

CHAPTER II

GENERAL DESCRIPTION OF VASA HOTEL SURABAYA

2.1 HISTORY OF COMPANY

Vasa Hotel Surabaya is one of the product of Tanrise Property. PT Jaya Sukses Makmur Sentosa Tbk (Tanrise Property) is a company that works and specializes on service development and real estate property. Tanrise Property is part of the firm Tan Corporation. It was founded in 2003 by Hermanto Tanoko. Tanrise Property has vision to become a trusted property developer in Indonesia with high investment property development through sustainable innovation.

Tanrise Property began its journey by building a warehouse complex in Sidoarjo, East Java. It was started by developing Tritan Point Warehouse which consist of warehouse and shophouse in big cities of Indonesia, such as Surabaya, Sidoarjo, Malang and Bandung.

In 2011, Tanrise Property started to expand their business by building Solaris Hotel Malang and Solaris Hotel Bali. They also establish modern housing area in Gresik, Grand sunrise.

In 2012, the growth of Tanrise Property getting faster. Tanrise Property started to develop their business by constructing high-rise buildings.

During the year of 2015 to 2016, Tanrise Property also developed three Cleo Business Hotels which located in strategic points spread all over Surabaya.

Tanrise Property then started to build their first high-rise building which is Vasa Hotel Surabaya. Vasa Hotel Surabaya designed to bring you an upscale modern-day hotel experience from your arrival to your next time. Perfectly located in the heart of West Surabaya, near the highway and 30 minutes from Juanda International Airport, our 5-star hotel is within easy reach of Surabaya's landmark attractions, shopping centers, restaurants, and nightlife.

Boasting an extravagant design, Vasa Hotel Surabaya offers 383 Rooms, Suites, and Residences that blend the privacy and convenience of accommodation with the service and amenities of a first-class hotel. All accommodations offer more living space than standard hotel rooms in Surabaya and are equally suitable for short-term and long-term stays. Vasa Hotel Surabaya has amenities such as restaurants and bar, an outdoor pool, a fitness center, impressive event venues, an outdoor wedding chapel, and a Helicopter Landing Pad.

Tanrise Property continues its expansion by building Voza Premium Office, an office building with smart building system in West Surabaya and Apartment Arc 100, a luxurious single building apartment in the heart of Surabaya that prioritize the privacy of the occupants.

In June 2018, Tanrise Property was officially listed in Bursa Efek Indonesia with the code "RISE". This proves that Tanrise Property has public's trust to continue their projects.

In 2019, Tanrise Property launched their new apartment product, Kyo Society. It is inspired by all the complete facilities at Japan. Kyo Society was created to be a modern life for people to connect, interact, and live in the present and the future for young professionals and also investors.

In 2020, Tanrise Property is developing some new projects as a preparation for the market needs in the coming years and continues to be committed on completing ongoing projects according to the schedule.

2.2 VISSION, MISSION, AND COMPANY OBJECTIVES

2.2.1 Vision of Vasa Hotel Surabaya

An upscale-modern day hotel with exciting guest experience and service at its finest.

2.2.2 Mission of Vasa Hotel Surabaya

Redefining the traditional concept of a five star hotel hospitality through intuitive service, inspiring design, innovative culinary, experiences that touch the heart and soul of every guest.

2.2.3 Brand Values

1. Pleasure
2. Passion
3. Take the Lead
4. Inspiring

2.2.4 Core Practices

1. Greeting with an open palm on the left chest.
2. Open palm outstretched arm when giving directions.
3. All quests are escorted.
4. Use two-handed delivery.
5. Pause and pose.
6. Use lift etiquette.
7. Everyone is an ambassador at the lobby.
8. Welcome and good bye appreciation.

2.2.5 Features of Vasa Hotel Surabaya

Vasa Hotel Surabaya is rated as five-star hotel. It is an innovative blend of business and expectation of style, comfort, excellent service, and art with technology. With an extravagant design, Vasa Hotel Surabaya offers 383 Rooms, Suites, and Residences that blend the privacy and convenience of accommodation with the service and amenities of a first-class hotel.

All accommodations at Vasa Hotel Surabaya offer more living space than standard hotel rooms in Surabaya and are equally suitable for short-term and long-term stays.

1. Accommodation (Hotel Room, Suites, and Apartments)

A. Select Room

This 32 square meters room features a king bed or two twin beds. Select Rooms are located on the 7th to the 11th floor and are equipped with a 43 - inch high - definition LED television, high-definition audio speakers, and a spacious marble bathroom with selected amenities and a rain shower.



Figure 1. Select Room

Source: Anonymous, 2018

B. Premium Room

Premium Rooms offer the same layout and features as the Select Rooms, but our Premium Rooms are located on the higher floors, offering breathtaking views over Surabaya and feel the experience of personalized service with access to our Executive Club Lounge during your stay. In addition, these 32 square meters of rooms come with a full range of upsized bathroom amenities.



Figure 2. Premium Room

Source: Anonymous, 2018

C. Executive Room

Our 32 square meters Executive Rooms offer the same layout and features as the Premium Rooms and are located on 31st and 32nd floors, offering breathtaking views over Surabaya and enjoy the complimentary Executive Club Lounge access while staying in our Executive Room. Benefits include private check-in and check-out, breakfast, all-day coffee & tea, also social hour at 06.00 pm - 08.00 pm.



Figure 3. Executive Room

Source: Anonymous, 2018

D. Glacier Suite

Our spacious 64 square meters Glacier Suites can be found on the 32nd to 36th floor, offering panoramic views over Surabaya. These suites have a separate living area, a luxurious bathroom with a shower and a bath as well as a wide range of selected amenities. Enjoy the complimentary Executive Club Lounge access during your stay. Benefits include private check-in and check-out, breakfast, all-day coffee & tea, also social hour at 06.00 pm - 08.00 pm.



Figure 4. Glacier Suite

Source: Anonymous, 2018

E. Breccia Suite

Our spacious 70 square meters Breccia Suites have a separate living area, a luxurious bathroom with a shower and a bath as well as a wide range of bathroom amenities. The bedroom also features a plush King bed. Enjoy the complimentary Executive Club Lounge access while staying in our Breccia Suites. Benefits include private check-in and check-out, breakfast, all-day coffee & tea, also social hour at 06.00 pm - 08.00 pm.



Figure 5. Breccia Suite

Source: Anonymous, 2018

F. Royal Suite

The Royal Suite disposes of a wide range of luxury facilities and services for your convenience. This 128 square meters suite is located on the top floor of the hotel, offering breathtaking views over Surabaya. Complimentary access to Executive Club Lounge inclusive breakfast, all-day coffee & tea, also social hour at 06.00 pm - 08.00 pm. Royal suite offers modern interior with a touch of contemporary arts, separated living room, separated bedroom with king bed, and also kitchenette.



Figure 6. Royal Suite

Source: Anonymous, 2018

G. Presidential Suite

A stunning sophisticated design welcomes you within the Presidential Suite; the curated artwork creates a sense of private, residence-style sophistication. This 192 square meters suite accented with elegant design with large floor-to-ceiling windows with natural light that continues into the in-room swimming pool with breathtaking city views of this bespoke. Enjoy the complimentary Executive Club Lounge access. Benefits include private check-in and check-out, breakfast, all-day coffee & tea, also social hour at 06.00 pm - 08.00 pm.



Figure 7. Presidential Suite

Source: Anonymous, 2018



Figure 8. Presidential Suite Living Room

Source: Anonymous, 2018



Figure 9. Presidential Suite Swimming Pool

Source: Anonymous, 2018

H. One-Bedroom Apartment

Boasting a living room, a kitchen, and a dining area, this spacious 66 square meters apartment comes with oversized windows to enjoy natural light and city views. Experience personalized service with access to our Executive Club Lounge during your stay, inclusive breakfast, all-day coffee & tea, also social hour at 06.00 pm - 08.00 pm.



Figure 10. One-Bedroom Apartment

Source: Anonymous, 2018



Figure 11. One-Bedroom Apartment Living Room

Source: Anonymous, 2018

I. Two-Bedroom Apartment

Boasting a living room, a kitchen, a dining area, and two bathrooms, this 100 square meters large apartment is ideal for families or for those who enjoy more space. Experience personalized service with access to our Executive Club Lounge during your stay, inclusive breakfast, all-day coffee & tea, and social hour at 06.00 pm - 08.00 pm.



Figure 12. Two-Bedroom Apartment

Source: Anonymous, 2018

J. Three- Bedroom Apartment

Boasting three bedrooms and two bathrooms, a living room, a kitchen, and a dining area, our 132 square meters large apartment can accommodate up to six guests. Experience personalized service with access to our Executive Club Lounge during your stay, inclusive breakfast, all-day coffee & tea, and social hour at 06.00 pm - 08.00 pm.



Figure 13. Three-Bedroom Apartment

Source: Anonymous, 2018

2. Dining

A. Lobby Lounge

The effortless style and elegance of our Lobby Lounge make it the perfect spot for unwinding with colleagues or catching up with friends. Savor an extensive cocktail and wine selection along with delicious pastries.



Figure 14. Lobby Lounge

Source: Anonymous, 2018

B. 209 Dining

This relaxed restaurant is designed to offer a casual yet sophisticated dining experience. Start your day with a delicious buffet breakfast and enjoy a wide variety of dishes for banqueting lunches and dinners. 209 Dining is open daily and offers a Western, Japanese and Indonesian buffet on select days.



Figure 15. 209 Dining

Source: Anonymous, 2018

C. Xiang Fu Hai

At Xiang Fu Hai, our culinary team strives to bring you the healthiest, freshest and most authentic Chinese and Cantonese cuisine. Our food is prepared with the best ingredients, offering detailed preparation and years of experience that come together to create the finest dishes. Xiang Fu Hai is open daily for lunch and dinner. Dim Sum is also available every Saturday and Sunday, and on public holidays.



Figure16. Xiang Fu Hai

Source: Anonymous, 2018

D. Chamas Brazilian Churrascaria

The first Brazilian Churrascaria Restaurant in Surabaya where the new dining concept of the Brazilian Steak house with unlimited high-quality meat; 17 varieties of beef, lamb, and chicken as well as excellent beverage selections are served. Each meat has been seasoned with sea rock salt the authentic South American way and slow-roasted over an open flame. The menu will be served by the attentive service team in Gaucho costume (South Brazilian local ranchers) where they will move from table to table, carry and slice portions of unlimited meat skewers. Savor the real and delicious meat in Brazilian authentic cuisine. Chamas Churrascaria is open daily for lunch and dinner.



Figure 17. Chamas Brazilian Churrascaria

Source: Anonymous, 2018

E. Executive Lounge

This lounge located at the 33rd floor. It's include at VIP guest private area so they can hang out and having 24 hours bar without have to go down at the lobby lounge area.



Figure 18. Executive Lounge

Source: Anonymous, 2018

3. Ballroom and Pre-Function Hall

Set the stage for any occasion. The spectacular décor and design of The Grand Ballroom, together with its luxurious table settings, great cuisine, and committed service makes it the ultimate venue for the most successful events.



Figure 19. Ballroom and Pre-Function Hall

Source: Anonymous, 2018

4. Aviosa Wedding Chapel

Vasa offers unique way to deliver your wedding dreams, they have chapel in their 5th floor, open air, and romantic way to say you vow with your love one.



Figure 20. Aviosa Wedding Chapel

Source: Anonymous, 2018

5. Meeting and Conference Room

Boasting first-class meeting rooms and personalized event planning and catering, Vasa Hotel Surabaya is the perfect location for your business gathering. Designed to accommodate signature events that leave a lasting, impressive array of event spaces.



Figure 21. Meeting and Conference Room

Source: Anonymous, 2018

6. Swimming Pool

Located on the 5th floor, our outdoor swimming pool is available exclusively for hotel guests, offers the perfect venue to simply enjoy a refreshing dip.



Figure 22. Swimming Pool

Source: Anonymous, 2018

7. Spa

We believe that a balance between exertion and relaxation is the key to achieving a feeling of inner tranquility and rejuvenation. Our therapist will guide you a treatment to rediscover mental, physical, and spiritual harmony, leaving you feeling enlivened and transformed.



Figure 23. Spa

Source: Anonymous, 2018

8. Fitness Center

Taking a break from your daily routine does not have to mean taking a break from your exercise routine. Travel and fitness can work together to create a happier and healthier. Maximize your stay when you use our state-of-the-art fitness equipment in Flex & Fit. Fitness Center is located at 5th floor.



Figure 24. Fitness Center

Source: Anonymous, 2018

9. Children Playground

Our Children's Playground on the fifth floor features games, toys and enriching activities to give parents complete peace of mind. Children must use socks and be supervised by an adult.



Figure 25. Children Playground

Source: Anonymous, 2018

10. Helicopter Landing Pad

Vasa Hotel is the first five stars hotel in Surabaya that provide helicopter landing pad in the highest floor in their hotel. It is located at 36th floor.

2.3 ORGANIZATIONAL STRUCTURE AND MAIN TASK

2.3.1 Organizational Structure

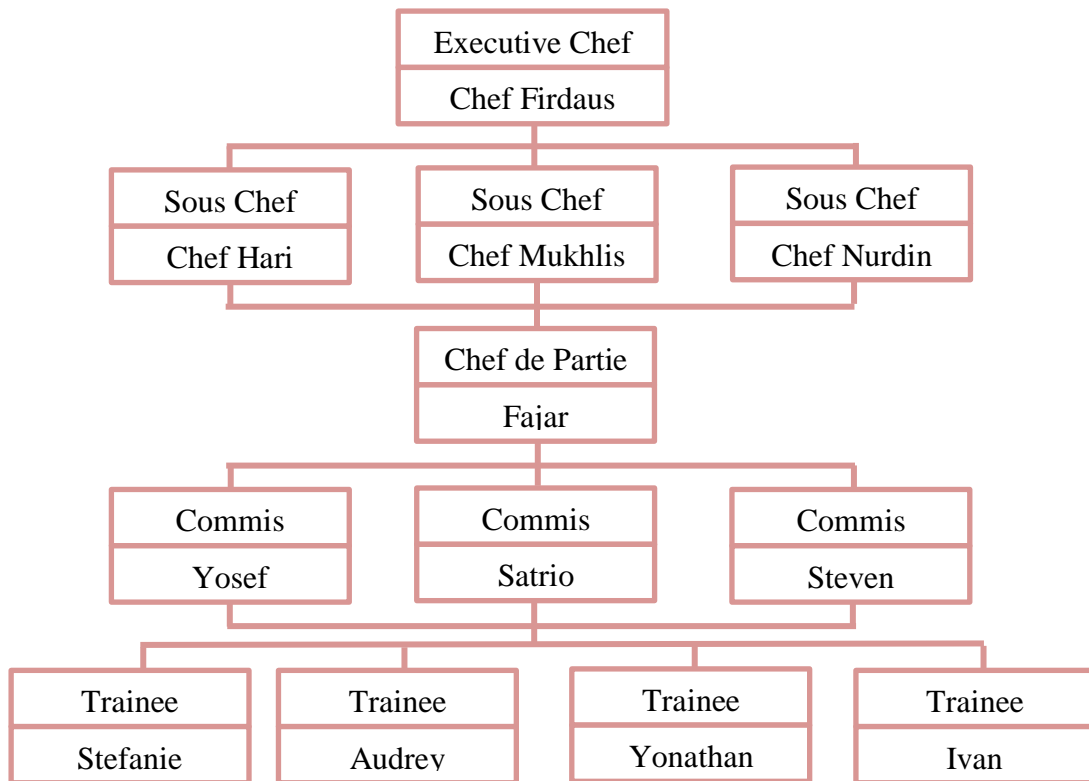


Figure 26. Organizational Structure

Source: Personal Documentation, 2021

2.3.2 Main Task

1. Executive Chef

- a. Directly responsible with restaurant manager and company's boss.
- b. Creating new recipes, planning menu, and selecting plate presentation
- c. Ensuring the quality of the dishes.
- d. Responsible for overall kitchen operation and administration.

2. Sous Chef

- a. Responsible to assist the Executive Chef
- b. In charge when the executive chef is away**
- c. Work with the executive chef to create new menu
- d. Make a monthly work schedule
- e. Setting and monitoring performance standard for staff.

3. Chef de Partie

- a. Prepares food according to recipes and standards set by the executive chef
- b. Organize the work flow on their division
- c. Train new and existing kitchen staff on the preparation, arrangement and plating of dishes.
- d. Requesting ingredients needed on their division
- e. Checks and controls the proper storage of product
- f. Checking on portion control

4. Commis

- a. Set up work stations with all needed ingredients and cooking equipment
- b. Prepare ingredients to use in cooking
- c. Cook food according to their division
- d. Ensure great presentation before dishes are served
- e. Maintain hygiene and sanitation in the kitchen
- f. Ensure all food and other items are stored properly
- g. Check quality of ingredients
- h. Monitor stock and place orders when there are shortages

5. Trainee

- a. Responsible to do the set-up and closing buffet area according to the division.
- b. Responsible to do the live cooking in the show kitchen and buffet area.
- c. Assisting commis during mise en place.
- d. Helping commis when there are orders.