

CHAPTER 2

ESTABLISHMENT DESCRIPTION

2.1 Brief Info about JW Marriott Surabaya

Establishment	: Pavilion Restaurant By JW Marriott
Address	: Jl. Embong Malang No.85-89, Kedungdoro, Kec. Tegalsari, Kota SBY, Jawa Timur 60261
Phone	: (031) 5458888
Instagram	: @jwmarriottsby
Website	: https://id.jwmarriottsurabaya.com/

JW Marriott Hotel Surabaya is a five-star luxury hotel among the Marriott International subsidiary brand hotel and surrounded by Indonesian most tourist attraction of all. It was named by The WestIn Surabaya and transition to JW Marriott Surabaya in 1996. It is located at the heart of Surabaya with each room designed with luxurious European style. Impeccably located near Tunjungan Plaza Mall in the Surabaya, Indonesia megacity centre, JW Marriott Hotel Surabaya is a luxurious business- and family-friendly haven in a vibrant destination. witness the height of 5- star luxury in one of our 407 beautifully hostel appointed apartments, including 22 extended stay apartments. Stay in the heart of Surabaya's shopping and business quarter, twinkles from Suramadu Bridge, the House of Sampoerna, Tugu Pahlawan and Sanggar Agung Temple. Savour tasteful Japanese, Chinese and Indonesian cookeries and the megacity's newest steakhouse in our four distinctive restaurants. Gather in protean meeting and event space with custom catering and expert planning. Family-friendly features at our hostel include a pool with panoramic views of Surabaya and the JW Terrace by the Pool venue for movie nights. With ample tone- parking and a 24- hour spa and massage service. It is only 14.8 km to Juanda International Airport and Pasar Turi is the nearest public transport station from JW Marriott Surabaya

Table 2. 1 Project Data of JW Marriott Hotel Surabaya (Marriott,2023)

Project Data	
Company name	PT. Ramasari Surya Persada
Number of rooms	407 rooms, suites and apartments
Room sizes	Deluxe room (42 sqm): 260 rooms Studio (48 sqm): 52 rooms One-bedroom Suites (86 sqm): 2 rooms Two-bedroom Suites (128 sqm) : 2 rooms Chairman Suite (341 sqm) Presidential Suite (390 sqm) Executive Deluxe Rooms: 41 rooms Executive Studio Rooms: 6 rooms One bedroom non-smoking suite: 6 rooms Two bedroom non-smoking suite: 6 rooms
Total floor	25

2.2 History of JW Marriott Surabaya



Figure 2. 1 J Willard Marriott and his Hot Shoppe stand (Marriott,2023)

In 1927, Founder J Willard Marriott and his wife Alice get the business started by opening an A&W root beer stand. The business named “Hot Shoppes” when the menu expands. They open 2 more Hot Shoppes in 1928 and debuts in flight airline catering of box lunches for passenger in Washington DC, in 1937.

In 1957 J.W. Marriott expands into the lodging business with the Twin Bridges Motor Hotel in Arlington, Virginia. His son Bill Marriott, Jr. is appointed to lead the new segment of the business and oversee hotel expansion. Marriott opened the first international hotel in Acapulco, Mexico, Amsterdam and become partners with Sun Line to open cruise business in 1976. In 1981, The Marriott’s celebrate 100th Marriott hotel in Hawaii of the special ribbon cutting. In 1984, the first JW Marriott, in honour of founder J. Willard Marriott, opens in downtown Washington, DC. In 1987, Marriott open the first Fairfield Inn in Atlanta, Georgia.



Figure 2. 2 The first JW Marriott hotel in Washington DC in 1984 (Marriott,2023)

In 1989, the Warsaw Marriott, the company’s 500th hotel, opens in Poland. It is the first western-managed hotel in Eastern Europe and the tallest hotel in Warsaw. In 1987-1997, Marriott become the first lodging company and adds an iconic luxury brand to its

portfolio and acquire Residence Inn, 49% of the Ritz-Carlton hotel company and Renaissance Hotel Group.

From 1998 to 2011, The Marriott International launches Springhill Suites, Bulgari Hotel & Resorts in Milan, Italy, EDITION Hotel and Autograph Collection Hotel (luxury independent hotels), and AC Hotels.



Figure 2. 3 Launching of Autograph Collection brand in 2009 (Marriott,2023)



Figure 2. 4 Marriott acquire Gaylord Hotel in 2012 (Marriott,2023)

In 2012 and present, Marriott acquires Gaylord Hotels Brand, Moxy Hotels in Europe, acquires Delta's Hotels and Resorts and Starwood Hotels and Resorts. In 2016, Marriott brings 11 new brands including Westin Hotels & Resort, Sheraton Hotel, Le Meridien, St. Regis Hotels & Resorts and W Hotels.



Figure 2. 5 Marriott 11 new brands (Marriott,2023)

2.3 Vision and Mission

Vision : “To be the World’s Favourite Travel Company”

Mission : “To enhance the lives of our customers by creating and enabling unsurpassed vacation and leisure experience”

2.4 Features of JW Marriott Hotel Surabaya

JW Marriott Surabaya has a lot of restaurant that serves cuisine in every country such as: Indonesian, Chinese, Japanese and many more and there are several available facilities in the hotel including:

1. Lobby Lounge



Figure 2. 6 Lobby Lounge JW Marriott Surabaya (Marriott,2023)

Seating Capacity: 100 seats

Opening hours 07.00 – 24.00

2. Deli shop/SBCO Baking Company



Figure 2. 7 SBCO JW Marriott Surabaya (Marriott,2023)

Opening hours 07.00 – 22.00

3. Executive Lounge



Figure 2. 8 Executive Lounge JW Marriott Surabaya (Marriott,2023)

Opening Hours: 06:00-23:30

- Breakfast time: 06:00-10:00,
- Afternoon high tea: 14:30-17:00,
- Evening cocktail: 17:30-19:30.

4. Pavilion Restaurant



Figure 2. 9 Pavilion Restaurant (Marriott, 2023)

Seating capacity 230 seats

Opening hour 06.00 - 24.00

5. Imari Restaurant



Figure 2. 10 Imari Japanese Restaurant (Marriott,2023)

Seating capacity 120 seats

Opening hour's lunch 12.00 - 15.00 dinner 18.00 – 23.30

6. Tang Palace Restaurant



Figure 2. 11 Tang Palace Restaurant (Marriott,2023)

Seating capacity 140 seats

Opening hour

Monday – Saturday lunch 11.00 - 15.00 dinner 18.00 – 23.30

Sunday & public holiday lunch 09.00 – 15.00 dinner 18.00 – 23.30

7. Uppercut Steakhouse



Figure 2. 12 Uppercut Steakhouse (Marriott,2023)

Seating 69 seats

Opening hours

Tuesday – Friday only dinner 18.00 – 22.00

Saturday – Sunday lunch 12.00 – 15.00 dinner 18.00 – 22.00

8. Wine & Co



Figure 2. 13 Wine & CO (Marriott,2023)

Opening Hours: 10:00-22:00.

9. The Basement:

Capacity: 100 people

Opening hours for events only.

2.5 Average Occupancy Rate in JW Marriott Surabaya

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	01.05.23	02.05.23	03.05.23	04.05.23	05.05.23	06.05.23	07.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	0	0	0	0	3	2	2
Inventory Rooms	407	407	407	407	404	405	405
Deducted Blk. Rooms Not P/U	0	0	0	0	0	0	0
Deducted Block Rooms P/U	39	260	229	45	20	24	69
Total Deducted Rooms	113	407	400	290	197	149	206
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	220	0	0	60	148	174	133
Available Physical Rooms	294	0	7	117	207	256	199
Maximum Availability	294	0	7	117	207	256	199
Minimum Availability	294	0	7	117	207	256	199
Min. Occupancy %	27.76	100.00	98.28	71.25	48.76	36.79	50.86
Max. Occupancy %	27.76	100.00	98.28	71.25	48.76	36.79	50.86
Total Rooms Reserved	113	407	400	290	197	149	206
Event >>							
Adults In-House	189	748	734	491	335	272	371
Children In-House	0	0	0	0	1	2	0
People In-House	189	748	734	491	336	274	371
Arrival Rooms	89	333	89	204	50	94	131
Arrival Persons	157	621	147	357	91	183	237
Departure Rooms	79	41	91	314	144	145	74
Departure Persons	151	71	161	600	248	248	140
Day Rooms/Persons	0/0	0/0	0/0	0/0	1/1	3/3	0/0

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	08.05.23	09.05.23	10.05.23	11.05.23	12.05.23	13.05.23	14.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	2	1	1	2	4	1	2
Inventory Rooms	405	406	406	405	403	406	405
Deducted Blk. Rooms Not P/U	0	1	0	0	0	0	0
Deducted Block Rooms P/U	86	82	86	79	27	21	12
Total Deducted Rooms	246	256	289	350	234	225	246
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	102	87	57	22	107	96	87
Available Physical Rooms	159	150	117	55	169	181	159
Maximum Availability	159	150	117	55	169	181	159
Minimum Availability	159	150	117	55	169	181	159
Min. Occupancy %	60.74	63.05	71.18	86.42	58.06	55.42	60.74
Max. Occupancy %	60.74	63.05	71.18	86.42	58.06	55.42	60.74
Total Rooms Reserved	246	255	289	350	234	225	246
Event >>							
Adults In-House	451	465	517	625	425	381	356
Children In-House	0	0	0	3	2	4	0
People In-House	451	465	517	628	427	385	356
Arrival Rooms	156	97	106	160	68	119	134
Arrival Persons	292	176	174	277	126	197	198
Departure Rooms	116	88	72	99	185	129	114
Departure Persons	212	164	122	166	329	241	229
Day Rooms/Persons	0/0	0/0	0/0	0/0	1/2	1/2	1/2

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	15.05.23	16.05.23	17.05.23	18.05.23	19.05.23	20.05.23	21.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	5	1	1	0	0	0	1
Inventory Rooms	402	406	406	407	407	407	406
Deducted Blk. Rooms Not P/U	0	0	0	0	0	0	0
Deducted Block Rooms P/U	48	30	20	41	69	171	59
Total Deducted Rooms	363	356	286	278	345	407	178
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	22	26	54	49	30	0	100
Available Physical Rooms	39	50	120	129	62	0	228
Maximum Availability	39	50	120	129	62	0	228
Minimum Availability	39	50	120	129	62	0	228
Min. Occupancy %	90.30	87.68	70.44	68.30	84.77	100.00	43.84
Max. Occupancy %	90.30	87.68	70.44	68.30	84.77	100.00	43.84
Total Rooms Reserved	363	356	286	278	345	407	178
Event >>							
Adults In-House	570	550	426	420	559	720	315
Children In-House	0	0	2	2	5	3	0
People In-House	570	550	428	422	564	723	315
Arrival Rooms	154	81	72	106	124	183	108
Arrival Persons	279	133	136	195	241	364	192
Departure Rooms	37	88	142	115	58	123	336
Departure Persons	67	154	258	203	100	209	600
Day Rooms/Persons	0/0	0/0	0/0	1/2	1/1	3/6	0/0

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	22.05.23	23.05.23	24.05.23	25.05.23	26.05.23	27.05.23	28.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	1	2	3	1	3	0	0
Inventory Rooms	406	405	404	406	404	407	407
Deducted Blk. Rooms Not P/U	0	0	0	0	0	0	0
Deducted Block Rooms P/U	65	37	62	13	1	1	1
Total Deducted Rooms	243	254	365	338	206	126	108
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	81	93	23	30	13	16	13
Available Physical Rooms	163	151	39	68	198	281	299
Maximum Availability	163	151	39	68	198	281	299
Minimum Availability	163	151	39	68	198	281	299
Min. Occupancy %	59.85	62.72	90.35	83.25	50.99	30.96	26.54
Max. Occupancy %	59.85	62.72	90.35	83.25	50.99	30.96	26.54
Total Rooms Reserved	243	254	365	338	206	126	108
Event >>							
Adults In-House	418	430	630	584	366	231	196
Children In-House	0	2	0	0	0	1	0
People In-House	418	432	630	584	366	232	196
Arrival Rooms	143	115	181	130	79	49	66
Arrival Persons	249	197	318	232	143	96	123
Departure Rooms	78	106	70	157	213	129	84
Departure Persons	148	186	120	279	365	230	159
Day Rooms/Persons	0/0	1/1	0/0	0/0	0/0	0/0	0/0

2.6 Kitchen Hierarchy

There are the kitchen organizational structure of JW Marriott Surabaya:

Pavilion Kitchen

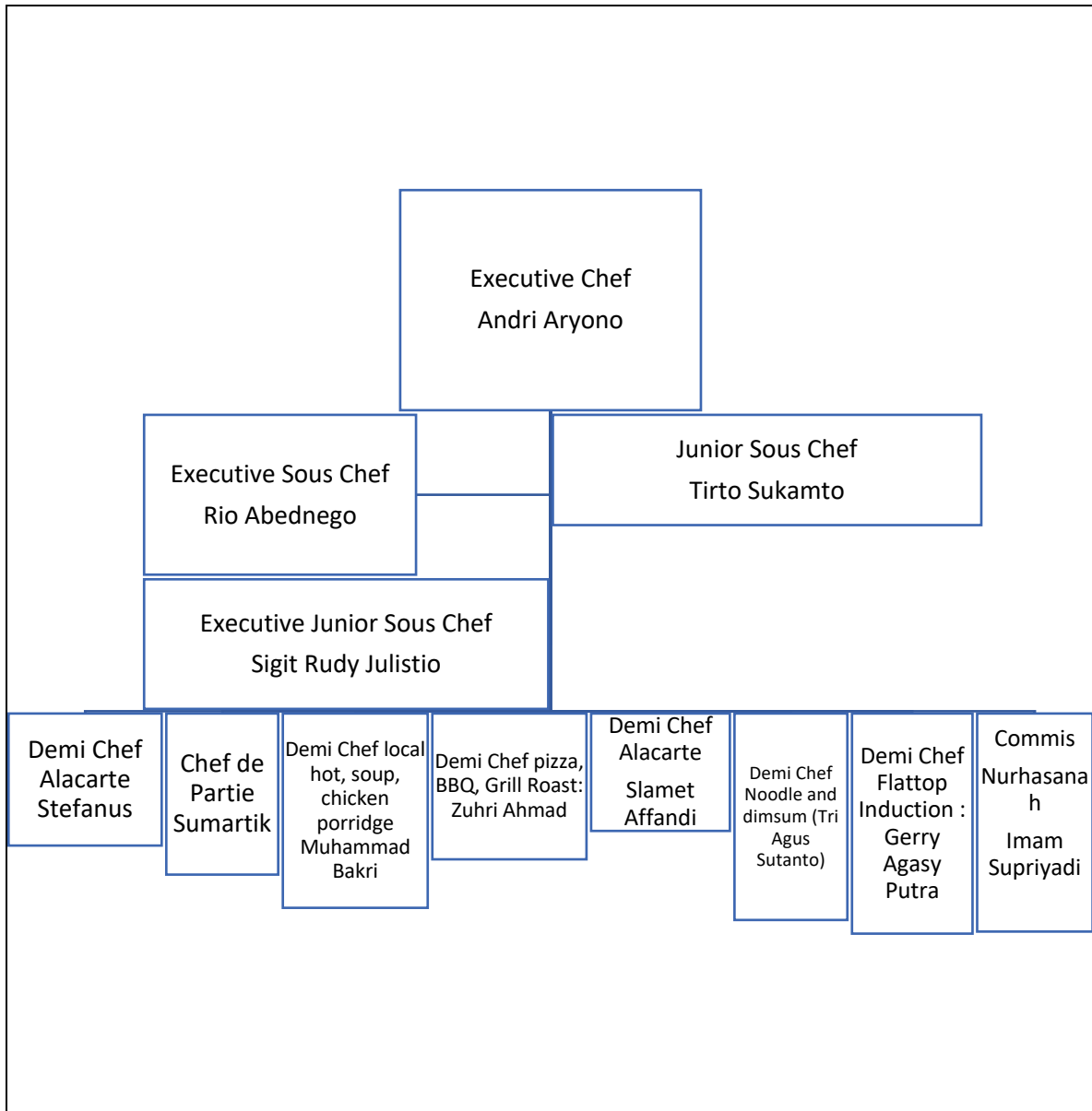


Figure 2. 14 Pavilion's Kitchen Structure

There are the main task of the kitchen department team:

1. Executive Chef:
 - Estimating food cost
 - Planning and directing food preparation
 - Modify and creating new menus
 - Supervise and manage kitchen staff activity
 - Directly responsible under the Food and Beverages director
2. Executive Sous Chef:
 - Work as the second in command
 - Monitoring and control financial budget and goals
 - Ensure all food items are up to standards while minimizing waste
 - Ensure the cleanliness of chefs and is presentable to the guest
 - Work with Executive Chef regarding succession of menu planning
 - Directly responsible to Executive Chef
3. Sous Chef:
 - Assist with meal preparation and meal planning.
 - Assure that kitchen activities finish on schedule.
 - Manage the customer problems and complaints individually.
 - Keeping monitor and record supplies, and order extra supplies as necessary.
 - Support junior staff members with a wide range of job duties consisting of line cooking, preparing food, and dish plating.
 - Hire and train new kitchen employees according to restaurants and kitchen standards.
 - Establish schedules for employees in kitchens and review their performance.
4. Junior Sous Chef:
 - Work as the third in command
 - Replace the work of Executive Sous Chef when they are not available
 - Supervising food management and hygiene
 - Assist menu planning, inventory and managing supply
 - Helps CDC or Commis
5. Chef de Partie:
 - Handles the preparation and cooking within a particular section
 - Monitoring waste control

- Managing and handling commissary chefs
- Supervise the maintenance of kitchen and food safety standards

6. Demi Chef:

- Responsible under CDP
- Handle hygiene and sanitation maintenance
- Supervise and control commissary chefs
- Support CDP or Sous Chef in daily operation
- Prepare daily mise en place and food production

7. Commis:

- Actively cooks and handles mise en place under Demi Chef supervision
- Assisting and support chefs in daily operation
- Responsible to maintain cleanliness of workplace

2.7 Hygiene and Sanitation Standard in JW Marriott Hotel Surabaya

Hand-washing practices for food handlers meet standard:

- After engaging in any activity that may contaminate the hands (e.g., smoking)
- After using the restrooms
- Between preparing raw food and then working with ready-to-eat food
- Contact lenses – insertion or removal
- Coughing, nose blowing, or sneezing
- Cuts or wounds – before and after treating
- Eating – before and after
- Garbage cans or bags – before and after touching
- Glove changing
- Mopping or cleaning
- Sick or injured persons – before and after touching
- Soiled equipment or utensils – after handling
- Touching hair, mouth, nose or scalp
- Hands should be washed at least every hour if none of the above conditions applies

Persons displaying contagious symptoms are restricted or excluded from working around exposed food, utensils or equipment and hotels must display Associate Illness exclusion/restriction Guidelines

Employees with the following symptoms should be restricted from food handling duties:

- Sore throat with fever
- Uncover infected wound or boil

Employees with the following symptoms should be excluded from food handling duties:

- Diarrheal
- Vomiting
- Jaundice (yellowing of the eyes)

Table 2. 2 Associates Illness Exclusion Guidelines

Symptoms	Action	Return to work criteria	Health authority approval
Vomiting	Exclude from work	Symptom free for 24 hours or medical clearance	No, if not a symptom of the big 5
Diarrheal	Exclude from work	Symptom free for 24 hours or medical clearance	No, if not a symptom of the big 5
Jaundice (Yellowing of eyes & skin)	Exclude from work, call manager; notify health department	Medical documentation: associate is free of hepatitis A virus or other infections	Yes
Sore throat with fever	Restrict from food areas	Medical documentation: associate is free from infection	No
Infected wound or boil	Restrict from food areas	After skin, infected wound, cut or boil is properly covered	No

Big 5 illnesses:

1. Salmonella Typhi
2. Shigella
3. Shiga Toxin Producing E Coli
4. Hepatitis A
5. Norovirus

Implement 20/20 hand washing requirements for all associates:

- All associates to wash hands in associate restrooms only
 - For those unable to leave their station, set up a sanitization station in the back office closest to the work area
- Front of House: Sanitize hands between each guest interaction and when handling cash
- Heart of House:
 - Sanitize hands between each guest interaction and when handling cash
 - Wash or sanitize hands after cleaning each room or area
- Administrative:
 - Sanitize hands before and after meetings
- Culinary + F&B:
 - Wash hands before changing gloves

Deploy thorough cleaning standards and increase cleaning frequency:

- Clean and disinfect furniture and hard surfaces at least every 2 hours with Marriott-approved disinfectants
- Associate safety: Ensure all associates wear a mask and gloves when performing cleaning procedures

Implement breakfast standards

- All food and beverage for buffet must be procured, prepared, and distributed using MI global food safety brand standards
- All food and beverage for buffet must be procured, prepared, and distributed using MI global food safety brand standards
- Buffet utensils to be washed every 30 minutes
- Large groups to be separated into smaller tables

Conduct weekly digital food hygiene self-audits:

- Conduct self-audits using the Qualtrics platform
- Executive Chef responsible for execution through designated team members
- Conduct monthly review of the hotel dashboard and action on unresolved missed items

Disinfect tables and furniture after every seating

- Housekeeping to conduct deep cleaning of restaurant overnight on a daily basis
- Culinary: Sanitize all food preparation tables every two hours
- Chemical sanitizer solutions at proper concentration and temperature as per label instructions

There are hygiene and sanitation standard in JW Marriott Surabaya such as:

Table 2. 3 Colour Coded Cutting Board Standard

Colour	Function
White	Ready to eat meal and fruits
Green	Vegetable
Yellow	Pork
Blue	Seafood
Red	Meat

This colour differences is to prevent from cross-contamination. It will prevents from bacteria from raw meat, poultry or fish contaminating ready to eat food that will be served to the customer and avoid food poisoning.

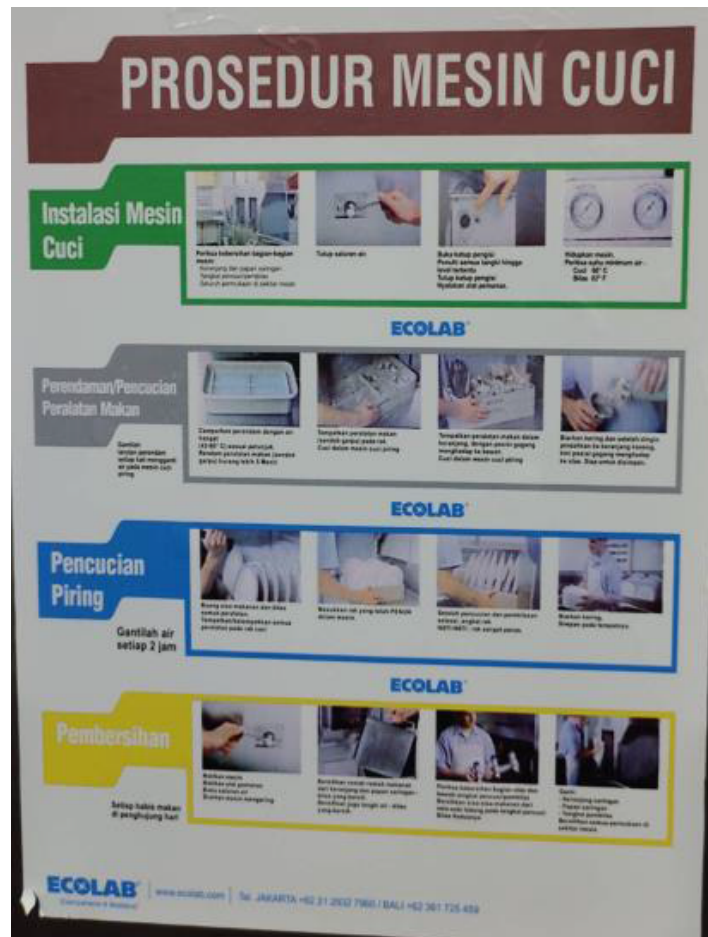


Figure 2. 15 SOP Dishwasher method

- Dishwasher Installation:
 - Check every part before using
 - Close all water valve
 - Fill all water tank to the specific line
 - Turn the machine on and set temperature
 - Wash 66°C and rinse 82°F
- Soak/Wash Cutlery's:
 - Prepare the soaking mixture with warm water
 - Soak all cutlery for 5 minutes
 - Set the rack inside the washing machine
 - Set the rack with the cutlery facing down
 - Let it dry and cooling down before moving to new a cutlery facing up
- Wash plate:
 - Throw away any leftover food and rinse
 - Make sure the rack is full before putting it into the machine

- Be careful when moving after cleaning and rinse, because the plate and the rack is still very hot
- Dishwasher Cleaning:
 - Turn the machine off, open the water valve and let it dry
 - Clean all the rack, water tank and drying rack
 - Check for any leftover food or dirt

1. Personal grooming standard

1. JW Marriott Chef Jacket
2. Chef Hat
3. Name Tag
4. Safety Shoes
5. Apron and Napkin
6. 43 point checklist
7. Commitment Card
8. A pen
9. No beards
10. Cloth pants
11. Short Nails

2. Hand washing standard



Figure 2. 16 Hand Washing Technique (Personal Documentation,2023)

Under the Global JW Marriott standards, associates must wash hands with soap in warm water 38°C by following these steps below:

1. Wet hands with water
 2. Apply antibacterial soap
 3. Rub hands palm to palm
 4. Rub the back of each hands with fingers interlaced
 5. Rub palm together with fingers interlaced
 6. Rub the back of fingers to the opposing palms
 7. Rub each thumb clasped in opposite hands
 8. Rub the tips of fingers
 9. Rub each wrist with different hands
 10. Rinse with water
 11. Dry thoroughly your hands
 12. Turn off the faucet with the tissue
 13. Your hands are now clean
3. General Cleaning

Cleaning is a daily activity that is mandatory to obtain the hygiene and sanitation standards of JW Marriott Hotel Surabaya. The cutting board is need to be rinsed with hot water manually or using the dish washing machines. General Cleaning of the entire chiller and shelves once a month. As well as, renewing every expired food label and checking every items quality to meet the food safety standards. Implement FIFO principles, proper food handling and thawing.

4. Minimum Temperature:
- Heated to 74°C:
 - Poultry (minced / whole)
 - Stuffed food/pasta
 - Soups/sauces (74°-82°C)
 - Reheating food
 - Heated to 68°C:
 - Minced beef
 - Heated to 63°C:
 - Egg/egg dish
 - Pork, game

- Seafood
- Beef, lamb, veal, red meat
- Heated to 55°C:
 - Roast beef

2.8 Waste Management SOP

Waste are differentiated into 3 categories which are: dry waste, wet waste/food waste and fruit skin.

1. Dry Waste:

- Collect all types of dry garbage.
- Sort each type of dry waste, such as paper, cardboard, boxes, and Styrofoam.
- Gather each type individually before selling it.

2. Fruit Skin:

- Is gathered and separated according to the type of fruit
- Some are converted into micro enzyme, which is used to clear grease traps, reduce undesirable odors, and clean any leftover food
- Some are converted into molasses/sugar

3. Wet Waste/Food Waste

- Trash can be defined as any waste that is not reusable or has an economic value.
- Before being throw away, pack anything into a huge bag.
- Some can be utilized to produce fertilizers and other goods.

4. How to handle receiving goods:



Figure 2. 17 Receiving goods area

Once the goods arrive at the Receiving region, we must ensure that they are in good shape and fulfil Marriott Standards. Before that, taste it as well. As an example, a standard Marriot Hotel watermelon weighs 5-6 kg and has red and tasty flesh. If it is not sweet enough or is too small, it will be return to the supplier for a replacement.

Each fruit and vegetable has a specific shape and taste; however, which we accept and sign for it when it is appropriate. Vegetables and fruits are chilled at 6°C in the pavilion chiller. Then on the label (entry and expiration dates). To prevent spoiled and wilted fruits and vegetables, apply a FIFO (which stands for First In, First Out) system.

Whenever transporting beef, make sure to send it entirely frozen as well as at a predetermined temperature. Once it has been received, store it into the freezer at -19°C. Accept of chicken, fish, and seafood in general. Sent in perfect condition. As an example, whereas checking a fish, inspect if that its gills were red, that the scales do not easily peel off, the eyes are fresh, as well as there aren't any blisters.