

CHAPTER II
GENERAL DESCRIPTION OF FOUR POINTS BY SHERATON
SURABAYA

2.1 History of Four Points

In April 1995, Sheraton Hotels and Resorts introduced a new hotel brand, Four Points by Sheraton Hotels, to replace the designation of certain hotels as Sheraton Inns. In 1998, Starwood Hotels & Resorts Worldwide, Inc. acquired ITT Sheraton, outbidding Hilton. In 2000, Starwood re-launched Four Points by Sheraton, now targeted as a premier upscale hotel chain for business and leisure travelers.

2.2 Overview

Four Points by Sheraton is a multinational brand of hotels targeted towards business travelers and small conventions. It is owned by Starwood Hotels & Resorts, which is a subsidiary of Marriott International. As of March 31, 2019, the group operates 278 worldwide under the Four Points by Sheraton brand with 50,311 rooms.

Four Points by Sheraton operates hotels on six continents, including 7 in Africa, 5 in the Australia and Pacific region, 19 in Europe, 79 in Asia and Middle East, 181 in North America, and 10 in South America.

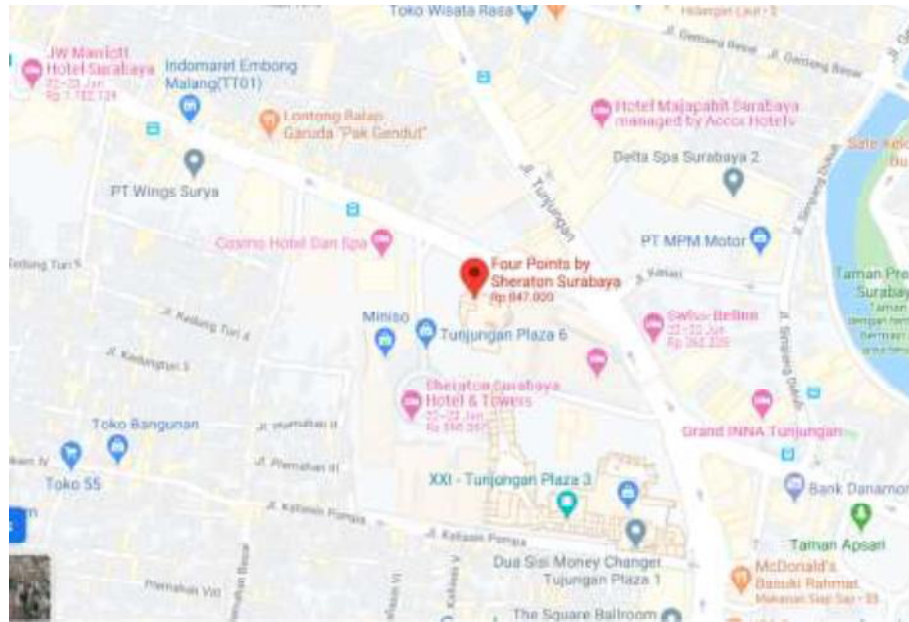
2.2.1 Logo



Picture 1. Four Points Logo

Sources : (Pakuwon.com)

2.2.2 Location



Picture 2. Four Points Map

Sources : (google.com/maps)

Four Points by Sheraton Surabaya

Address : Jl. Embong Malang No.25-31, Kedungdoro, Kec. Tegalsari, Kota Surabaya, Jawa Timur 60261

Phone : (031) 5477488

2.2.3 Features of Four Points Surabaya

Four Points by Sheraton Surabaya offers comfort in its 264 guestrooms and 29 suites. The guestrooms are fitted with the Four Points signature Bed, a working desk, 43-inch LED TV, fast and free WiFi connection and complimentary bottled water. The hotel provides guests with fresh dining options including The Lime Restaurant, the hotel's signature restaurant serving Asian and local cuisine that can accommodate up to 145 guests, making it an ideal choice for special occasions or important business functions. The Lobby Lounge offers a relaxed space for guests to enjoy Best Brews™, the Four Points brand signature program, that features local craft beers.

For meetings and events, Four Points by Sheraton Surabaya features 683 square meters of versatile function facilities, including a boardroom and six multifunction rooms suitable for a range of business needs. The hotel will also offer a state-of-the-art fitness center, including a well-equipped gym and an outdoor swimming pool.

A. Lime Restaurant

Lime Restaurant is a buffet restaurant that serves many cuisines from around the world such as Indonesian Cuisine, Chinese Cuisine, Japanese Cuisine, Western Cuisine. Lime Restaurant also provide à la carte menu. We can find Pasta Station, Egg Station (breakfast only), Nasi Campur Corner, Sambal Corner, Pastry Corner, Sushi Corner, Salad Corner, Seafood Corner, Es Campur or Es Buah Corner, Tea Corner, etc for lunch and dinner. In dinner time, Lime Restaurant has Barbeque Corner. It has prawn, beef satay, chicken satay, sirloin beef and lamb chop for barbeque.

Lime Restaurant opening hours :

Breakfast : 06.00 AM – 10.30 AM

Lunch : 11.00 AM – 03.00 PM

Dinner : 06.00 PM – 10.00 PM



Picture 3. Lime Restaurant (Anonymous, 2020)

2.2.4 Hygiene and Sanitation Standard in Four Points Surabaya

There are the hygiene and sanitation standards in Four Points by Sheraton Surabaya :

a. Colour Coded Cutting Board Standard

Table 1. Cutting Board Standard

COLOUR	FUNCTION
WHITE	For cutting ready to eat food
GREEN	For cutting vegetable and fruit
YELLOW	For cutting poultry
BLUE	For cutting seafood
RED	For cutting meat

Sources : (Marriott International, 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.

b. Hand washing Standard

These are the steps of washing hand according to Four Points 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.

There 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.

c. 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.
- If feel unwell such as diarrhea or flu don't handle food.

d. Illness Guidelines

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

SYMPTOMS	ACTION	RETURN TO WORK CRITERIA	HEALTH AUTHORITY APPROVAL
VOMITING	Exclude from work	Symptoms free for 24 hours or medical clearance	No, if not a symptom of the six illness below
DIARRHEA	Exclude from work	Symptoms free for 24 hours 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 : - Medical documentation provided - Jaundice for more than 7 days	Yes
SORE THROAT WITH FEVER	Restrict from food areas	Upon medical documentation	No
INFECTED WOUND OR BOIL	Restrict from food areas	After skin, infected wound, cut or boil is properly covered	No

Sources : (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.

e. Temperature Control Standard

The safe temperature for food are 5°C or colder and 60°C or hotter. To prevent food poisoning bacteria, potentially hazardous food must be kept at these temperatures, 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

Sources : (Food Standard, 2020)

f. 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.

Table 4. Temperature Chart

Meat	USDA	USDA	
		(°C)	(°F)
Beef & Veal (Whole Cuts) 		63	145
Minced Beef (Beef Burgers) 		72	160
Other Minced Meats & Sausages 		74	165
Lamb (Whole Cuts) 		63	145
Pork/Ham (Whole Cuts) 		63	145
Fish 		63	145
Poultry 		74	165

*USDA stated temperatures are the minimum safe internal temperature

Sources : (Cleancooks.org, 2020)

g. General Cleaning



Picture 4. General Kitchen Cleaning (Anonymous, 2020)

General cleaning for kitchen is held every three months. 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 how 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 replace every three months.

2.2.5 Kitchen Outlet / Parts of the Kitchen

There are the kitchen outlet at Four Points Surabaya.

a) Hot Kitchen / All Day Dining Kitchen (ADD Kitchen)

Hot kitchen is providing main food for breakfast at Lime Restaurant. There are also Indonesian Cuisine and porridge. 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. Hot Kitchen also provide food for à la carte in Lime Restaurant, the Lobby Lounge and Room Service.

b) Pastry Kitchen

Pastry are providing food for Buffet at Lime Restaurant from breakfast until dinner time. Pastry provides Dessert Station such as Es Campur or Es Buah, variety of cakes, breads, jajanan pasar, pudding/pannacota, mousse, ice cream, etc. Pastry also provides food such as waffles and pancakes for live cooking station when Breakfast, and at Dinner time there is live cooking like cotton candy or churros. Pastry also prepare for Coffe Break, meeting, wedding, birthday party, gathering, etc.

c) Garde Manger Kitchen / Cold Kitchen

Garde Manger Kitchen is providing Japanese Cuisine, Seafood on Ice (such as scallop, prawn, crab,etc), Indonesian Traditional Salad (such as Rujak Cingur, Rujak Manis, Rujak Bebeg, Tahu Gejrot, Tahu Gunting,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, Fruits Salad, etc.

d) Banquet Kitchen

Banquet Kitchen is providing food for Buffet in lunch and dinner time at Lime Restaurant. Banquet Kitchen is providing main course such as Indonesian Cuisine, Chinese Cuisine, Western Cuisine. Banquet Kitchen also provides food for Meatball Station, Pasta Station, Nasi Campur Corner, Sambal Corner for lunch and BBQ Corner for dinner. Banquet Kitchen also prepare for some event at Ballroom or Lime for Birthday Party, Wedding, Gathering, Meeting, etc. Banquet Kitchen also prepare Coffee Break for meeting.

e) Butcher

Butcher is providing raw cut meat for all kitchen outlets in Four Points Surabaya. Butcher is providing meat for main course at Lime Resto. 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.

2.3 Vision and Mission

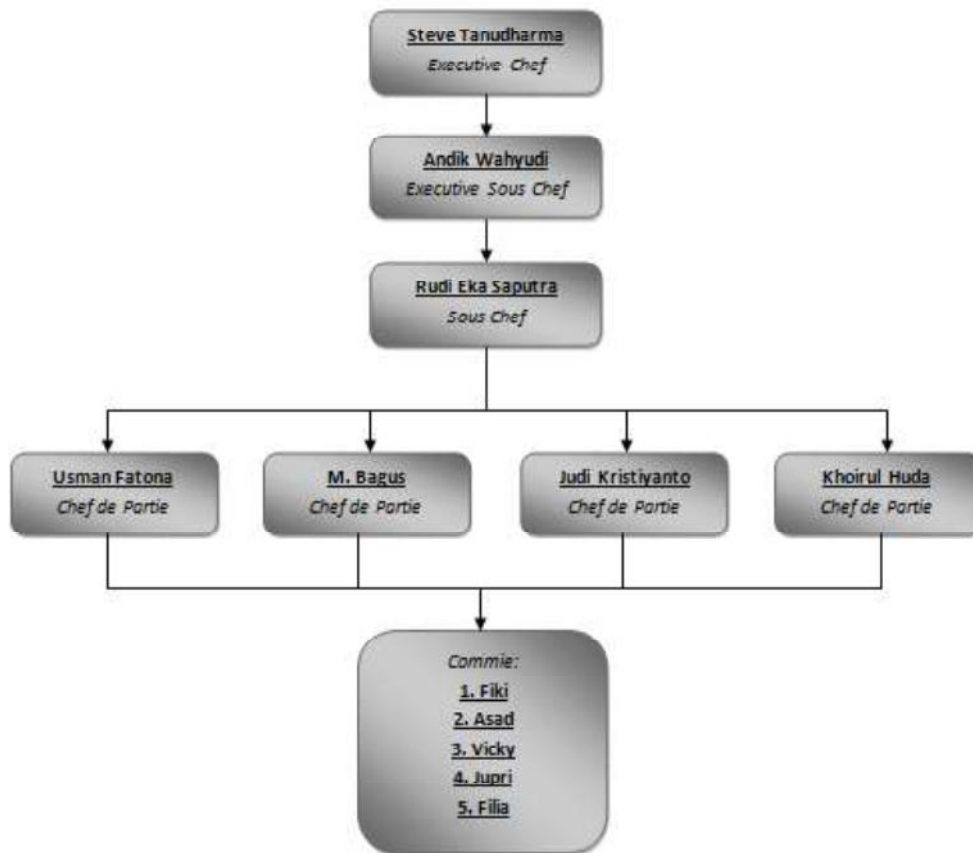
1. Vision : World's Favorite Travel Company

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

2. Mission :

- 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.
- 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.
- 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.
- 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.
- 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



Picture 5. Organization Structure

2.4.1 Main Task

Hotel has an organization structure to simplify division of work of the employees. There are the kitchen organization structure of Four Points by Sheraton Surabaya :

There are the main tasks of kitchen department team :

- Executive Chef :
 - Coordinating cooks tasks.
 - Designing new recipes, planning menus, and selecting plate presentation.
 - Recruit and manage kitchen staff
 - Calculate the food cost.
 - Getting feedback on food and service quality and handling guest complain.
 - Setting and monitoring performance standard for staff.

- Sous Chef
 - Manage all activities in the kitchen, including food preparation and production, and management and training of kitchen staff
 - Ensure that kitchen activities operate in a timely manner
 - Resolve customer problems and concerns personally
 - Create schedules for kitchen employees with various tasks, including line cooking and food preparation
 - Recruit and train new kitchen employees to meet restaurant and kitchen standard

- Chef de Partie
 - Preparing, cooking and presenting dishes within your speciality
 - Checking the availability of the ingredients.
 - Helping the executive chef to develop new dishes and menus.
 - Monitor product freshness and rotate out old product based on a schedule created by the restaurant.

- Commis
 - Accurately measuring meal ingredients for the Chef de Partie
 - Preparing meal ingredients, which include seasoning of different meats as well as washing, peeling, and chopping vegetables and fruits
 - Receiving deliveries and verifying that all ordered items have been delivered and are of good quality.
 - Taking inventory of restaurant supplies and notifying the supervisor of low or depleted supplies.
 - Discarding all expired and spoiled food items stored in the stock rooms, refrigerators, and freezers
 - Plating and presenting meal items as per the Chef de Partie instructions.

- Steward
 - 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.
 - Clean and sanitize utensils and kitchen area.
 - Ensure all equipment is clean and working well
 - Collects and removes the trash.
 - Do the general cleaning such as sweeping, mopping up, washing up and emptying of rubbish bins.