

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of Company



Picture 1. Vasa Hotel Surabaya Logo

Vasa Hotel Surabaya was founded in 2016 by Tanly Hospitality. Vasa is the most attractive 5-star hotel in West Surabaya. Tanly Hospitality is one of the eight sub-holdings of the Tancrop Group. Each of them is a holding company that holds industry fields: consumer materials, hospitality, beauty, building materials, property.

In 2021, Tanly Hospitality operates three hotels, the first is the 4-star Solaris Hotel in Malang, the second is the 4-star Cleo Business Hotel located at several points in Surabaya, and the third is the 5-star Vasa Hotel Surabaya. the hospitality industry will continue to grow, so the potential for Tanly Hospitality will be to expand one of their brands, namely Vasa Hotel, which will be developed and is being discussed in the future.

2.1.1 Location



Picture 2. Vasa Hotel Surabaya Map

Vasa Hotel Surabaya is located in the western part of Surabaya in Jl. Mayjen HR. Muhammad No. 31, Putat Gede, Kec. Sukomanunggal, Kota SBY, Jawa Timur 60189, Indonesia. Vasa Hotel Surabaya is located on the main road, 30 minutes from Juanda International Airport, Vasa Hotel Surabaya in within easy reach of Surabaya's prestigious establishments, famous attractions, upscale shopping center and golf course in Surabaya.

2.1.2 Vision and Mission

Vision:

An upscale-modern day hotel with exciting guest experience and service at its finest.

Mission:

Redefining the traditional concept of 5-star hotel hospitality through intuitive services, inspiring design, innovatives culinary, experiences that touch the heart and soul of every guest.

2.1.3 Vasa Hotel Surabaya Values and Management Princuples

Values:

- Pleasure
- Passion
- Take the Lead
- Inspiring

Management Principles:

- Team Work
- Integrity
- Trust
- Leadership
- Respect
- Business Focus

2.2 Features of Vasa Hotel Surabaya

2.2.1 Room Types

Vasa Hotel Surabaya is a 5-star hotel that has 388 rooms with various types of rooms that have been provided by Vasa Hotel Surabaya with various equipment and facilities. Each room, suite and apartment is accented with elegant furnishings and curated artworks to create a sense of private residence.

1. Select Room



Picture 3. Select Room

Select room is a room that has a very affordable price for people who want to stay in a Vasa and feel the service and facilities in the Vasa. This room is also equipped with breakfast and a 43-inch TV. The bathroom uses marble. Vasa provides 297 rooms in this type.

2. Premium Room



Picture 4. Premium Room

The premium room has an interesting view, because the premium room is located on the top floor. Premium rooms are also equipped with facilities such as mini bars and other options.

3. Executive Room



Picture 5. Executive Room

Executive rooms are located on the 31st and 32nd floors. Executive rooms are equipped with executive club lounge access and will get more exclusive benefits. The executive room has a very unique advantage and can only be done by guests who book an executive room unit, namely private check-in and check-out hours, guests who live in the executive will also get evening cocktails from 18.00 to 20.00.

4. Glacier Suite



Picture 6. Glacier Suite

Glacier suite is a hotel room that is provided vasa for people who have guests and do not want guests to enter the bedroom because in this type of room a bed that is separate from

the living room. this room provides a living room work desk, coffee and tea, executive lounge access.

5. Breccia Suite



Picture 7. Breccia Suite

Breccia suite is a room located on a high floor and has a view overlooking the city of Surabaya which is very nice. This room provides a living room, work desk, mini bar, bath tub. This room has a cool feel so that it can calm the guests staying at the Vasa Hotel Surabaya. This room also provides amenities, coffee and tea all day.

6. Royal Suite



Picture 8. Royal Suite

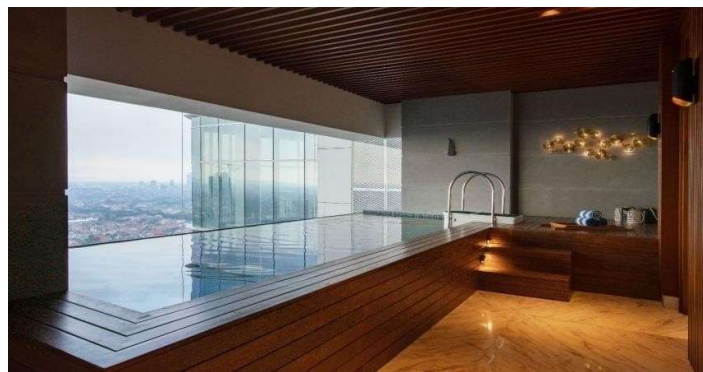
Royal suite is a room that has a separate living room, clothing room, bathroom, dining room. This room has an area of 128m and has a great view. This room is equipped with TV, ultra

sound, executive lounge, this room is located on the 36th floor using full marble.

7. Presidential Suite



Picture 9. Presidential Suite



Picture 10. Private Pool at Presidential Suite

The presidential is the most luxurious room, because this room has a private swimming pool and a direct view of the beautiful city of Surabaya. This room is one of the favourite because it has very exclusive facilities. In addition to the swimming pool, this room is equipped with a kitchen. Another advantage can also be Hi-Tea and evening cocktails. This is one of the favourite rooms for guests who wants to try a new experience.

8. One Bedroom Apartment



Picture 11. One Bedroom Apartment's Living Space

One bedroom apartment is the first hotel rooms to carry this theme. So in this hotel room vasa provides a concept like an apartment that has the same furniture as other apartment such as 1 bedroom, 1 bathroom, kitchen, dinning place, and also a living room that has a TV.

9. Two Bedroom Apartment



Picture 12. Two Bedroom Apartment's Living Space

Two bedroom apartment is an apartment concept that has 2 bedrooms, 1 bathroom, kitchen, dinning table and has several cabinets available for storage. This room also has a very large room area and is located on a high floor. Has a view that is no less good.

10. Three Bedroom Apartment



Picture 13. Three-Bedroom Apartment's Living Space

Three bedroom is the widest hotel room because it has 3 bedrooms, 2 bathrooms, a large living room, kitchen, dining table and laundry room. This room is larger than the presidential suite. This room also provides many facilities and services.

2.2.2 Food and Beverage Outlets

1. 209 Dining



Picture 14. 209 Dining

209 is the main restaurant in the Vasa Hotel Surabaya, all orders that exist or ordered by the guests are all made here. 209 also provides buffets and ala-carte which provide various types of food ranging from Indonesia, Asia and Western all here. This restaurant is able to accommodate 250 packs every day. Operational hour:

Breakfast 06.00 – 10.00

Lunch 12.00 – 15.00

Dinner 18.00 – 22.00

Ala Carte 11.30 – 22.30

2. Chamas



Picture 15. Chamas Restaurant and Bar

Chamas is a restaurant that sells meat with Brazilian seasoning and has many condiments that have other Brazilian flavours. This restaurant also provides a bar that sells a variety of drink that can be enjoyed by customers. Chamas restaurant only open lunch at 12.00 – 15.00 and dinner at 18.00 – 22.00.

3. Xiang Fu Hai Cuisine



Picture 16. Xiang Fu Hai Cuisine

Xiang Fu Hai is a restaurant that sells Chinese and canton dishes. Which is cooked directly and mixed directly by chef from Malaysia. This restaurant is located on the 6th floor, which has a lot of private room and a very good point of view to aviosa

or chapel. Xiang Fu Hai also provides ala carte and buffet. Xiang Fu Hai has a capacity of 280 people.

The operation hour

Brunch at 08.00 – 14.30

Lunch at 12.00 – 14.00

Dinner at 18.00 – 22.00

Holidays at 09.00 – 22.30

4. Bonne Journe



Picture 17. Lobby Lounge

Bonne Journe is a lobby lounge that provides cake, bread, croissants, macaroons, and drinks. Bonne Journe is located on the 1st floor in front of the receptionist. Bonne Journe is open from 07.00 am to 10.00 pm.

2.2.3 Facilities

1. Infinity Swimming Pool



Picture 18. Infinity Swimming Pool

Located at the 5th floor of the Vasa Hotel Surabaya, this outdoor swimming pool overlooks the city of Surabaya. The pool is completed with several poolside sofas and features two categories of the pool an adult pool, and children's pool. Operational hour 05.00 am – 21.00 pm.

2. Flex and Fit Health Club



Picture 19. Flex and Fit Health Club

Flex and Fit Health Club is a gym or sports place that is available for guests so that guests can exercise throughout the holidays. Vasa provides this gym place with panoramic views. and also vasa provides personal trainers for guests' pres.

3. Tangerine Dream Spa



Picture 20. Tangerine Dream Spa

Tangerine Dream Spa is located on the 5th floor which provides massage treatment for visitors who want to be massaged. Tangerine dream spa is available to all guests as well as those who are not.

4. Children's Playground



Picture 21. Children's Playground

Children's playground is a children's playground provided by Vasa Hotel Surabaya, has many toys in it and has a very large area for children from customers to play here.

5. Executive Club Lounge



Picture 22. Executive Club Lounge

Executive lounge is a place provided by vasa for people who want to experience executive lounge like at the airport. The executive lounge also provides a place for meetings and smoking. Executive provides hi tea at 2 p.m., provides social hours at 6:00 p.m.

2.3 MICE and EVENT

Vasa Hotel Surabaya is a five-star hotel that provides many facilities for guests. Vasa Hotel also provides first-class meetings, incentives, conventions and exhibitions and event space with personalized planning and catering. Spanning more than 15,000 square feet of function space.

The hotel offers flexible MICE and event venues that can accommodate everything from board meetings to lavish grand weddings. The hotel has more than 11 MICE and event spaces, the picture below shows the details of places that are usually used for MICE

Table 1. Venue Details (Vasa Hotel Surabaya, 2022)

Venue	Dimension (M)	Ceiling (M)1	Area (SQM)	Cocktail	Theatre	Classroom	U-shape	Banquet
Grand Ballroom	48.4x 27.15	7.5	1340	1000	700	500	50	300
Ballroom I	25.7x 27.15	7.5	616	170	200	120	100	120
Ballroom II	22.7x 27.15	7.5	616	170	200	120	100	120
Pre-function	23 x 14	3	336	300	-	-	-	-
Coral	31 x 11	3	341	200	150	80	80	80
Coral I	15.4 x 11	3	176	70	50	35	30	25
Coral II	7.7 x 11	3	88	30	30	20	15	20
Coral III	7.7 x 11	3	88	30	30	20	15	20
Tasman	11.7 x 7.2	3	84	30	300	20	15	20

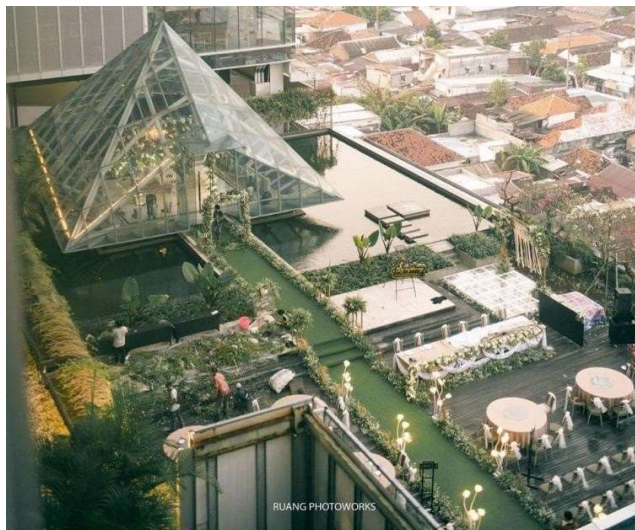


Picture 23. Grand Ballroom w/classroom Type Seating



Picture 24. Meeting Room with U-shape Type Seating

In addition to meeting rooms and ballrooms, Vasa Hotel Surabaya also features a glass chapel alongside a function deck and room just across the chapel. These spaces are usually used to host events, such as weddings and birthday parties.

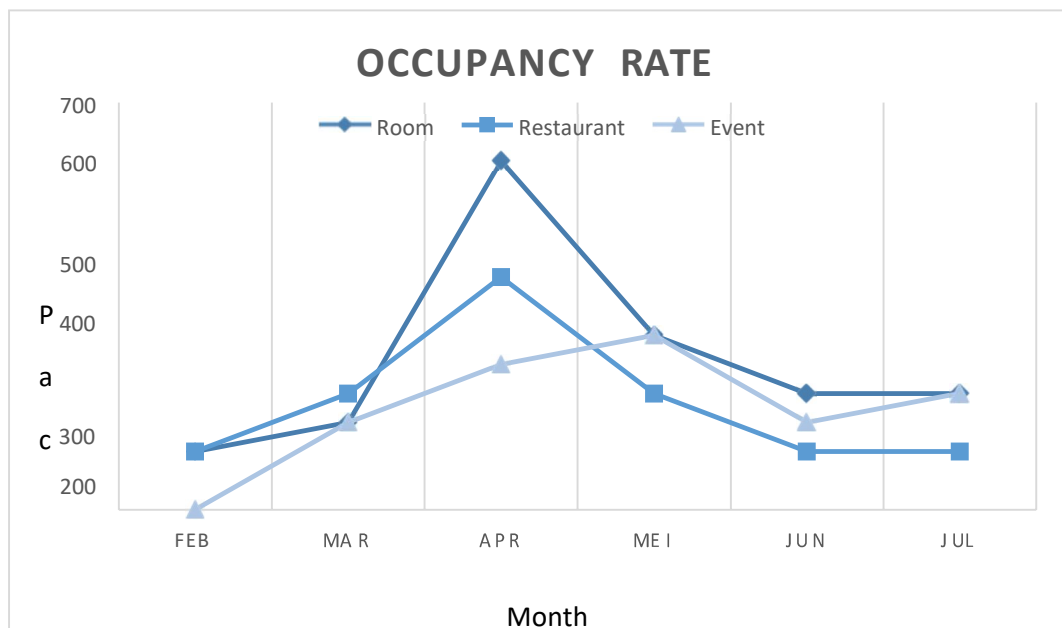


Picture 25. Aviosa Glass Chapel and Outdoor Deck



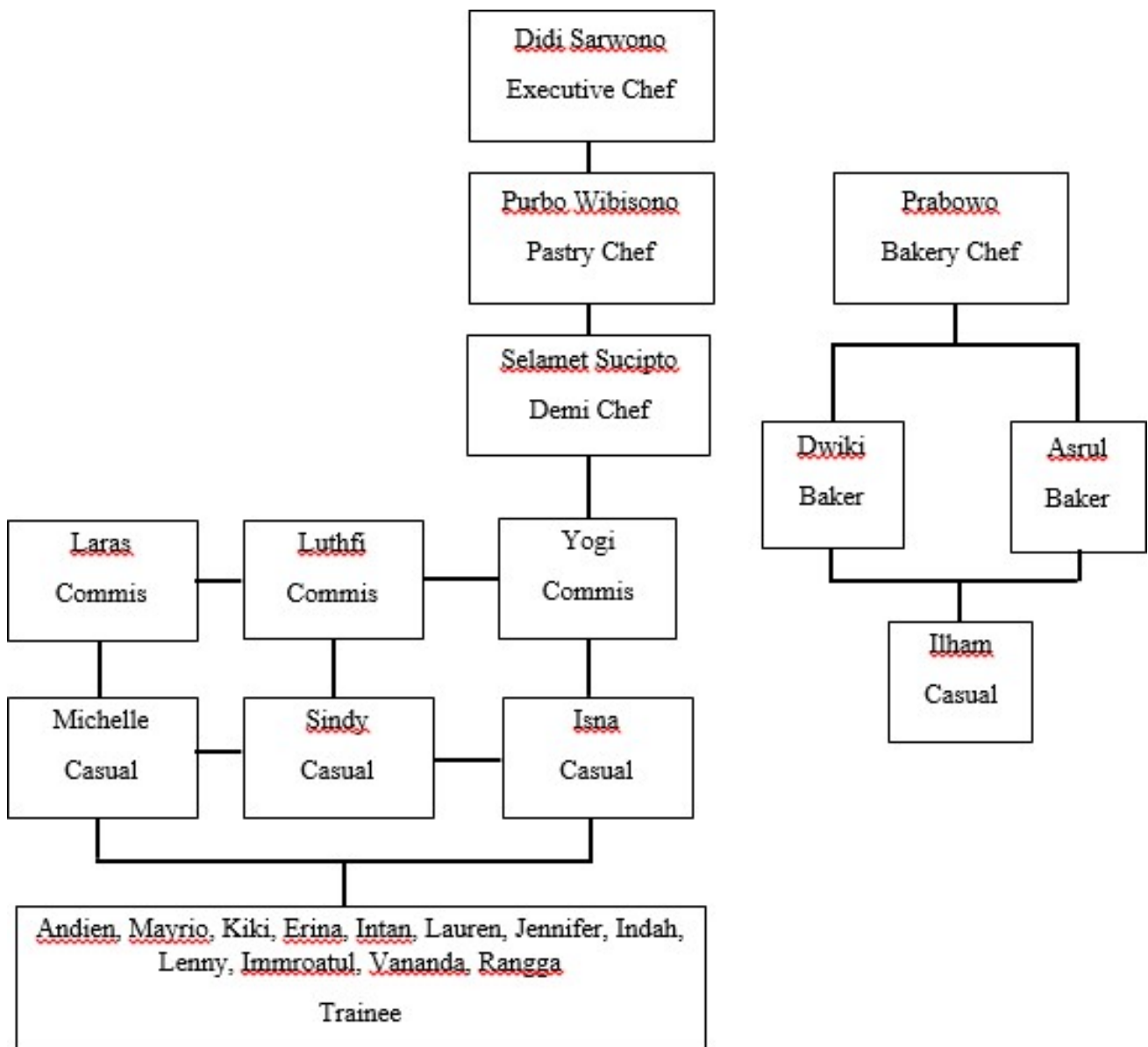
Picture 26. Summer Dinner At Aviosa Glass Chapel And Outdoor Deck

The following are the average dwellings used during the internship at Vasa Hotel for six months from Feb 24 to August 24, 2022. The average event is quite lively during Eid Mubarak, summer dinner with all u can eat durian, and many other events.



Picture 27. Occupancy Rate

2.4 Pastry Kitchen's Organisational Structure



Picture 28. Pastry Kitchen's Organisational Structure

1. Executive Chef

Executive Chef is the highest position in the kitchen department. Their job is to oversee daily operations in the kitchen and coordinate kitchen staff. Other duties include developing new recipes, planning menus, determining menu prices and enforcing food safety standards and disciplining employees when needed.

2. Pastry Chef

In charge of producing desserts, cakes, pies, cookies, breads and etc. Responsibilities include; ensuring the quality and standards of the produced goods, supervising, and assigning tasks to the staff working under the pastry kitchen. They are also responsible for consulting and developing new menus with the executive chef.

3. Head Baker

Head baker is in charge of producing baked goods, like; breads, muffins, pastries, and etc. They also have the responsibility to collaborate and develop new menus with the pastry chef and executive chef.

4. Demi Chef

Tasked with estimating the materials needed to make products. Demi chef is also a person who can make decisions in the kitchen and also a demi chef as a person who usually talks and exchanges opinions with pastry chefs. Demi chef is also the one who is in charge with his juniors

5. Baker

In charge of preparing and producing baked goods, like; breads, muffins, pastries, and etc. They are also responsible for managing the breakfast buffet, which include; setting up the bread and pastry station, making pancake and waffle on live cooking station, and clearing up once breakfast is over.

6. Commis

Responsible for producing desserts, cakes, pies, cookies, etc. They also have to prepare, set up and clear up products for events, lunch, brunch and dinner buffets.

7. Casual

In charge of doing any task that the commis and pastry chef appoint them. Specialised in assisting the commis to produce, set up and clear up products.

8. Trainee

Besides learning, trainee has the responsibility to help and assist anyone who is in need in the kitchen. From preparation, production to live cooking, trainee must learn to do it all.

2.5 Safety, Hygiene and Sanitation Aspects

1. Personal Hygiene SOP

- a. Do not have a tattoo
- b. No facial hair
- c. All nails cut short should not be more than 0.3mm
- d. No body odor (using deodorant or perfume)
- e. Maintain cleanliness in areas of the body (ears, nails, nose, teeth, and skin)
- f. No jewelry are allowed to be used

2. Personal Grooming SOP

a. Uniform

All staff must wear a complete uniform every shift, which includes:

- Chef hat
- Chef jacket/uniform
- Apron
- Black socks
- Black safety shoes
- Name tag

b. Face Mask

During the covid-19 pandemic, all staff at Vasa Hotel Surabaya are required to wear face mask. To contain the spread of covid-19

c. Face Shield

For staff who are dealing directly with or in contact with customers are required to use a face shield for extra protection, and also used to make customers calm while eating.

d. Hand Washing

Washing hands before, during, and after working are required to keep sanitation. Hand washing should at least be 20 seconds.

e. Gloves

Staff must wear gloves while handling cooked or ready to eat food. Gloves must also be worn when doing live cooking and serving food to the customers.

3. Sanitation SOP

a. Daily Cleaning and Inventory Control

- Immediately clean working surfaces and equipment after using (clean as you go)
- Clean kitchen daily
- Clean fridge and freezer at least once a week
- Discard all items that are no longer consumable

b. Receiving Ingredients

- Put all things in their place
- Opening plastic bags from suppliers
- Label the dates on each item that arrives
- Put the new thing on the inside and the new thing on the top, first in first out (FIFO)

c. Avoid Cross Contamination

- Use different cutting board for different types of ingredients (ex. Green cutting board for fruits and vegetables, white cutting board for bakery and dairy).
- Label products with date of receiving, production or opening (to keep track of the product longevity).
- Don't leave perishable items too long on room temperature.
- Wash hands and working surfaces often.
- Close and separate all items in the chiller or freezer

d. Kitchen Waste

- Bread that has been displayed or that has been hard will be used to make bread butter pudding.
- Bananas that will spoil, are used to cook banana bread.