

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 History of The Westin Surabaya

The Westin Surabaya is one of the five-star hotels from the brand Westin Hotels and Resorts under the holding company of Marriot International. Starting in 1930, competing hotel owners have joined together to create a management company during the Great Depression period. Severt W. Thurston, Frank Dupar, Peter Schmidt, and Adolph Schmidt established the company, Western Hotels, that consisted of 17 properties that include 16 in Washington and 1 in Boise, Idaho. In the years of 1931, 1939, 1941, 1949, and 1950 they have expanded to several states in the USA. After having each property developed individually for more than two decades, they have decided to merge most of its properties into a single corporate structure under a common chain identity.

In 1963, Western Hotels was renamed Western International Hotels for the expansion of its company outside of the US. Then, in 1981, Western International Hotels was renamed again to Westin Hotels.

2.2 Information about The Westin Surabaya

The Westin Surabaya had their soft opening on December 7th of 2020 with the total of 204 rooms, 1 restaurant called the Magnolia Restaurant, and 2 lounges called Sky Lounge and Club Lounge.

Magnolia Restaurant has 3 operational hours where breakfast is opened at 6:00AM-10:30AM, lunch at 12:00PM-3:00PM (on Sundays), and dinner at 6:00PM-9:00PM (on Monday-Saturday). They serve international style foods such as Asian foods, Local foods, and Steaks. Every Monday to Saturday, they would open a buffet dinner where each month has various themes. For example, A Night in Shanghai, Lost in Japan, Iftar Around the World, and Taste of Asia. Magnolia Restaurant has a capacity of 120 persons that include a mezzanine that can hold up to 40 persons.

Club Lounge is a private lounge located at the highest floor in The Westin Surabaya. Club Lounge is only accessible for guests who are staying on the 36th-39th floor and who own the Marriot Bonvoy membership. Club Lounge has operational hours of 6AM-10PM for All Day Coffee and Tea, 6AM-10AM for breakfast (closes at 10:30AM on Saturdays and Sundays), and 5PM-8PM for Evening Cocktail.

Sky Lounge has an operational hour of 11AM - 10PM that is divided into 3 which are All Day Dining operating from 11AM to 10PM, Afternoon Tea operating from 2PM to 5PM, and Dinner operating from 6PM to 10PM. Sky Lounge features a Live Music Band and DJ every Monday-Saturday from 7:15PM to 10:30PM.

2.3 Occupancy Rate

Table 2. 1 Occupancy Rate

	Last Night	29 May	30 May	31 May	01 June	02 June	03 June
Room Sold	174	194	186	164	60	58	49
Arrivals	134	37	16	22	35	20	15
Departures	73	13	29	43	139	22	24
% Occupancy	86.10%	98.02%	92.08%	81.19%	29.70%	28.43%	24.02%

2.4 Kitchen Hierarchy and Kitchen Brigade

2.4.1 Kitchen Hierarchy of Magnolia Kitchen

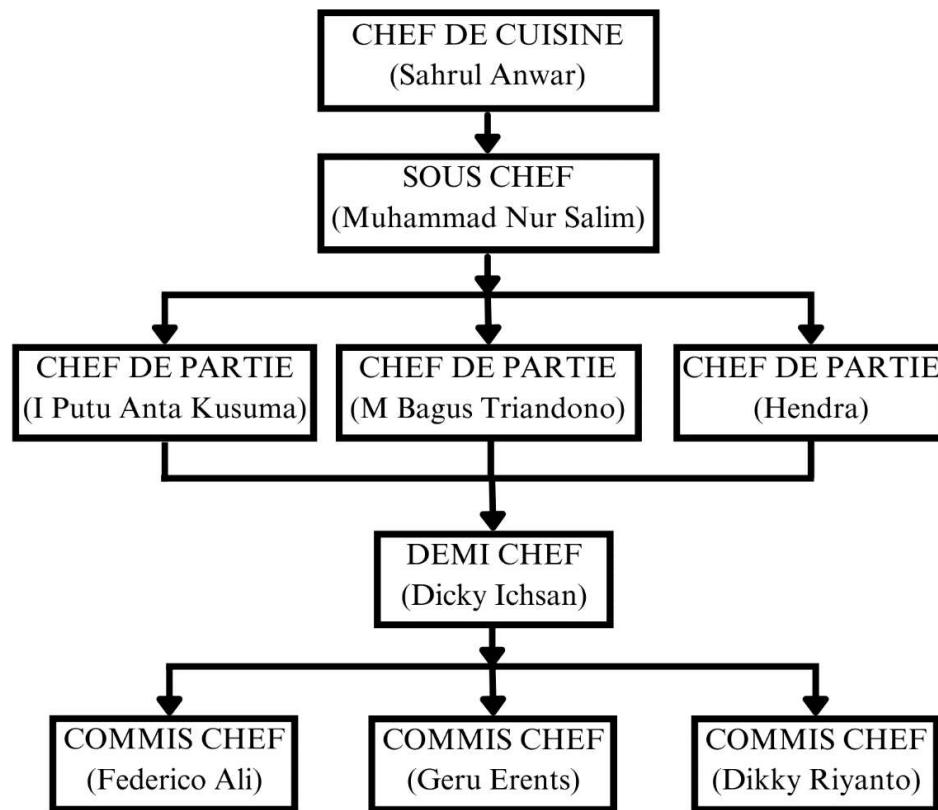


Figure 2. 1 Kitchen Hierarchy of Magnolia

2.4.2 Kitchen Brigade of Magnolia Kitchen

1. Sahrul Anwar – Chef de Cuisine

Job Description: quality control, manage food cost, order ingredients, engage with guests.

2. Muhammad Nur Salim – Sous Chef

Job Description: quality control, manage food cost, order ingredients, engage with guests.

3. Bagus Triandono – Chef de Partie of Hot Kitchen

Job Description: prepare and check MEP, production of A la Carte and buffet

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

Job Description: prepare and check MEP, production of A la Carte and Buffet

5. Hendra – Chef de Partie of Garde Manger

Job Description: prepare and Check MEP, Production of A la Carte and Buffet

6. Dicky Ichsan – Demi Chef

Job Description: prepare and check MEP, production of A la Carte and buffet

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

Job Description: cook and manage time, preparation for the next day, par-stock

2.5 Personal Hygiene and Sanitation

2.5.1 Personal Hygiene SOP

We must wash our hands before and after handling foods, wear hand gloves when handling ready to eat foods, and use hand sanitizer to minimize the bacteria on our hands. We must also be aware of what we have touched before handling foods. For example, we might have touched our faces or hair accidentally, and subconsciously continue handling foods.

2.5.2 Personal Grooming

For women, they are required to put their hair up in a bun and wear chef hat or hair net. For men, they are required to have short hair and to shave their moustache and beard. No jewellery are allowed in the kitchen. Chef jacket, apron, safety shoes, cap/hairnet, and black socks should be worn prior to going inside the kitchen. Always make sure that everything worn is clean and tidy.

2.5.3 Sanitation SOP

How to Clean Working Station and Deep Cleaning Activities

Spray working station with sanitizer and wipe it clean with towel. After the buffet ends at 9pm, we start clearing up the buffet stations and throw away the leftover foods. Then after everything is cleared, we start cleaning our working station using soap and sponge, then we wipe it clean with clean cloth. Our working station include the sink, preparation table, and chiller doors. Our deep cleaning schedule is once a week, every Sunday. We must clean every chiller and freezer, drawers, shelves, dry store, and walk-in chiller.

How to Handle and Receive Goods/Ingredients

We use the FiFo method or the “first in, first out” method where we put the older ingredients on top or use the older ingredients first and save the newer ingredients for later use to avoid spoilage. We also make

sure the containers for our ingredients are always clean, so we regularly refresh them.

Every day of the week except Sundays and Holidays, we receive new ingredients that have been ordered the day before where we must pick up and store in our kitchen. We sort out the ingredients and goods in their assorted places which could be the chiller, freezer, dry store, and walk-in chiller. We store all our vegetables in the chiller, our frozen goods in the freezer, and dry ingredients such as seasoning, canned sauces, canned goods in the dry store. We store extra ingredients and goods in the walk-in chiller just in case our regular chillers are too full.

How to handle food/kitchen waste

We try our best not to waste any foods by using it again when needed. Such that, surplus breakfast foods that are still decent can be used for lunch or dinner. Extra foods that are decent are stored in the chiller or freezer.