

CHAPTER 2

GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY



Picture 1. Fairfield by Marriott Legian, Bali.

Fairfield by Marriott is a franchised economy to midscale hotel brand of Marriott International. The properties target guests willing to accept fewer amenities for lower prices. Cost-saving measures included standardized building architecture and bedding, and the absence of a full-service restaurant, but a complimentary hot breakfast.

2.1.1. History of Fairfield by Marriott Hotel.

The history of the establishment of the Fairfield by Marriott Bali Legian hotel begins with the establishment of the Marriott. Marriott is an American hotel company that manages and franchises various brands of hotels and lodging facilities founded by J Williard Marriott, the company is now headed by his son, chief executive Bill Marriott and president and CEO Arne Sorenson. Marriott international has more than 4,087 properties in more than 80 countries and territories worldwide. Fairfield by Marriott Bali Legian is one of the hotels under the management of Marriott. Seeing the rapid need for

hospitality accommodation in Bali, Fairfield by Marriott Bali Legian was established which has been operating since April 26, 2018. With 160 rooms and equipped with luxurious and modern facilities. Fairfield by Marriott Bali Legian is expected to be a classy hotel and provide positive benefits for the progress of tourism in Bali. Fairfield by Marriott Bali Legian is located at Jalan Sri Rama No. 8C, Legian Kuta, Badung, Bali. The location is very strategic where if you go to Legian beach you can walk for 10-15 minutes and 20 minutes to Ngurah Rai Airport by car. This is due to the very strategic location of Fairfield by Marriott Bali Legian which is in the middle between Legian and Seminyak.

2.1.2. Vision and Mission

There are vision, mission and Marriott's Company Objectives such as;

1. Vision: "To be the World's Favourite Travel Company."

The goal of the company is very simple – to leave a legacy of excellence in the service industry. Marriott International aims to be the most favourite travel company for the masses throughout the world. It was this vision in addition to the work ethic and company culture that made it possible to achieve the success the company has.

2. Mission: "To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience."

Offering customers best and premium services so that customer have no option than choosing Marriott's International brand is the key of long terms success and profitable company. Marriott International goes an extra mile to provide the customer with a vacation experience that is their money's worth. They do so by

creating a vacation experience and hotel experience full of comfort and enjoyment.

2.2. Outlets Inside Hotel

1. Rooms

a. Deluxe Room



Picture 2. Deluxe room

This design-driven accommodation has everything you need for an enjoyable stay because it was created with your personal comfort and wellbeing in mind. It has a balcony, a bathroom with a rainshower, and other necessary contemporary conveniences. It is very well.

b. Deluxe Pool Terrace



Picture 3. Deluxe Pool Terrace

This accommodation has an open terrace and is conveniently close to all hotel amenities.

c. Room Facilities

- 1) AC
- 2) Mini Bar
- 3) 1 Unit Phone
- 4) Television 43 inch
- 5) JBL Alarm Clock
- 6) Safety Box
- 7) Wardrobe
- 8) Smoke Detector
- 9) A Modern and Big Room
- 10) A Modern Bathroom
- 11) Fast Internet Access

2. Restaurant and Bar

a. Tebu Merah Restaurant



Picture 4. Tebu Merah Restaurant

Tebu Merah Restaurant offers both Asian and Western cuisine. It has a classic modern vibe. Tebu Merah restaurant is open from 06.30 to 10.30 for breakfast, from 11.30 to 14.00 for lunch, and from 18.00 to 22.30 for in-room dining.

b. Pool Bar



Picture 5. Pool Bar

A bar serving both alcoholic and non-alcoholic beverages. The pool bar, which has a direct view of the pool, is open from 10.30 till 23.00.

3. Others Facilities

a. Meeting Room



Picture 6. Meeting Room

We at Fairfield by Marriott Bali Legian understand the importance of being productive. We provide four function rooms with dependable technology as a result. Meetings, conferences, presentations, private dinners, and cocktail receptions are all appropriate small-scale business and

social activities that can take place in each adaptable location.

b. Swimming Pool



Picture 7. Swimming Pool

There is a swimming pool in the Fairfield by Marriott Bali Legian hotel that is available to guests. A pool is available for both adults and young children. From 7:00 WITA to 20:00 WITA, the pool is open. There is a location right next to the pool where couples can have a special dinner with a view of the pool that is frequently used.

c. Fitness Centre

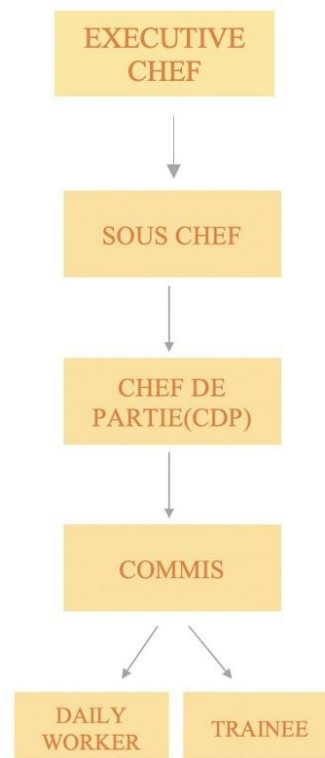


Picture 8. Fitness Centre

The Fairfield by Marriott hotel's fitness center is open twenty-four hours a day. Only those who are staying at the

hotel are permitted to use this space. Additionally, this gym is furnished with all necessary workout gear.

2.3. Kitchen Brigade



Picture 9. Kitchen Brigade Table

Main Tasks :

1. Sous Chef

- a. Responsible of kitchen daily operation such as test food.
- b. Hiring trainee.
- c. Training and motivating all kitchen staffs and trainee.
- d. Researching new recipe, planning weekly rotation menu, special menu of the month, special menu for events and also the plate presentation.
- e. Responsible to do administrative tasks of kitchen departments.
- f. Ensuring hygiene and safety in kitchen works properly.

- g. Ensuring all product used are high quality and at normal cost.
- h. Ensuring food cost is normal.
- i. Responsible of daily breakfast such as checking all of the food.
- j. Supervising, Managing and motivating kitchen team, especially trainee.
- k. Represent in meeting with Executive chef.

2. Chef de Partie

- a. Managing their kitchen and cooks.
- b. Ensure every task on each section is done properly even in a rush.
- c. Checking all the ingredients and place a market list.
- d. Ensuring hygiene and safety in kitchen works properly
Monitoring trainee whether they do their job properly or not.

3. Commis

- a. Assisting in the food preparation process.
- b. Cooking and preparing elements of high quality dishes.
- c. Preparing vegetables, meats and fish.
- d. Assisting other Chefs.
- e. Helping with deliveries and restocking.
- f. Assisting with stock rotation
Cleaning stations.

4. Daily Worker

- a. Responsible in preparation tasks.
- b. Helping staff and trainee to prepare and cook the food.

5. Trainee

- a. Responsible in daily preparation tasks Helping staff while preparing food.

2.4. Personal Hygiene and Sanitation

Basically, in the hospitality industry, employees will definitely meet directly with customers, therefore hotels have certain standards in terms of personal grooming, including :

- a. Clothes must be clean and tidy
- b. Hair must be neat, and especially for women hair must be neatly tied and use hairnet to prevent hair from falling on food
- c. Nails must not be long, must be trimmed neatly and must not be painted
- d. Required to wash hands before and after doing work.
- e. Wearing deodorant
- f. Must not wear excessive make-up

2.5. How to Clean the Working Station

General cleaning is carried out once a week at the end of the morning shift, this general cleaning is carried out by all members of the hot kitchen of Sheraton Surabaya Hotel and Towers. This activity includes large-scale cleaning by thoroughly cleaning the walk-in chiller, starting from replacing all date labels with new ones, disposing of stock that is no longer suitable for use, to washing food ingredients containers. However, there are cleaning instructions that interns needed to proceed, which are :

- a. Immediately clean the prepare table after each use to avoid piling up garbage
- b. Clean the prepare table after the shift ends using a special liquid

- c. Sweep and mop the chiller after each shift
- d. Cleaning cooking utensils directly after use using hot water as a sterilization medium

2.6. How to Handle and Receiving Cooking Ingredients

Fairfield Legian Bali has a loading dock area on the basement which is handled and inspected directly by the hotel purchasing team. Then the items will be taken by all the staffs/daily workers/trainees to be brought to the kitchen. the items brought only needed for tomorrow's breakfast menu. However, the hotel informs the function and the cycle of the reception area which are :

- a. Items that have been taken according to the breakfast menu tomorrow will be brought up to the main kitchen, and will be arranged by the apprentices. If it is in the form of vegetables, it will be stored directly into the walk in chiller and regulated using a first in first out system with a minimum temperature of 2 degrees Celsius to 4 degrees Celsius.
- b. Equipment such as rice, noodles, and other dry ingredients are directly stored in the dry shop located in the main kitchen.
- c. Meanwhile, meat, poultry and seafood will be handled by butchers and stored directly in a walk-in freezer at a temperature of -18 degrees Celsius.