

CHAPTER II

GENERAL DESCRIPTION OF SHERATON

2.1 History Sheraton Hotel and Tower

1927

Newlyweds, J. Willard and Alice S Marriot, along with business partner Hugh Cotton, open the first A&W Root Beer franchise in Washington, D.C. the Marriot add hot food items to their menu – a first for A&W franchises – and the name “Hot Shops” is born.

1937

“*In-flight*” airline catering debuts when Hot Shoppes begins 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 opens in Arlington, Virginia, under the management of J. Willard Marriot’s son, Bill.

1959

Key Bridge Marriot opens in Arlington, VA Two-year-old Debbie Marriot, Bill and Donna’s daughter, cuts the ribbon.

1969

Marriot opens its first international hotel outside of the United State, in Acapulco, Mexico.

1972

Marriot start to 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

With the opening of the first Fairfield Inn and Marriot Suites hotels Marriot becomes the first lodging company to offer a portfolio of brands. Marriott's acquires Residence Inn and pioneers the extended-stay lodging business.

1988

Marriott's opens its 500th hotel in Warsaw, Poland, the first western-managed hotel in Eastern Europe.

1995

Marriott's brings a historic brand into its portfolio when it acquires a 49% interest in the Ritz-Carlton Hotel Company.

1997

Marriott acquires Renaissance Hotel Group, doubling Marriott's presence outside of the United States. Marriott's launches TownePlace Suites.

2012

Amen Sorensen becomes President and CEO of Marriott International. Marriott's Acquires Gaylord Hotels Brand, adding five hotels and approximately 2 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 Macao, opens for business with nearly

4,000rooms.

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 smart-phone as a key. Extending loyalty outside of Starwood's hotel system, Starwood Preferred Guest (SPG) partners 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, its 10th brand, as well as a partnership with Design Hotels.

2016

Groundbreaking expansion to Cuba Starwood sign three 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 Vistana Signature Experience to Interval Leisure Group, previously known as Starwood Vacation Ownership.

2.2 Logo



Picture 1. Sheraton logo (*Anonymous, 2020*)

2.3 Location



Picture 2. Sheraton map (Anonymous, 2020)

Sheraton Surabaya Hotel & Towers

Address : JL. Embong Malang 25-31 Surabaya 60261

Phone :(031)5468000

2.4 Vision and Mission of Sheraton Surabaya

Vision : Life is better when shared
Mission : Warm, Connected, Community

2.5 Sheraton Culture

Purpose : To provide the best services for all guests who are staying at Sheraton, to feel warm, connected ability & form a community/interaction thorough various facilities contained in the Sheraton.

2.6 Features of Sheraton

Sheraton has 348 rooms, 2 restaurants, and 7 meeting rooms.

Room types:

Apartment1bed	: 20 units
Apartment2beds	: 23 units
Apartment3beds	: 2 units
Deluxe	: 119units
Premium deluxe	: 126 units
Executive Towers	: 37 units
Junior Suite	: 4 units
Deluxe Suite	: 9 units
Executive Suite	: 7 units
Royal Suite	: 2 units
President Suite	: 1 unit
Total	: 348 rooms

There are 2 Restaurants in Sheraton; they are Kafe Bromo and Kawi Lounge. Their locations are opposite to each other.

1. Kafe Bromo – All day dining

Kafe Bromo, Sheraton's signature, offers a sumptuous buffet and a la carte menu all day. Located adjacent to swimming pool or area lobby, Kafe Bromo offers views of the lush tropical garden. Sit down to a tantalizing selection of authentic, freshly-made food, selected from a range of international cuisines. Kafe Bromo opens daily 24hours.

Buffet Breakfast : 06.00 AM-10.30 AM

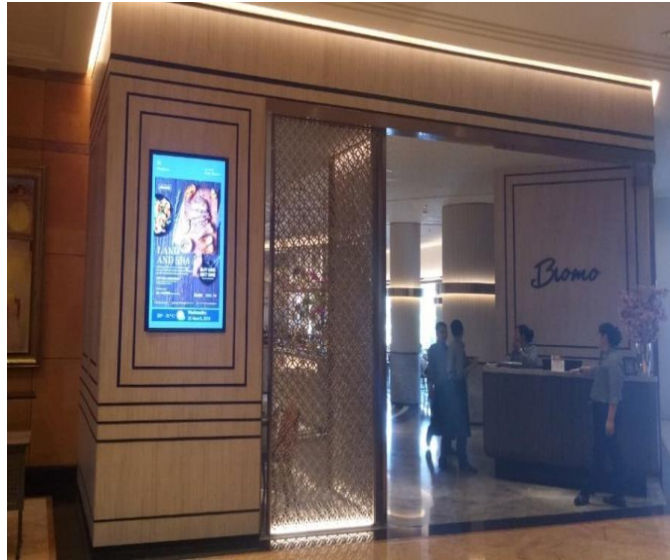
Buffet Lunch : 12.00 PM- 03.00 PM

Buffet Dinner : 06.00 PM - 10.00PM

Kafe Bromo has seating capacity of 150, Kafe Bromo presents comfortable and intimate indoor and outdoor seating, complimentary Wi-Fi. Kafe Bromo has a complete menu at breakfast, lunch and dinner, from Asians menus like Dimsum, Roast Duck, Pecking Duck, Chicken Canton, Chicken Casio, from Western menus like Pumpkin Soup, from Japanese menus like Sushi, from Indonesian menus like traditional food such as Soto Kediri, IkanPepes, etc. Kafe Bromo has live cooking too, like live cooking pasta, banana flambé, pancake, waffle, BBQ grill,etc.



Picture 3. Cashierof Kafe Bromo(*Personal Document, 2020*)



Picture 4. Kafe Bromofront look(*Personal Document, 2020*)



Picture 5. Kafe Bromo inside look(*Personal Document, 2020*)



Picture 6. Dessert Table at Kafe Bromo (*Personal Document, 2020*)



Picture 7. Breakfast Table at Kafe Bromo (*Personal Document, 2020*)



Picture 8. Live Cooking at Kafe Bromo (*Personal Document, 2020*)



Picture 9. Asian Menu of Kafe Bromo (*Personal Document, 2020*)



Picture 10. Japanese Menu at Kafe Bromo (*Personal Document, 2020*)



Picture 11. Variant of Sambals at Kafe Bromo (*Personal Document, 2020*)



Picture 12. Fruit Corner at Kafe Bromo (*Personal Document, 2020*)

2. *KawiLounge*

Kawi Lounge is located in lobby floor, Kawi Lounge offers the perfect spot to relax and enjoy the evening with friends, relatives or family, also in the Kawi Lounge can enjoy smoking while enjoying cocktail, mocktail, beer or wine favorite and then also snack in the Kawi Lounge. In the evening at Kawi Lounge, there is a live band all night long until 12.45 AM. Kawi Lounge opens daily from 09.00 AM – 01.00 AM.

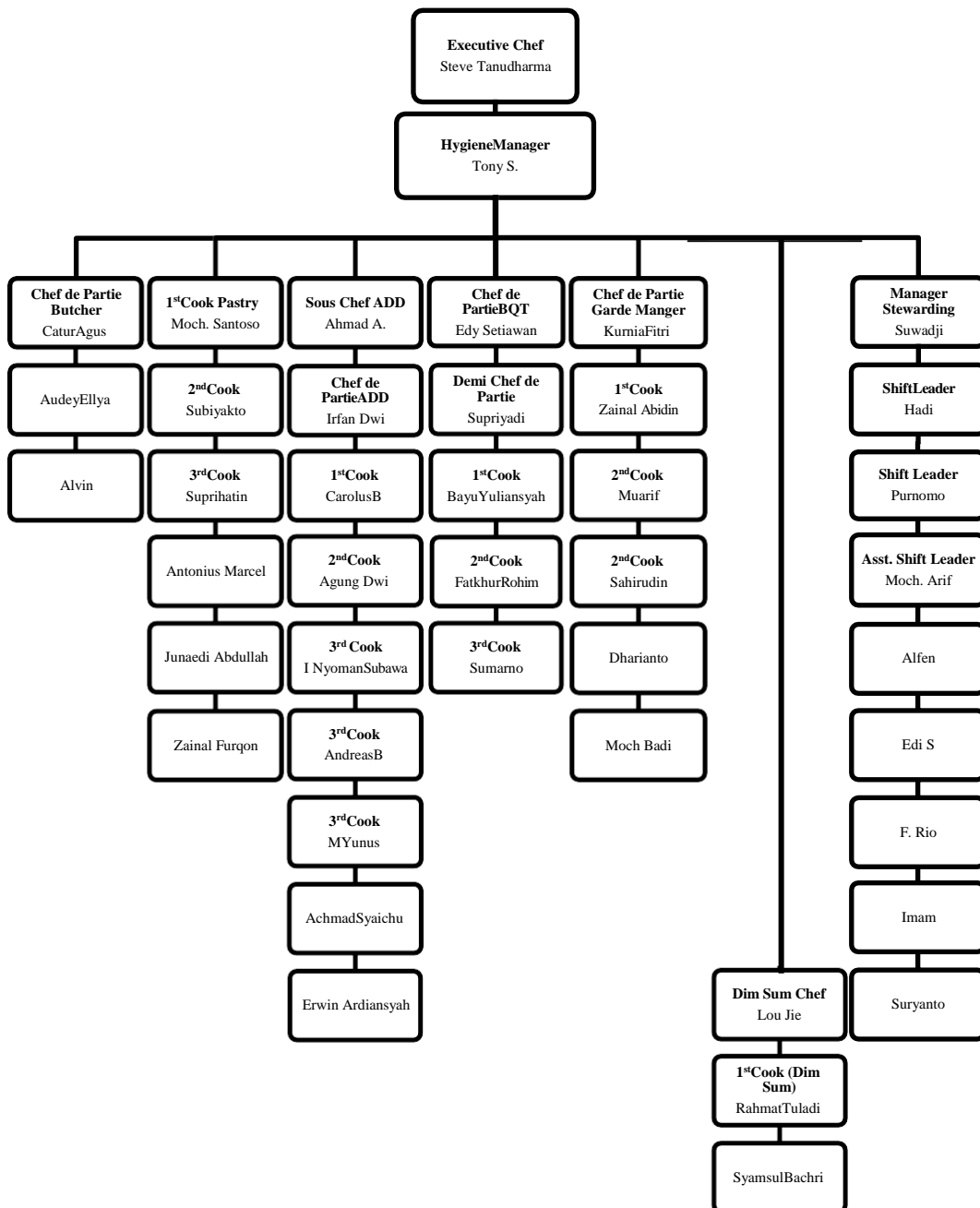


Picture 13. Kawi Lounge front look (*Instagram @sheratonsurabaya, 2020*)



Picture 14. Bar at Kawi Lounge (*Instagram @sheratonsurabaya, 2020*)

2.7 Organization Structure of Sheraton Surabaya Kitchen & Main tasks



Picture 15. Diagram of Sheraton's Organization Structure (Sheraton, 2020)

2.7.1 Executive Chef

The responsibilities or roles of Executive Chef are as follows:

- Plan kitchen equipment needed
- Develop and create a standard recipe
- Create new menu
- Supervise the good quality
- Calculating food cost

2.7.2 Hygiene Manager

The responsibilities or roles of Hygiene Manager are as follows:

- Checking establishment and workplace to ensure that the place isn't hazardous for workers.
- Inspect the building to ensure that the place is safe from disease from viruses or diseases.
- Checking the temperature of chiller, freezer and also the store.
- Checking the cleanliness of chiller, freezer and also the store.
- Educate the kitchen staff how to process food properly, personal hygiene and maintain food quality.

2.7.3 Chef de Partie

The responsibilities or roles of Chef de Partie are as follows:

- Preparing the ingredients and cooking the dishes.
- Managing and training the other staff such as cooks and trainee.
- Helping the executive chef to develop new dishes and menus.
- Checking the availability of the ingredients.
- Enforce strict health and hygiene standards.

2.7.4 Demi Chef de Partie

The responsibilities or roles of Demi Chef de Partie are as follows:

- Preparing the ingredients.
- Cooking the dishes.
- Ensuring hygiene standard of the kitchen.

- Assist the other chefs when necessary
- Responsible for the cleanliness and stock control.

2.7.5 Dim Sum Chef

The responsibilities or roles of Dim Sum Chef are as follows:

- Creating new recipes, planning menus and selecting plate presentation.
- Reports directly to Chinese Slouched.
- Prepare the ingredients and cooking dimsum.
- Ensure food standards and presentations are maintained.
- Ensure the dim sum kitchen is managed efficiently.

2.7.6 First Cook

The responsibilities or roles of First Cook are as follows:

- Responsible for planning and directing food preparation and cooking.
- Prepare the ingredients and cooking dishes.
- Instructing the 2nd cook or 3rd cook in preparation, garnishing and plate presentation of the dishes.
- Teaching new cooking techniques.
- Ensure quality of food.
- Requisition food and kitchen supplies.
- Creating schedule for staff.
- Supervise cooks and kitchen staff.

2.7.7 Second Cook

The responsibilities or roles of Second Cook are as follows:

- Assisting the 1st cook in preparing and cooking dishes.
- Ensure the kitchen areas are clean.
- Maintaining the sanitation and personal hygiene.

2.7.8 Third Cook

The responsibilities or roles of Third Cook are as follows:

- Assisting the 1st cook in preparing and cooking dishes.
- Maintaining the sanitation and personal hygiene.
- Ensure the kitchen areas are clean.

2.7.9 Steward

The responsibilities or roles of Steward are as follows:

- Ensure the kitchen is clean and well maintained.
- Ensure the floors are clean and dry all the time.
- Operate washing machine and cleaning the cutlery, plate, cup also the cutting board.
- Collects and removes the trash.
- Do the general cleaning such as sweeping, mopping up, washing up and emptying of rubbish bins.
- Clean and sanitize utensils and kitchen area.
- Ensure all equipment is clean and working well.

2.8 Parts of the Kitchen

2.8.1 All Day Dining Kitchen (ADD Kitchen)

ADD Kitchen is providing food for breakfast at Kafe Bromo. It has Egg Station at breakfast such as scramble egg, omelet and sunny side up egg. There are also beef sausages, chicken sausages, hash browns, beef bacons and sautéed mushroom. There are also Indonesian Cuisine and porridge. ADD Kitchen also provides food for à la carte in Kafe Bromo, Kawi Lounge and Room Service.

2.8.2 Banquet Kitchen

Banquet Kitchen is providing food for Buffet in lunch and dinner time at Kafe Bromo. Banquet Kitchen is providing main course such as Indonesian Cuisine, Chinese Cuisine, Western Cuisine and Italian Cuisine. Banquet Kitchen also provides food for Meatball

Station, Pasta Station, Penyetan Corner, Sambal Corner for lunch and BBQ Corner for dinner. Banquet Kitchen also prepare for some event at Ballroom or Kawi Lounge for Birthday Party, Wedding, Gathering, Meeting, etc. Banquet Kitchen also prepares Coffee Break for meeting.

2.8.3 Garde Manger

Garde Manger Kitchen is providing Japanese Cuisine, Seafood on Ice (such as scallop, prawn, crab,etc), Indonesian Traditional Salad (such as RujakCingur, Rujak Manis, RujakBebeg, TahuGejrot, TahuGunting,etc), Fresh Fruits, Salads, Variety of Salad's Sauce (such as Thousand Island dressing, Sesame dressing, Pesto Basil, etc), Cheese (such as Cream Cheese, Cheddar Cheese, Camembert Cheese, etc), Sushi, Sashimi (such as Tuna, Salmon, Octopus,etc), Fresh Cut Fruit, Variety of Mini Salad or Smoothies. Garde Manger also provides food for La Patisserie such as Fruit Salads, sandwich, Rujak Manis, etc.

2.8.4 Pastry

Pastry and Bakery are providing food for Buffet at Kafe Bromo from breakfast until dinner time. Pastry and Bakery provides Dessert Station such as Es campur, variety of cakes, breads, jajanan pasar, pudding, mousse, ice cream, etc. Pastry and Bakery also provides food such as waffles and pancakes for live cooking station when Breakfast. Pastry and Bakery also provides food for La Patisserie such as breads, cakes, hampers, sliced cakes, chocolate praline, etc. Pastry and Bakery also prepare for Coffee Break, meeting, wedding, birthday party, gathering, etc.

2.8.5 Butcher

Butcher is providing raw cut meat for all kitchen outlets in Sheraton Hotel and Towers Surabaya. Butcher is providing meat for

main course at Kafe Bromo or Lung Yuan Chinese Restaurant. Butcher provides meat for steak, minced meat, patties, BBQ (such as beef satay, chicken satay, lamb chop, sirloin, prawn, etc), fish fillet, meat for rendang or gulai, etc.

2.8.6 Dimsum Kitchen

Lung Yuan Kitchen is providing food for Buffet at Kafe Bromo. Lung Yuan Kitchen provides Hainan Chicken, Soy Chicken, Roasted Chicken, Char Siu Chicken, Roasted Duck, Jellyfish Salad, Siomay Ayam and Hakau. Lung Yuan Kitchen also provides food for à la carte at Lung Yuan Chinese Restaurant. Lung Yuan also provides dimsum for à la carte such as Siomay, Bun, Ceker, etc for Lung Yuan Chinese Restaurant, Coffee Break and any event.

2.9 Hygiene and Sanitation Standard in Sheraton Hotel and Towers

There are the hygiene and sanitation standards in Sheraton Hotel and Towers:

2.9.1 Color Coded Cutting Board Standard

Table 1. Cutting Board Standard

Color	Function
WHITE	For cutting bakery and dairy
BROWN	For cutting vegetables
GREEN	For cutting salad and fruit
YELLOW	For cutting cooked meat
BLUE	For cutting seafood
RED	For cutting raw meat

(Source: www.ajstuart.com/Color-Coded-Chopping-Board, 2020)

The color differences of this cutting board intended to avoid cross contamination. This will prevent bacteria on a cutting board that is used for raw meat, poultry, or seafood from contaminating a food that requires no further cooking, because cross contamination of different food types can lead to food poisoning.

2.9.2 Hand Washing Standard

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

- First, wet hands with running water.
- Then, scrub hands with soap and brush under nails.
- Rinse well using running water.
- Then dry hands with paper towel.
- Last is water off with paper towel.

These are the rules when have to wash hands:

- At the beginning of a shift.
- After handling money.
- After breaks.
- After restroom.
- After sneezing or blowing your nose.

Keeping hands clean can prevent illness and spread infections to the other. Germs from unwashed hands can get into foods and drinks when people prepare them. Germs can multiply in some types of foods and drinks and it will make people sick. So, the hand washing standard must be done properly so the food that we process is harmless and doesn't make people sick.

2.9.3 Personal Hygiene

There are the personal hygiene standards to prevent food poisoning:

- Take a shower regularly every day.

- Wash and dry hands before handling food, and wash them frequently during work in the kitchen.
- Clean hands using paper towel.
- Don't cough or sneeze over food.
- Wearing apron and non-slip shoes when working in the kitchen.
- Keep the nails short and cleans, don't use nail polish because it can chip into the food.
- Tie the hair and covered with headgear so the hair won't fall off into the food.
- Cover the wounds with bandages and use gloves if having wounds on the hands.
- Change the gloves regularly.
- Don't handle food if feeling unwell, like diarrhea or flu.

2.9.4 Illness Guidelines

Table 2. Food Handler's Illness Exclusion/Restriction Guidelines

SYMPTOMS	ACTION	RETURN TO WORK CRITERIA	HEALTH AUTHORITY APPROVAL
<i>VOMITING</i>	Exclude from work	Symptom free for 24 hours or medical clearance	No, if not a symptom of the six illnesses below
<i>DIARRHEA</i>	Exclude from work	Symptom free for 24hours or medical clearance	No, if not a symptom of the six illnesses below

<i>JAUNDICE</i> (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
<i>SORE THROAT WITH FEVER</i>	Restrict from food areas	Upon medical documentation	No
<i>INFECTED WOUND OR BOIL</i>	Restrict from food areas	After skin, infected wound, cut or boil is properly covered	No

(Source: Marriott International, 2020)

BIG SIX ILLNESSES

1. *Salmonella Typhi*
2. *Salmonella Spp.(Nontyphoidal)*
3. *Shigella*
4. *Shiga Toxin-Producing E-Coli*
5. Hepatitis A
6. *Norovirus*

Food handlers diagnosed with those illnesses must be excluded and may not return to the property without written medical approval. Management must notify local health authorities.

2.9.5 Temperature Control Standard

The safe temperature for food is 5°C or colder and 60°C or hotter. Potentially hazardous food needs to be kept at these temperatures to

prevent food poisoning bacteria, which may be present in the food, from multiplying to dangerous levels. The bacteria can grow at temperatures between 5°C and 60°C, which is known as temperature danger zone. The fastest rate of growth is at around 37°C.

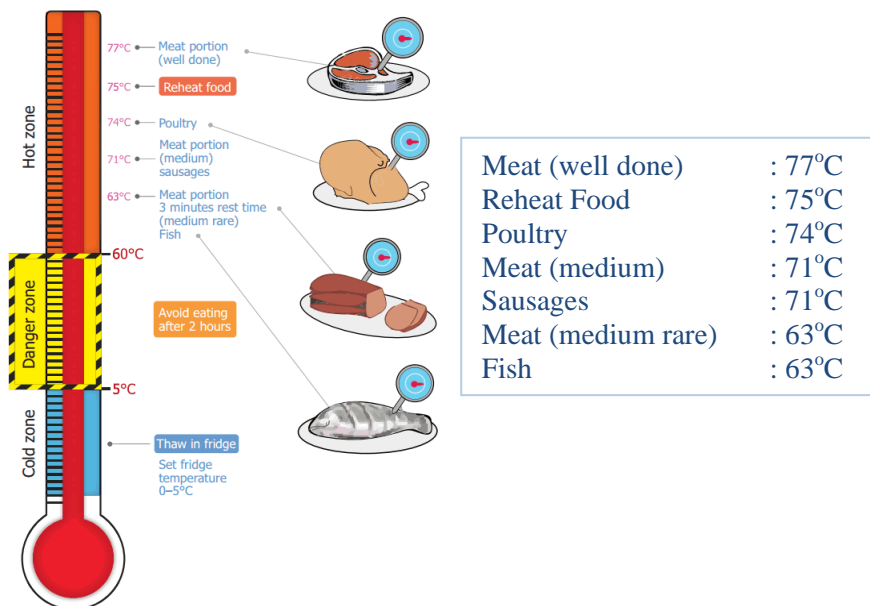
Table 3. The 2 hour or 4-hour Guide

Total time limit between 5°C and 60°C	What should do
Less than 2 hours	Refrigerate or use immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

(Source: Food Standards, 2020)

2.9.6 Safe Minimum Cooking Temperature

Use food thermometer to ensure that meat, poultry, seafood, and other cooked foods reach a safe minimum internal temperature. After remove meat from a grill, oven, or other heat source, allow it to rest for the specified amount of time. During the rest time, its temperature remains constant or continues to rise, which destroys harmful germs.



Picture 16. Cooking Temperature (Food Authority, 2020)

2.9.7 General Cleaning

General cleaning for kitchen is held every month. The general cleaning includes spraying the floor using a high pressure washer to clean the moss on the floor or wall and also for the stoves too. The general cleaning also used sanitizer to kill the bacteria. The cutting board also washed using high pressure water and sanitizer.

General cleaning for shelves and drawer is held twice a month using sanitizer and hot water. The tables must be clean everyday using sanitizer and clean towel. The stoves must be clean every day using hot water and chemical.

Dry spices in the kitchen must be replace every three months, for raw vegetables and meat must be replace every day and frozen food must be replacing every three months.