

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1. Brief information about the establishment of internship placement

The Westin Surabaya hotel was established in 2020 and did a soft opening on 7th December 2020. The Westin Surabaya hotel is built above the largest mall in Indonesia, namely Pakuwon Mall, located at Jalan Puncak Indah Lontar 2, Surabaya. The Westin Surabaya hotel has a total 204 rooms. There is a fitness studio and a swimming pool located on the 6th floor, with 3 types of swimming pools : kids pool, lap pool, dan relax pool. The Westin Surabaya hotel has 15 meeting rooms and a grand ballroom that can be divided into 3 smaller ballrooms. The Westin Surabaya hotel has 1 restaurant called Magnolia Restaurant, which is located next to the Sky Lobby. Additionally, there are 2 lounges, namely Sky Lounge, located on the same floor, and Club Lounge that located on the 39th floor.

2.1.1. Magnolia Restaurant

Magnolia Restaurant is a restaurant located in The Westin Surabaya, which offers buffet-style dining (all you can eat) has a capacity of 125pax. In addition to the buffet, Magnolia Restaurant also offers an a la carte menu that can be ordered. Magnolia Restaurant provides the breakfast menu for the guests staying in the hotel rooms. Operational hours of Magnolia Restaurant for buffet breakfast are from 6:00 to 10:30 WIB and the operational hours for a la carte breakfast are from 6:00 to 11:00 WIB. The buffet breakfast menu at Magnolia Restaurant offers many options and variety of dishes, including Western, Indonesian, and Asian cuisines. Magnolia Restaurant has 4 live stations during breakfast, namely the Egg Station, Teppanyaki Station, Noodle Station, and Pancake Station. Magnolia also provides an **Eat Well** menu that changes daily. **Eat Well** menu is a program by Westin that offers nutritious and

wholesome food choices to support guest's health and well-being during their stay at the hotel. Magnolia Restaurant offers **Fresh by The Juicery** which provides fresh juice made from a variety of vegetables and fruits. Guests can choose premium fruits and vegetables displayed at the counter, and then the juice will be freshly made from selected fruits and vegetables. Magnolia also has **Jing Tea**, offering a variety of premium tea selections for guests to enjoy while having breakfast. In addition to breakfast, the buffet at Magnolia Restaurant is also open for lunch and dinner service. Operational hours for buffet Lunch are from 12:00 to 15:00 WIB and for ala carte Lunch are from 12:00 to 17:00 WIB. Operational hours for buffet Dinner are from 18:00 to 21:00 WIB and for ala carte dinner from 18:00 to 22:00 WIB.

2.1.2. Sky Lounge

Sky Lounge is one of the two lounges of The Westin Surabaya. Sky Lounge has a capacity of 80 pax. Sky Lounge operational hours are from 11:00 to 22:00 WIB. Operational hours for all day dining service are from 11:00 to 23:00 WIB, afternoon tea from 14:00 to 17:00 WIB, and dinner from 18:00 to 22:00 WIB. Sky Lounge offers **Live Music Band or Live DJ at Sky Lounge** program from Monday to Saturday from 19:15 to 10:30 WIB.

2.1.3. Club Lounge

Club Lounge is a private lounge located on the 39th floor, which is the highest floor at The Westin Surabaya. Not all guests can access to this lounge. Guests who can access and enjoy the facilities in this lounge are those staying in rooms on floors 36th to 39th and guest who have a Marriot Bonvoy Membership. Club Lounge operational hours for breakfast are from 6:00 to 10:00 WIB on weekdays, and from 6:00 to 10:30 WIB on weekend.

2.2.Average Occupancy Rate

Table 2. 1 Average Occupancy Rate

	January	February	March	April	May	June
Room Sold	31	83	137	134	104	55
Arrivals	20	67	71	46	42	13
Departures	27	15	17	49	72	62
% Occupancy	15.82%	42.13%	69.19%	67.00%	51.74%	27.50%

2.3. Kitchen hierarchy section / kitchen brigade of Magnolia Kitchen

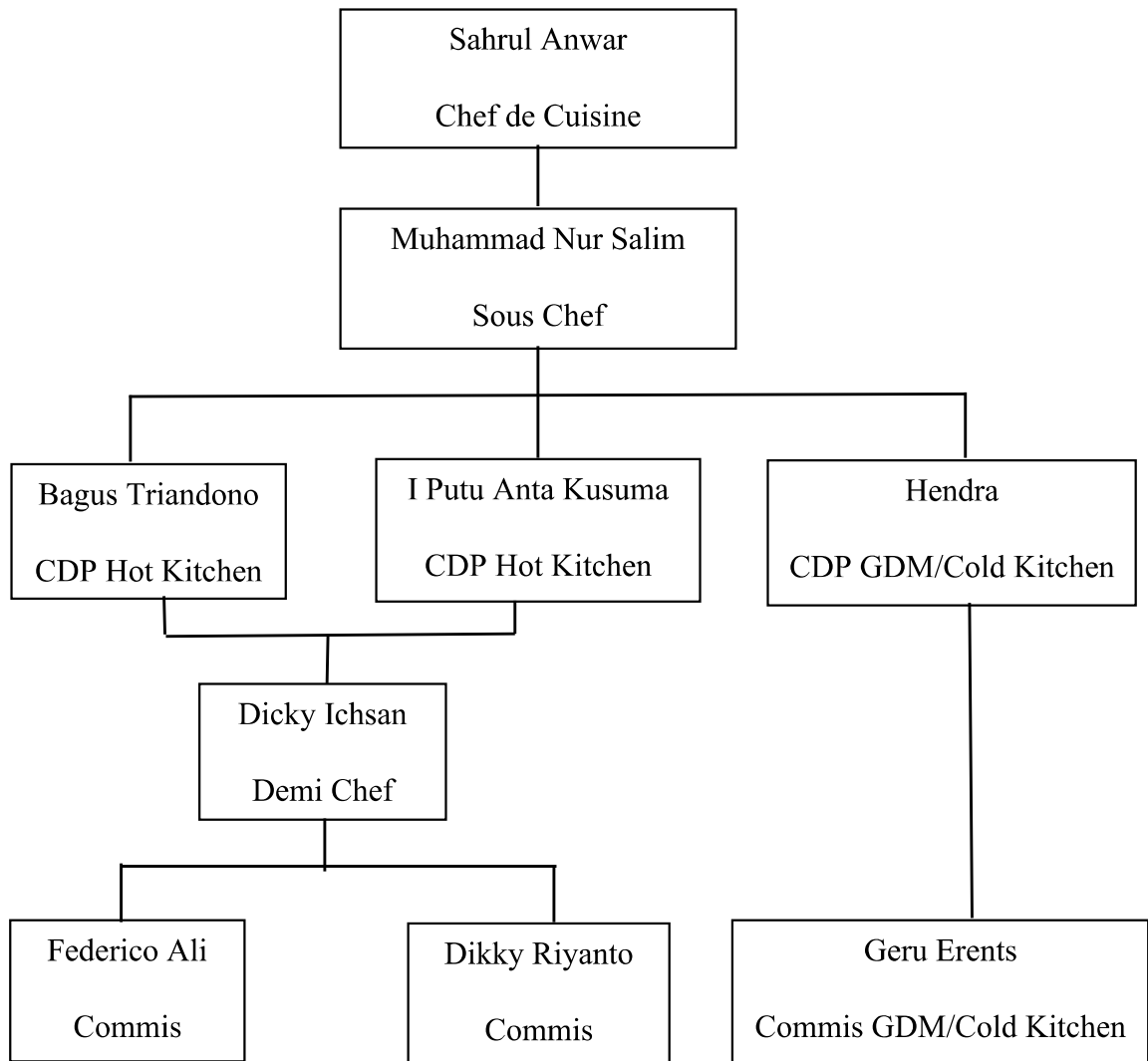


Figure 2. 1 Kitchen Hierarchy

1. Sahrul Anwar – Chef de Cuisine
Job description : Quality Control, Manage food cost, order ingredients, engage with guest
2. Muhammad Nur Salim – Sous Chef
Job description : Quality control, manage food cost, order ingredients, engage with guest
3. Bagus Triandono – Chef de Partie Hot Kitchen

Job description : Prepare and check Mise en Place, production of ala carte and buffet

4. I Putu Anta Kusuma – Chef de Partie Hot Kitchen

Job description : Prepare and check Mise en Place, production of ala carte and buffet

5. Hendra – Chef de Partie GDM Kitchen

Job description : Prepare and check Mise en Place, production of ala carte and buffet

6. Dicky Ichsan – Demi Chef

Job description : Prepare and check Mise en Place, production of ala carte and buffet

7. Federico Ali, Dicky Riyanto, Geru Erents – Commis Chef

Job description : Cook and manage time, preparation for next day, par-stock

2.4. Personal Hygiene SOP

Workers must wash their hands frequently. Including before touching food products and after touching food products. They should also wear gloves while handling ready-to-eat food.

2.5. Personal Grooming

Workers must always wear complete uniforms, including a chef jacket, black trousers, safety shoes, a hat, and an apron, during working hours or while in the kitchen area. Female worker must tie their hair and wear a hairnet to prevent any hair from falling into the food. Workers must also maintain the cleanliness of their nails, as well as the cleanliness of their clothing and shoes that they wear. Workers should not wear excessive jewelry, especially on their hands, as hands come into direct contact with food. Jewelry can contain bacteria that could contaminate the food.

2.6. Sanitation SOP

2.6.1. How to clean working station and general or deep cleaning activities and schedules

Everyday, workers must clean their workstations at the end of their shift or after closing the buffet. All cooking utensils such as knives, spoons, tongs, graters, and others must be washed with soap, rinsed, and drained. Then, the workstations should be wiped with a sponge and soap, wiped until dry, then sprayed with sanitizer, and wiped again until dry. Specially on Sunday, the workers are required to conduct deep cleaning. Deep cleaning is done by cleaning chiller and freezer, which involves taking out all the items inside the chiller/freezer, wiped the chiller/freezer with soap, and then wiped it again until dry. Workers also must to clean the dry store and check the expiration dates of the products in the dry store.

2.6.2. How to handle and receiving goods/ingredients

Every day excepts Sundays and holidays, there are deliveries of goods and food ingredients. The workers must collect the delivered items from the receiving room and transport them using trolleys to the kitchen area. The items will be sorted out, vegetables, fruits, and other fresh ingredients will be stored in the chiller. Frozen foods such as meatball, noodles, dimsum, and others will be stored in the freezer. The dry stuff such as dry spices, bottled sauces and condiments, canned food, cereal, rice, and others will be stored in the dry store. If the chiller and freezer already full, the items will be stored in the walk-in chiller located on the M1 floor. The method of storing items using the FIFO system (First In First Out).

2.6.3. How to handle food / kitchen waste

During the closing of the buffet, any remaining uneaten buffet food will be discarded into the trash bins. However, not everything will be thrown away. Food that is still in good condition will be stored in the chiller and reused for the next day. The remaining food includes condiments such as various sauces, pickles, and other side dishes. Meanwhile, the food that is thrown away consists of main courses such as rice, pasta, noodle, vegetables, and protein.