

CHAPTER II

GENERAL DESCRIPTION OF THE COMPANY

2.1 History of Company

[Marriott Corporation](#) was founded by [John Willard Marriott](#) in 1927 when he and his wife, [Alice Marriott](#), opened a [root beer](#) stand in [Washington, D.C.](#) As [Mormon missionaries](#) in the humid summers in Washington, D.C., the Marriotts were convinced that what residents of the city needed was a place to get a cool drink. The Marriotts later expanded their enterprise into a chain of Hot Shoppes [restaurants](#). In 1953, Hot Shoppes, Inc. became a [public company](#) via an [initial public offering](#).

The company opened its first hotel, the [Twin Bridges Motor Hotel](#), in [Arlington, Virginia](#), on January 16, 1957. Its second hotel, the Key Bridge Marriott in [Rosslyn, Arlington, Virginia](#), was opened in 1959 and is Marriott International's longest continuously operating hotel.

Marriott International, Inc. was formed in 1993 when [Marriott Corporation](#) split into two companies: Marriott International, Inc., which franchises and manages properties, and Host Marriott Corporation (now [Host Hotels & Resorts](#)), which owns properties.

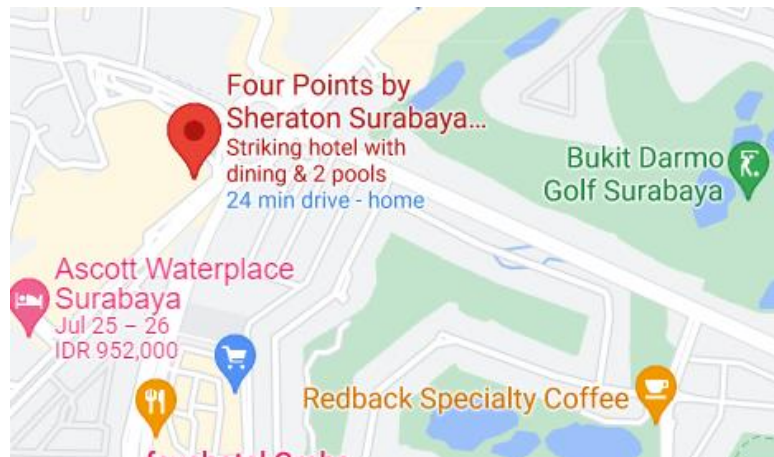
In 1995, Marriott was the first hotel company to offer online reservations. Hotels franchised or operated by the company were affected by the [2003 Marriott Hotel bombing](#), the [Islamabad Marriott Hotel bombing](#) in 2008, and the [2009 Jakarta bombings](#).

On November 11, 2010, Marriott announced plans to add over 600 hotel properties by 2015, primarily in [emerging markets](#): India, where it planned to have 100 hotel properties, China, and Southeast Asia.

In December 2012, [Guinness World Records](#) recognized the [JW Marriott Marquis Dubai](#), a [five star hotel](#), as the tallest hotel in the world

2.2 Company Overview

2.2.1 Location



picture 1. Four Points map (google map,2021)

Four Points by Sheraton Surabaya

Address : Pakuwon Mall Jalan Puncak Indah, Jl. Raya Lontar No.2, Kota SBY, Jawa Timur 60216

Telp : +623199150000

2.2.2 Four Points by Sheraton Compass Intelligent

At Four Points, they cater to well-traveled guests. Timeless classics are woven with modern details to keep guests relaxed and comfortable for both work and play, wherever their travels take them around the globe. Each Four Points hotel offers an authentic taste of the local with their Best Brews experience featuring locally crafted beers on tap that pair well with our signature burger and pretzel.

Available at their casual restaurant and bar that provides guests both dine-in and to-go options from breakfast to dinner. From big urban centers to airports to the beach to the suburbs, Four Points is everywhere guests want to be. With over 290 hotels in 45 countries, Four Points is experiencing record growth with 153 hotels in the pipeline. With flexible building options, Four Points offers incredible development opportunities for new builds and conversions.

a. Relaxed, Informal Design



picture 2 Four points Pakuwon Indah Lobby (anonymous,2019)

Comfortable guestrooms and beds, productive workspaces, and a welcoming lobby – everything that matters most. The look and feel of Four Points are relevant to today’s independent traveler – modern but never trendy, practical yet stylish. Built next to Surabaya’s infamous mall, Pakuwon Mall gives the guest the option to explore and enjoy themselves during their stay.

b. Food and Beverage



picture 3 Djaman Doeloe Restaurant (Personal documentation)

The Djaman Doeloe Restaurant serves the guest with an authentic Indonesian Cuisine, Giving them a taste of Indonesian’s spices through their food. The whole concept of the restaurant revolves around indonesia’s traditional culture or what the headchef usually say ‘*kembali ke Djaman Doeloe*’, theres a special station in the restaurant where they serve indonesian’s traditional food/authentic food from various place in Indonesia, theres a menu rotation everyday so that the guest could taste

different kinds of food and won't get bored with the same menu every day.



picture 4 Djaman Doeloe traditional section (Personal Documentation)

Not only that, but they also serve traditional drinks such as: *Wedang uwuh*, *Wedang Jahe Kopi Tubruk*, *Teh Tubruk*, *Jamu*, and etc.



picture 5 Beverage station (Personal Documentation)

- Seating capacity: 200 pax
- Opening Hours: 06.00 AM – 10.00 PM
- Location: M3

c. Accommodation

For the Accommodation provided by the Hotel, there are 6 types of room provided:

Table 1 Room rates

Rooms	Rates/night	Rates/night (All In)
 <p><i>picture 6 Deluxe Guest room,1 king (Anonymous,2019)</i></p>	Rp.603,000,00	Rp. 865,000,00
 <p><i>picture 7 Deluxe Guest room, 2 double (Anonymous,2019)</i></p>	Rp.603,000,00	Rp. 865,000,00
 <p><i>picture 8 Premium Deluxe Guest room, 1 king (Anonymous,2019)</i></p>	Rp. 675,000,00	Rp. 985,000,00
 <p><i>picture 9 Premium Deluxe Guest room, 2 Double</i></p>	Rp. 675,000,00	Rp. 985,000,00

<i>(Anonymous,2019)</i>		
 <p style="text-align: center;"><i>picture 10 Junior Suite, 1 king (Anonymous,2019)</i></p>	Rp.1,127,000,00	Rp. 1,200,000,00
 <p style="text-align: center;"><i>picture 11 Premium Suite, 1 Bedroom Suite, 1 King (Anonymous,2019)</i></p>	Rp. 2,340,000,00	

Note:

- All in includes Breakfast, Lunch, and Dinner
- Premium suite only has breakfast included

d. Fitness Facility

Four Points provides Lap pool, Kid's Pool, Lagoon and Gym facilities to be used for guest.



picture 12 Fitness facility (anonymous,2019)

c. Events

Four points and westin share the meeting rooms and ballrooms facility, there are 24

Event Rooms, total of 52.689 sq feet event space, 4.500 Capacity Largest Space, 19 Maximum Breakout Rooms.



picture 13 Meeting rooms (anonymous,2019)



picture 14 Grand Ballroom (anonymous,2019)

2.3 Vision, Mission, and Core Values.

2.3.1 Vision

“To be the World’s Favorite Travel Company”

To achieve the monumental success in the service industry on a global stage, the founders of the Marriott International thought it was best to put forth a vision so simple that it was not only easy to implement but also follow throughout the organization.

The goal of the company is very simple – to leave a legacy of excellence in the service industry. Marriott International aims to be the favorite travel company for the masses throughout the world. It was this vision in addition to the work ethic and company culture that made it possible to achieve the success the company has

2.3.2 Mission

“To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience”

The key to long term success of any service providing company is to offer its customers services of that quality that the customer is left with no other option other than choosing your brand. Marriott International believes that by enhancing the lives of their

customers and by providing them with premium services, they can establish themselves as a profitable company in the long term.

2.3.3 Core Values

a. Putting people first

The main philosophy put forward by the founders of Marriott International was to create a company culture as such that people are made a priority. People first culture has been a critical factor in the success of the organization, and the company expects its employees to be well equipped with this skillset.

b. Pursuing excellence

The company takes great pride in providing services of par excellence, so all the employees are expected to exhibit professional excellence. It is a critical skill for survival at Marriott International as the company tries to hire the best talent there is.

c. Embracing change

The modern hospitality industry has been shaped by the Marriott family; hence, the company is not new at all to embracing change and adapting accordingly. Employees are expected to not only welcome change but also adjust accordingly.

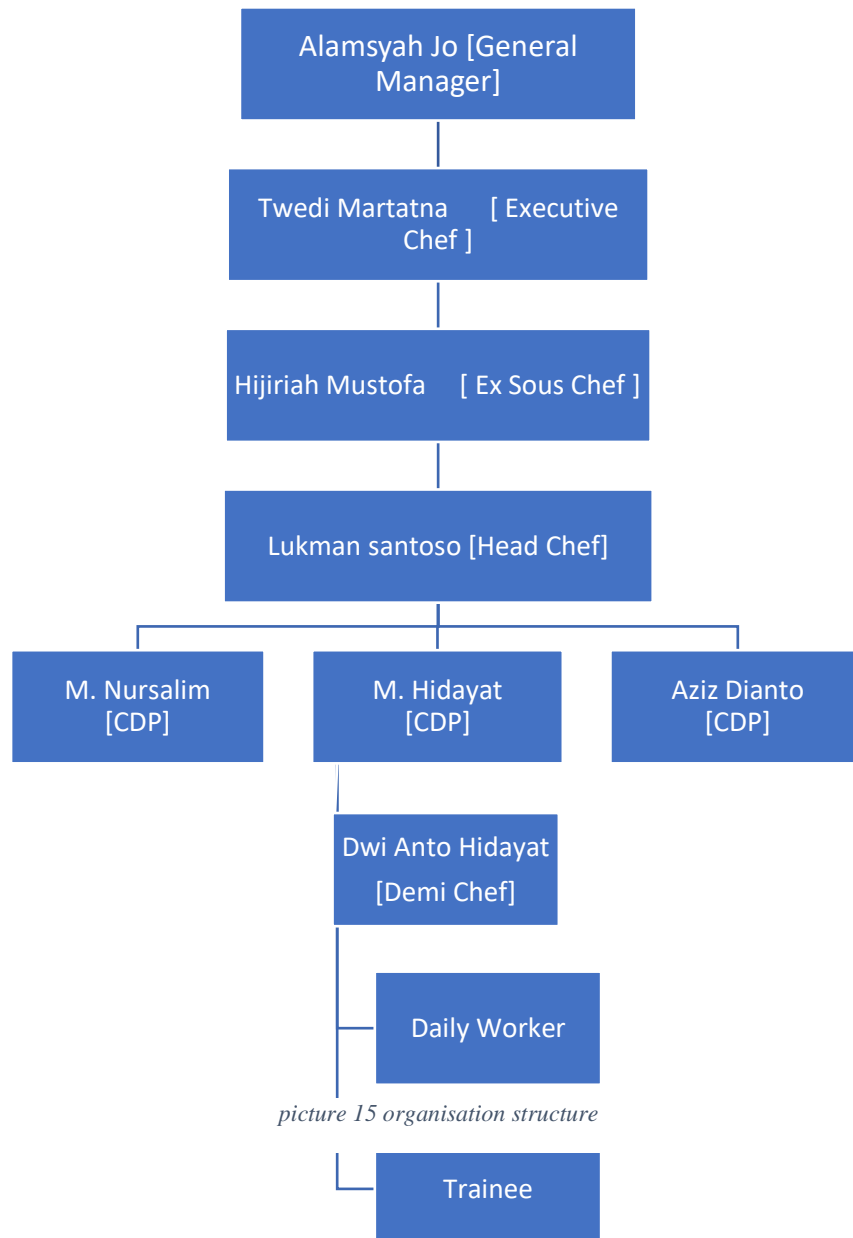
d. Acting with Integrity

Amongst all fundamental core values, integrity is the most important one. For the company to grow as a trustworthy brand name, all the employees are expected to execute their duties with the utmost integrity.

e. Serving the World

Marriott International expects all its employees to be committed to not only the company but also towards the society and the planet. All employees are expected to give back to society and help make the world more sustainable.

2.4 Organizational Structure



picture 15 organisation structure

1. General Manager

- Responsible for all aspect of operation in hotel
- Ensure and maximize the operation and guest satisfaction
- Hold a meetings with all head departments
- Hiring all hotel staff s
- Manage on-going profitability and revenue of hotel

2. Executive Chef

- a. Oversee daily operation of all Food and Beverage departments
- b. Ensuring a high quality and cost effective product
- c. Hiring and training all kitchen staffs
- d. Designing new recipe, planning menu and decide the plate presentation
- e. Performing administrative tasks of all departments
- f. Oversee all hygiene and safety in all departments

3. Executive sous chef

- a. Oversee daily operation of banquet in hotel
- b. Supervise chefs and food preparation
- c. Enforce all food safety policies and procedure are running well
- d. Check freshness of food and maintain supplies
- e. Oversee all hygiene and safety in banquet
- f. to main kitchen.

4. Head Chef

- a. Supervise, manage, and motivate kitchen team
- b. Lead the team in monthly cooking demo
- c. Controlling and directing the food preparation
- d. Regularly monitor and check for ingredients in chiller
- e. Plating for hot kitchen menu
- f. Ensure the ingredients are meet the standard
- g. Inform daily occupancy and training every morning
- h. Maintain hygiene and safety in kitchen
- i. Ensure the guest satisfaction
- j. Develop new menu with executive chef
- k. Represent in meeting with all departments

5. Chef De Partie & Demi Chef

- a. Get involved to manage the kitchen from day-to-day operation
- b. Ensure every task on each section is running well
- c. Ensure all team are doing their job properly especially during the rush hour

- d. Order ingredients to main kitchen.

6. Apprentice and Daily Worker

- a. Get involved in preparation tasks
- b. Help other staff to prepare and cook the dishes
- c. Assist other staff to complete the tasks

7. Trainee

- a. Get involved in daily preparation tasks
- b. Assist other position in kitchen by moving throughout other section