

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 History**

Marriott International begins as an A&W Root Beer franchise in Washington, D.C., in May 1927. Founders J. Willard and Alice Sheets Marriott get their business started by quenching people's thirst during the hot, muggy summers in Washington, D.C. The business is named Hot Shoppes when the menu expands, and good food and service at fair prices become guiding principles as the company grows. Marriott's acquisition of Starwood Hotels & Resorts in 2016 brings 11 new brands including Westin Hotels & Resorts, Sheraton Hotels, Le Meridien, St. Regis Hotels & Resorts, and W Hotels.

W Hotels is an American upscale lifestyle hotel chain owned by Marriott International that is marketed towards a younger age group. W was born from the mix of eclectic cultures and vibrant energy of New York City, first opened in New York City in 1998. From there the brand grew into the world, everything has changed and that's just the way the brand likes it.

W Bali - Seminyak, a hotel property of W Hotels, is one of the luxurious 5-star hotel brands under the biggest hotel chain company, Marriott International. This hotel brand targets disruptors and provides them with a service promise of Whatever/Whenever, providing the guests on whatever they want and whenever they need it.

W Retreat and Spa Bali has a very modern and contemporary design but still has a Balinese feel. So far, the forms of hotels and resorts in Bali are similar, but W Hotels is different. The design architecture and layout are different. W Hotels carries a new concept as a trendsetter with a fashionable design

## **2.2 Facilities**

### **2.2.1 Rooms**

W Bali Seminyak has 151 rooms, 6 suites, and 72 villas, with two types of rooms: Wonderful Garden View Escape and Spectacular Ocean Facing Escape, three types of suite: Marvelous Suite, WOW Suite, and Extreme WOW Suite, and three types of villa: Marvelous One Bedroom Pool Villa, WOW Two Bedroom Pool Villa, and Extreme WOW Three Bedroom Pool Villa.

### **2.2.2 Outlets**

- a) Fire, the indoor/outdoor “grill” dining option with its red hues, serves up a great breakfast, a fabulous lunch and, an outstanding dinner. FIRE is a grill restaurant serving a wide variety of meats, Enjoy the complex flavors of dry or fire cooked meats. At FIRE, there's also succulent Sirloin and mouthwatering Tenderloin. The chefs proudly elevate the quality of beef cuts through meticulous dry ageing techniques, including signature Black Angus Tomahawk, dry-aged for a lengthy 21 days. This venue can accommodate up to 200 people.

Open Hours: Breakfast: 6:30 am – 11:00 am

Lunch: 12:00 pm – 05:00 pm

Dinner: 05:00 pm – 11:00 pm

- b) Starfish Bloo , vibrant oceanfront restaurant with a passion for using the freshest, locally-sourced seafood and garden-grown ingredients to the fullest. Unique birdcage-style seating along with long, fun tables on the terrace, create a lofty, open-air feeling to this blue and green-hued, mainly fish and seafood dining venue. On sundays there is a sunday brunch with various cooking stations. Starfish Bloo elevates Pan-Asian and seafood as our concepts, plus vegetables from its own garden. This venue can accommodate up to 250 people.

Open Hours: Breakfast: 07:00 am – 10:30 am

Lunch: 12:00 pm – 05:00 pm

Dinner: 05:00 pm – 11:00 pm

- c) Woobar, there is social spot with seaside lounge chairs and a sundeck. Soak up the sun and witness magical sunsets paired with signature cocktails and bar snacks, the signature dish offered is pizza. This venue can accommodate up to 400 people.

Open Hours: 10:00 am – 01:00 am

- d) W Lounge, is not average restaurant. Usually used to enjoy afternoon tea or enjoy a martini in Seminyak. Here provide Balinese style drinks and snacks. This venue can accommodate up to 30 people.

Open Hours: 08:00 am – 12.00 am

### **2.3 Occupancy Rate**

The occupancy rate at W Bali Seminyak ranges from 60% to 100%. Because of the Christmas event, it was about 90-100%. Then it drops to 60-70%, and when Ramadhan arrives, it rises to 90% again. After Ramadan, it returns to over 80%. So, while my internship, the average occupancy rate was roughly 80%.

## 2.4 Kitchen Hierarchy

### 2.4.1 Kitchen Brigade

#### 1. Cold Kitchen

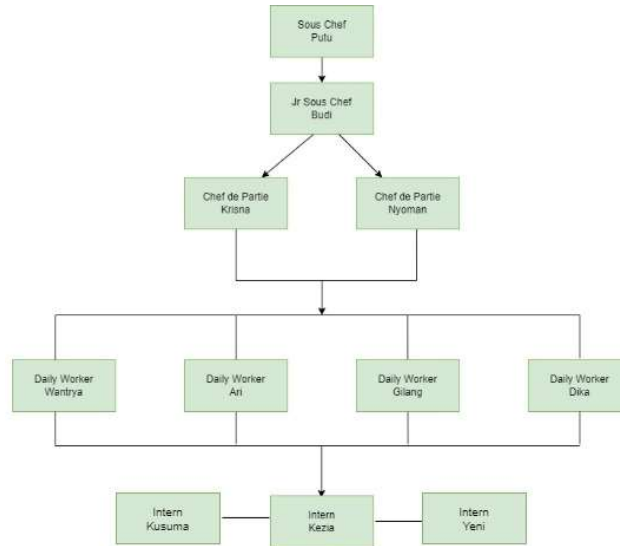


Figure 2.1 Cold Kitchen

#### 2. Starfish

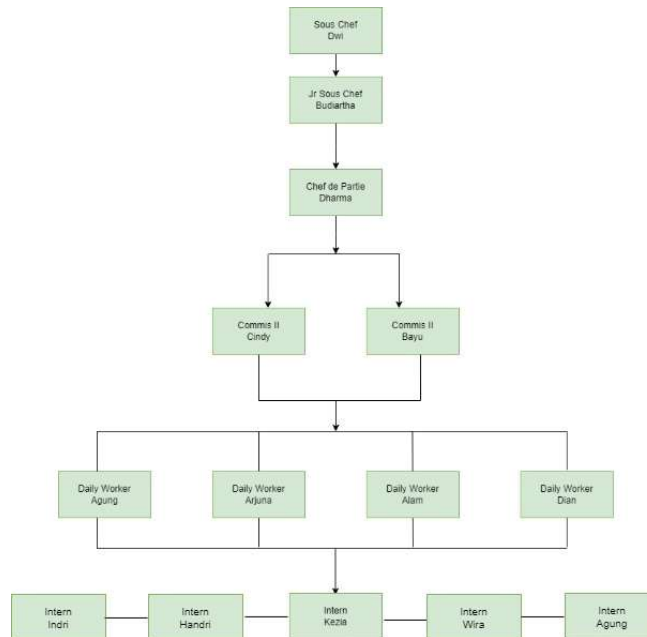


Figure 2.1 Starfish

### 3. Pastry

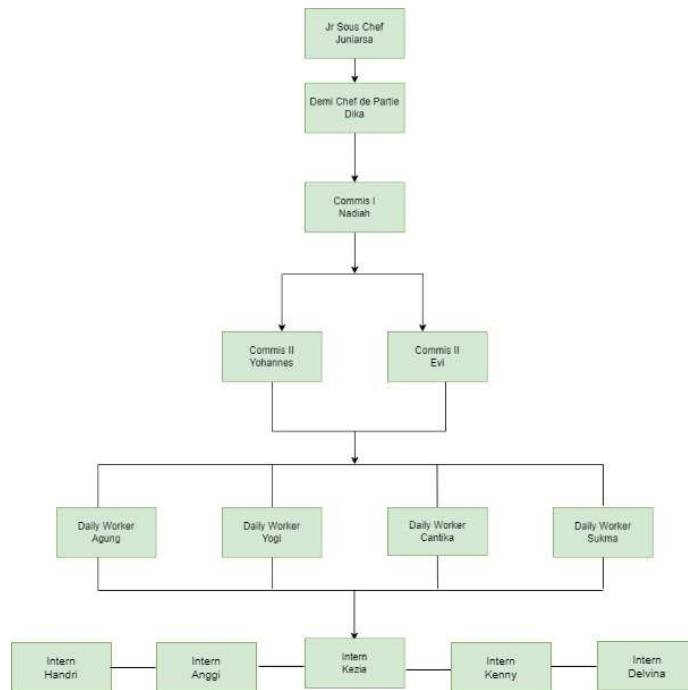


Figure 2.3 Pastry

### 4. In Room Dining

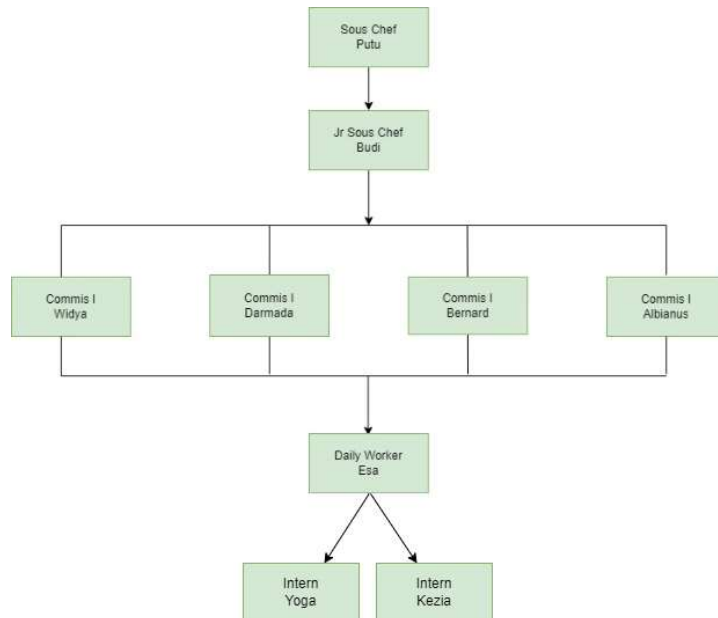
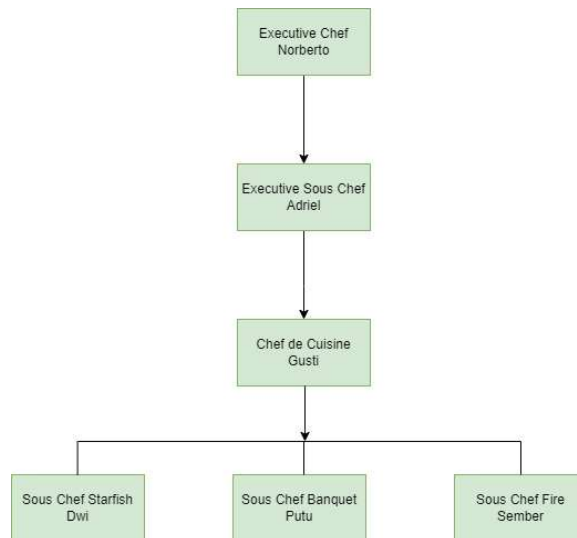


Figure 2.4 In Room Dining

## 5. All Kitchen Brigade



**Figure 2.5 All Kitchen**

### 2.4.2 Job Description

#### a) Chef Executif

- Managing costs.
- Sourcing supplies.
- Looking after human resources.
- Recruitment.
- Creating menus.
- Ensuring kitchen health, safety and cleanliness.

#### b) Executive Sous Chef

- Manage the purchase and storage of food
- Manage kitchen food ingredients
- Provide direction to staff in the kitchen
- Responsible if the executive chef is not present

#### c) Chef de Cuisine

- Time and people management skills.

- Creativity when creating menus.
- Strong awareness of running a safe kitchen.
- Ability to train new staff.

d) Sous Chef

- Ensure that each station in the kitchen is working correctly and safely.
- Training other chefs how to cook the dishes designed by the head or executive chef.
- Working on the stations when needed.
- Stock control and management and ensuring the kitchen is cleaned in line with schedules.

e) Chef de Partie

- Sauces – a saucier creates the sauces for all the dishes on a menu.
- Entrees – the entremetier prepares the entrees or starters in the kitchen.
- Mains – main courses can be divided further into fish, roast, grill, fry, and vegetable chefs, depending on the size of the kitchen and complexity of the menu.
- Desserts – the pâtissier deals with the baked good and desserts in the kitchen.

f) Commis Chef

- Peeling and chopping vegetables.
- Preparing cuts of meat.
- Filleting and deboning fish.
- Putting away deliveries of stock.
- Cleaning stations and other areas.

g) Daily Worker

- Preparing meal ingredients for the cook, which includes washing, peeling, cutting, and slicing ingredients.
- Assisting kitchen staff to unload food supplies from delivery trucks.
- Perform clean up and sanitation duties in the food preparation area to ensure adequate health standards at all times
- Maintain work areas and serving areas in a sanitary manner

h) Trainee

- Mopping and sweeping the kitchen areas as required.
- Storing ingredients and food items according to food safety standards.
- Neatly putting away all utensils, cooking instruments, dishes, and cutting boards in their places.

## **2.5 Personal Hygiene & Sanitation**

### **2.5.1 Personal Hygiene SOP**

Because W is part of an international brand, there are strict restrictions on the personal hygiene of its staff, such as

- Maintain short, clean, and polish-free fingernails.
- Always arrive at work cleanly with uniform and safety shoes.
- No necklaces, bracelets earrings, or piercing are permitted.
- Always wear a hat in food production areas that completely covers hair.
- Change apron if it becomes soiled or stained.
- Always remember to take off the apron before using the restroom.
- Between each task performed and before donning disposable gloves.
- Change disposable gloves as often as hand washing is necessary.



- Wash hands before and after removing gloves.
- Cover bandages on hands with gloves and finger cots as appropriate before handling with food.

### **2.5.2 Personal Grooming Before, During, and After Shifts**

#### 1. Before Shift

- Take a shower/bath daily.
- Brush your teeth.
- Wash your hair frequently.
- Use deodorant.
- Keep fingernails clean and trimmed.

#### 2. During Shift

- Wear a clean uniform every day and only put it on at the workplace.
- Different full aprons should be worn at different prep stations.
- Different disposable gloves to be used when handling raw and cooked food.
- Wear only non-slip, full covered shoes (safety shoes).
- Wear a hair covering.

#### 3. After Shift

- Clean and tidy the station.
- Wash hands.

### **2.5.3 Sanitation SOP**

#### 1. How To Clean Work Stations

- Cleaning the work table with soap and a dry cloth after each shift. throw leftovers in the trash.
- Clean the stove with soap and a dry cloth. clean the sink and wipe dry.
- For chillers, freezers, or storage areas are cleaned twice a week according to the existing schedule.

## 2. How To Handle & Receiving Ingredients

- At the loading dock there is a special rack for each outlet, the team takes goods from the shelves.
- Match items to shopping list.
- Check if anything is damaged.
- Every fruit or vegetable must be washed immediately with sanitation liquid, and placed in the provided trolley so no plastic or cardboard gets into the kitchen. items are put in their place.

## 3. Kitchen Waste

- W has been working with an organization called SOS, so the team from SOS will come every 2 days to pick up leftover food that has been stored in a special chiller.
- Staff can adjust portion sizes or mise en place so that not a lot of raw materials are left over or wasted.