

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 Establishment Background

W Hotels is an American upscale lifestyle hotel chain owned by Marriott International that is marketed towards a younger age group. Marriott International, Inc. is an American multinational company that operates, franchises, and licenses lodging including hotel, residential and timeshare properties. It is headquartered in Bethesda, Maryland. The company was founded by J. Willard Marriott and his wife Alice Marriott (<https://www.forbes.com/profile/marriott/>). W was born from the mix of eclectic cultures and vibrant energy of New York City, first opened in New York City in 1998 (<https://w-hotels.marriott.com/about/>). W Hotels Seminyak, Bali started operating back in 2010 with modern contemporary concept with a touch of Bali's tropical and mystical culture (<https://www.marriott.com/en-us/hotels/dpswh-w-bali-seminyak/overview/>). W Hotels Seminyak has 151 rooms, 6 suites, and 72 villas.

The list of outlets is:

1. Fire Restaurant

Fire restaurant serves western type food, but mainly steaks and grills. The seating capacity is 60 pax, and the operating hour is 6.30AM-12.00 AM everyday.



Figure 2. 1 Fire Restaurant.

2. Starfish Bloo Restaurant

Starfish Bloo restaurant serves Asian-fusion seafood dishes. The seating capacity is 250 pax, operating hours is 7.00AM-12.00AM everyday.



Figure 2. 2 Starfish Bloo Restaurant

3. WooBar

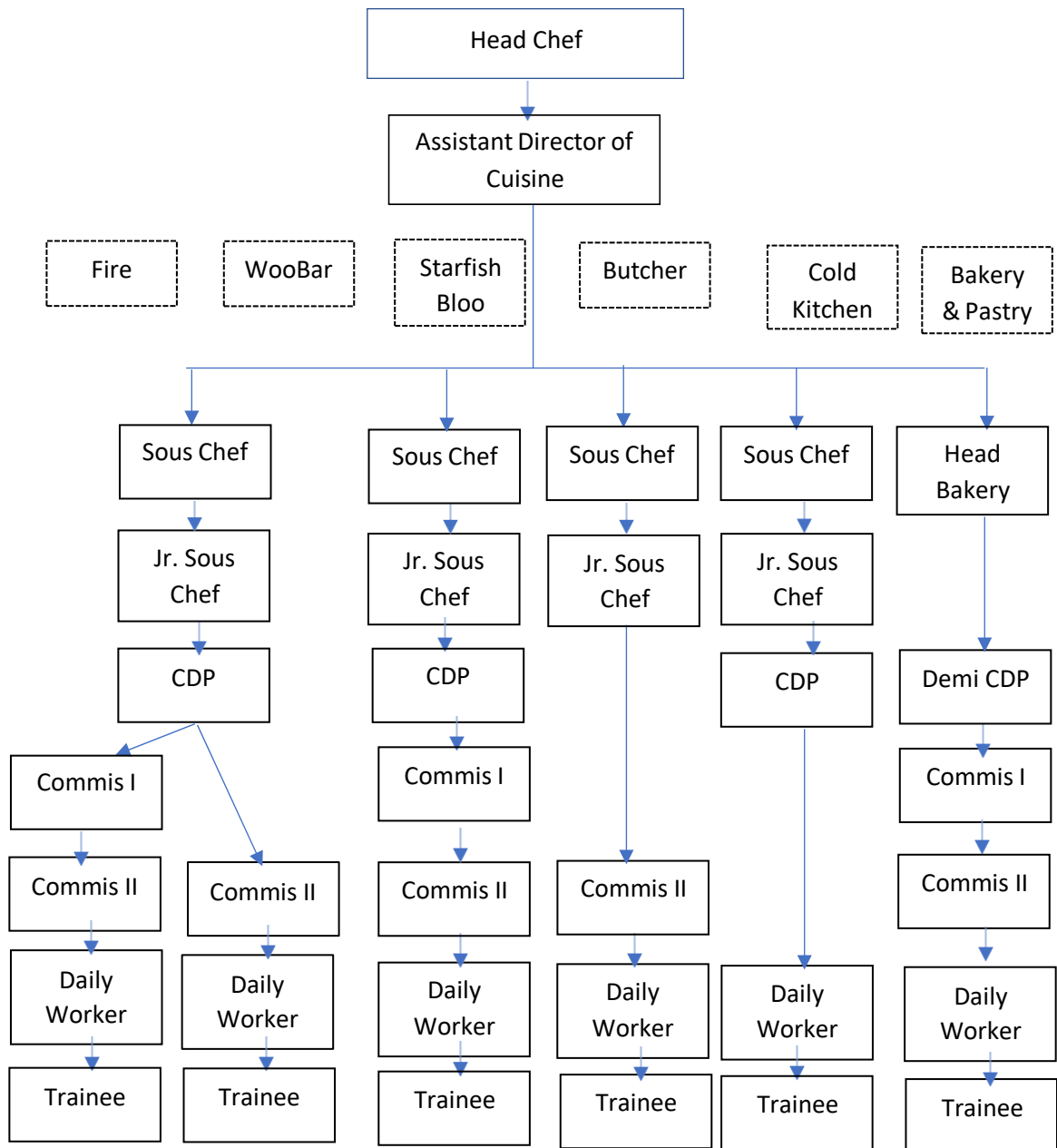
WooBar is a beach bar that serves snacks, pizzas, and drinks varying from milkshakes, juices, and alcoholic beverages. The seating capacity is 100 pax, operating hours from 10.00AM-1.00AM.



Figure 2. 3 WooBar

The hotel's occupancy varies from 50% until up to 90% on holiday seasons which is usually around the midyear and the end of the year.

2.2 Kitchen Brigade



Job description:

1. Head Chef : Managing menu and ensuring food quality.
2. Assistant Director of Cuisine : Managing events and controlling food preparation and quality.
3. Sous Chef : Menu research and development, supervises kitchen, cooks.
4. Jr. Sous Chef : Menu research and development, supervises kitchen, cooks.
5. Commis I&II : Preparation, cooks.
6. Daily Worker & Trainee : Preparation, cooks, assisting with kitchen needs.

2.3 Hygiene and Sanitation

The hygiene and sanitation operating standard of W Hotels Seminyak, Bali is as written below:

1. Personal Hygiene SOP:
 - Complete set of the uniform must be worn all the time in the kitchen, including hat and apron.
 - For personal grooming, nails should always be kept short, use of jewelry are prohibited in the kitchen, every kitchen personnel must always maintain a neat appearance, for male personnel, long hair is prohibited.
 - Employees must wash hands every 30 minutes using the hotel's standard hand-washing techniques .
 - Hand gloves must be worn when handling ready to eat food.
 - Sick and allergic personnel must report to hotel's Hygiene and Sanitation Manager.
 - All food handler personnel must attend scheduled routine medical checkup.

2. Storage and Inventory:

- Items must be picked up from loading dock ASAP.
- Vegetables and fruits must go through a sanitation process, washed using a special solution to remove any hazards before stored.
- Plastic packaging and cardboards from supplier are prohibited from entering the kitchen.
- All items must be labeled without exception.
- All items quality must be checked frequently.
- Containers, chillers, freezers, and all other storages must be cleaned frequently.

3. Work Hygiene Standard:

- Station must be cleaned and sanitized before and after every shift.
- When cutting items, the corresponding cutting board color must be used (green for fruits and vegetables, yellow for cheese, white for bread, red for raw meat and poultry, blue for seafood, and brown for ready to eat items).
- During service hours, utensils must be put inside a container filled with sanitation liquid.
- All waste must be separated according to their type (organic and anorganic)