

BAB II

GENERAL DESCRIPTION OF VASA HOTEL SURABAYA

Tanrise Group is a company which specializes in building property and is part of the firm Tan Corporation. Founded in 2003 by HermantoTanoko, Tanrise Property began its journey by building a warehouse complex in Sidoarjo, East Java. PT Jaya Sukses Makmur Sentosa Tbk (Tanrise Property) is a Limited Liability Company which is engaged in the business activities of developing services and managing Real Estate Property. Tanrise Property has a vision to become a trusted property developer in Indonesia through property development with high investment value through continuous innovation.

Tanrise Property was started in 2003 in Sidoarjo Regency, East Java. Starting with the development of Tritan Point Warehouse, which consists of warehousing and shop houses (ruko) in several major cities in Indonesia, such as Surabaya, Sidoarjo, Malang, Medan and Bandung.

Tanrise Property continues to transform into a developer with a promising reputation in presenting exclusive, innovative, and modern projects. Tanrise Property also presents properties that are oriented to strategic locations, have modern designs and architecture, and are of high quality. With landbank reserves spread across Indonesia, and supported by a solid and experienced management team, Tanrise Property will continue to develop prospective projects that have promising investment values.

By having a landbank of more than 200 thousand hectares spread throughout Indonesia, Tanrise strives to meet the property needs of the community, both residential and commercial. In 2011, Tanrise Property began to expand its business line by establishing Solaris Hotels in Malang and Bali as well as a modern residential area in Gresik, namely Grand Sunrise. The development of Tanrise Property was even more rapid when we entered 2012, We began to develop our business line by constructing high-rise buildings designed by world-class architects.

During 2015 to 2016, Tanrise Property also developed three Cleo Business Hotels located in strategic locations spread across the business area of Surabaya. Tanrise Property then developed its first High Rise Building, namely Vasa Hotel Surabaya which is the most luxurious five-star hotel in the city of Surabaya which has become the choice of residence of the President of the Republic of Indonesia, Ir. H. Joko Widodo during his visit to Surabaya.

The expansion was continued by Tanrise Property by establishing the Voza Premium Office office building, the first Grade A office building with the Smart Building System concept in West Surabaya which is integrated with Vasa Hotel Surabaya, as well as Apartment Arc 100, the most luxurious single building apartment in the heart of Surabaya City which prioritizes privacy for its residents.

In June 2018, Tanrise Property was officially listed on the Indonesia Stock Exchange with the code "RISE". This is proof that Tanrise Property has won the trust of the public to develop its projects.

In 2019, the seriousness of Tanrise Property was even higher through the launch of a new apartment product, namely Kyo Society. An apartment inspired by life in Sakura Country with all the complete facilities in it. Kyo Society was created as a modern life for you to connect, interact and live in the present and future for young professionals, as well as investors. In 2020, Tanrise Property is developing a number of new projects in an effort to prepare for market needs in the coming year and continues to be committed to completing ongoing projects according to schedule.

2.1 Location

Vasa hotel Surabaya 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 prestigious corporations, and shopping centers, restaurants, and nightlife.



Picture 1. Location Maps of Vasa

(Source : Anonymous, 2021)

2.2 Vision and Mission

Vision: to become one of the leading 5 star hotels in Surabaya.

Mission: to become the premium hotel in Surabaya by learning about each other customer, provide outstanding customer experience, and add value to customer expectation, so that we can make customer to return to Vasa hotel. Redefining the traditional concept of 5 star hotel through intuitive service, inspiring design, innovative culinary, experiences that touch the heart and soul of every guest.

2.3 Vasa Hotel Culture

The foundation of Values at Vasa Hotel consist of six points such as:

- Teamwork
- Integrity
- Trust
- Leadership
- Respect
- Business focus

2.4 Features of Vasa Hotel Surabaya

Located in the lovely area of Dukuh Pakis. Vasan Hotel Surabaya enjoys a commanding position in the shopping business. The hotel is not too far from the city center. Just 10 km away and it normally takes about 30 minutes to reach the airport. With its convenient location, the hotel offers easy must to see destination such as mall, Surabaya zoo, a lot of places to eat, cafes etc.

Vasa Hotel Surabaya, the excellent service and superior facilities make for an unforgettable stay. 24-hour room service, 24-hour security, daily housekeeping, free Wi-Fi in all rooms, taxi service are just a few of the facilities that set Vasa Hotel

Vasa Hotel Surabaya is home to 388 bedrooms. All are tastefully furnished and many even provide such comforts as television LCD/plasma screen, carpeting, complimentary instant coffee, complimentary tea, mirror. The complete list of recreational facilities is available at the hotel, including fitness center, golf course (within 3 km), outdoor pool, children's playground, kids club. With an ideal location and facilities to match, Vasa Hotel Surabaya hits the spot in many ways.

1. Select Room:

Select rooms are located on the 7th to the 11th floor and are equipped with a 43 inch high definition LED television and audio speakers with a spacious marble bathroom and rain shower.

There are :

- One king or two twin beds
- Marble bathroom with selected amenities and a rain shower
- 43” LED Television with international cable/satellite channels
- Complimentary Wi-Fi in all areas
- Controlled air conditioning
- Bathrobes and slippers
- Coffee and tea maker
- Laundry service
- Cooler
- Safety deposit box
- Work desk
- Non-smoking and smoking rooms available



(Source : Anonymous, 2021)

2. Premium Room:

Premium room offers the same layout and features as the select room but the premium rooms located on the higher floors offering breath taking views over Surabaya ad feel the experience of personalized service with access to the executive club lounge.

3. Executive Room:

Executive Rooms offer the same layout and features as the Premium Rooms and are located on the 31st and 32nd floors, offering breathtaking views over Surabaya and enjoy the complimentary Executive Club Lounge access while staying in Executive Rooms

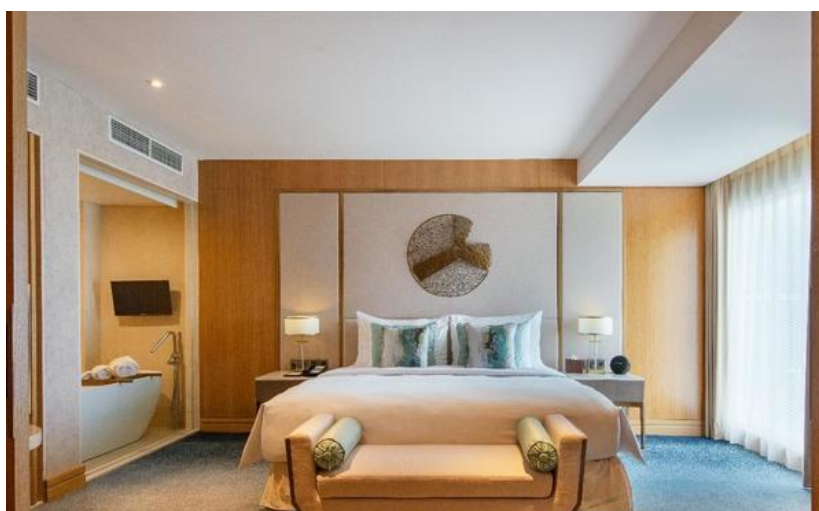


Picture 3. Bedroom 2

(Source : Anonymous, 2021)

4. Glacier suite

Their spacious 64 square meters Glacier Suites can be found on the 32nd to 36th floor, offering panoramic views over Surabaya. Feel the experience of personalized service with access to our Executive Club Lounge during your stay.



Picture 4. Bedroom 3

(Source : Anonymous, 2021)

5. Breccia suite

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. Feel the experience of personalized service with access to our Executive Club Lounge during your stay



Picture 5. Bedroom 4

(Source : Anonymous, 2021)

6. 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.



Picture 6. Bedroom 5
(Source : Anonymous, 2018)

7. Presidential suite

A stunning of sophisticated design welcomes you within the Presidential Suite, the curated artwork creates a sense of private, residence-style sophistication



Picture 7. Bedroom 6
(Source : Anonymous, 2021)

8. One Bedroom Apartment

Boasting a living room, a kitchen, and a dining area, this apartment comes with oversized windows to enjoy natural light and city views, also you can experience personalized service with access to our Executive Club Lounge during your stay.



Picture 8. Bedroom 7

(Source : Anonymous, 2021)

9. Two Bedroom Apartment

Boasting a living room, a kitchen, a dining area, and two bathrooms, this large apartment is ideal for families or for those who enjoy more space. Also, you can experience personalized service with access to our Executive Club Lounge during your stay.



(Source : Anonymous, 2021)

10. Three Bedroom Apartment

Boasting three bedrooms and two bathrooms, a living room, a kitchen, and a dining area, this large apartment can accommodate up to six guests. Experience personalized service with access to our Executive Club Lounge during your stay.



Picture 10. Bedroom 9

(Source : Anonymous, 2021)

11. Dining and lounge

Lobby lounge at Vasa Hotel are so comfortable and luxurious. it's so elegant that people find it a good place to relax and they also have dining hall that u can order food and beverages from there. They have cakes and bakery also.



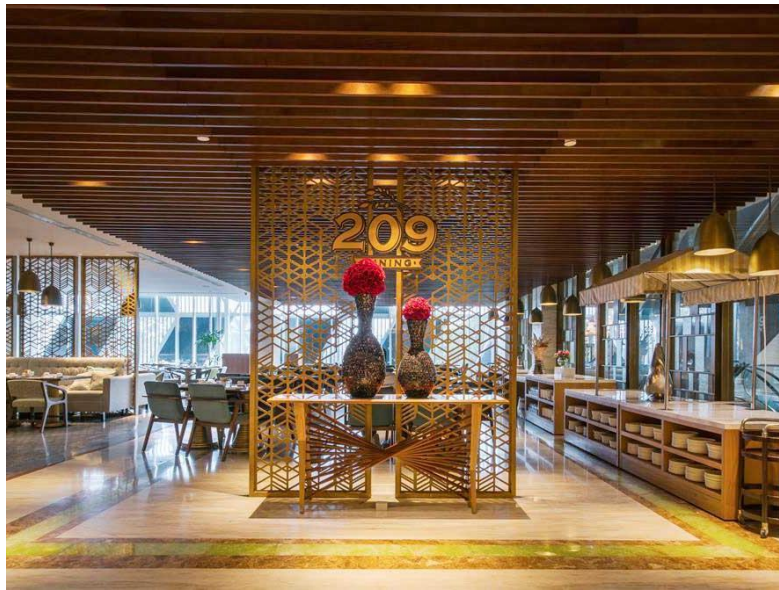
Picture 11. Lobby lounge 10

(Source : Anonymous, 2021)

12. 209 Dining

209 dining can fit 200 people. They had a lot of food start from western, Chinese, pastries, cakes, and also Indonesian food that you can try. they open for breakfast, lunch and dinner. For breakfast they usually have egg corner that serve omellete, sunny sideup, fried egg, poached egg, egg benedict, they have porridge, nasi kuning, nasi

campur, for western food they have hash brown/wedges, baked beans, beef bacon, vegies, and meat



Picture 12. 209 dining
(Source : Anonymous, 2021)



Picture 13. 209 dining 12
(Source : Anonymous, 2021)

13. Xiang Fu Hai

Xiang fu Hai open only lunch and dinner. For lunch they open at 11.30 – 15.00. for dinner they open at 18.00-22.00. they serve Chinese cuisine such ad pecking duck, chasiu bun, dimsum, Chinese fried rice, sweet n sour soup, etc. it is located on 6th floor.

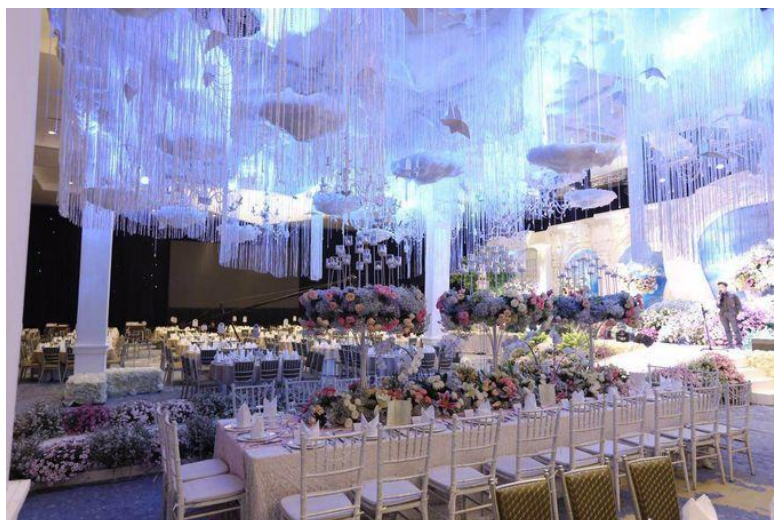




Picture 15. Xiang Fu Hai
(Source : Anonymous, 2021)

14. Ballroom and Prefunctional hall

This room is for wedding or big events. It can fit for over 1000 – 1.500 people.



Picture 16. Ballroom

(Source : Anonymous, 2021)



Picture 17. Prefunctional Hall

(Source : Anonymous, 2021)

15. Aviosa Wedding Chapel

Vasa Hotel offers a beautiful scene for your wedding. They have wedding chapel that supports you wedding day.



Picture 18. Wedding Chapel

(Source : Anonymous, 2021)

16. Outdoor Swimming Pool

It is located 5th floor, the swimming pool can fit for over 15 – 20 people the view is good because it's city view.



Picture 19. Swimming Pool
(Source : Anonymous, 2021)

17. Fitness Centre

It offers a lot of tools that u can use. It's clean and the music always update



Picture 20. Gym
(Source : Anonymous, 2021)

18. Chamas Brazillian Churrascasia

This restaurant offers a lot of western menu such as steak, pasta, dessert, etc. it's a live cooking so you can enjoy your food being cook with a sip of wine.



Picture 21. Chamas
(Source : Anonymous, 2021)



Picture 22. Chamas
(Source : Anonymous, 2021)

2.6 Organizational Structure, Main Task, and Responsibilities

2.6.1 Organizational Structure

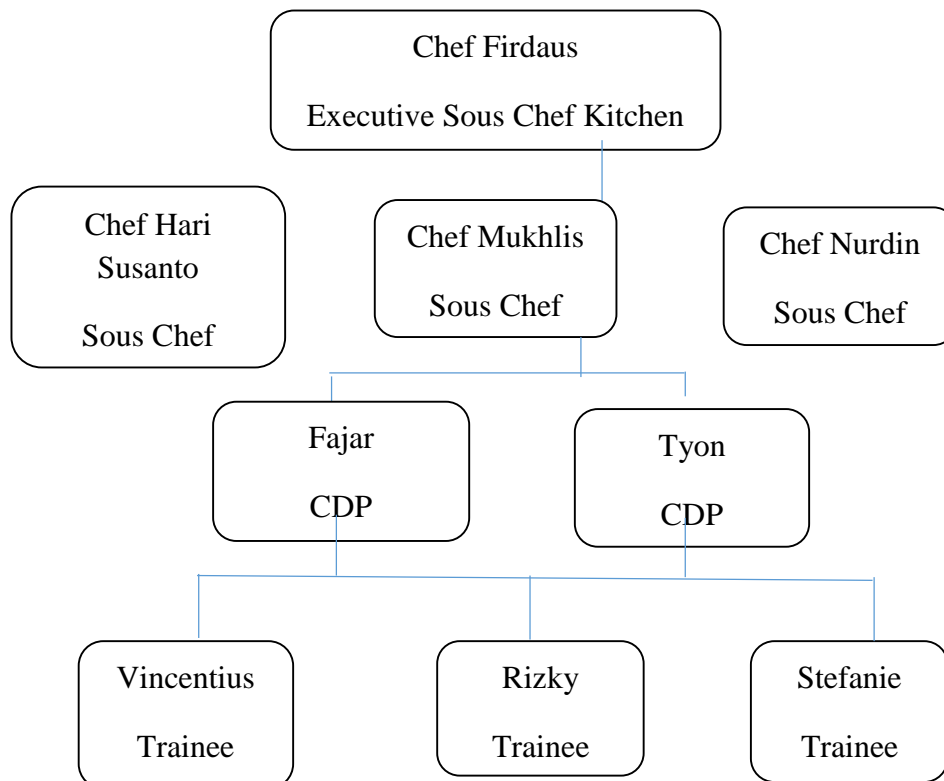


Table 2.6.1 Organizational Structure

2.6.2 Food and Beverage Department

2.6.2.1 Food & Beverage Job Description

- Executive Sous Chef

Responsible to assist the Executive Chef for overall kitchen operation as a successful independent profit center, ensuring maximum guest satisfaction, through planning, organizing, directing, and controlling the Kitchen operation and administration.

- Sous Chef

Second in command in kitchens, reporting to the head chef, overseeing the preparation and cooking of food at restaurant, dinner, and other operation. Make sure that the kitchen is a well-oiled machine, preparing food, managing the kitchen staff to make sure food prepared quickly and as delicious as possible and enforcing food safety standard

- Chef De Partie

Oversee the section of the kitchen.

- Trainee

Responsible with section that Sous Chef has made. Help and learning others to do the things.

2.6.2.2 The Intern General Responsibilities

- Trainee get 1 meal per day at canteen
- All trainers have to checklock for their daily attendance
- All trainees have to bring a notebook in order to take a not for recipes.