

CHAPTER 2

GENERAL DESCRIPTION OF J.W MARRIOTT HOTEL SURABAYA

2.1 Overview



Picture 1. J.W Marriott Hotel Surabaya

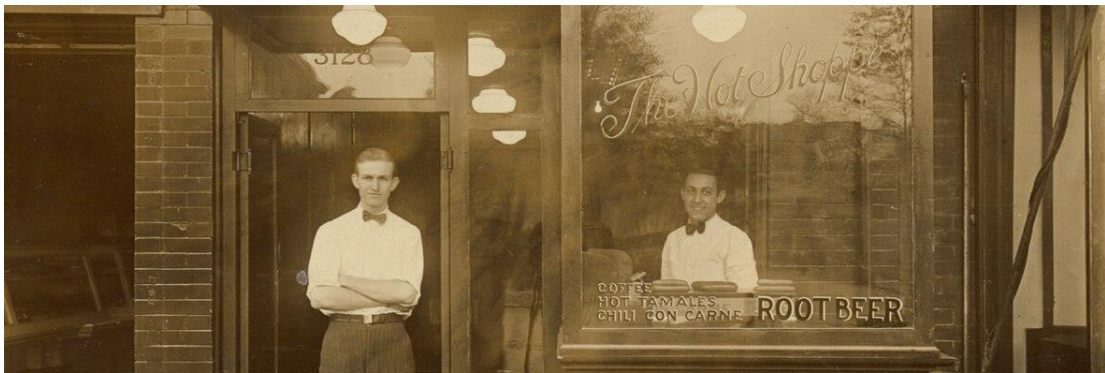
(anonymous, 2021)

J.W Marriot Surabaya surrounded by some of Surabaya's most sought after attraction locations, such as Tunjungan Plaza, Tunjungan Street, and local club. J.W Marriott Hotel Surabaya is a luxury haven in Surabaya. J.W Marriott Luxury 5-star hotel facilities in one of our 407 beautifully appointed rooms, including 145 twin bedrooms and 23 Apartments for extended stays, Japanese restaurant, Chinese restaurant, Indonesian and Western restaurant, steakhouse, self-parking space, health club facilities, an outdoor pool, 24-hour gym and massage treatment.

J.W Marriott Hotel is located in the heart of the city's bustling shopping and business district, just minutes from superb attractions, including Suramadu Bridge, the House of Sampoerna, Tugu Pahlawan monument and Sanggar Agung Temple, and many more local or international tourist destination in the center of Surabaya.

2.2 History Of J.W Marriott Hotel Surabaya

1927



Picture 2 Hotshoppe & Root Beer Stand

(anonymous, 2021)

It starts when Newlyweds J. Willard Marriott and Alice S. Marriott, along with business partner Hugh Colton, open the first A&W root beer franchise in Washington, D.C. The Marriotts added hot food items to their menu--a first for A&W franchises--and the name "Hot Shoppes" is born.

1928



Picture 3 Hot shoppe in East Coast

(anonymous, 2021)

Marriott opened two more Hot Shoppe, including the first drive-in restaurant in East Coast.

1937



Picture 4 Air flight catering debuts

(anonymous,2021)

In-flight airline catering debut when Hot Shoppe began to do deliveries of boxed lunches to passengers at Hoover Airport, Washington, D.C.

1969 : The Marriott opened its first International Hotel in Acapulco, Mexico.

1983 : Marriott debuts lodging for business travelers with the first Courtyard Hotel.

1984



Picture 5. First J.W Marriott Hotel

(anonymous, 2021)

It's the first J.W Marriott Hotel, named in honor of the founder of Marriott Company, J. Willard Marriott, that's opened in Washington, D.C.

1987 : Marriott opening the first Fairfield Inn and Marriott Suites Hotels

1988



Picture 6. Marriott Hotel

(anonymous, 2021)

Marriott opens its 500th hotel in Warsaw, Poland, the first western-managed hotel in Eastern Europe.

1995



Picture 7. The Ritz-Carlton

(anonymous, 2021)

Marriott brings a historic brand into its portfolio when it acquires a 49% interest in The Ritz-Carlton Hotel Company.

- 1997** : Marriott acquires Renaissance Hotel Group, doubling Marriott’s presence overseas.
- 1997** : Marriott launches TownePlace Suites.
- 1998** : Marriott launches SpringHill Suites by Marriott.
- 2004** : The first Bulgari Hotels & Resorts property opens in Milan, Italy.
- 2008** : Bill Marriott and Ian Schrager officially announce the EDITION brand.
- 2009** : Marriott launches Autograph Collection, a new brand of upscale and luxury independent hotels.
- 2011** : AC Hotels by Marriott brand formally launches.
- 2016** : Marriott International acquires Starwood Hotels & Resorts, creating the world’s largest hotel company with 5,700+ properties offering more than 1.1 million rooms across 30 brands in over 110 countries.

2.3 Vision and Mission

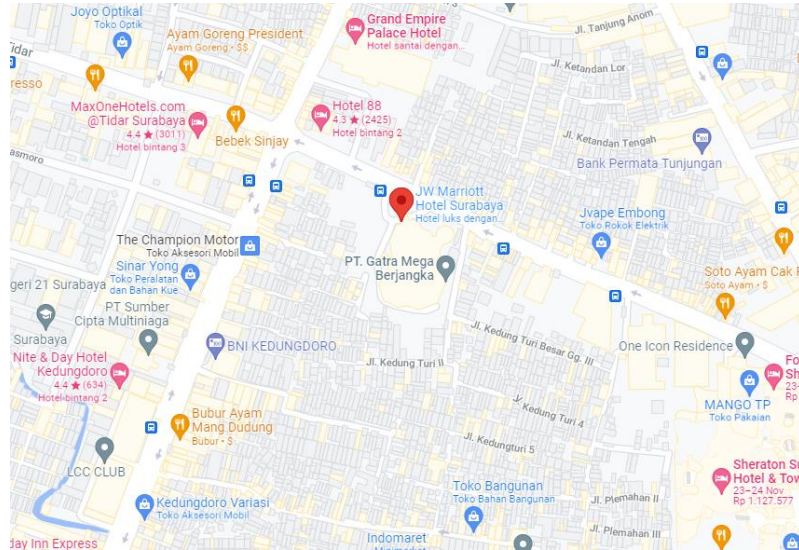
Vision

“To be the World’s Favorite Travel Company”

Mission

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

2.4 Location of J.W Marriot Hotel Surabaya



Picture 8. J.W Marriott Hotel Surabaya Maps

(anonymous, 2021)

Information about location :

1. Address : Jl. Embong Malang, No. 85 – 89, Surabaya, East Java
2. Phone & Fax : +62 315458888
3. Site Address : <https://www.marriott.com/hotels/travel/subjw-jw-marriott-hotel-surabaya/>

2.5 Features in J.W Marriot Hotel Surabaya

J.W Marriott Rooms



Picture 9. Suite 2 Bed

(anonymous, 2021)

This room is a suite type, that include bedroom and living room separated, with all table, TV, Chair to feels like in customer's own house but with a city view.



Picture 10. Suite 1 bed

(anonymous, 2021)

Like the 2 beds suite room, this room only have one bed, but with same specification with 2 beds suite room.



Picture 11. Deluxe room

(anonymous, 2021)

The deluxe room decorated with classic European wood architecture, large LCD TV that enable the guest to enjoy 100+ channels from that all around the world, and last with high speed connection Wi-Fi.



Picture 12. President suite

(anonymous, 2021)

The highest category of room and the most expensive room in hotel, The President suite has an area of 341 m², a piano, 2 rooms consist of king size bed and double bed, big bathroom with bath tub with 24 hours personal butler/maid.

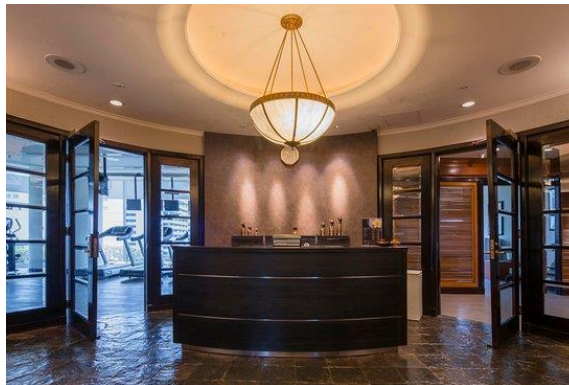
Marriott Facilities



Picture 13. 24 hours Gym Center

(anonymous, 2021)

A 24 hours gym center that is accessible anytime, also provided with personal gym instructor to assist your workout session.



Picture 14. Health Club

(anonymous, 2021)

The guest handled directly by reliable therapists who already have experience in the field of reflexology. There are two types offered, namely the traditional 90-minutes and 120-minutes massage.

J.W Marriott Restaurant



Picture 15. Pavilion Restaurant
(anonymous, 2021)

This restaurant is a place for daily events such as Breakfast, Lunch, and dinner. In addition, it is a place for large events, such as social gathering, weddings, and birthdays. Pavilion Restaurant also serves buffet menu which can be cooked live so that customers can see the process of serving 5-star foods.



Picture 16. Imari Japanese Restaurant
(anonymous, 2021)

Handled directly by Japanese chefs to ensure its authenticity and quality. Imari serves from 10 A.M until 10 P.M. All the foods are prepared with incredible precise in

everything and is cooked by Japanese chef themselves. Menu includes Japanese traditional authentic food (*washoku*) and drinks, various kinds of teppanyaki, main course, dessert, appetizer to many kinds of Japanese drinks.



Picture 17. Tang Palace Restaurant

(anonymous, 2021)

The authentic Chinese Restaurant supervised by Malaysian-Chinese chef who's ready to share his take on Chinese cuisine to Indonesian guests. Opens from 9 A.M until 9 P.M., the guest will be comforted by Chinese cuisine from dim-sum, fried rice, duck dish, pork dish, soup, and tea.



Picture 18. Uppercut Steakhouse

(anonymous, 2021)

The steak house that serves many kinds of meat, especially prime cuts start from sirloin to tenderloin, rib eye, tomahawk, dry aged meat, high class dish and drinks like wine, champagne, whiskey. With all high quality of the ingredient, it's all for comfort of the customer that come by here.



Picture 19. Executive Lounge

(anonymous, 2021)

A private dining area for Executive guest, important people, owner and director. A place with high class foods and drinks, any kind of cocktail, mocktail, individual plates dish for the comfort of the guests who dine here personally serviced by butler/maid, bartender, and chef.

Ballrooms in J.W Marriott



Picture 20. Oasis Ballroom

(anonymous, 2021)

The ballroom is located at 4th floor with outside pool and Marriott garden as the view. This exclusive ballroom has a comfortable ballroom that can be used for private meeting.



Picture 21. Board Room

(anonymous, 2021)

The private room that good for private meeting, located at 3rd floor and exclusive close to the guest lift, so the guest can reach to this room easily.

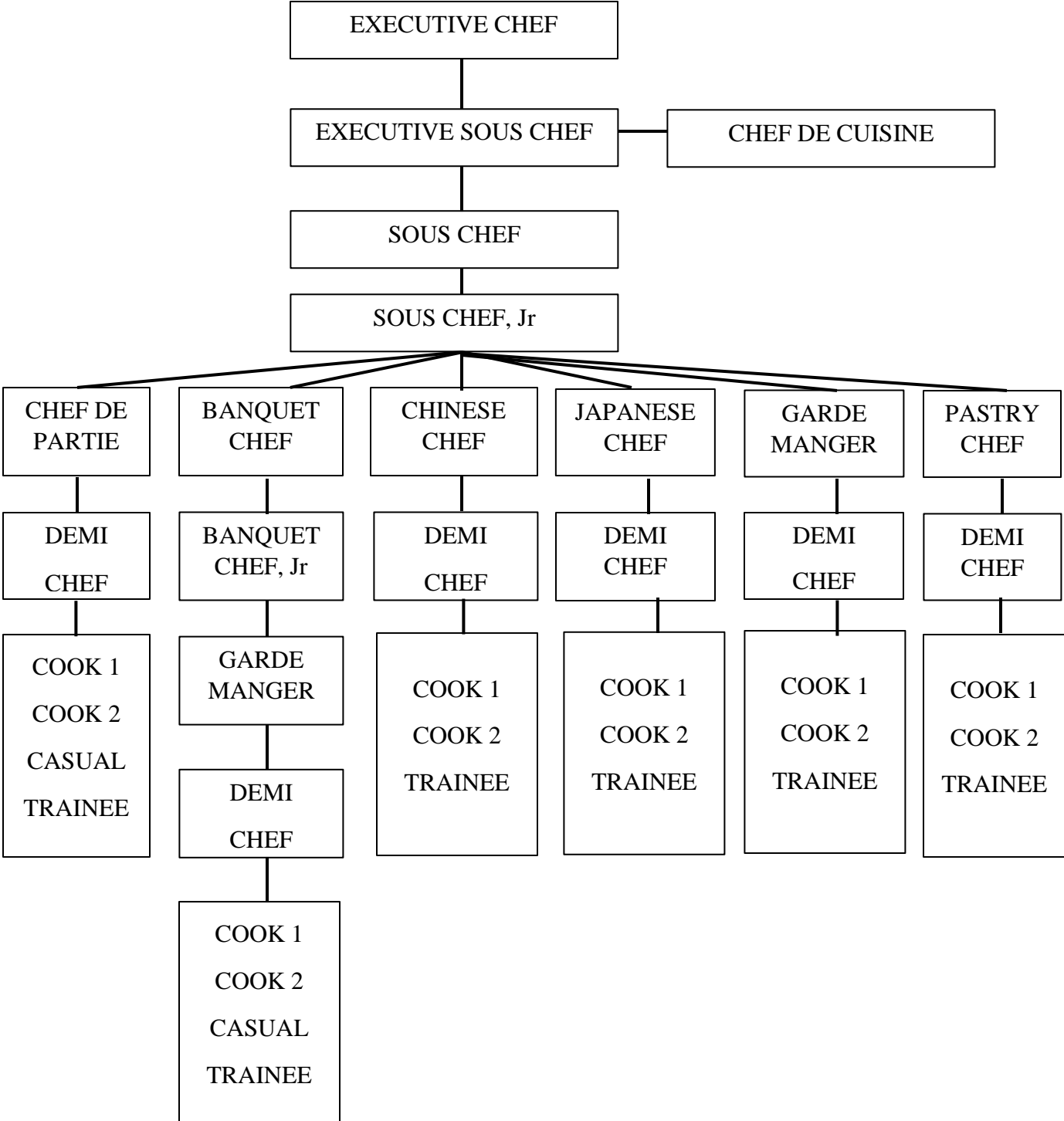


Picture 22. Ballroom A

(anonymous, 2021)

The ballroom A or we can call it Multi-purpose Room that is exclusively large not for meeting and is also the core of the hotel, this ballroom can accommodate about 800 people inside and can be use separately into 3 separated areas. This multi-purpose ballroom can be used for wedding, large event, and many more.

2.6 Kitchen Organization



Picture 27. Kitchen Organization.

2.7 Feature in J.W Marriott Hotel Surabaya Kitchen

Executive Chef

- 1.* Supervise, manage, and motivate kitchen team
- 2.* Controlling and directing the food preparation
- 3.* Regularly monitor and check for ingredients in chiller
- 4.* Ensure the ingredients are meet the standard
- 5.* Maintain hygiene and safety in kitchen
- 6.* Ensure the guest satisfaction
- 7.* Develop new menu
- 8.* Represent in meeting with all departments.

Executive Sous Chef

- 1.* Able to make recommendations to the Executive Chef regarding succession planning.
- 2.* To be aware of all financial budgets and goals.
- 3.* To ensure that guests are always receiving an exceptional dining experience representing true value for money.
- 4.* Ensure that all recipes and product yields are accurately costed and reviewed regularly.
- 5.* Ensure that all food items are prepared as per standard recipe cards whilst maintaining portion control and minimizing waste.
- 6.* Ensure that chefs are always in clean tidy uniforms and are always presentable to be in guest view.
- 7.* Developing new menu for guest to improve the food quality.

Chef De Cuisine

1. Planning the menu and designing the plating presentation for each dish.
2. Coordinating kitchen staff, and assisting them as required.
3. Hiring and training staff to prepare and cook all the menu items.
4. Stocktaking ingredients and equipment, and placing orders as needed.
5. Enforcing best practices for safety and sanitation in the kitchen.
6. Creating new recipes to regularly update the menu.
7. Keeping track of new trends in the industry.
8. Incorporating feedback from restaurant staff and patrons to make improvements or resolve issues.

Sous Chef

1. Assist with the preparation and planning of meal designs.
2. Ensure that kitchen activities operate in a timely manner.
3. Resolve customer problems and concerns personally.
4. Monitor and record inventory, and if necessary, order new supplies.
5. Provide support to junior kitchen employees with various tasks including line cooking, food preparation, and dish plating.
6. Recruit and train new kitchen employees to meet restaurant and kitchen standards.
7. Create schedules for kitchen employees and evaluate their performance.

Jr. Sous Chef

1. Manages kitchen staff on behalf of the Executive Chef and Executive Sous Chef
2. “Third-in-command” of the kitchen.
3. Assists with menu planning, inventory, and managing of supplies

Chef De Partie

1. Correcting, cooking and presenting high quality dishes within the specialty section
2. Assisting the Head Chef and Sous Chef in creating menu items, recipes and developing dishes
3. Managing and training any Commissary Chefs
4. Monitoring portion and waste control
5. Overseeing the maintenance of kitchen and food safety standards

Demi Chef

1. Hygiene control – Cleaning Schedule. Ensure that all records for the Criterion board are maintained.
2. SOPs for all dishes are implemented with the aid of a Chef de Partie.
3. Training of Commissary – setting up a detailed training program with the Chef de Partie, Junior Sous and Sous Chef
4. Be responsible for stocks and control of wastage, in according to company standards.

Commissary

1. Cooking and preparing elements of high quality dishes
2. Preparing vegetables, meats and fish
3. Assisting other Chefs
4. Helping with deliveries and restocking
5. Assisting with stock rotation-Cleaning stations

Trainee

- 1.* Help to co-ordinate food preparation
- 2.* Help to prepare and cook food
- 3.* Help with quality management of food
- 4.* Help with general cleaning required in the kitchen
- 5.* Assist team in investigating and resolving customer complaints
- 6.* Effective liaison, support and assistance with the remainder of organization
- 7.* Assist generally in the kitchen as directed
- 8.* Receive training so that you can assist with maintaining accurate records and accounts as required and reporting as agreed
- 9.* Set an example for junior kitchen team members of commitment, work ethic and habits and personal character

2.8 Hygiene and Sanitation Policy of J.W Marriott Hotel Surabaya



Picture 23. Hygiene and Hand Wash Instruction

(Personal Documentation,2021)

As a part of Luxury Brand that who has acquired five-star hotel and as a Luxury standard, we carry the Marriot Luxury brand name, J.W Marriott, Pavilion, Imari, Tang Palace already apply international standard of hygiene and sanitation. This standard is an obligation that must be obeyed by everyone inside and outside the kitchen, either interact with customers, superiors, and colleagues, businessman in order to ensure the best service of Luxury five-star Brand can be realized.

Before doing the job and after doing the job or after using the toilet, hands must be washed and it applies for all staffs and interns. This procedure makes sure contamination bacteria from outside which came in contact with our hands isn't transferred to ingredients and foods.

For the cutting board, all the cutting board must be cleaned and washed before and after used or changing different types of materials such as dry and wet ingredients. This is applied so that cross contamination does not occur and avoids wet food ingredients so that dry ingredients are not exposed. For cutting board, in J.W Marriott all kitchen and Restaurant must have 5 different cutting board identified with color codes, such as:

1. Green Cutting Board, used for vegetable only
2. Red Cutting Board, used for meat (beef, chicken, lamb, etc)
3. Blue Cutting Board, used for seafood (fish, shrimp, scallop, etc)
4. Yellow or Brown Cutting Board, used for Pork only
5. White Cutting Board, used for RTE food (ready to eat)