

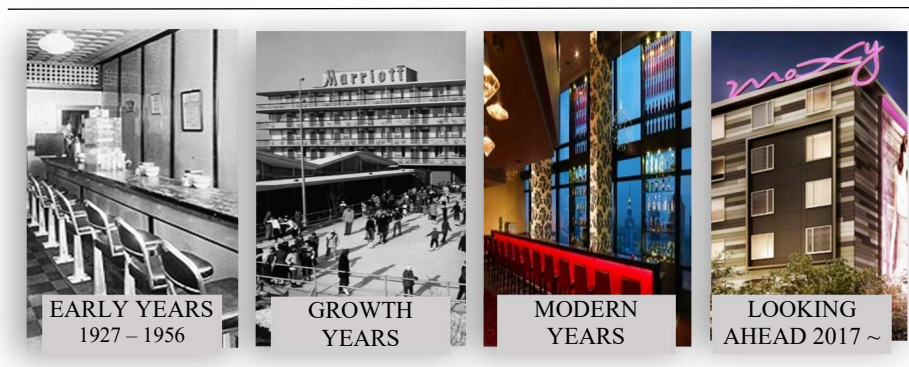
## CHAPTER II

### GENERAL DESCRIPTION OF JW MARRIOTT HOTEL SURABAYA

#### 2.1 History of JW Marriott Hotel Surabaya

Marriott International is an American multinational diversified hospitality company that manages and franchises a broad portfolio of hotels and related lodging facilities. Marriott International is the largest hotel chain in the world. It has 30 brands with 7,003 properties in 131 countries and territories around the world.

Marriott was founded by John Willard Marriott in 1927 when he and his wife, Alice Sheets Marriott, opened a root beer stand in Washington, D.C. Their got young business off the ground by quenching people's thirst during Washington D.C.'s hot, muggy summers. Good food and good service at a fair price became a guiding principle for Hot Shoppes restaurants and for Marriott International as it grew.



Picture 1. Marriott through the years ( Marriott Web, 2019 )

#### 2.2 Overview

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.

### 2.2.1 Logo



Picture 2. JW Marriott logo ( Marriott Web, 2019 )

### 2.2.2 Location



Picture 3. JW Marriott maps ( Personal documentation, 2019 )

JW Marriott Hotel Surabaya

Address : Jl. Embong Malang No.85-89, Kedungdoro, Kec.  
Tegalsari, Kota SBY, Jawa Timur 60261

Phone : (031) 5458888

### 2.2.3 Features of JW Marriott Hotel Surabaya

JW Marriott Hotel Surabaya is a luxury haven 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. Indulge in delectable Japanese, Chinese, Indonesian and Western 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 Surabaya.

#### a. Pavilion Restaurant

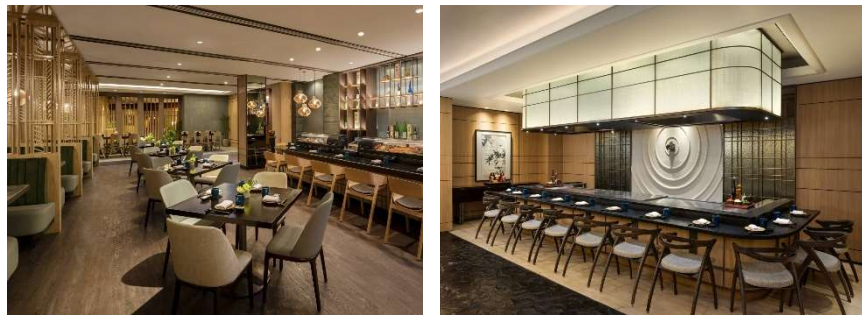
Open for breakfast, lunch and dinner, this vibrant restaurant offers both buffet dining and a la carte fare. Feast on your favorite international dishes, start from local station, western, sushi station, soup and noodle station, also bakery and pastry station and be sure to visit the barbecue station for succulent meats.



Picture 4. Pavilion Restaurant ( Trip Advisor, 2019 )

### **b. Imari Japanese Restaurant**

Imari Restaurant is one place that serves Japanese food with high end and fusion concepts, classic Japanese elements are combined with French / Western cuisine. Features a casually refined ambiance, as well as a sushi bar, teppan style cooking and fresh grilled seafood and meat. Imari opening hours : 12.00 – 15.00 a.m. and 18.00 – 22.00 a.m.



Picture 5. Imari Japanese Restaurant ( Marriott Web, 2019 )

### **c. Tang Palace Chinese Restaurant**

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.



Picture 6. Tang Palace Chinese Restaurant ( Marriott Web, 2019 )

**d. Uppercut Steakhouse Restaurant**

Under the direction of Chef Milo Baldazzi, Uppercut Steakhouse designed with a chic monochromatic brasserie with relaxing atmosphere into a modern steakhouse. Its delightful menu serves a variety of premium quality meats, jasper grilled dry age beef and Chef's specialty desserts using only the finest ingredients. The Bar section provides selection of wines, aging barrel cocktails, and liquor.



Picture 7. Uppercut Steakhouse Restaurant ( Marriott Web, 2019 )

**e. Lobby Lounge**

Guests are welcomed with warm hospitality from the moment they enter our spacious and elegant lobby.



Picture 8. Lobby Lounge ( Marriott Web, 2019 )

## 2.2.4 Hygiene and Sanitation Standard in JW Marriott Hotel Surabaya

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

### a. Colour Coded Cutting Board Standard

**Table 1.** Cutting Board Standard

Colour	Function
WHITE	For cutting ready to eat food and fruit
GREEN	For cutting vegetables
YELLOW	For cutting poultry
BLUE	For cutting seafood
RED	For cutting meat

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.

### b. Hand washing Standard



Picture 9. Hand Washing Standard ( Personal Documentation at Kitchen, 2019 )

Hand washing technique :

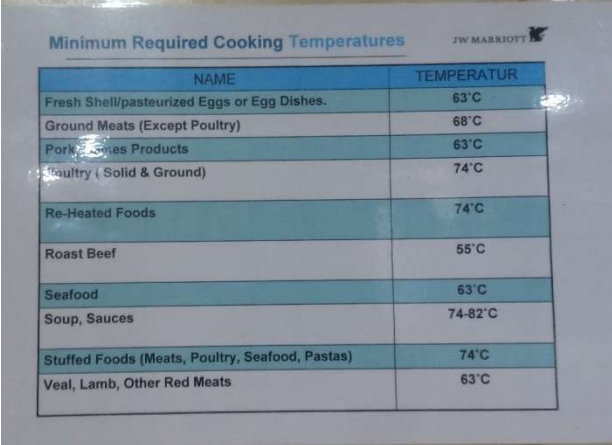
Global Standard of JW Marriott : Associates must wash hands frequently using antibacterial soap and warm 100°F or 38°C water, using the steps below to help prevent the spread of germs :

1. Wet hands and apply antibacterial soap to your palm
2. Rub hands palm to palm to build lather
3. Spread lather over the back of each hand with fingers interlaced
4. Rub palm to palm with fingers interlaced
5. Grip the fingers on each hand and rub in a sideways back and forth movement
6. Clasp each thumb in the opposite hand and rotate
7. Press fingers into palm of each hand and rotate
8. Rinse hands with water that is at least 100°F or 38°C water
9. Use towel to turn off tap
10. Your hands are now clean

**c. Personal Grooming**

1. JW Marriott Chef jacket
2. Apron
3. Safety shoes ( dark colour )
4. Trousers
5. Well tied hair
6. Chef Hat
7. Name tag
8. Black Hair
9. Short nails

#### d. Minimum Required Cooking Temperatures



NAME	TEMPERATUR
Fresh Shell/pasteurized Eggs or Egg Dishes.	63°C
Ground Meats (Except Poultry)	68°C
Pork, Game Products	63°C
Poultry (Solid & Ground)	74°C
Re-Heated Foods	74°C
Roast Beef	55°C
Seafood	63°C
Soup, Sauces	74-82°C
Stuffed Foods (Meats, Poultry, Seafood, Pastas)	74°C
Veal, Lamb, Other Red Meats	63°C

Picture 10. Minimum Required Cooking Temperature ( Personal Documentation, 2019 )

#### e. General cleaning

General cleaning for kitchen is held every day includes floor and the stoves too. The general cleaning also used sanitizer to kill the bacteria. The cutting board also washed using hot temperature water and sanitizer. General cleaning for shelves and drawer is held twice a month. 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 replace every three months.

### 2.2.5 Kitchen Outlet

There are the kitchen outlet at JW Marriott Hotel Surabaya :

#### a. Pavilion Kitchen

Pavilion Kitchen is providing food for buffet in breakfast and lunch. Pavilion Kitchen is providing appetizer, salad and main course such as Indonesian Cuisine, Chinese Cuisine, Western Cuisine also Italian Cuisine. Pavilion Kitchen also provides food for Noodle Station, Pizza Station, Egg Station, Fruit and Beverage station and also Local Corner.



**b. Garde Manger Kitchen**

Garde Manger Kitchen is providing fresh fruits, salads, variety of salad's sauce (such as Cocktail dressing, Thousand Island dressing, Caesar Dressing, etc).

**c. Banquet Kitchen**

Banquet kitchen is providing some event at Ballroom for Birthday Party, Wedding, Gathering, Meeting, etc. Banquet Kitchen also prepare Coffee Break for meeting.

**d. Imari Japanese Kitchen**

Imari Japanese kitchen is providing Japanese food for Imari Restaurant. They provides Salmon Teriyaki, Miso Soup, Kobe beef, Wagyu Beef, and also providing Teppanyaki area.

**e. Tang Palace Chinese Kitchen**

Tang Palace kitchen is providing Chinese food for Tang Palace Restaurant. They provides appetizer such as lobster salad with tossed fruit in mayonaise, soup such as bird's nest soup, and also the main course such as Szechuan style chicken, Beef Black Pepper, and they also have dimsum.

**f. Pastry and Bakery**

Pastry and Bakery is providing all of stuff about pastry and bakery from all outlet. They made pizza dough and assorted cakes for breakfast at Pavilion kitchen, Japanese dessert for Imari Restaurant, etc.

**g. Main Kitchen**

Main kitchen is providing butcher area to raw cut meat for all kitchen outlets in JW Marriott Hotel Surabaya. There is a commisary area, chiller for main kitchen.

## 2.3 Vision and Mission

### a. Vision : World's Favorite Travel Company

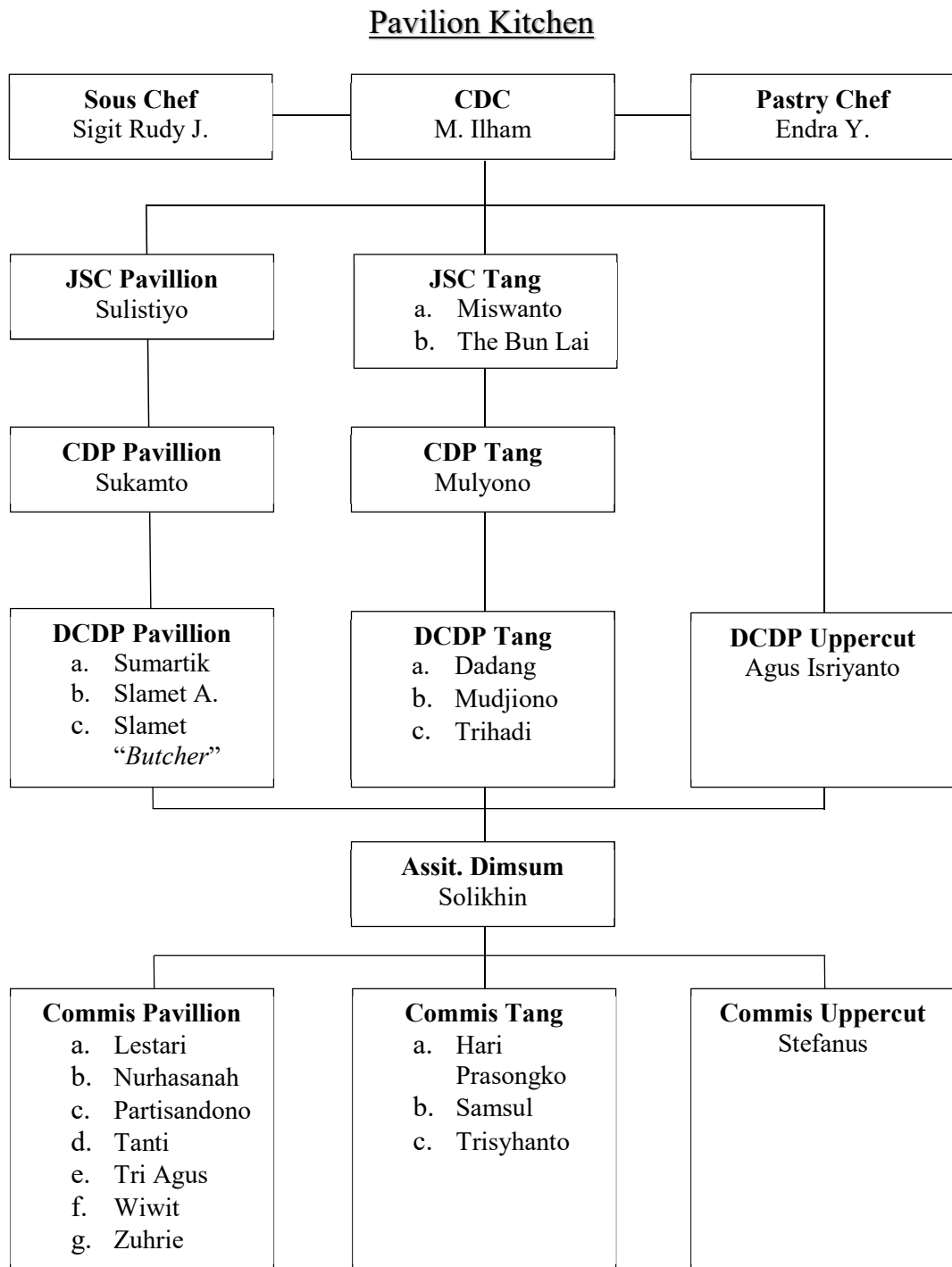
1. Purpose : Open Doors to Opportunity
2. Values : Put People First, Pursue Excellence, Embrace Change, Act With Integrity and Serve Our World
3. How We Win : Marriott Hotels, Marriott Rewards, Mobile-Digital and Millennial Mindset
4. Scorecard : Associate Engagement, Customer Loyalty, Owner Preference and Shareholder Value

### b. Mission :

1. Put People First : Marriott takes care of associate and lets them take care of the customers. We want to give associates opportunities to grow and succeed.
2. Pursue Excellence : This is a dedication to the customer that shows in everything we do. We take pride in the details- every day, in every destination worldwide.
3. Embrace Change : We are driven to continually challenge the status quo and anticipate our customer's changing needs with new brands, new global locations and new guest experiences.
4. Act with Integrity : We hold ourselves to uncompromising ethical and legal standards. This extends to our day-to-day business conduct, our employee policies, our supply chain policies, our environmental programs and practices and our commitment to human rights and social responsibility.
5. Serve Our World : Our " Spirit to Serve " makes the company stronger. Marriott International focuses on five global social issues : poverty alleviation, the environment, community workforce development, the wellbeing of children and global diversity and inclusion.

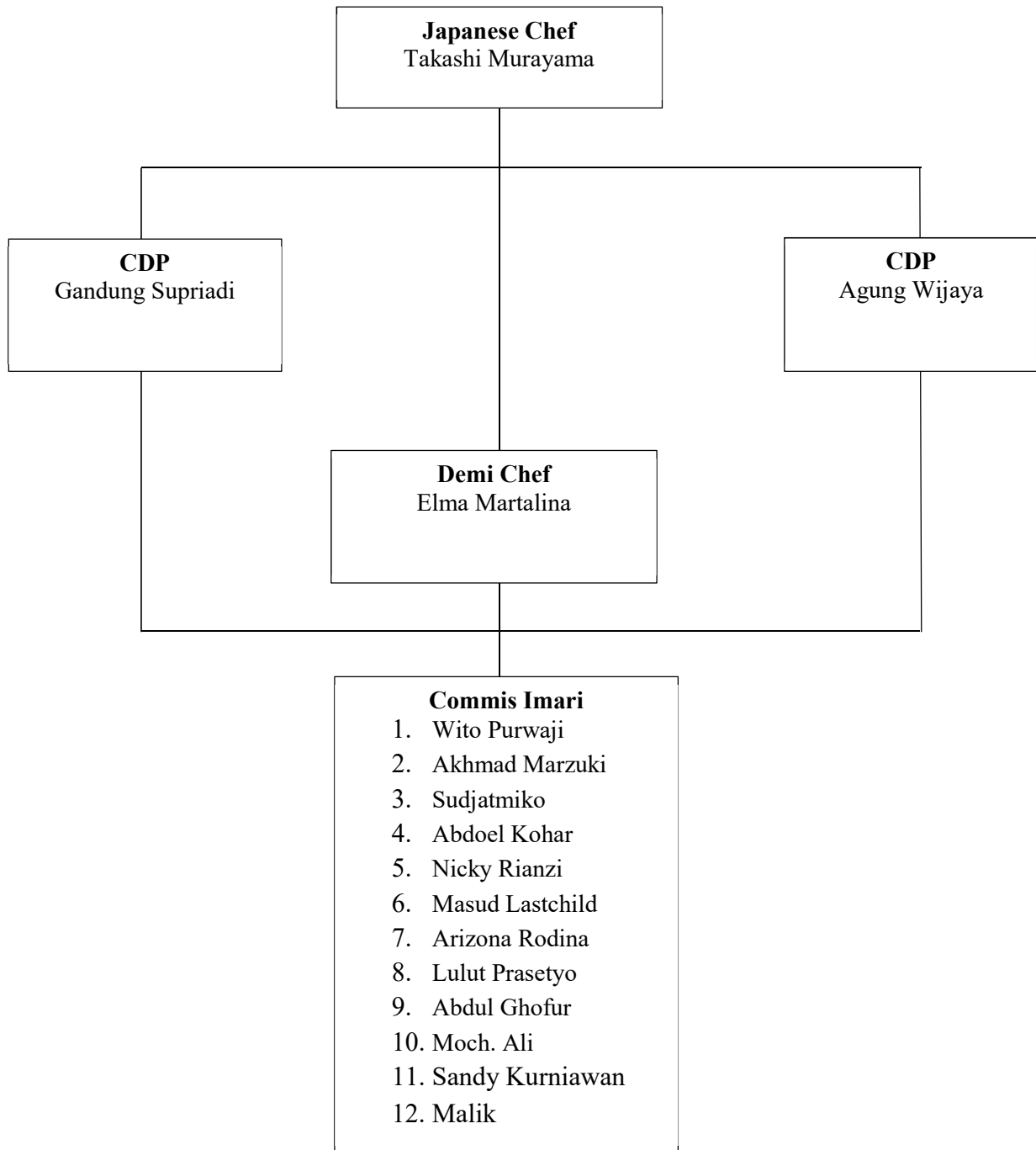
## 2.4 Organization Structure and Main Task

Hotel has an organization structure to simplify division of work of the employees. There are the kitchen organization structure of JW Marriott Hotel Surabaya :



**Table 2.** Pavilion’s Kitchen Structure ( Pavilion Team )

## Imari Japanese Kitchen



**Table 3.** Imari's Kitchen Structure ( Imari Team )

**There are the main tasks of kitchen department team :**

1. Executive Chef
  - a. Planning and directing food preparation
  - b. Modifying menus or create new ones
  - c. Estimating food costs
  - d. Supervise kitchen staff activities
  - e. Keep up with cooking trends
  
2. Sous Chef
  - a. Work as the second in command
  - b. Helps other Chef De Partie or cooks
  - c. Replace the work of Head Chef when she/he is not available
  - d. Ordering supplies
  
3. Junior Sous Chef
  - a. Work as the third command
  - b. Supervising food quality and production
  - c. Kitchen staff management
  
4. Chef De Cuisine
  - a. Ensuring that all food in highest quality standards
  - b. Coordinate meal preparation
  - c. Develop menus
  
5. Chef De Partie
  - a. Responsible for all menu
  - b. Helping the head chef to develop new dishes and main course menu
  - c. Responsible for the last check of the order before serving until finishing

6. Demi Chef De Partie

- a. Take care of daily food preparation
- b. Support the CDP or Sous Chef in the daily operation
- c. Prepare the daily mis en place and food production

7. Commis

- a. Set up work stations with all needed ingredients and cooking equipment
- b. Prepare ingredients to use in cooking
- c. Responsible for assisting CDP and Sous Chef

8. Japanese Chef

- a. Modifying or create new Japanese menu
- b. Responsible for Japanese Kitchen