

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 BACKGROUND OF JW MARRIOTT HOTEL SURABAYA

Started in 1927 where there was a husband and wife named John Willard Marriott and his wife named Alice. They opened a restaurant called hot shoppe restaurant. In the restaurant they open a root beer station and the place is called A & W. At the root beer station, they sell root beer drinks. Until now it is still sold in a franchise which is usually called A&W. In 1957 the first hotel was built by Bill Marriott (son of J. Willard Marriott) named JW Marriott. until now the hotel has developed into many, even has other brand names and made the name Marriott International.

In Indonesia, there are 3 JW Marriott hotels, namely JW Marriott Hotel Jakarta, JW Marriott Hotel Surabaya and JW Marriott Hotel Medan. Initially before being named JW Marriott Hotel, the hotel was named Westin Surabaya in 1996 then changed its name to JW Marriott Hotel Surabaya in 2002 until now. JW Marriott Hotel Surabaya is located in a very strategic location in the middle of the city and close to tourist attractions. This hotel was also designed luxurious European style. For the occupancy of the hotel itself the rate is 70% to 100%

The location of the JW Marriott hotel Surabaya is located on Jalan Embong Malang No. 85-89, Kedungdoro, Tegal Sari District, Surabaya City, East Java, 60261. The owner or developer of this hotel is PT. Ramasari Surya Persada. Since 1996, JW Marriott hotel Surabaya has always provided the best hospitality and excellent service to all they're guests. Inside the JW Marriott Hotel Surabaya there are several existing features such as lobby lounge, executive lounge, SBCo (Surabaya Baking Company), Wine and Co, Pavilion Restaurant (buffet restaurant), Imari Restaurant (Japanese restaurant), Tang Palace Restaurant (Chinese Restaurant), UpperCut Steakhouse, meeting room, health club and jacuzzi, 24 hours gym and massage treatment, 45 minutes by airport pick up or taxi, swimming pool, and also has 704 guest rooms and include 24 hours dining service.

2.2 VISION AND MISSION JW MARRIOTT

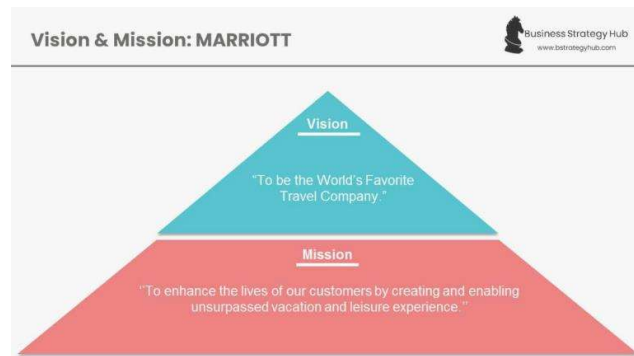


Figure 2.1 Vision and Mission: Marriott

2.2.1 Vision

“To be the world’s favorite travel company”. The purpose of this vision is that Marriott International assumes that the vision of the company must be as simple as possible but can be implemented by the entire organization, with the aim of becoming and leaving a legacy of excellence in the service industry.

2.2.2 Mission

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

Marriott Core Values:

1. Putting People First

This corporate culture was put forward by Marriott International. A culture that puts people first is an important factor in success. An organization and a company also expect this which can take care of associations and take care of their customers to build in a good direction and be successful.

2. Pursue Excellence

This is done to give the guest the perfect thing. By providing the best service so that employees are expected to show professional excellence.

3. Embrace Change

Because the times will continue to develop here it is hoped that we can continue to change in a better direction. Not only change for the better but also can adapt to the development of the era.

4. Act Our Integrity

Things that need to be prioritized at work are honesty, work properly, and also work with full responsibility.

5. Serve Our World

Not only giving the best for guests, but we also have to save our world by giving the best such as charity programs and keeping nature clean.

2.3 HYGIENE AND SANITATION STANDARD

2.3.1 Hand Washing Technique



Figure 2.2 Proper Hand Washing

Before and after we do something, especially while in the kitchen, we must wash our hands properly in hand washing facilities. After that we can continue our activities in the kitchen.

2.3.2 Cutting Board

Table 2.1 Cutting Board

Color	Function
Red	Raw meat
Yellow	Pork
Blue	Seafood
Green	Vegetables

White	Food ready to eat and fruit
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This is done to avoid cross contamination. This benefit is also carried out so that food that is ready to be served does not experience contamination with raw meat or poultry that is still raw. So, this is also done to avoid food poisoning.

2.3.3 Personal Grooming Standard

1. JW Marriott chef jacket
2. Chef hat
3. Hair net for women
4. Safety shoes
5. Apron and napkin
6. Name tag
7. Short nails
8. Long black socks
9. No bears
10. Black trousers
11. No accessories

2.3.4 Chiller, Freezer, and Dry Store

One of the things that was implemented during the JW Marriott Surabaya internship was sanitation, so once a week the pastry team would clean the chiller and dry store. Then also change the date label where we can find out our storage period and for chiller and dry store storage it only lasts for one week. For materials that have expired, they are usually thrown away and there are some that only have their date labels changed.

If the storage of goods in the freezer is only valid or lasts one month and this is also given or a date label is placed on each item stored in the freezer. Once a month also the freezer will be cleaned. items that are expired and damaged will be discarded. Any items that will be stored in a container without a lid will be covered using plastic wrap, whether in a chiller, freezer, or dry store. This is done to prevent food contamination.

2.3.5 Temperature

In the pastry kitchen section, there are several temperatures that must be adjusted according to existing rules. In the chiller the temperature must be at 4-5°C. Then in the freezer the temperature must be -18°C. For storing ice cream or ice cream machines, it must be at a temperature of -10°C. Then on a cake display or cake chiller it must be at 5-8°C, this is done so that the cake on display is not easily damaged or melted. We can know this through a bottle contained in that place, so in the chiller there is a bottle filled with water and in the freezer filled with olive oil. In this case water and olive oil are likened to the temperature of the goods stored in the chiller or freezer. Then to find out the temperature, we will insert a thermometer into the bottle and the thermometer will show the results of the temperature of the room.

2.3.6 Global Food Safety (GFS)

1. Current year foodborne illness notification procedures are on file and accessible.
2. Proof of food safety training for all culinary food handling is current and available for review.
3. The appropriate managers are food safety certified through an approved training program.
4. Workstation- railroad cleaning schedules must be completed and on file for 90 days.
5. Kitchen exhaust-hood and ductwork system are professionally cleaned and maintained.
6. Ice machines are clean and in good condition.
7. Floors, walls, and ceilings are clean and easily cleanable in good condition.
8. Ventilation adequate, vents, fan guards and filters clean.
9. Back dock and entryway are insect and rodent- proof.
10. Dumpster areas are kept clean and organized.

11. Hand washing facilities in food handling areas are used for that purpose.
12. Dishwashing machines properly maintained and operated.
13. Chemical supplies, use and storage meets standard.
14. Facilities for manual washing and sanitizing of equipment and utensils properly maintained.
15. Food and food contact packaging must be properly stored at a minimum of 15 centimeters off the floor.
16. Proper implementations of the FIFO principles in food production and storage areas.
17. Refrigerators and freezer maintain required temperatures.
18. Cold potentially hazardous foods maintained at 5°C and hot potentially hazardous foods maintained at 60°C.
19. Food handlers understand required cooking temperatures.
20. Food must come from commercial suppliers and food/packaging must be in sound condition when received.
21. Date marking is applied at time of preparation to ready to eat potentially hazardous food and may not exceed 7 days shelf life,
22. Food products not held or sold past expiration dates.
23. Potentially hazardous foods properly thawed.
24. Cutting board policy meets standard.
25. Equipment and utensils must be clean and in good condition.
26. No bare hand contact with ready to eat foods.
27. Eating, drinking, and tobacco use are restricted to nonfood areas.
28. Nonfood contact surfaces of equipment and utensils are durable, nontoxic, easily cleanable, and in good condition.

2.4 FEATURES JW MARRIOTT HOTEL SURABAYA

2.4.1 JW Marriott Surabaya Rooms

JW Marriott Hotel Surabaya is a hotel that has 25 floors and there are 407 guest rooms including 1 presidential suite, 1 three-bedroom apartment, 8 two-bedroom apartments, 14 one-bedroom apartments, 8

two-bedroom suites, 1 one-bedroom suite, 6 executive studios, 49 executives deluxe, 52 studio rooms, 259 premiums deluxe. and the existing occupancy will always change every week and also when we stay at this hotel, we will be given 24-hour facilities in dining services.



Figure 2.3 Deluxe King Room with City View

2.4.2 Lobby Lounge

Guests will be greeted kindly when they enter the lobby which has an elegant and European atmosphere and is also spacious with a capacity of 100 seats. The lobby lounge is open from morning to midnight. The lobby lounge also provides several drinks such as coffee, tea, mocktails, cocktails, wine, and also some snacks. Not only that, at night there is also live music so that guests can meet several people and also relax to let go of fatigue.



Figure 2.4 Lobby Lounge

2.4.3 SBCo (Surabaya Baking Company)

SBCo is an outlet that sells baking and pastry products. It's near the lobby and also next to Wine and Co. for opening hours 07.00 - 22.00, at 20.00-22.00 a buy one gets one promo will be offered for guests. SBCo serves several variants of bread, whole cakes, cookies, chocolate pralines, cupcakes, and also ice cream. Which is served by SBCO can be taken home as souvenirs or can also be eaten directly at SBCo because there is also seating provided and several types of drinks are also sold.



Figure 2.5 SBCo (Surabaya Baking Company)

2.4.4 Executive Lounge

The executive lounge is a lounge that can only be accessed by guests who are based on their loyalty at Marriott Bonvoy and can also be accessed by guests who stay on the executive floors which are on floors 19th to 21st. There are several benefits provided by guests such as breakfast, evening cocktails, personalized check in or check out, high speed internet in the room, and you can see the city of Surabaya from the 21st floor.



Figure 2.6 Executive Lounge

2.4.5 Wine and Co

Wine and Co are one of the outlets in the JW Marriott Hotel Surabaya. It is located near the hotel lobby and next to SBCo, for opening hours 09.00 - 22.00. At wine and co they also sell wine and have more experience so that the wine that is sold is of various types, there are approximately 700 types of wine sold and the wine comes from various countries. It is a bed to provide many good opportunities for guests whether to accompany dinner, as a gift for an event or to add to a wine collection.



Figure 2.7 Wine and Co

2.4.6 Pavilion Restaurant

Pavilion Restaurant is a buffet restaurant at the JW Marriott Hotel Surabaya. Open from 06.00 - 22.00 with a capacity of 230 seats. Usually open at 3 times, namely breakfast, lunch, and dinner. Breakfast from 06.00 - 10.30 AM, lunch from 12.00-15.00, then dinner at 17.00-22.00PM. At dinner time, promos will usually be offered according to themes such as Asian, Western and Mediterranean. On Sundays there is also usually brunch.



Figure 2.8 Pavilion Restaurant

2.4.7 Tang Palace Restaurant

Tang Palace Restaurant is a Chinese restaurant located at the JW Marriott Hotel Surabaya. For opening hours Monday to Saturday lunch at 11.00 - 15.00 PM and dinner at 18.00-23.30 PM. On Sundays it opens at 09.00-15.00 PM for lunch and for dinner it opens at 18.00-23.30 PM with a seat capacity of 140 seats including the VIP room. Tang Palace Restaurant serves Cantonese cuisine and dim sum.



Figure 2.9 Tang Palace Restaurant

2.4.8 Imari Restaurant

Imari Restaurant is a Japanese restaurant located at the JW Marriott Hotel Surabaya. for opening hours lunch at 12.00-15.00 PM and dinner at 18.00-23.30PM. This restaurant has a seating capacity of 120 seats. Imari restaurant also serves Japanese food such as sushi, teppan style cooking, fresh grilled seafood, and meat with Japanese style.



Figure 2.10 Imari Restaurant

2.4.9 Uppercut Steakhouse

Uppercut steak house is a steak restaurant owned by JW Marriott Hotel Surabaya, where the meat served has various variants of the cuts of

meat with various qualities including dry aged beef. Besides that, this steak is also served with a side dish using fresh ingredients. For the capacity, which is 69 seats and is open on Tuesday to Friday at dinner, namely 18.00-22.00 PM then Saturday and Sunday it is open for lunch at 12.00-15.00 PM and at dinner it is open from 18.00-22.00.



Figure 2.11 Uppercut Steakhouse

2.4.10 Incognito

Incognito is a bar owned by JW Marriott Hotel Surabaya with a capacity of 100 seats and is only open for certain events. For its location in the basement area of the hotel.

2.5 ORGANIZATION STRUCTURE IN PASTRY KITCHEN

The organizational structure in the JW Marriott Hotel Surabaya's pastry kitchen is divided into 4 teams, namely, the outlet team, the banquet team, the SBCo team, and the bakery team.

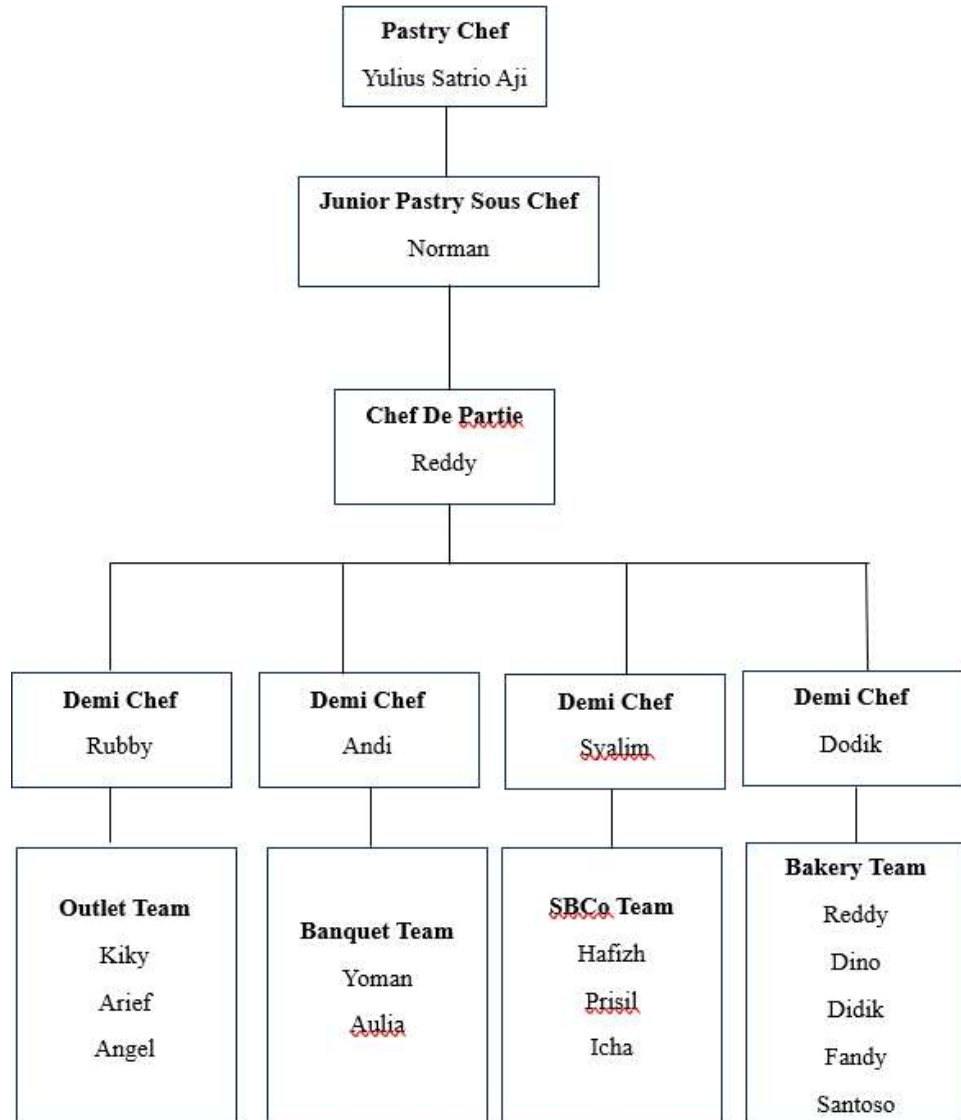


Figure 2.12 Structure Organization

2.6 JOB DESCRIPTION FROM STRUCTURE ORGANIZATION

2.6.1 Pastry Chef

- Make a weekly work schedule
- Check and hire kitchen staff
- Creating new menu and modifying menu
- Supervised all task and staff in pastry kitchen
- Planning and directing food preparation
- Inspect the quality of food made
- Estimating food cost

2.6.2 Junior Sous Pastry Chef

- Pastry Chef Assistant
- Replace the work of pastry chef when he/she is not available
- Ensure that the pastry and bakery processing kitchen run smoothly
- Make sure all pastry kitchen staff are working efficiently and without any drop in quality of food

2.6.3 CDP Pastry

- Trains new kitchen staff to meet the requirement standard of work place
- Helping the pastry chef to develop new dessert menu
- Checks food before going to final checking
- Responsible for the smooth operation of the pastry
- Make lists and order materials that have been reduced or run out

2.6.4 Demi Chef Pastry

- Ensure all products are safe and appropriate
- Become an in-charge chef in the kitchen if kitchen generals are missing
- Support the CDP in daily operational
- Conduct new recipe experiments and evaluate the recipe
- Maintaining workplace hygiene and clean up

2.6.7 Pastry Staff

- Train new trainees and ensure that trainees follow the standards in the workplace
- Following instructions from CDP, Demi, or Sous chef
- Set up the work station on time and then with the things needed and the tools needed
- Responsible for the cake making and decoration and also how many cake products need to be produced

2.7 JOB DESCRIPTION BY DIVISION

In each division will have their respective work and the following is the work of each division. For the outlet team itself, it is usually more focused on the preparation of pastries at the pavilion restaurant and also several ala carte

menus from the restaurant at the JW Marriott Hotel Surabaya. The banquet team section will focus on cake production for meeting rooms and there will also be banquet section handles according to banquet event orders. The SBCo team will focus more on making pastry products at SBCo. and for the bakery team, the focus will be on making bread for each team, be it the outlet team, banquet team, and also the SBCo team.