

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 History of Company

Vasa Hotel is one of the five star hotels that are located in the heart of Surabaya. It has strategic access, because it is in an area that is very dense with business activities. Close to the highway and only 30 minutes from Juanda International Airport.

The beginning of the company is established by the CEO of PT Avia Avian which produces Avian Paint and No Drops, Hermanto Tanoko which was founded in 1978 by his father, Soetikno Tanoko. He has a net worth of about US\$700 million, according to Forbes. Here, Hermanto has a special role in expanding the family business into the wider FMCG, property and retail markets.

With Hermanto Tanoko's talent and love for the business world by establishing a holding company, Tancorp, in 2015 which oversees eight core business fields such as Tanbiz (manufacturing), Tanobel (food and beverage), Tanrise (property), Tanly (hotel & hospitality), Tanworld (network & retail), Tanlife (beauty & health), Tanlink (distribution), and Trancreasion (restaurant & cafe). If traced, Hermanto's company ownership does not stop at Avian and Tancrop alone. He is known to have a total of 77 companies with more than 300 brands and 15,000 employees.

In mid 2018 Tanrise Group deepen its penetration in the realm of the hospitality business in the domestic market, one of which is by building a 5-star hotel, Vasa Hotel Surabaya, with an investment value of Rp1.8 trillion, which is a partnership project with Tung Desem Waringin. And now Tanrise Group officially owns a five-star hotel, after previously presenting two-star hotels titled Cleo Hotel and Solaris Hotel.

2.2 Location

Jl. Mayjen HR. Muhammad No.31, Putat Gede, Kec. Sukomanunggal, Kota SBY, Jawa Timur 60189, Indonesia.

2.3 Features of Vasa Hotel

- Accommodation

A stunning showcase of modern design and elegance, the 383 rooms, suites, and residence at Vasa Hotel Surabaya offers a resplendent sanctuary in the heart of West Surabaya. Within each room, suite, or serviced residence, elegant furnishings, and curated artwork create a sense of private, residence - style sophistication.

Guest rooms are located on the 7th through the 36th floors of the hotel, offering unparalleled views of Surabaya. Each room is thoughtfully accented with superb amenities, plush bedding, a comfortable couch, and large floor-to-ceiling windows that flood the space with natural light and breathtaking city views. Sensory indulgences include high-definition LED televisions, plush bedding, and marble bathrooms with bathrobes and slippers, rain showers, and exclusive bath amenities.

- 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.



Picture 1. Select Room (Vasa Hotel, 2021)

- 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.



Picture 2. Premium Room (Vasa Hotel, 2021)

- 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.



Picture 3. Executive Room (Vasa Hotel, 2021)

- 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.



Picture 4. Glacier Suite (Vasa Hotel, 2021)

- 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.



Picture 5. Breccia Suite (Vasa Hotel, 2021)

- 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.



Picture 6. Royal Suite (Vasa Hotel, 2021)

- 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 that flood the space 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 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.



Picture 7. Presidential Suite (Vasa Hotel, 2021)

- Facilities

- Infinity Swimming Pool

- Located on the 5th floor, our outdoor swimming pool, which is available exclusively for hotel guests, offers the perfect venue to simply enjoy a refreshing dip. Four comfortable poolside sofas provide an interesting twist to this unique outdoor space. Our adult pool is 1.5 meters in depth.



Picture 8. Swimming Pool (Vasa Hotel, 2021)

-Flex & Fit Health Club

Travel and fitness can work together to create a happier, healthier you. Maximize your stay when you use our state-of-the-art fitness equipment in Flex & Fit, our fitness centre.



Picture 9. Flex & Fit Health Club (Vasa Hotel, 2021)

-Tangerine Dream 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.



Picture 10. Spa (Vasa Hotel, 2021)

-Children's 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 in our playground area and be supervised by an adult.



Picture 11. Playground (Vasa Hotel, 2021)

-Executive Club Lounge

The Executive Club Lounge is located on the 33rd floor and is opened daily from 06.00 AM to 08.00 PM. Exclusively designed for our discerning guests who desire more personalized service, greater privacy, luxurious guest rooms and suites, and distinctive amenities to make their stay.



Picture 12. Executive Club Lounge
(Vasa Hotel, 2021)

- Restaurant and Bar

-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 and Indonesian buffet on select days.



Picture 13. 209 Dining Restaurant
(Vasa Hotel, 2021)

-Chamas Restaurant & Bar

introduce 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.



Picture 14. Chamas Restaurant & Bar
(Vasa Hotel, 2021)

-Xiang Fu Hai Cuisine

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.



Picture 15. Xiang Fu Hai Cuisine
(Vasa Hotel, 2021)

2.4 Vision and Mission

Vision :

To be the best hotel that can provide comfortable service and prioritize customer satisfaction.

Mission :

Provide value for money services and strengthen customer loyalty and make our hotel a second home.

2.5 Company Core Value

Customer Focus, Integrity, Nationalism, Teamwork, Agility

2.6 Hygiene and Sanitation Procedure

Poor cleaning and personal hygiene habits/practices can cause food contamination, food poisoning, and spread of infection.

- Wash hands before performing the next job function after touching other food, and after smoking, chewing tobacco, eating and drinking, taking out the garbage, changing diapers, touching body parts such as the mouth or going to the washroom.

- Wash hands before and after handling raw food, especially meat and poultry.
- Report immediately any symptoms of illness or infection to your supervisor. It may not be appropriate for you to handle food while you are sick.
- Cover any cuts with a bandage and wear clean gloves. However, do not wear rubber or latex gloves near open flames or other heat sources. Gloves may melt or catch fire. Change gloves if you touch anything that would normally require you to wash your hands.
- Wear hair nets to help prevent loose hair from falling on food. The average person loses about 50 hairs per day.
- Use tools or utensils to serve food whenever possible. Touch food with your hands as little as possible.
- Use a clean spoon each time you taste or sample food.

Use good cleaning and storage techniques to reduce the chance of food borne illnesses. The highest levels of contamination are found in areas that are damp, such as kitchen sponges, dishcloths, sink drains, and faucet handles.

Maintain the general cleanliness of the kitchen by:

- Disposing of food scraps properly and removing crumbs
- Wiping counters clean with soap and water and sanitize with a disinfectant
- Sweeping and wet mopping floors to remove food
- Cleaning all surfaces, including counter tops, faucets, handles and knobs, refrigerator handles, stoves/ovens, other appliances, etc.