

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 History of Company

Marriott International, Inc. is a leading global lodging company with more than 7,600 properties in 133 countries and territories. The company that began in 1927 as a nine-seat A&W root beer stand in Washington, DC is recognized today as a top employer and for our superior business operations. We continuously create extraordinary experiences for our guests, generate strong economic returns for our owners and franchisees, and provide outstanding career opportunities for our associates. In 2016, Marriott acquired Starwood Hotels & Resorts, making us the largest and most global lodging company in the world.

2.2 Vision, Mission and Core Value

2.2.1 Vision of Marriott

“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.

2.2.2 Mission of Marriott

“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.

2.2.3 Core Value

- **Put People First:**

"Take care of the associates and they will take care of the customers, and the customers will come back again and again." This is our founder's philosophy. It has made Marriott a great place to work for over 90 years.

- **Pursue Excellence:**

Our dedication to the customer shows in everything we do. We take pride in the details—every day, in every destination worldwide.

- **Embrace Change:**

Innovation has always been part of the Marriott story. We're driven to anticipate our customers' changing needs with new brands, new global locations and new guest experiences.

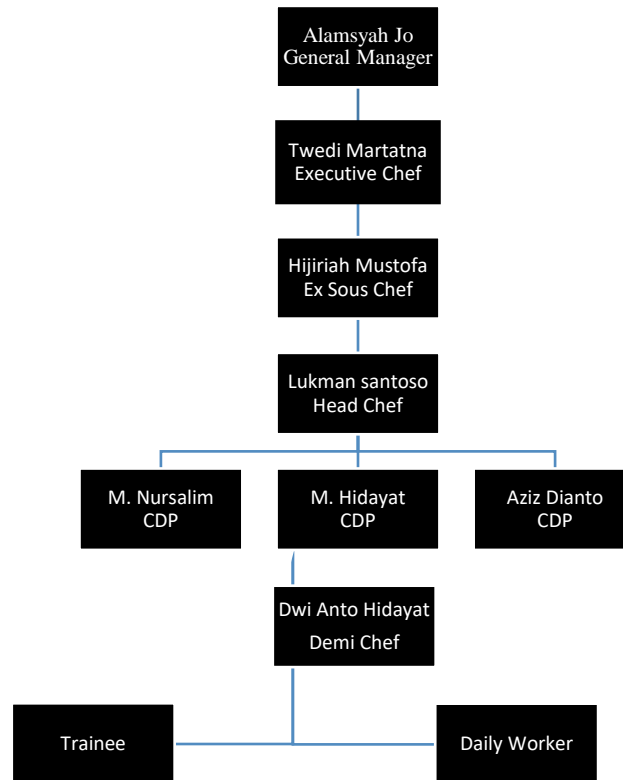
- **Act with Integrity:**

How we do business is as important as the business we do. We hold ourselves to uncompromising ethical and legal standards.

- **Serve Our World:**

Our “spirit to serve” makes our company stronger. We support the communities where we live and work.

2.3 Organizational Structure and Main Task



Picture 1. Kitchen Structure

1. General Manager

- Responsible for all aspect of operation in hotel
- Ensuring and maximizing the operation and guest satisfaction
- Leading and commanding all head departments

- Monitoring all activities held in hotel

2. Executive Chef

- Monitoring daily operation of all Food and Beverage departments
- Ensuring a high quality and cost effective product
- Hiring and training all kitchen staffs
- Making new recipes
- Deciding the final plating
- Managing all administrative tasks of all F&B departments to make sure the cost is low
- Monitoring all hygiene and safety in all F&B departments

3. Executive sous chef

- Monitoring daily operation of banquet in hotel
- Managing chefs and food preparation
- Making sure all food safety policies and procedure are running well
- Checking food quality, ingredients quality and supply control
- Assuring all hygiene and safety in banquet kitchen

4. Head Chef

- Managing and controlling the team to give the best they could
- Quality control and teaching the team to improve their skills

- Daily monitor for ingredients in chiller
- Deciding the plating for ala carte menu
- Develop new menu with executive chef
- Ensuring the quality of the ingredients is standard
- Informing daily occupancy and training every morning
- Maintain and disciplining staffs about hygiene and safety in kitchen
- Ensure the guest satisfaction

5. Chef De Partie & Demi Chef

- Get involved to manage the kitchen from day to day operation
- Ensure every task on each section is running well
- Leading the team to do their job properly
- Order ingredients to main kitchen.
- A substitute leader when the head chef is taking a day off

6. Apprentice and Daily Worker

- Preparing daily buffet and checking ala carte availability
- Help other staff to prepare and cook the dishes
- Assist other staff to complete the tasks

7. Trainee

- Get involved in daily preparation tasks
- Providing assistance for others in kitchen if needed

Do their job as good as they could