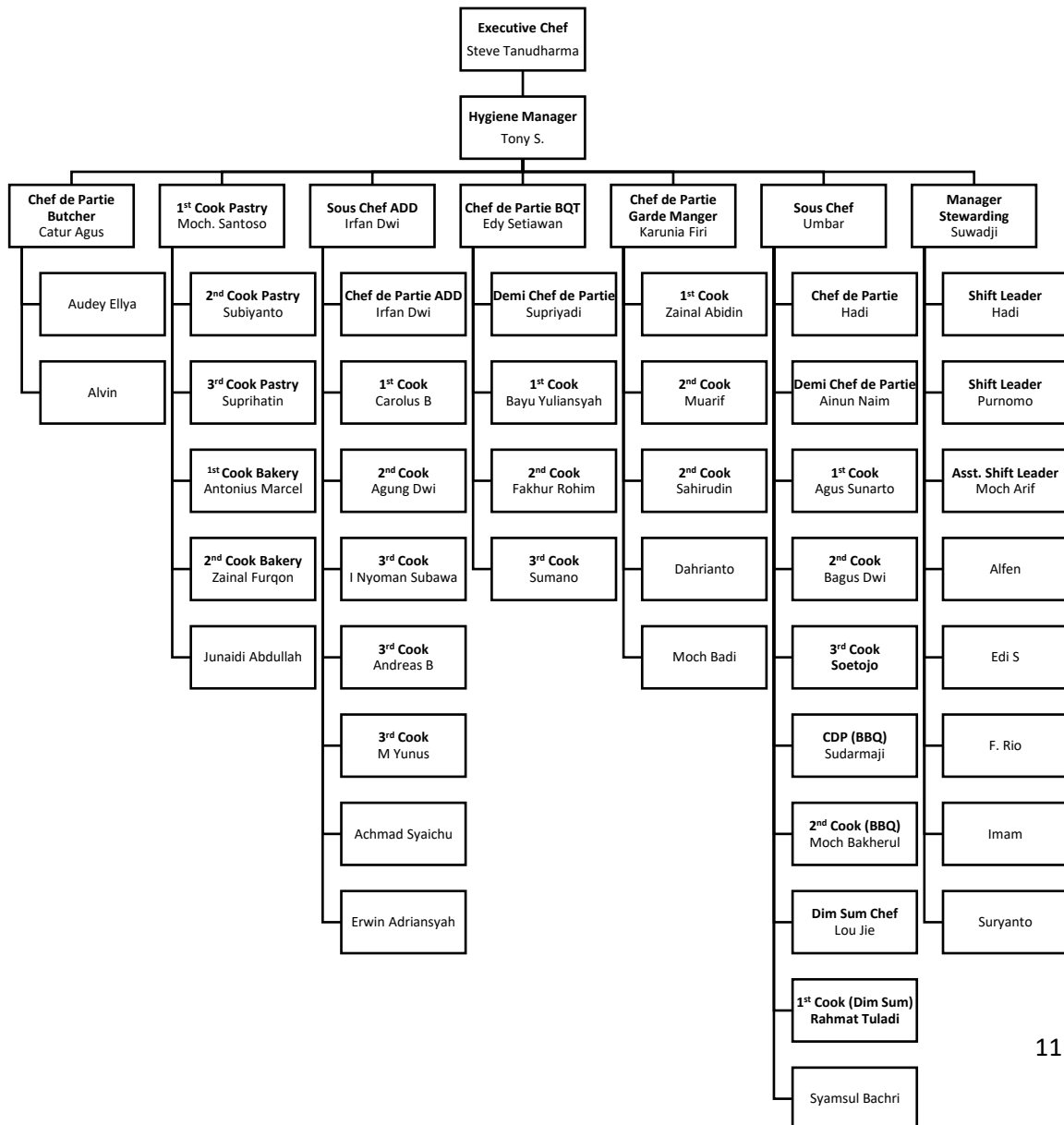
**( Instagram,2020 )**



**Picture.9 Kawi Lounge**  
( Instagram,2020 )

## 1.7 ORGANIZATION STRUCTURE AND MAIN TASK

### 1.7.1 ORGANIZATION STRUCTURE KITCHEN



## **1.7.2 MAIN TASK OF THE STRUCTURE ORGANIZATION**

### **1. Executive Chef**

- a) Create new recipes and design overall menu, including specials each week.
- b) Order and arrange pickup or delivery of foods for the week.
- c) Coordinate and direct all food presentation, from prep through service.
- d) Monitoring the quality of all food and beverages.
- e) Hire and train new kitchen staff.
- f) Maintain a clean kitchen and follow all state food safety and sanitation laws.

### **2. Sous Chef**

- a) Ensure a first-in, first-out food rotation system and verifies all food products are properly dated and organized for quality assurance
- b) Supervises all food preparation and presentation to ensure quality and restaurant standard
- c) Coordinates with restaurant management team on supply ordering, budget, and kitchen efficiency and staffing
- d) Assists head chef to create menu

### **3. Hygiene Manager**

- a) Monitors, assists and performs all procedures and protocols for maintaining an excellent sanitation and hygienic environment.
- b) Propose and maintain minimum standards in all work area, store, receiving and disposal areas to adhere at all times to required hygiene standard.

#### 4. Chef de Partie

- a) Preparing, cooking and presenting dishes within your speciality
- b) Helping head chef or sous chef to develop new dishes and menus.
- c) Managing and training any demi chef de parties or commis.
- d) Monitoring portion and waste control to maintain profit margins.

#### 5. Demi Chef de Partie

- a) Preparing and cooking of food
- b) Ensuring the kitchen area are clean and tidy
- c) Assisting in all areas of the kitchen for breakfast, lunch and dinner
- d) Maintaining health and safety standards

#### 6. Dim Sum Chef

- a) Prepare the ingredients and cooking dimsum.
- b) Creating a new recipe or selected menu dimsum.
- c) Ensure the dim sum kitchen is managed efficiently.

#### 7. First cook

- a) Teaching and instructing the 2<sup>nd</sup> cook and 3<sup>rd</sup> cook in preparation, garnish , plate presentation and the new cooking techniques.
- b) Creating schedule for the staff
- c) Requisition food and kitchen supplies

#### 8. Second cook

- a) Assisting 1<sup>st</sup> cook in preparing and cooking dishes.
- b) Maintain the hygiene and sanitation in kitchen area.

9. Third cook

- a) Assisting 1<sup>st</sup> cook and 2<sup>nd</sup> cook in preparing and cooking dishes.
- b) Maintain the hygiene and sanitation in kitchen area.

10. Steward

- a) Clean and sanitize utensils and kitchen area.
- b) Operate washing machine and cleaning the cutlery.
- c) Ensure the kitchen areas are clean and maintain the floor dry all time.

## **1.8 PARTS OF KITCHEN IN SHERATON**

1. All Day Dining ( ADD )

ADD Kitchen is providing food for breakfast in Kafe Bromo. it provide like Egg station, western food like hash brown, sausages, etc and also Indonesian cuisine. ADD also provide food for a la carte in Kafe Bromo, Kawi Lounge and Room Service

2. Banquet kitchen

Banquet Kitchen is providing main course like Indonesia cuisine, western cuisine, and any station such as meatball station, noodle station, etc for buffet lunch and dinner at Kafe Bromo. Banquet also prepared food for event like birthday party, wedding, coffee break, etc.

3. Garde Manger

Garde Manger Kitchen is providing Japanese cuisine like seafood on ice, sushi corner, Indonesia traditional salad like rujak manis, rujak bebeg, asinan bogor, etc, fresh cut fruit, variety of salad's. Garden Manger Kitchen also provide food for à la carte and La Patiserie.

4. Bakery and Pastry

Bakery and Pastry is providing food for breakfast and buffet in Kafe Bromo for dessert corner such a Es campur, variety of cakes, breads, jajan

pasar etc. Bakery and Pastry also provide a live cooking for buffet in Kafe Bromo like Ice cream roll , waffle and pancake and Kawi Lounge like klepon and crepes. The product of La Patiserie also from Bakery and Pastry kitchen.

5. Butcher

Butcher Kitchen is provide a cut raw meat for main course for all kitchen outlets in Kafe Bromo.

6. Lung Yuan Chinese Kitchen

Restaurant Lung Yuan is no longer in operation. But, Lung Yuan Chinese Kitchen now provide a Chinese cuisine for Kafe Bromo. the menus of Lung Yuan kitchen like Hainan chicken, Pecking duck, all variety of dimsum. Lung yuan kitchen also provide food for event and à la carte.

## 1.9 HYGIENE AND SANITATION STANDARD IN SHERATON HOTEL AND TOWER

There is the hygiene and sanitation standard of Sheraton Hotel and Tower :

### 1. Colour Coded Cutting Board Standard

In many cases of cross-contamination, cutting boards are a prime culprit. For the reason, using separate, colour-coded cutting boards for different ingredients is a great way of preventing the cross-contamination. So, these are the colour-coded of Sheraton hygiene standard :

**Table.1 Cutting Board Standard**

COLOUR-CODED	FUNCTION
RED	FOR CUTTING MEAT
BLUE	FOR CUTTING POULTRY
YELLOW	FOR CUTTING SEAFOOD
GREEN	FOR CUTTING VEGETABLE
WHITE	FOR CUTTING DAIRY/ BREAD OR SOMETHING READY TO EAT

### 2. Hand Washing Standard

Keeping hands clean is the one of easiest and surest ways to ensure good kitchen hygiene, stop the spread of germs and also safe guard the guest and all staff from illness. So, it is even more imperative for practice effective hand hygiene whilst preparing food.

These are step of washing hand according to Sheraton's standard :

- First, wet hands with running water
- Then, scrub hands with soap and brush under nail
- Rinse will using running water
- Then dry hands with paper towel
- Last turn off the water faucet with paper towel

There the rules when have to wash hands :

- At the beginning of a shift



- Before and after handling food
- After break
- After restroom
- After sneezing

3. Personal Hygiene

There is the personal hygiene standard of Sheraton to prevent food poisoning :

- Tie back or cover long hair
- Keep fingernails short so they are easy to clean, and don't wear nail polish because it can chip into the food
- Avoid wearing jewelry, or only wear plain-banded rings and sleeper earrings
- Change disposable glove regularly
- Wear clean clothing, such as an apron

4. Illness Guidelines

To prevent the spread of disease Sheraton requires all staff or training to conduct the medical check-up before being work in Sheraton.

During the pandemic of Covid-19, it is possible to add various health procedures to related the Covid-19 for staff and training for safety and comfort of Hotel employees and visitors

Sheraton standard medical check-up as follows :

**Table.2 Food handler's illness**

SYMPTOMS	ACTION	RETURN TO WORK CRITERIA	HEALTH AUTHORITY APPROVAL
VOMITING	Exclude from work	Symptom free for 24 hour or medical clearance	No, if not a symptom of the six illness below
DIARRHEA	Exclude from work	Symptom free for 24 hour or medical clearance	No, if not a symptom of the six illness below
JAUNDICE (Yellowing of Skin and Eyes )	Exclude from work, call manager ; notify health authorities	Approval from regulatory authority and medical documentation provided, jaundice for more than 7 days	Yes
SORETHOAT	Restrict	Upon medical	No
WITH FEVER	Areas		
INFECTED WOUND OR BOIL	Restrict from food area	After skin, infected wound, cut or boil is properly covered	No

sources : ( Marriott International, 2019 )

Big Six Illnesses :

- *salmonella typhi*
- *salmonella spp. ( nontyphoidal )*
- *shigella*
- *shiga toxin producing E-coli*
- *Hepatitis A*
- *Norovirus*

## 5. Temperature Control Standard

Safe temperatures are 5°C or colder, or 60°C or hotter. Potentially hazardous food needs to be kept at these temperature to prevent food-poisoning bacteria, which may be present food, from multiplying to dangerous levels. These bacteria can grow at temperature between 5°C and 60°C , which know as the temperature danger zone. the fastest rate of growth is around 37 °C.

**Table.3 The guide of food standard**

<b>TOTAL TIME LIMIT BETWEEN 5°C AND 60 °C</b>	<b>WHAT YOU SHOULD DO</b>
Less than 2 hours	Refrigerate or use immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

sources : ( Food standard 2019 )

Cook all the food to these minimum internal temperatures as meansured with a food thermometer before removing food from the heat source. For reason of personal preference, comsumers many choose to cook food to higher temperature.

**Table.4 Minimum Cooking Temperature**

<b>PRODUCT</b>	<b>MINIMUM INTERNAL TEMPERATURE &amp; REST TIME</b>
<b>Beef, Pork, veal &amp; Lamb</b> ( Steak, Roast, Chops )	145°F / 62,5 °C and allow to rst for at least 3 minutes.
<b>Ground meats</b>	160°F / 71,1 °C
<b>Ground poultry</b>	165°F / 73,9 °C
<b>Ham, fresh or smoked</b> Uncooked )	145°F / 62,5 °C and allow to rst for at least 3 minutes.
<b>Fully Cooked Ham ( to heat)</b>	<b>Reheat cooked hams packaged in USDA-Inspected plants to 140°F / 60 °C and othes to 165°F / 73,9 °C</b>

sources : ( Minimum Cooking Temperature )

**Table.5 Minimum Cooking Standard**

<b>PRODUCT</b>	<b>MINIMUM INTERNAL TEMPERATURE</b>
<b>All Poultry</b> ( breasts, whole bird, legs, thighs, wings, ground poultry, giblets and stuffing )	165°F / 73,9 °C
<b>Eggs</b>	160°F / 71,1 °C
<b>Fish and Shellfish</b>	145°F / 62,8 °C
<b>Leftover</b>	165°F / 73,9 °C
<b>Casseroles</b>	165°F / 73,9 °C

Sources : ( Minimum Cooking Temperature )

## 6. General Cleaning

General Cleaning is very important to maintain cleanliness throughout the hotel area. general cleaning will be held in every week or periodically such as spraying the floor, wall and any furniture with sanitizer to kill the bacteria.

General cleaning also do cleaning to tableware or cuteleries by sparying hot water then wipe with a clean towel. It also do in food storage to make sure the product in there can sort out decent and improper foods.