

## CHAPTER II

### ESTABLISHMENT BACKGROUND

#### 2.1 Background of Hotel



Picture 2.1 Vasa Hotel Surabaya

Vasa Hotel Surabaya is a 5-star hotel with international standards in its services and products. Vasa Hotel Surabaya was located on Jalan Mayjend HR. Muhammad No. 31, Sukamanunggal, Surabaya. For accessibility this hotel is very easy to reach and has a strategic location, all the guest just spends about 30 minutes from Juanda International Airport Surabaya to arrive at the Hotel, Vasa Hotel is within easy reach of Surabaya's prestigious corporations, landmark attractions, shopping centers, restaurants, and nightlife.

Vasa Hotel is one of the businesses run by TANCORP in the hospitality sector. Vasa itself is the newest 5-star hotel that provides a luxury experience to all customers who are on vacation or staying at the hotel. Vasa Hotel Surabaya was founded by Tung Desem Waringin with Hermanto Tanoko with

a modern facade concept in 2012 and officially opened in 2016, until now Vasa is run by Tanly Hospitality. As a sub-holding business in the hospitality sector, Tanly also handles 2 more hotels, namely Hotel Cleo and Hotel 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.

From the Vision and Mission of TANCORP to improve and develop the country and develop entrepreneurial business, TANCORP has a positive role for the people and the nation. Hospitality is one of the businesses that is run and has received positive support and has received several awards. Vasa Hotel received awards such as Indonesia Travel & Tourism Awards 2017/2018, ASEAN MICE Venue Standard 2019, ASEAN Tourism Award 2020, and Tripadvisor Travelers' Choice Winner 2021. Vasa Hotel Surabaya offers 383 rooms, suites, and Vasa Residences that combine privacy and apartment comfort with world-class luxury hotel services and facilities. Guest facilities range from a stunning restaurant and bar, outdoor pool, and fitness center, to an impressive event hall and an outdoor wedding Chapel. The writer is placed in the 209 Dining Restaurant.

## **2.2 Dinning Establishment**

### **2.2.1 Type of Food Service**

209 Dining serves BUFFET and Ala Carte food with types of food from various countries in the world, Europe, Asia, Japan, etc. The food in the buffet has several versions, there are heavy and light meals including Western, Asian, Salad, Dessert (Pastry), Carving, and Live Cooking, the food served will rotate every day with a different theme. A la Carte is also available for visitors.

### 2.2.2 Concept

209 Dining is the main restaurant providing Breakfast, Lunch, and Dinner in the form of a Buffet and an Ala Carte. 209 Dining itself has a concept, namely the International Buffet, from this concept customers will be given a modern and relaxed experience in every food presentation. Each food served has a variety of themes, for Monday-Tuesday-themed Italian Food Delight, Wednesday-Thursday-themed Taste of Japan, Friday-Saturday-themed Asian Street Food, and for Sunday themed Seafood Sunday Bruch. 209 Dining also has several concepts from events that have been carried out and currently running, including Surabaya Heritage, The Sacred of Ramadan, and Summer Barbecue Rooftop.

### 2.2.3 Seating Capacity

209 Dining can receive 200 guests every day, with a seating capacity of 250, for several events 209 also opens VIP A, VIP B, and Baltic rooms so that the seating capacity of 209 Dining is around 500.

### 2.2.4 Opening Hours

209 Dining has Buffet operating hours at 07.00am-22.00pm, for Breakfast at 07.00am-10.00am, Lunch at 12.00pm-15.00pm, and Dinner at 18.00pm-22.00pm.

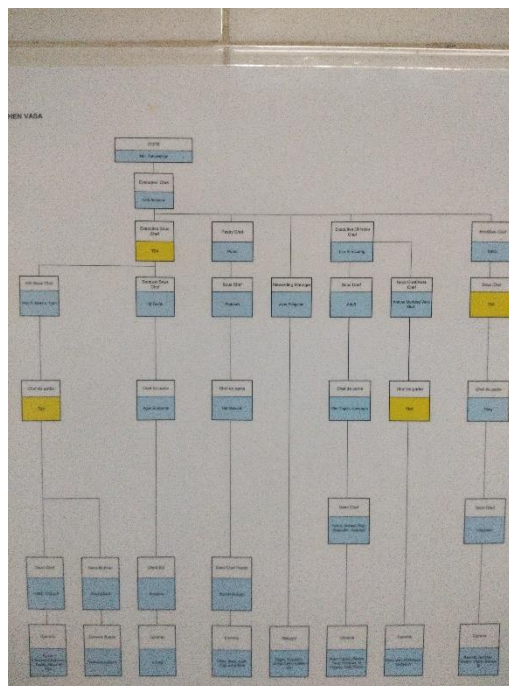
### 2.2.5 Bar and Function Room

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.

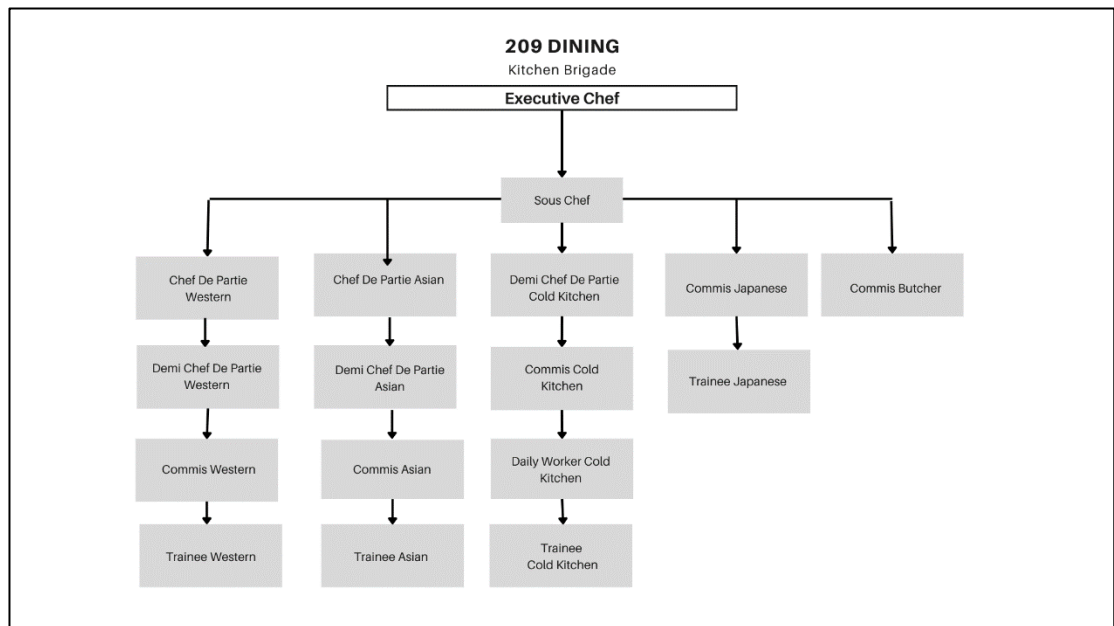
### 2.3 Average Occupancy Rate in Percentage

At the time the Internship program was running the writer also received some information about the Occupancy Rate related to 209 Dining. Occupancy information comes from Briefing by Sous Chef. For Weekdays, 209 Dining has an Average Occupancy Rate of 20%-35% so guests who make reservations are 100-300 pax for Breakfast/Lunch/Dinner. Weekend 209 Dining has an Average Occupancy Rate of 40%-60% so that guests who make reservations are 300-500 pax for Breakfast/Lunch/Dinner. At some events, 209 Dining gets an Average Occupancy Rate of 60%-90% so guests are expected to make a reservation of 500+ pax for Breakfast/Lunch/Dinner.

### 2.4 Kitchen Brigade of 209 Dining



Picture 2.2 209 Dining Brigade



Picture 2.3 209 Dining Kitchen Brigade

#### 2.4.1 Details About Kitchen Brigade

In 209 Kitchen there are 5 sections, namely Asia, Western, Cold Kitchen, Japanese, and Butcher, for Executive Lounge is the responsibility of Cold Kitchen. Each section has a different job, for Hot Kitchen to prepare main course food which must have carbohydrates, protein, soup, vegetables, snacks, and also carving. The Cold Kitchen section prepares food related to salads and fruit. In the Japanese section, they prepare Japanese-themed snacks and foods, one of which is sushi. Butcher does preparation for the protein menu that will be used for breakfast, lunch, dinner, and a la carte. While the Executive Lounge prepares food in the form of canapes which are also assisted by the staff, especially the cold kitchen.

## 2.4.2 Details Job desk in Kitchen Brigade in Chamas Brazilian

### Churrascaria

#### **Executive Chef**

1. Checking the list of orders for goods from suppliers
2. Typing menus or creating menus to sell
3. Make an annual budget to prepare food ingredients to be sold.
4. Make an annual work plan as a work target or annual revenue to achieve the target.
5. Always attend meetings between the heads of other sections, as determined by the General Manager.
6. Organize & supervise all kitchen tasks, especially in the process of procurement and food processing in accordance with established standards.
7. Fully supervise the food storage area and equipment that will be used for work operations.
8. Maintain a standard food cost (standard price) which is directly proportional to the standard portion.

#### **Sous Chef**

1. Supervise treatment, and use of food commodities available in the kitchen.
2. Checking the completeness, and accuracy of the mise in place and food presentation procedures according to standards.
3. Prepare reports on sales of products sold for today, yesterday, and before.
4. Supervise the smoothness, and accuracy of service for food orders which are then handed over to guests.
5. Arrange the Buffet Table and Food Display.
6. Assist in the work of the Head chef/Executive Chef.

### **Chef De Partie & Demi Chef de Partie**

1. Supervise the work of each section.
2. Give daily tasks to subordinate staff.
3. Supervise kitchen operational activities on each shift.
4. Assist in solving all problems encountered during the operational process.
5. Provide daily operational briefing.

### **Commis & Demi Chef (Hot Kitchen)**

1. Prepare materials and process food for breakfast, lunch, and dinner.
2. Preparing ingredients and processing for Ala carte menus.
3. Help maintain some sections such as Live cooking, Sashimi, and Live Carving.
4. Prepare dipping sauce for Live Carving and some snacks in each section.
5. Always check the condition of the food in the Buffet.
6. Sorting out good food ingredients for the process of making food menus.
7. Maintain the cleanliness of each section.

### **Commis & Demi Chef (Cold Kitchen)**

1. Prepare food ingredients and process food-themed Salads and fruits.
2. Prepare ingredients and process Ala carte menus.
3. Help maintain some sections such as Live cooking, Sashimi, and Live Carving.
4. Checking the freshness of the salads and the salad bar in the buffet.
5. Make dressings for salad bars.
6. Checking the quality of the materials to be used.

7. Maintain the cleanliness of each section.
8. Responsible for Executive Lounge

### **Commis (Japanese)**

1. Prepare good ingredients and condiments for sushi, and sashimi, as well as buffet menus for ramen, miso soup, chawanmushi, sukiyaki.
2. Make sushi for buffet and Ala Carte.
3. Maintain and check sushi, sashimi, and other buffet menus.
4. Maintain the cleanliness of the section.

### **Daily worker**

1. Having the same job as casual and trainee, but with responsibilities like a staff.

### **Trainee**

1. Prepare buffet food ingredients for breakfast, lunch, and dinner.
2. Maintain the condition of the quality of the ingredients for the buffet menu.
3. Maintain and check the condition of the buffet and live section.
4. Maintain the cleanliness of each section.



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



Picture 2.4 Hand Rub and Wash

### 2.5.1 Personal Hygiene

While in the Kitchen, personal hygiene is an important factor before and after food preparation takes place. In 209 personal hygiene applies to all staff and trainees. The thing that must be considered is hand hygiene, because in the kitchen if you don't pay attention it can result in spoiled food, mixed food, and others.

### 2.5.2 Personal Grooming

There are several grooming matters while in the kitchen that all staff and trainees must obey.

1. Always take care of hand hygiene, especially on nails that must be short and clean.
2. Wear complete Kitchen attributes (kitchen uniform, nametag).
3. Must wear black pants.
4. Must wear safety shoes.
5. Maintain personal hygiene.
6. Using perfume (optional).

7. Cannot wear jewelry.

8. Cleanliness and tidiness of hair (hair should not be too long).

### 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 dry food storage area.
3. Clean and manage the vegetable chiller.
4. Always put a date label on each dry and wet food items, and change the date label every 2 days.
5. Clean all cooking utensils such as stoves, ovens, microwaves if they have been used.
6. Double check the condition of the food ingredients, if the condition has expired then it must be immediately thrown into the trash.
7. Perform routine cleaning 2-3 times a month.

In maintaining the cleanliness of the writer and the staff does daily cleaning and general cleaning. For daily cleaning the trainees will help the staff to clean each station, tidy up and clean the chiller, and check the date label on each item. General cleaning is done every 1 month 2 times when the restaurant occupancy is small, so it doesn't interfere with work. In general cleaning, trainees help staff to clean the entire kitchen area, including cleaning equipment used in daily life, such as stoves, ovens, sinks, high-pressure stoves, hot boxes, chillers, and dirty walls. Every 2-3 months an audit will be carried out to check equipment and clean.