

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1. Overview

In 2016, the first five-star hotel managed under Tanly Hospitality was established in Surabaya and was name Vasa Hotel Surabaya. Vasa Hotel Surabaya is organized and listed under Tanly Hospitality, which is also a part of the TanCorp Abadi Nusantara, an Indonesian corporation that has 8 sub-holding that specializes in various industry such as; consumer goods, property, hospitality, health, lifestyle and distribution.

As of 2021, there are four hotels that operate under Tanly Hospitality. Tanly Hospitality acclaimed three brands, which are Vasa Hotel, Cleo Business Hotel and Solaris Hotel. Throughout the years, the hospitality industry have continuously grow, thus a potential future expansion of the Vasa Hotel brand are in the talk. Tanly Hospitality plans to bring the luxurious five-star hotel brand to Bali and Batu, but the project maybe on hold as by 2020 the global pandemic has heavily affected the hospitality industry.

2.2. Location

Vasa Hotel Surabaya is located alongside HR. Muhammad Street in the west side of Surabaya. This location is very strategic as its near to the highway and various other entertainment and lifestyle complexes.



Picture 1. Vasa Hotel Surabaya's Map

2.3. Vision and Mission

Vision:

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

Mission:

- Redefining the traditional concept of 5 star hotel hospitality through intuitive services, inspiring design, innovative culinary, experiences that touch the heart and soul of every guest.

2.4. Vasa Hotel Surabaya's Values and Management Principles

Values:

- Pleasure
- Passion
- Take the Lead
- Inspiring

Management Principles:

- Team Work
- Integrity
- Trust
- Leadership
- Respect
- Business Focus

2.5. Features of Vasa Hotel Surabaya

2.5.1. Room Types

Vasa Hotel Surabaya features 388 rooms, suites and apartments. Each room, suite and apartment is accented with elegant furnishings and curated artworks to create a sense of private residence. The rooms, suites and apartments are located within the 7th to 36th floor of the hotel, offering unparalleled views of Surabaya.

a. Select Room



Picture 2. Select Room (Vasa Hotel Surabaya, 2020).

32 square meters room located within the 7th to 11th floor of the hotel. The room features a choice of king bed or twin beds and are equipped with a 43 inch high definition LED television, audio speakers, and a spacious marble bathroom with selected amenities and rain shower.

b. Premium Room



Picture 3. Premium Room (Vasa Hotel Surabaya, 2021).

With similar layout and features as the Select Room, Premium Room is located on the higher floor of the hotel, offering a more breath taking view of Surabaya. The room also includes access to the Executive Club Lounge and comes with a full range of upsized bathroom amenities.

c. Executive Room



Picture 4. Executive Room (Vasa Hotel Surabaya, 2021).

Located on the 31st and 32nd floor of the hotel, the Executive Room has the same layout and features as the Premium and Select Rooms. It comes with Executive Club Lounge access and more exclusive benefits, such as; complementary minibar items and complementary pressing or laundry.

d. Glacier Suite



Picture 5. *Glacier Suite (Vasa Hotel Surabaya, 2021).*

A spacious 64 square meters suites located on the 32nd to 36th floor of the hotel. The suites offer a separate living area, luxurious bathroom with shower and bathtub that include a wide range of selected bathroom amenities. Executive Club Lounge access is included with benefits like private check-in and check-out, breakfast, all-day coffee and tea, and social hour at 06.00 pm. – 08.00 p.m.

e. Breccia Suite



Picture 6. *Breccia Suite (Vasa Hotel Surabaya, 2021).*

70 square meters suites that feature a bedroom with plush king bed, separate living area, luxurious bathroom with shower and bathtub, as well a

wide range of bathroom amenities. The suites also include Executive Club Lounge access and its great benefits (complementary laundry, minibar, private check-in and check-out, breakfast, all-day coffee and tea, social hours, etc.)

f. Royal Suite



Picture 7. Royal Suite (Vasa Hotel Surabaya, 2021).



Picture 8. Royal Suite's Dining Room (Vasa Hotel Surabaya, 2021).

The 128 square meters suite offers a wide range of luxury facilities and services for guests' convenience. Located on the top floor of the hotel, this suite features a bedroom with a plush king bed, a luxurious marble bathroom with rain shower and bathtub with LED television, separate living area,

dining room and a kitchenette with butler services. The suite also comes with complementary access to the Executive Club Lounge and its benefits.

g. Presidential Suite



Picture 9. Presidential Suite (Vasa Hotel Surabaya, 2021).



Picture 10. Private Pool at Presidential Suite (Vasa Hotel Surabaya, 2021).

Located on the top floor of the hotel, this 192 square meters suite is accented with elegant design with large floor-to-ceiling windows that flood the space with natural light. The room features a stunning bedroom with a king size bed, a spacious bathroom with rain shower and bathtub with LED television, separate living space, dining room, kitchenette with butler

services and a private indoor swimming pool overlooking the city. The suite also includes access to the Executive Club Lounge and its benefits.

h. One-Bedroom Apartment



Picture 11. One-Bedroom Apartment (Vasa Hotel Surabaya, 2021).

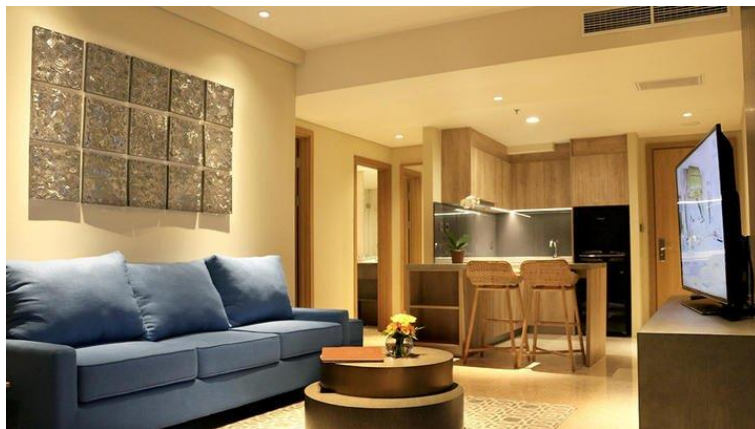


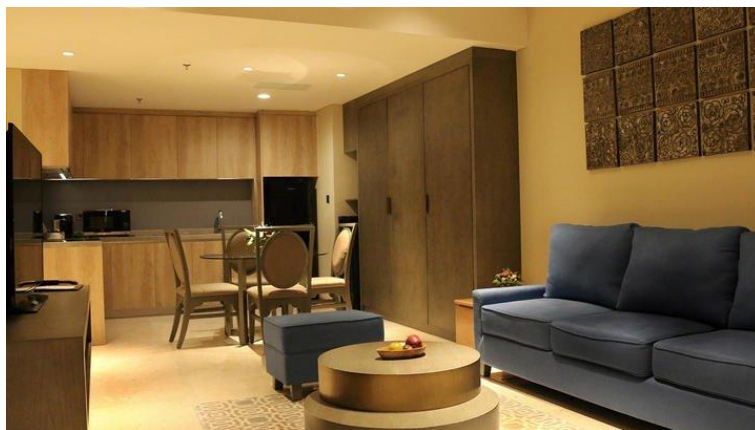
Figure 12. One Bedroom Apartment's Living Space (Vasa Hotel Surabaya, 2021).

A spacious 66 square meters apartment that comes with a separate living space, which includes; a living room, kitchen, and dining area. The apartment also comes with access to the Executive Club Lounge and its benefits.

i. Two-Bedroom Apartment



Picture 13. Two-Bedroom Apartment (Vasa Hotel Surabaya, 2021).



Picture 14. Two-Bedroom Apartment's Living Space (Vasa Hotel Surabaya, 2021).

100 square meters apartment that is ideal for families. The apartment features 2 bedrooms, 2 bathrooms, and a separate living space, which includes; a living room, kitchen, and dining area. Access to the Executive Club Lounge and its benefits are included.

j. Three-Bedroom Apartment



Picture 15. Three-Bedroom Apartment (Vasa Hotel Surabaya, 2021).



Picture 16. Three-Bedroom Apartment's Living Space (Vasa Hotel Surabaya, 2021).

A 132 square meters 3 bedroom apartment that features 2 bathrooms, living room, kitchen and dining area. The apartment can accommodate up to six guests. Guests are entitled to experience personalised services with access to the Executive Club Lounge during their stay, which includes benefits like; breakfast, all-day coffee and tea, social hour, etc.

2.5.2. Food and Beverage Outlets

a. 209 Dining



Picture 17. 209 Dining (Vasa Hotel Surabaya, 2021).

Name inspired by the hotel's address, 209 Dining is located on the 2nd floor of the hotel. With its 200 seating capacity, the restaurant offers a casual yet sophisticated dining experience. This restaurant serves breakfast, lunch and dinner in both buffet and À la carte style. Guests can enjoy various international and national dishes here.

Operational Hours:

- Breakfast Buffet (Weekdays) : 06.00 a.m. – 10.00 a.m.
- Breakfast Buffet (Weekend) : 06.00 a.m. – 10.30 a.m.
- À La Carte (Daily) : 11.30 a.m. – 10.30 p.m.
- Lunch Buffet (Daily) : 12.00 p.m. – 15.00 p.m.
- Dinner Buffet (Daily) : 18.00 p.m. – 22.00 p.m.

b. Chamas Restaurant and Bar



Picture 18. Chamas Restaurant and Bar (Vasa Hotel Surabaya, 2021).

The first Brazilian Churrascaria Restaurant in Surabaya is located on the 1st floor of the hotel. Chamas is a Brazilian steak house that features high quality meat that includes; 17 varieties of beef, lamb and chicken. Staying true to the authenticity, each meat is slow-roasted over an open flame and is seasoned with sea rock salt. The restaurant also features a bar that serves excellent choices of beverages (alcoholic and non-alcoholic) and wine pairings for the dishes. This 100 seating capacity restaurant serves both À la carte and buffet style dining.

Operational Hours:

- Lunch (Saturday & Sunday) : 12.00 p.m. – 15.00 p.m.
- Dinner (Daily) : 18.00. p.m. – 10.00 p.m.

c. Xiang Fu Hai Cuisine



Picture 19. Xiang Fu Hai Cuisine (Vasa Hotel Surabaya, 2021).

Located on the 6th floor of the hotel, Xiang Fu Hai Cuisine serves Chinese and Cantonese dishes. Lunch and dinner are served daily within the restaurant, Dim Sum are also available both À la carte and buffet style. This restaurant has a 280 seating capacity and also features private (VIP) dining rooms.

Operating Hours:

- Brunch (Sunday) : 08.00 a.m. – 14.30 p.m.
- Lunch (Monday to Saturday) : 12.00 p.m. – 14.30 p.m.
- Dinner (Daily) : 06.00 a.m. – 21.00 p.m.
- Public Holidays : 09.00 a.m. – 10.30 p.m.

d. Lobby Lounge



Picture 20. Lobby Lounge (Vasa Hotel Surabaya, 2021).

As stated in its name, Lobby Lounge is located on the 1st floor lobby of the hotel. With a seating capacity of 45, Lobby Lounge serves various hand-crafted cold and warm beverages. There guests could also find the hotel's cake shop that features various cakes, breads and pastries.

Operational Hours:

- Daily : 07.00 a.m. – 01.00 a.m.

2.5.3. MICE and Events

Vasa Hotel Surabaya provides a first-class MICE and events spaces with personalised planning and catering. Encompassing more than 15,000 square feet function spaces, the hotel offers flexible MICE and events venues that can accommodate everything from a board meeting to a luxurious grand wedding.

The hotel features more than 11 MICE and events spaces, the figure below showcases various details of the venues which are typically used for MICE (meetings, incentives, convections and exhibitions).

Venue	Dimension (M)	Ceiling (M)1	Area (SQM)	Cocktail	Theatre	Classroom	U-Shape	Banquet
Grand Ballroom	48.4 x 27.15	7.5	1340	1000	700	500	50	300
Ballroom I	25.7 x 27.15	7.5	616	170	200	120	100	120
Ballroom II	22.7 x 27.15	7.5	616	170	200	120	100	120
Pre-function	23 x 14	3	336	300	-	-	-	-
Coral	31 x 11	3	341	200	150	80	80	80
Coral I	15.4 x 11	3	176	70	50	35	30	25
Coral II	7.7 x 11	3	88	30	30	20	15	20
Coral III	7.7 x 11	3	88	30	30	20	15	20
Tasman	11.7 x 7.2	3	84	30	30	20	15	20
Caribbean	11.7 x 7.2	3	84	30	30	20	15	20
Weddell	8.8 x 7.2	3	63	20	20	15	10	10

Table 1. Venue Details (Vasa Hotel Surabaya, 2021).



Picture 21. Grand Ballroom with Classroom Type Seating (Vasa Hotel Surabaya, 2021).

Aside from providing venues to host MICE, Vasa Hotel Surabaya also features a glass chapel alongside a function deck and room just across the chapel. These spaces are usually used to host events, such as weddings and birthday parties.



Picture 22. Aviosa Glass Chapel and Outdoor Deck (Ruang Photoworks, 2020).



Picture 23. Wedding at Aviosa Glass Chapel (Bride Story, 2021).

2.5.4. Facilities

As one of the most luxurious five-star hotel in Surabaya, Vasa Hotel offers a wide range of facilities. From an infinity swimming pool overlooking the city to a helicopter landing pad, the hotel provide five-star amenities and facilities for modern business and leisure demands.

a. Infinity Swimming Pool



Picture 24. Infinity Swimming Pool (Vasa Hotel Surabaya, 2021).

Located at the 5th floor of the hotel, this outdoor swimming pool overlooks the city of Surabaya. The pool is completed with several poolside sofas and features two categories of pool, an adult pool with 1.5 meters depth and children pool with 0.8 meters depth.

Operational Hours:

- Daily : 05.00 a.m. – 21.00 p.m.

b. Flex and Fit Health Club



Picture 25. Flex and Fit Health Club (Daily Hotels, 2017).

Flex and Fit Health Club is located on the 5th floor, guests can enjoy the panoramic view of the city while working out. The hotel also offers annual membership for non-inhouse guests.

c. Tangerine Dream Spa



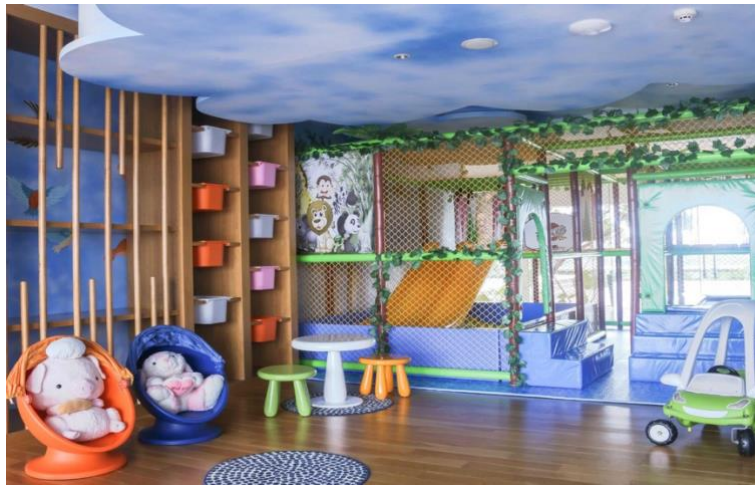
Picture 26. Tangerine Dream Spa (Vasa Hotel Surabaya, 2021).

Tangerine Dream Spa offers a variety of massage treatments for guests to enjoy. The spa is available for both inhouse and non-inhouse guests. It is located on the 5th floor of the hotel near the Flex and Fit Health Club.

Operating Hours:

- Daily : 09.00 a.m. – 23.00 p.m.

d. Children's Playground



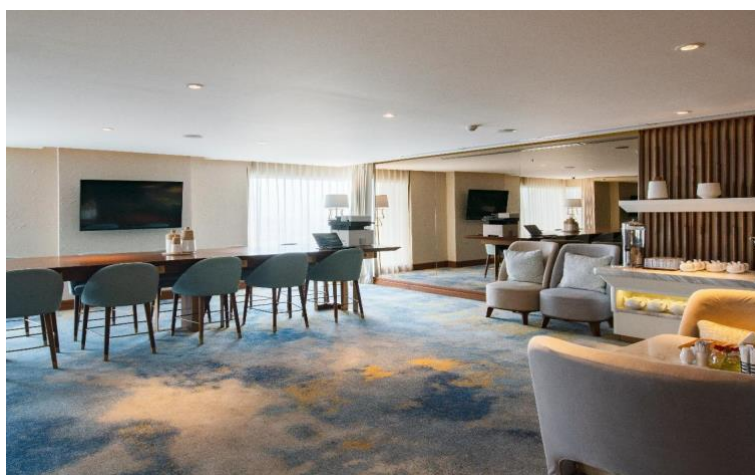
Picture 27. Children's Playground (Vasa Hotel Surabaya, 2021).

Located on the 5th floor, the Children's Playground is completed with numerous games, toys and enriching activities. All children must use socks to enter the playground and to be supervised by adult at all time.

Operating Hours:

- Daily : 10.00 a.m. – 20.00 p.m.

e. Executive Club Lounge



Picture 28. Executive Club Lounge (Vasa Hotel Surabaya, 2021).

The Executive Club Lounge is located on the 33rd floor. Guests with Club Lounge access can enjoy benefits, such as; breakfast, all-day tea and coffee, social hours, etc.

Operating Hours:

- Daily : 06.00 a.m. – 20.00 p.m.

f. Helicopter Landing Pad



Picture 29. Vasa Hotel Surabaya's Helicopter Landing Pad (Voza Tower, 2021).

Vasa Hotel is the first five-star hotel in Surabaya that provides a helicopter landing pad. The hotel shares the helicopter landing pad with their sister building, Voza Tower that is located beside the hotel. The hotel also offers certified flight instructor to guide the helicopter landing. Guests are strictly advised to book a reservation before using the helicopter landing pad.

2.6. Pastry Kitchen's Organisational Structure

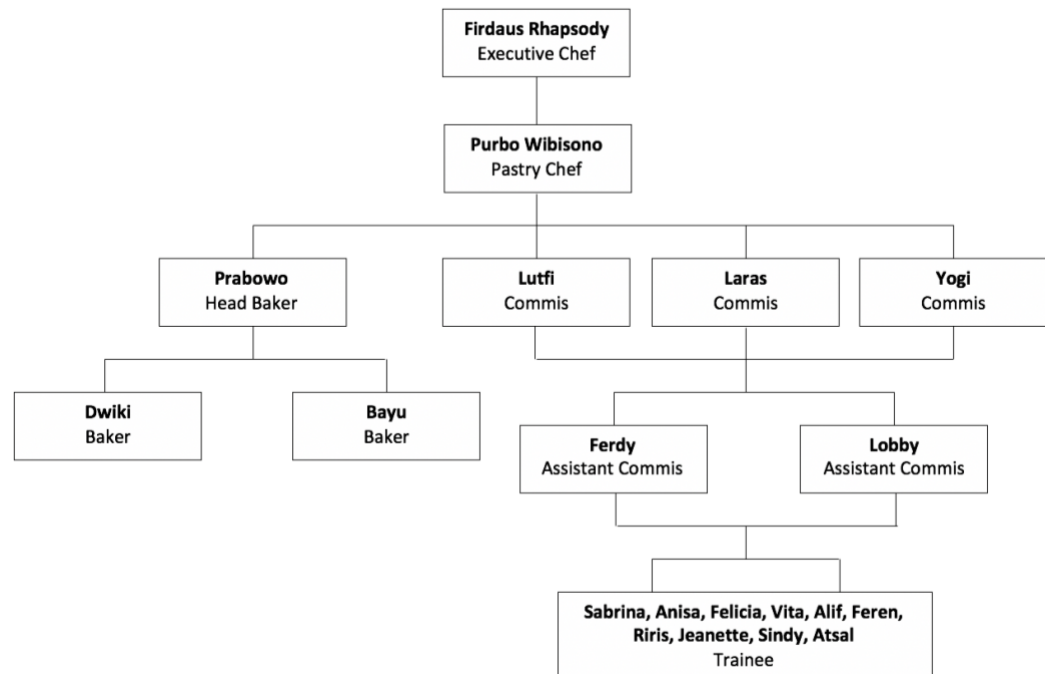


Chart 1. Pastry Kitchen's Organisational Structure (Personal Documentation, 2021).

a. Executive Chef

Executive Chef is the highest position in the kitchen department. Their job is to oversee daily operations in the kitchen and coordinate kitchen staff. Other duties include developing new recipes, planning menus, determining menu prices and enforcing food safety standards and disciplining employees when needed.

b. Pastry Chef

In charge of producing desserts, cakes, pies, cookies, breads and etc. Responsibilities include; ensuring the quality and standards of the produced goods, supervising, and assigning tasks to the staff working under the pastry kitchen. They are also responsible for consulting and developing new menus with the executive chef.

c. Head Baker

Head baker is in charge of producing baked goods, like; breads, muffins, pastries, and etc. They also have the responsibility to collaborate and develop new menus with the pastry chef and executive chef.

d. Baker

In charge of preparing and producing baked goods, like; breads, muffins, pastries, and etc. They are also responsible for managing the breakfast buffet, which include; setting up the bread and pastry station, making pancake and waffle on live cooking station, and clearing up once breakfast is over.

e. Commis

Responsible for producing desserts, cakes, pies, cookies, etc. They also have to prepare, set up and clear up products for events, lunch, brunch and dinner buffets.

f. Assistant Commis

In charge of doing any task that the commis and pastry chef appoint them. Specialised in assisting the commis to produce, set up and clear up products.

g. Trainee

Besides learning, trainee has the responsibility to help and assist anyone who is in need in the kitchen. From preparation, production to live cooking, trainee must learn to do it all.