

CHAPTER 2

GENERAL DESCRIPTION OF THE WESTIN HOTEL SURABAYA



Figure 1. The Westin Hotel Surabaya

The Westin Surabaya is a five-star hotel located in West Surabaya. The Westin Surabaya has a strategic location, the hotel is near Pakuwon Mall and Ciputra World Mall. The Westin Hotel has a room capacity of 204 rooms. The Westin is equipped with facilities such as an indoor swimming pool and gym. The Westin Hotel has two restaurants; Magnolia which serves overseas cuisine from Western to Asian food and a club lounge that can be accessed for Westin Club Room, Executive Suite Room, and Westin Grand Suite room.

A. History of The Westin Hotel Surabaya

The Westin Hotel was built in 1930 after two hoteliers Severt Thurston and Frank Dupar spoke in Yakima, Washington. They decided to merge their two hotels into Western Hotels, Inc. At the beginning of its establishment, the Western Hotel operated seventeen hotels. The first guest credit cards was introduced in 1946. "Family Plan" was introduced that allow child under 14 years old to stay without rooms fee on their parents. 22 hotels was adding and located around the California, Arizona,

Colorado, Montana, and Washington. When the Western Hotel outside the United States was built in 1963 the company changed its name to the Western International Hotel. The hotels was opened in Bangkok and a year later the hotels opened in Singapore. The name Western was later changed to Westin when the company merged with United Airlines, Inc. in 1980 while celebrating the hotel's 50th anniversary.

UAL Inc. which owns United Airlines, is trying to merge Westin, United Airlines, Hertz, and Hilton into a company called Allegis Corp. But the attempt ultimately failed. Eventually, Westin was bought by a Japanese company, Aoki Corp. which sold it to Starwood Capital Group, L.P. and Goldman Sachs in November 1994. Starwood later acquired full ownership of Westin in 1998. The Westin Jakarta opened on August 26, 2016. The Westin Surabaya opens on December 20, 2020.

B. Vision and Mission

1. Vision

Let's Rise

Westin is the preeminent wellness brand in hospitality, consistently delivering on its promise to ensure that guests leave feeling better than when they arrived. Backed by a global wellness trend, Westin serves as a partner in its guests' well-being, empowering them to maintain and enhance their routines while on the road through innovative, signature products and programs combined with instinctive service and intuitive nature-inspired design.

2. Mission

“Six Pillars” of The Westin Hotel

Feel Well, Work Well, Move Well, Eat Well, Sleep Well and Play Well.

1. Sleep Well

- Heavenly® Bed.
- Sleep Well Lavender Balm Amenity.

- Sleep Well Menu.
2. Eat Well
 - SuperFoodsRX™
 - Eat Well Menu for Kids.
 - Westin Fresh by The Juicery.
 - Crafted at Westin.
 - Jing Tea.
 3. Move Well
 - Westin Workout
 - Westin Workout Rooms
 - Gear Lending.
 - RunWESTIN
 - Run Concierges.
 4. Feel Well
 - Heavenly Bath.
 - Heavenly Spa.
 - Sensory Welcome.
 5. Work Well
 - Tangent.
 - Clutter-Free Meetings
 - SuperFoodsRx Meeting Breaks.
 6. Play Well
 - Westin Weekend.
 - Westin Family.
 - Westin Wellness Escapes.

Location of The Westin Hotel Surabaya

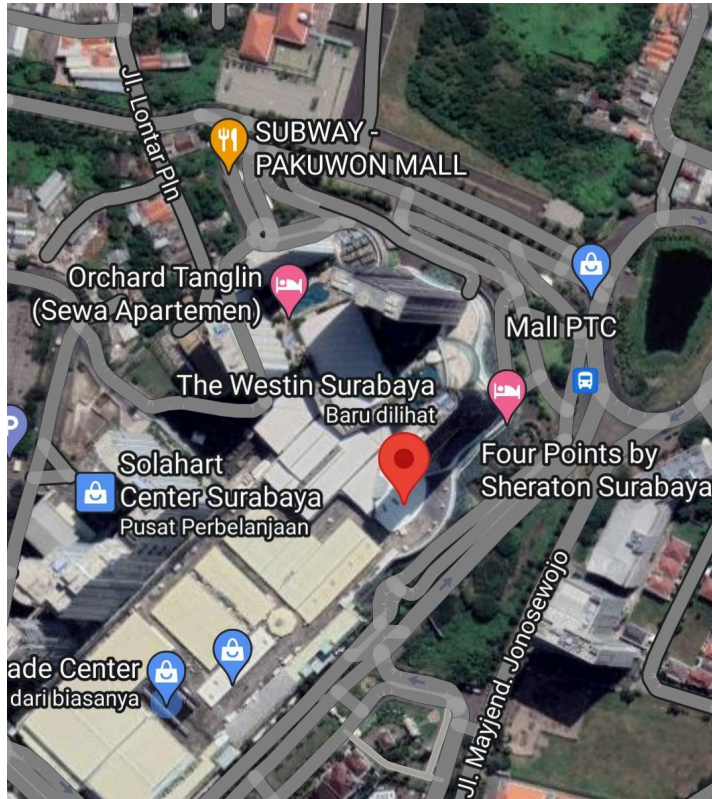


Figure 2. Westin Maps

Information about location :

1. Address : Pakuwon Mall Jalan Puncak Indah, Jl. Raya Lontar No.2, Surabaya City, East Java 60216
2. Phone : (031) 2971000
3. Website : https://www.marriott.com/search/findHotels.mi?scid=e3c9fc18-a6b8-4b1c-b879-03a7052e9b50&gclid=CjwKCAjwIaVBhBkEiwAsr7-c62Se1V5Iwe7I98CiFZGbLxi_oPPcvAcCs2X6pKedmMOg0GHqiY4EhoC9qQQA_vD_BwE&gclsrc=aw.ds

C. Features in The Westin Hotel Surabaya

The Westin Rooms

a. Westin Deluxe 1 King



Figure 3. Westin Deluxe 1 King

This room is a Westin Deluxe room, that includes 1 king bed, free Wi-Fi and the room size is 38 m² /409 ft².

b. Westin Deluxe 2 Double



Figure 4. Westin Deluxe 2 Double

This room is Westin Deluxe room, that includes double beds, separate shower/ bathtub, free Wi-Fi and the room size is 38 m² /409 ft².

c. Westin Club



Figure 5. Westin Club

This room is a Westin Club room, that includes 1 king bed, free breakfast, executive lounge access, free Wi-Fi and the room size is 38 m²/409 ft².

d. Executive Suite



Figure 6. Executive Suite

This room is a Westin Executive Suite room, that includes 1 king bed, free breakfast, separate shower / bathtub, executive lounge access, free Wi-Fi and the room size is 78 m²/840 ft².

e. Westin Grand Suite



Figure 7. Westin Grand Suite

This room is a Westin Grand Suite room, that includes 1 king bed, 2 bathrooms, free breakfast, executive lounge access, free Wi-Fi and the room size is 96 m²/1033 ft².

The Westin Facilities

a. The Westin Gym



Figure 8. The Westin Gym

The Westin gym with 24 accessible hours and is provided personal training.

b. The Westin Swimming Pool



Figure 9. The Westin Swimming Pool

The Westin has 2 type of swimming pool, the first one for the kids and the second one for adult.

The Westin Restaurant



Figure 10. Magnolia Restaurant

a. Magnolia Restaurant

Magnolia restaurant is the restaurant that serve overseas cuisine from western to Asian with sky view.

b. Club Lounge



Figure 11. Club Lounge

Club lounge can be accessed for Westin Club room, Executive Suite and Grand Suite rooms. Club lounge provide private breakfast and dining with overseas cuisine.

a. The Westin Ballrooms

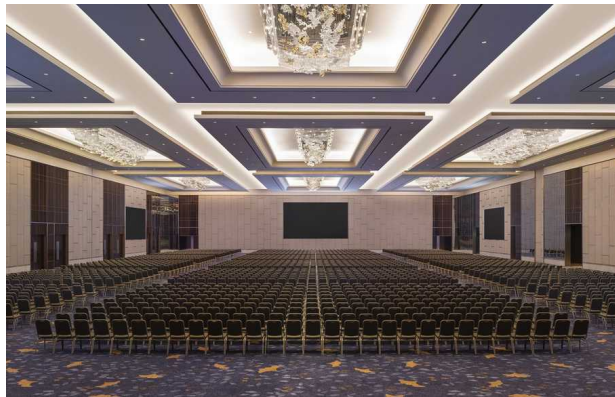
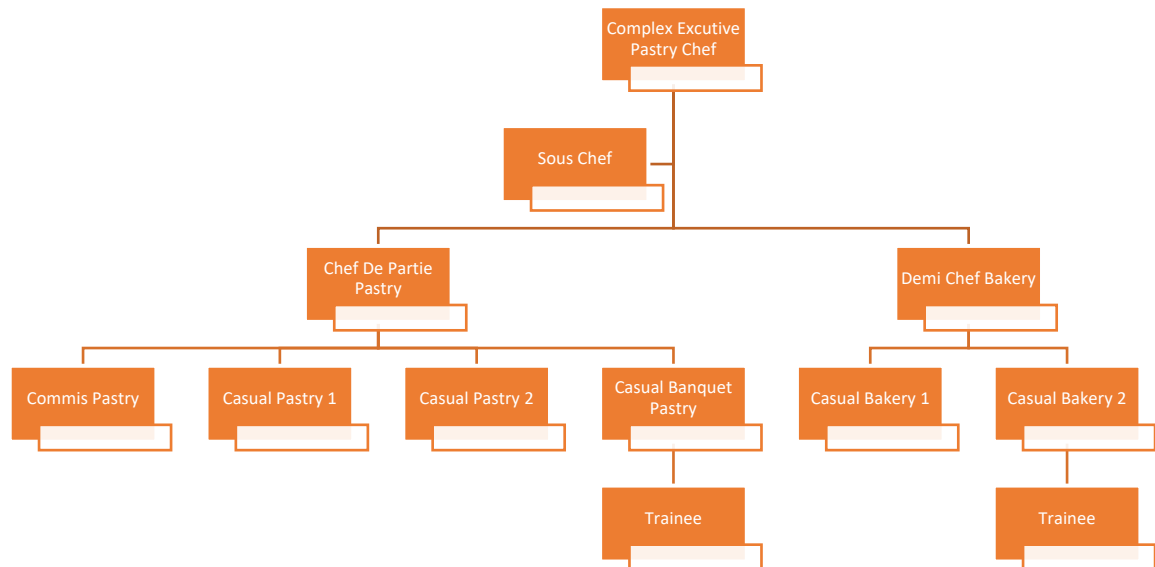


Figure 12. The Westin Ballrooms

The Westin ballrooms have 24 event rooms with 4895 SQ MT event space and capacity for 4500 largest space and breakout rooms for 19.

D. Kitchen Organization



Feature in The Westin Hotel Pastry and Bakery Kitchen

- Complex Executive Pastry Chef
 - Creating a new menu.
 - Reviewing work inside the kitchen.
 - Ensuring the quality of food.
 - Help solve problems.
 - Ensuring customer satisfaction.
 - Reviewing food production.
- Sous Chef
 - Organize employee schedules.
 - Ensuring the quality of food is guaranteed.
 - Ensuring customer satisfaction.
 - Assist in solving problems.
 - Ordering groceries necessary for the production process.

- Chef De Partie Pastry
 - Ordering materials for the production process.
 - Assist in arranging buffet set up.
 - Creating a new menu.
 - Set the number of products needed for the event.
 - Responsible for pastry products.
- Demi Chef Bakery
 - Controlling the bakery product.
 - Make the product.
 - Controlling the quality of bakery ingredients.
 - Make the recipe for bakery product.
 - Controlling the storage of bakery product.
- Casual Pastry
 - Do the decoration dessert cake for buffet or event.
 - Help to make the product.
 - Set up buffet.
 - Do the decoration for dessert glass.
- Casual Banquet Pastry
 - Do the decoration dessert cake for banquet.
 - Help to make the product.
 - Set up pastry product in banquet.
 - Do the decoration for dessert glass.
- Casual Bakery
 - Help to make the bakery product.
 - Help to set up breakfast.
 - Ensure that the breakfast product was complete.
 - Keep the bakery product safe in storage.

- Trainee
 - Do the wording plate for amenities.
 - Help to make the bakery product.
 - Help to make the pastry product.
 - Do the décor for dessert cake and dessert glass.
 - Set up buffet for breakfast, lunch, brunch and dinner.
 - Help to make cookies for amenities.
 - Ensure that breakfast product was complete.

E. Personal Hygiene SOP



Figure 13. Proper Hand-Washing

Personal hygiene starts with cleaning hands before entering the kitchen area. Wash your hand after the activities. Use the hand gloves whenever in contact with the customer.

F. Personal Grooming Standard



Figure 14. Standard Grooming

Personal grooming starts with a trimmed neat haircut, and a clean and tidy uniform. Only formal watch black/silver color allowed. Accessories are prohibited. Clean and polished black shoes. For female hair must be tied up. Clean and tidy uniform and no accessories.

G. How to Clean Working Station

- Cleaning hours start after the afternoon shift end.
- Cleaning starts with stove, mixer, chiller, ingredients, etc.
- After cleaning, taken photos must be reported to the head chef.
- Cleaning the kitchen must be done every day.



Figure 15. Working Tables



Figure 16. Stove



Figure 17. Mixer

How to Receiving Ingredients:

- Receiving store located in the basement.
- Every ingredient that arrived must be a pickup in receiving store.
- Before picking up the ingredients the author must be checklist the ingredients to equate with the order list.
- After picking up the ingredients, photos are needed for the report.
- Last, the ingredients must be kept in store.



Figure 18. Receiving Trolley

How to Handle Kitchen Waste :

- Separating the leftover dry ingredients and wet ingredients that is no longer usable, then disposed of according to its place.
- Sort out products that can no longer be used (such as cakes or bread left over from the breakfast buffet). Then the product that can no longer be used is disposed of according to its place.