

CHAPTER II

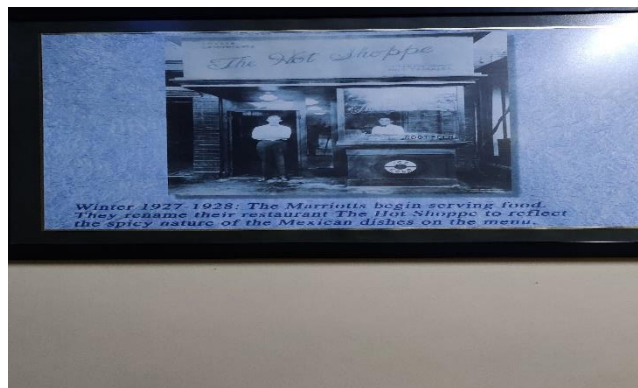
GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY



Picture.1 1927 (Personal Document,2020)

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.



Picture.2 1927-1928 (Personal Document,2020)

The Marriotts add hot food items to their menu a first for A&W franchises and the name “Hot Shoppes” is born. The Marriotts open two more Hot Shoppes, including the East Coast’s first drive-in restaurant.



Picture.3 1930s (Personal Document,2020)

Hot Shoppes expands and other restaurants open around Washington. The growing chain introduces drive-in restaurants to the east coast.



Picture.4 1937-1939 (Personal Document,2020)

In-flight airline catering debuts when Hot Shoppes begins delivery of boxed lunches to passengers at Hoover Airport, south of Washington, D.C. Hot Shoppes, Inc. becomes public at \$10.25/share and sells out in two hours of trading.



Picture.5 1937-1939 (Personal Document,2020)

Marriott begins its food service management business by providing cafeteria service at the U.S. Treasury Building. Other accounts follow and a new division of the company is formed.



Picture.6 1955-1959 (Personal Document,2020)

Marriott made a historic shift into the hotel business in 1957. The world's first motor hotel opened in Arlington, Virginia, under the management of J. Willard Marriott's son, Bill. Over the next 25 years, Marriott became a diverse global enterprise, and Bill Marriott became a visionary CEO whose leadership transformed the hospitality industry.



Picture.7 1955-1959 (Personal Document,2020)

Key Bride Marriott opens. Two-year-old Debbie Marriott, Bill and Donna's daughter, snips the ribbon.



Picture.8 1955-1959 (Personal Document,2020)

Marriott takes its unique form of hospitality to a new level with the opening of the company's first hotel, the Twin Bridges Marriott Motor Hotel in Arlington, Virginia



Picture.9 1964-1985 (Personal Document,2020)

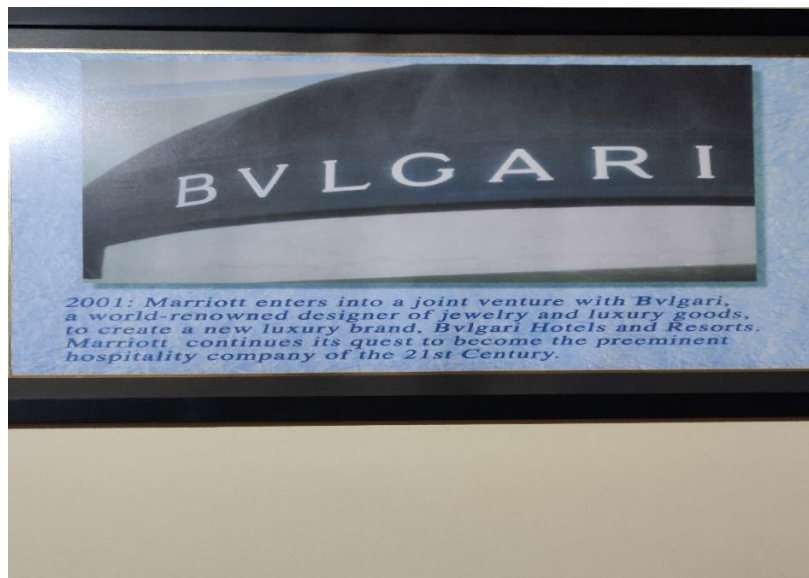
Marriott opens its first international hotel in Acapulco, Mexico. Marriott partners with Sun Line, becoming the first lodging company to enter the cruise business. J.W. Marriott, Jr. is named Chief Executive Officer of Marriott. Marriott debuts lodging for business travelers with the first Courtyard hotel. The first JW Marriott,

named in honor of founder J. Willard Marriott, opens in downtown Washington, D.C. J. Willard Marriott, Sr. passes away, and J.W. Marriott, Jr. is elected Chairman of the board.



Picture.10 2000 (Personal Document,2020)

Marriott International co-founder Alice Sheets Marriott passes at the age of 92.



Picture.11 2001-2004 (Personal Document,2020)

The first Bulgari Hotels & Resorts property opens in Milan, Italy

2.2 VISION, MISSION AND COMPANY OBJECTIVES

2.2.1 VISION

inspired by figures whose names are enshrined through this brand, JW Marriott associates welcome guests with all their heart, with sincere warmth and attentive and intuitive service. together they allow guests to be fully present, foster meaningful relationships, and return home filled with deep feelings of calm.

2.2.2 MISSION

- Get ready and wait for a moment until the guest come and give a greeting to the guest.
- Show the guest a good attitude and say hello to them.
- Think the boardly and give a good service to them.
- Always work swifly

2.2.3 CULTURE

1. I am a JW Marriott expert and I am responsible to innovate, learn and grow.
2. I am confident and professional in my vocabulary, posture, etiquette and personal appearance.
3. I foster teamwork, value the contributions of others and work to achieve our common goals.
4. I work safely and protect the privacy and security of our guests, my company and my team.
5. I care for my hotel, my community, and the environment.
6. I create a lasting impression by extending a genuine welcome and gracious goodbye, always using the guest's name
7. I am keenly focused on the details and accountable for quality and craftsmanship
8. I respect our guests' time by always delivering timely and flawless service.

9. I am proud of and knowledgeable about our locale and look for opportunities to share the uniqueness of our destination
10. I actively listen, identify, own, and resolve problems, always exceeding expectations.
11. I build relationships and connect with our guests by being curious and knowledgeable about their interests
12. I personalize the experience through silent anticipation and thoughtful preparation.
13. I am empowered to create exceptional experiences that make lasting memories
14. I build brand loyalty by living the JW Marriott core values.

2.2.4 OVERVIEW

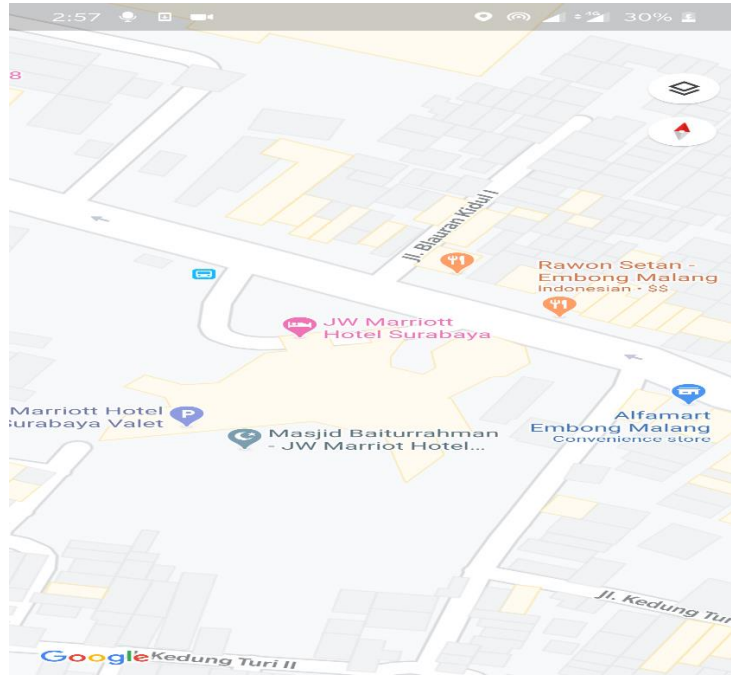


Picture.12 Logo JW Marriott Hotel Surabaya (Personal Document,2020)

Surrounded by some of Indonesia's most celebrated attractions, JW Marriott Hotel Surabaya is a luxury in a vibrant travel destination. Experience 5-star accommodation in one of our 407 beautifully appointed rooms, including 145 twin bedrooms and 23 apartments for extended stays. Stay in the heart of the city's bustling shopping and business district, just minutes from superb attractions, including Suramadu Bridge, the House of Sampoerna, Tugu Pahlawan monument and Sanggar Agung Temple. Indulge in delectable Japanese, Chinese and Indonesian cuisines as well as the newest Steakhouse in our four distinctive restaurants. Celebrate and succeed in 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, JW Marriott Hotel Surabaya offer the perfect blend of comfort, relaxation and style for your visit to Indonesia.

2.2.5 LOCATION



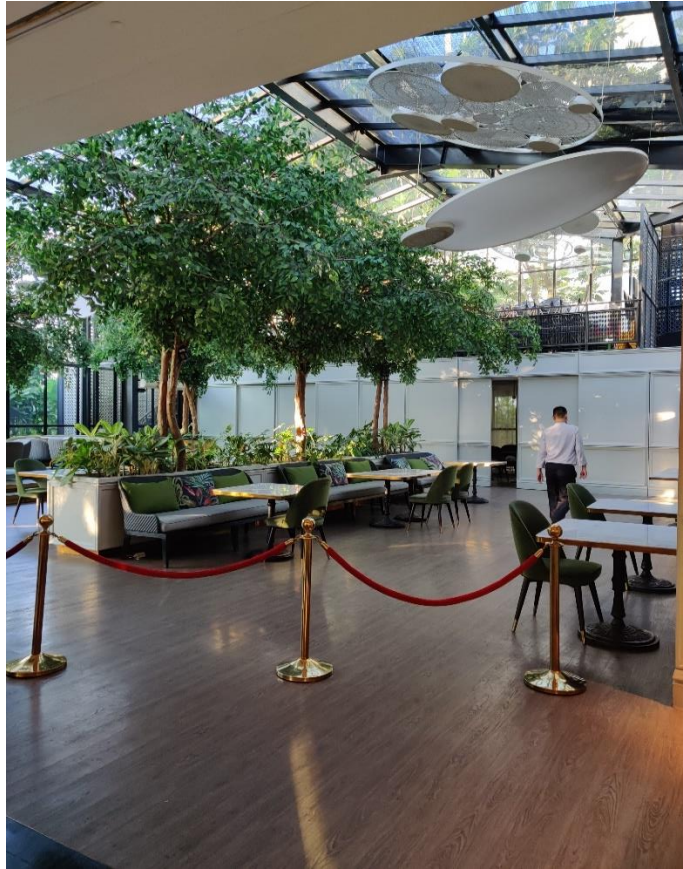
Picture.13 JW Marriott Hotel Map (Personal Document,2020)

JW Marriott Hotel Surabaya

Address: Jalan Embong Malang 85-89 Surabaya, 60261 Indonesia

Phone: (031) 5458888

2.2.6 Dining



Picture.14 Pavilion Restaurant (Personal Document,2020)

Pavilion Restaurant is Surabaya’s incredibly great dining venue that will cater to food lovers from locals to a foreigners. We feature an international buffet for Breakfast, Lunch, and Dinner with a focus on regional cuisines. With diverse range of choicest and focused on the use of fresh seasonal quality ingredients, our Executive Chef offers best food in the city. Apart from of Buffet Menu we also provide our guest with an a la Carte option. We are the place to host social gatherings in the city with the new “glass house” extension providing for a dramatic memorable venue.

Hours of operation

6:00am to 10:30am – breakfast buffet

12:00pm to 13:00pm – lunch buffet

6:00pm to 10:00pm – dinner buffet



Picture.15 Tang Palace Chinese Restaurant (Personal Document,2020)

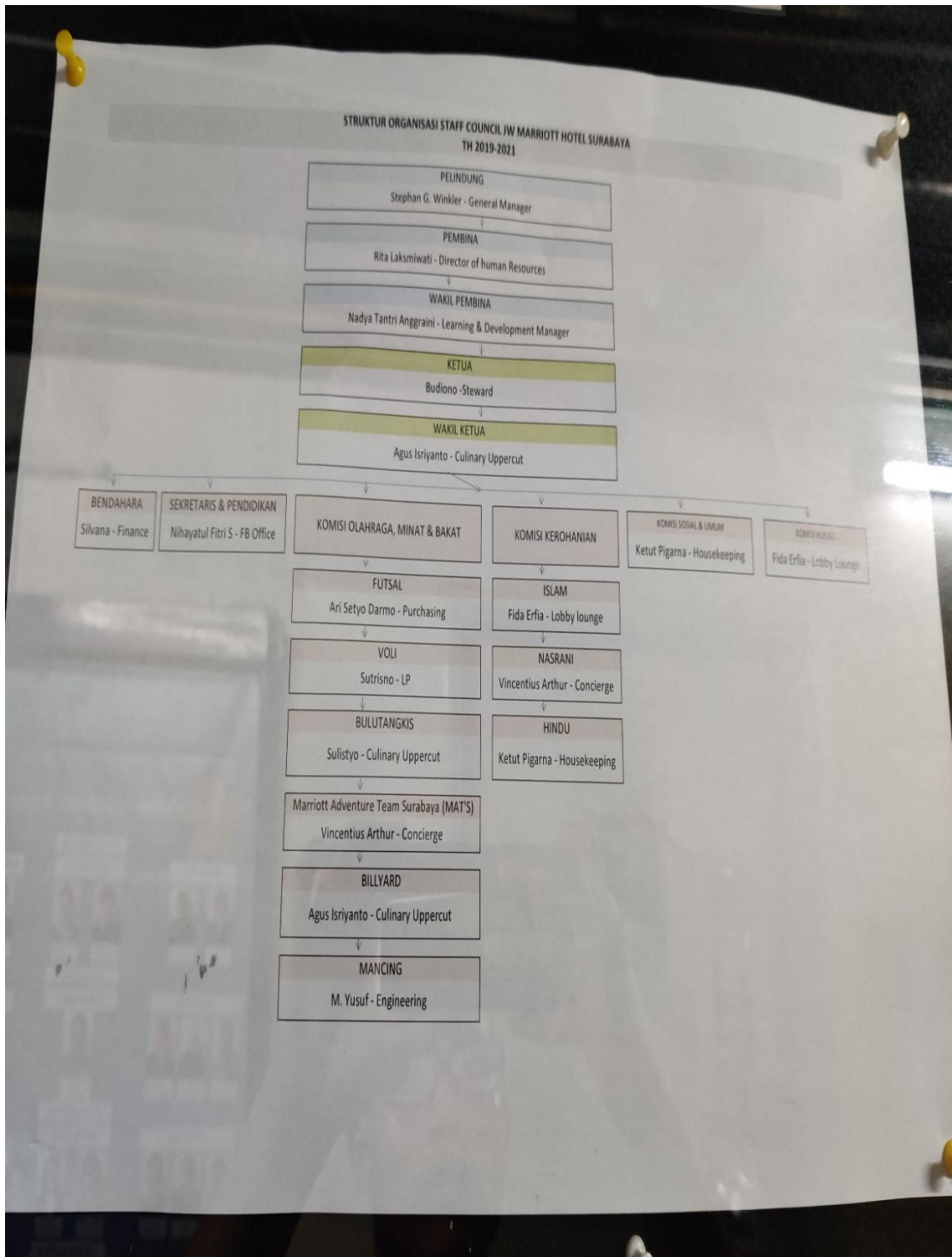
Tang Palace Chinese Restaurant thrills your palate with authentic Cantonese cuisine and dim sum served in an opulent setting. Accented by antiques from the legendary Tang Dynasty, this exceptional Surabaya restaurant is on the second floor of our hotel.

Hours of operation

11:00 to 14:00 – lunch

18:00 to 22:00 – dinner

2.3 ORGANIZATIONAL STRUCTURE AND MAIN TASK



Picture. 16 Organization Structure JW Marriott Hotel Surabaya (personal document,2020)

2.4 Hygiene and Sanitation

2.4.1 Minimum temperature

- Heated to 74°C
 - ✓ Poultry (mince/whole)
 - ✓ Stuffed food/pasta
 - ✓ Soup/sauce (74°-82°C)
 - ✓ Reheat
- Heated to 68°C
 - ✓ Beef mince
- Heated to 63°C
 - ✓ Egg/egg dish
 - ✓ Pork, game
 - ✓ Seafood
 - ✓ Beef, lamb, veal, red meat
- Heated to 55°C
 - ✓ Roast beef

2.4.2 Critical Points

- wash your hands before starting work, before changing to work on material that is easily contaminated.
- foodstuffs are kept at least 15 cm above the floor.
- cold food is stored below 5°C, hot food is kept at 60°C.
- The chef must know the minimum cooking temperature.
- Stored foods are labeled and dated, no more than 7 days
- Do not touch food with your hands directly, use hand gloves / tongs
- Do not use materials that have expired
- using the correct cutting board.
- no eating, drinking, smoking in the kitchen area