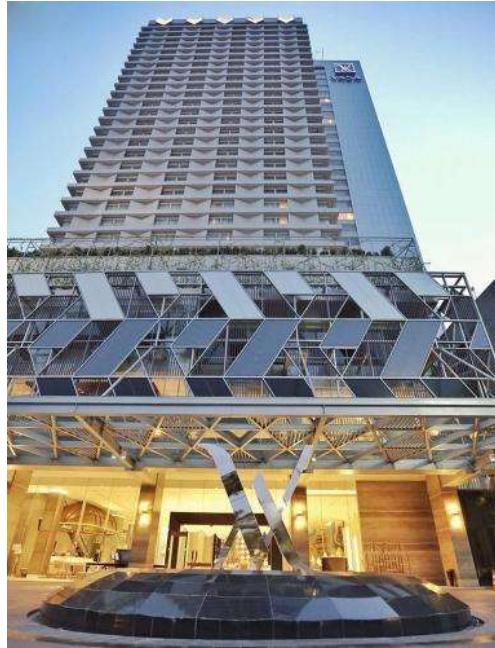


## CHAPTER 2

### ESTABLISHMENT BACKGROUND

#### 2.1 Background of Hotel



Picture 2.1 Vasa Hotel Surabaya

Vasa Hotel Surabaya is a number of 5-star hotels with international standards in terms of services and products. Vasa Hotel Surabaya is located on Jalan Mayjend HR. Muhammad No. 31, Sukamanunggal, Surabaya. For accessibility this hotel is very easy to reach and has a strategic location close to the highway, is about 30 minutes from Juanda International Airport Surabaya, easy to reach from office locations. And also close to various tourist attractions from historical places as well as shopping.

Vasa Hotel Surabaya was founded by Tung Desem Waringin with Hermanto Tanoko with a modern facade concept in 2012 and officially opened at the end of 2016 until now managed by Tanly Hospitality Hotel Management which is also managed by several hotel chains ranging from Hotel Cleo and Solaris. Vasa's name is taken from the name of the hotel's founding father, Hermanto Tanoko, as a form of affection for his parents.

Vasa has a marine philosophy which means pleasant feelings. This philosophy is the guideline for Vasa Hotel Surabaya to provide the best service for every guest.

Vasa Hotel Surabaya have a vision of a group or company that contributes to the prosperity of the nation and has a mission to increase double digit business in each subsidiary, through balanced product and process innovation and quality talent management. This has earned Vasa Hotel Surabaya various awards. The awards obtained from the 2018 Traveloka Hotel Awards as a hotel with positive reviews throughout 2017, Agoda 2018 Gold Circle as a hotel partner with the best price commitment, and the 2019 ASEAN MICE Venue Standard award at the 2020 ASEAN Tourism Forum Vasa Hotel Surabaya has a variety of facilities that can support the needs of guests during their stay such as an outdoor swimming pool, children's play area, flex & fit, Executive Lounge, private room for massage and SPA treatments, 24-hour room service, free wifi, laundry service, and dry cleaning, valet parking, concierge, and LED TV, have 383 rooms, and audio speakers in each room and has an apartment. The author is placed in the Chamas Brazillian Churracaria Restaurant.

## **2.2 Dining Establishment**

### **2.2.1 Type of Food Served**

Chamas Brazilian Churrascaria serves food ranging from beef, lamb, beef and chicken sausages, seafood, bread, and pineapple variants. For the buffet section, there are various kinds of food. Such as heavy food variants, tapas, salad variants, sliced fruit variants, and

dessert variants. There are also several oil infusions, pickle variants, honey infusion variants, and jams.

#### 2.2.2 Concept

Has the concept of the first Brazilian churrascaria restaurant and bar in the city of Surabaya which serves grilled meat typical of Steak House from Brazil with a variety of high quality meats. each meat is seasoned with quality sea salt in an authentic South American cooking manner and slowly grilled over an open fire. the menu will be served by classy service with Gaucho costumes ( clothes worn by local farmers in Southern Brazil ) where the Gauchos will move from table to table, bringing and slicing the roast beef directly at the guest table which can be enjoyed as much as guests want.

#### 2.2.3 Seating Capacity

Brazilian Churrascaria chamas can accommodate up to 120 seats or guests. If there is no event such as a wedding party, the birthday party can only accommodate 110 seats or guests.

#### 2.2.4 Opening Hours

Restaurant opening time is divided into 2 sessions, namely day and night. For the day it opens at 12.00 – 15.00 and at night it starts from 18.00 – 22.00. The last order starts 15 minutes before the restaurant closes.

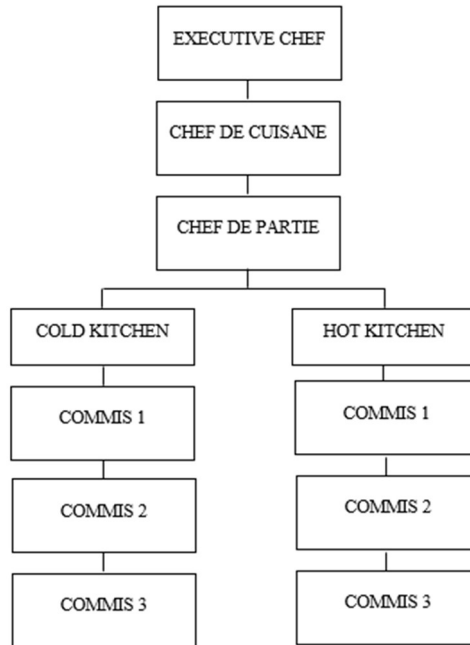
#### 2.2.5 Bar and Function Room

This restaurant has a bar that offers a variety of alcoholic and non-alcoholic drinks. There is a function room which is usually used for meetings and smoking.

### **2.3 Average Occupancy Rate In Percentage**

During the internship, the author saw that the intensity of guests stayed and ate at the Vasa Hotel Surabaya restaurant was around 80%. In January 2022, the intensity of guests stayed and dining has decreased by around 30% from the previous 80%. This was due to the existence of PSBB (Large-Scale Social Restrictions) which limits the capacity of restaurants that wanted to dine in by around 50%, moreover, people still feel anxious if they wanted eat dine in. This greatly affected the company's income, and also the intensity of activity in the kitchen which started decline. However, in the middle of the writer's internship, Vasa Hotel Surabaya experienced an increase in the number of guests who wanted to stay and dine in. This made the intensity of activity in the kitchen rise again after an increase in guests who come.

## 2.4 Kitchen Brigade of Chamas Brazilian Churrascaria



Picture 2.2 Kitchen Brigade of Chamas Brazilian Churrascaria

### 2.4.1 Details About Kitchen Brigade

In the Chamas Brazilian Churrascaria kitchen there are only 2 sections, namely the cold kitchen and the hot kitchen. Cold kitchen has the task of preparing various salads, tapas, oil infusion variants, honey infusion variants, cream cheese variants, jams, and sliced fruit variants that will be displayed in the buffet. The hot kitchen has the task of burning meat, seafood, bread, pineapple variants that have been prepared and marinated in advance, preparing heavy meals that will be displayed in the buffet. In this kitchen brigade the author is positioned as a trainee who has the task of preparing several important condiments for the cold kitchen and hot kitchen and moreover the author also

participates in helping the 2 sections depending on the situation and conditions.

#### 2.4.2 Details Jobdesk in Kitchen Brigade in Chamas Brazilian Churrascaria

Executive Chef =

- Checking the list of orders for goods to the warehouse (Suliastiani, Eni, 2016).
- Make an annual budget to prepare food ingredients to be sold (Suliastiani, Eni, 2016).
- Manage & supervise all kitchen tasks (Suliastiani, Eni, 2016).
- Supervise food storage areas and equipment that will be used for work operations (Suliastiani, Eni, 2016).

Chef De Cuisane =

- Manage & supervise all kitchen tasks.
- Supervise food storage areas and equipment that will be used for work operations.
- Help pasador (waitress who delivers meat) when the situation is crowded with guests.
- Always check the food ingredients to be used from quantity to condition.
- Set up the cooking system in the kitchen.
- Create a cooking menu.

Chef De Partie =

- Supervise kitchen operations in every shift (Perpus Teknik, 2022).
- Supervise the work of each section (Perpus Teknik, 2022).
- Helping solve problems that exist during the operational process (Perpus Teknik, 2022).
- Ordering dry or wet food ingredients to the general store.

Commis (Hot Kitchen) =

- Prepare meat (beef, chicken, lamb, bread, pineapple) that has been marinated and will later be burned.
- Prepare heavy meals (arroz rice, feijoada, bake potatoes, mix vegetables, and soup) which will be displayed at the buffet.
- Prepare dipping sauce which will be used when guests eat at the restaurant.
- Always check the food ingredients to be used from quantity to condition.
- Always check the condition of the food in the buffet.
- Always maintain cleanliness in the section.

Commis (Cold Kitchen) =

- Prepare a variety of cold foods such as salads, fruit variants, honey variants, cheese variants, pickle variants, and tapas which will later be displayed in the buffet.
- Always check the food ingredients to be used from quantity to condition.

- Always check the condition of the food in the buffet.
- Always maintain cleanliness in the section.

Trainee =

- Prepare ingredients from cold kitchen and hot kitchen.
- Always check the food ingredients to be used from quantity to condition.
- Always check the condition of the food in the buffet.
- Always maintain cleanliness in the section.

## 2.5 Personal Hygiene, Personal Grooming, and Sanitation SOP



Picture 2.3 Hand Washing Procedure

### 2.5.1 Personal Hygiene

In the kitchen there is personal hygiene which must be done before, after and during operation by all staff without exception, including trainees. That is, always keep your hands clean. because maintaining hand hygiene is very important, both in the kitchen and outside the kitchen.



### 2.5.2 Personal Grooming

There are several grooming matters while in the kitchen that all staff and trainees must obey, such as hair should not be long (must be neat).

1. Always maintain hand hygiene (nails must be short).
2. Using complete attributes (kitchen uniform, nametag).
3. Must wear black pants.
4. Must wear safety shoes.
5. Maintain personal hygiene.
6. Using perfume (optional).
7. Do not wear jewelry.

### 2.5.3 Sanitation SOP

There are several sanitary standards and procedures in the kitchen, such as:

1. Always clean the kitchen table when finished.
2. Clean the dry food storage area.
3. Clean the vegetable and meat chiller room.
4. Always check and record the chiller temperature every 3 times a day.
5. Always put a date label on each dry and wet food item if you want to store it again. And change the date label every 2 days.
6. Clean all cooking utensils such as stoves, ovens, microwaves if they have been used.
7. Check the condition of the food ingredients from dry and wet, if the condition has expired, it is not good then it must be immediately thrown into the trash.
8. Maintain all cleanliness from the start of food ingredients and cooking utensils.