

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 Establishment Description

Establishment	: Pavilion Restaurant By JW Marriott
Address	: Jl. Embong Malang No.85-89, Kedungdoro, Kec. Tegalsari, Kota SBY, Jawa Timur 60261
Phone	: (031) 5458888
Instagram	: @jwmarriottsby
Website	: https://id.jwmarriottsurabaya.com/

JW Marriott Hotel Surabaya is a five-star Luxury Brand among other Marriott International subsidiaries and is surrounded by some of the most famous tourist attractions in Indonesia. JW Marriott Hotel Surabaya was established in 1996. Located in the heart of Surabaya, each room is designed in a luxurious European style (Classic and Modern).

The hotel has 407 well-appointed guest rooms, including 145 twin bedrooms and 23 Apartments for extended stays. It provides highly versatile meeting and event space with dedicated catering and expert planning. With ample self-parking space, health club facilities, outdoor swimming pool, 24-hour gym and massage treatments. Only a few minutes from the Suramadu Bridge, House of Sampoerna. Heroes Monument and Sanggar Agung Temple. Only 14.8 kilometers to Juanda International Airport and Pasar Turi Station is the closest public transportation station from JW Marriott Hotel Surabaya.

2.2 Food and Beverage Outlet

2.2.1 Pavilion Restaurant (Asian, Western and Mediterranean)

Seating capacity 230 seats

Opening hours 06.00 - 24.00

2.2.2 Tang Palace Chinese Restaurant

Seating capacity 140 seats

Opening hours

Monday – Saturday

Lunch 11.00 - 15.00 dinner 18.00 – 23.30

Sunday & public holiday

Lunch 09.00 – 15.00 dinner 18.00 – 23.30

2.2.3 Imari Japanese Restaurant

Seating capacity 120 seats

Opening hours

Lunch 12.00 - 15.00 dinner 18.00 – 23.30

2.2.4 Lobby Lounge (cocktail and ala carte food)

Seating 100 seats

Opening hours 07.00 – 24.00

2.2.5 Uppercut Steak House

Seating 69 seats

Opening hours

Tuesday – Friday only

Dinner 18.00 – 22.00

Saturday – Sunday

Lunch 12.00 – 15.00 dinner 18.00 – 22.00

2.2.6 The Basement

Capacity 100 people

Opening hours for event only

Surabaya Baking Company

Opening hours 07.00 – 22.00

2.2.7 Wine & Co

Opening hours 09.00 – 22.00

2.3 Average Occupancy Rate in JW Marriott Surabaya

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	01.05.23	02.05.23	03.05.23	04.05.23	05.05.23	06.05.23	07.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	0	0	0	0	3	2	2
Inventory Rooms	407	407	407	407	404	405	405
Deducted Blk. Rooms Not P/U	0	0	0	0	0	0	0
Deducted Block Rooms P/U	39	260	229	45	20	24	69
Total Deducted Rooms	113	407	400	290	197	149	206
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	220	0	0	60	148	174	133
Available Physical Rooms	294	0	7	117	207	256	199
Maximum Availability	294	0	7	117	207	256	199
Minimum Availability	294	0	7	117	207	256	199
Min. Occupancy %	27.76	100.00	98.28	71.25	48.76	36.79	50.86
Max. Occupancy %	27.76	100.00	98.28	71.25	48.76	36.79	50.86
Total Rooms Reserved	113	407	400	290	197	149	206
Event >>							
Adults In-House	189	748	734	491	335	272	371
Children In-House	0	0	0	0	1	2	0
People In-House	189	748	734	491	336	274	371
Arrival Rooms	89	333	89	204	50	94	131
Arrival Persons	157	621	147	357	91	183	237
Departure Rooms	79	41	91	314	144	145	74
Departure Persons	151	71	161	600	248	248	140
Day Rooms/Persons	0/0	0/0	0/0	0/0	1/1	3/3	0/0

Figure 2.1 Occupation Rates

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	08.05.23	09.05.23	10.05.23	11.05.23	12.05.23	13.05.23	14.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	2	1	1	2	4	1	2
Inventory Rooms	405	406	406	405	403	406	405
Deducted Blk. Rooms Not P/U	0	1	0	0	0	0	0
Deducted Block Rooms P/U	86	82	86	79	27	21	12
Total Deducted Rooms	246	256	289	350	234	225	246
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	102	87	57	22	107	96	87
Available Physical Rooms	159	150	117	55	169	181	159
Maximum Availability	159	150	117	55	169	181	159
Minimum Availability	159	150	117	55	169	181	159
Min. Occupancy %	60.74	63.05	71.18	86.42	58.06	55.42	60.74
Max. Occupancy %	60.74	63.05	71.18	86.42	58.06	55.42	60.74
Total Rooms Reserved	246	255	289	350	234	225	246
Event >>							
Adults In-House	451	465	517	625	425	381	356
Children In-House	0	0	0	3	2	4	0
People In-House	451	465	517	628	427	385	356
Arrival Rooms	156	97	106	160	68	119	134
Arrival Persons	292	176	174	277	126	197	198
Departure Rooms	116	88	72	99	185	129	114
Departure Persons	212	164	122	166	329	241	229
Day Rooms/Persons	0/0	0/0	0/0	0/0	1/2	1/2	1/2

Figure 2.2 Occupation Rates

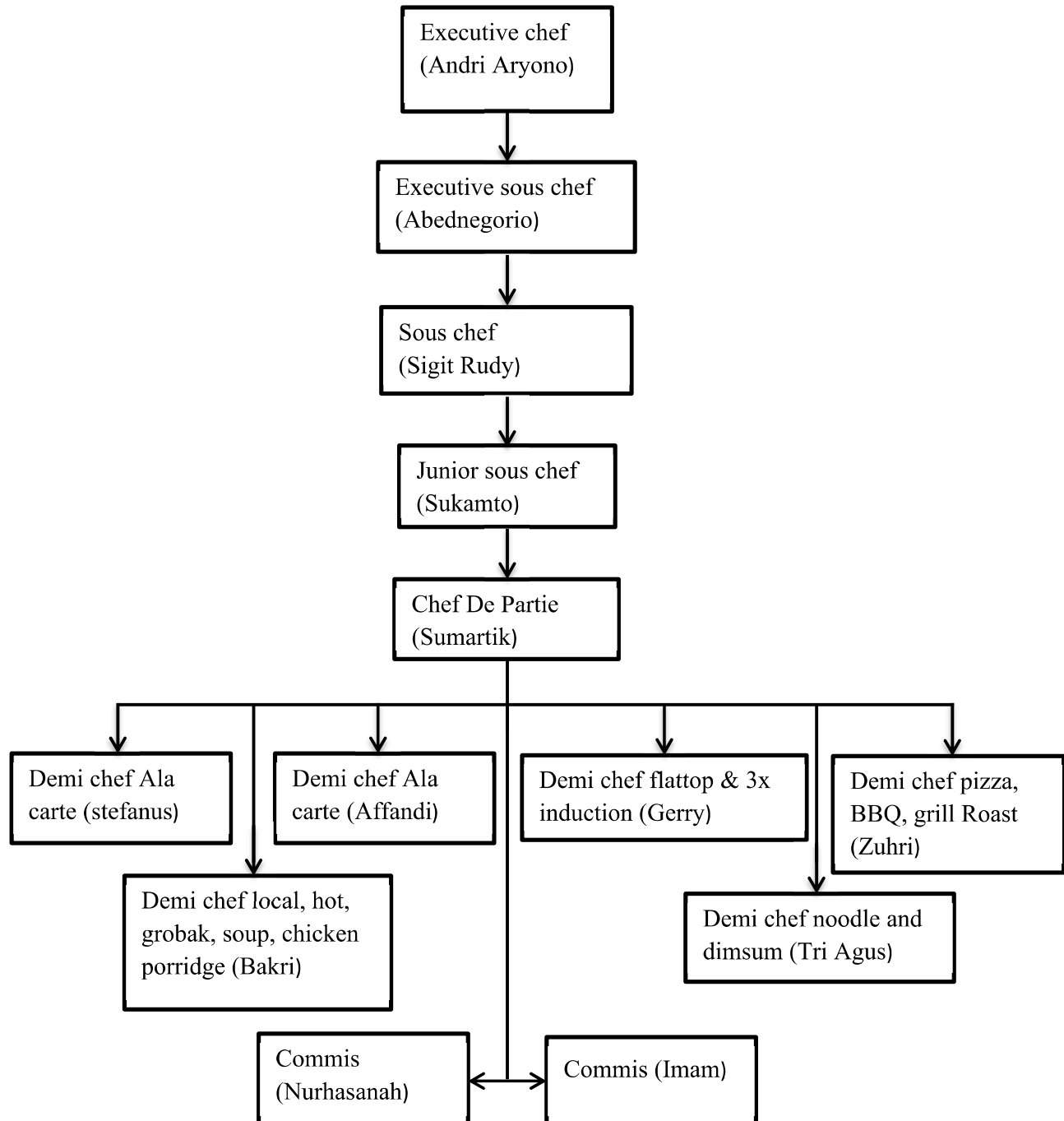
	Mon 15.05.23	Tue 16.05.23	Wed 17.05.23	Thu 18.05.23	Fri 19.05.23	Sat 20.05.23	Sun 21.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	5	1	1	0	0	0	1
Inventory Rooms	402	406	406	407	407	407	406
Deducted Blk. Rooms Not P/U	0	0	0	0	0	0	0
Deducted Block Rooms P/U	48	30	20	41	69	171	59
Total Deducted Rooms	363	356	286	278	345	407	178
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	22	26	54	49	30	0	100
Available Physical Rooms	39	50	120	129	62	0	228
Maximum Availability	39	50	120	129	62	0	228
Minimum Availability	39	50	120	129	62	0	228
Min. Occupancy %	90.30	87.68	70.44	68.30	84.77	100.00	43.84
Max. Occupancy %	90.30	87.68	70.44	68.30	84.77	100.00	43.84
Total Rooms Reserved	363	356	286	278	345	407	178
Event >>							
Adults In-House	570	550	426	420	559	720	315
Children In-House	0	0	2	2	5	3	0
People In-House	570	550	428	422	564	723	315
Arrival Rooms	154	81	72	106	124	183	108
Arrival Persons	279	133	136	195	241	364	192
Departure Rooms	37	88	142	115	58	123	336
Departure Persons	67	154	258	203	100	209	600
Day Rooms/Persons	0/0	0/0	0/0	1/2	1/1	3/6	0/0

Figure 2.3 Occupation Rates

	Mon 22.05.23	Tue 23.05.23	Wed 24.05.23	Thu 25.05.23	Fri 26.05.23	Sat 27.05.23	Sun 28.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	1	2	3	1	3	0	0
Inventory Rooms	406	405	404	406	404	407	407
Deducted Blk. Rooms Not P/U	0	0	0	0	0	0	0
Deducted Block Rooms P/U	65	37	62	13	1	1	1
Total Deducted Rooms	243	254	365	338	206	126	108
Non Deducted Blk. Rms Not P/U	0	0	0	0	0	0	0
Non Deducted Blk. Rooms P/U	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	81	93	23	30	13	16	13
Available Physical Rooms	163	151	39	68	198	281	299
Maximum Availability	163	151	39	68	198	281	299
Minimum Availability	163	151	39	68	198	281	299
Min. Occupancy %	59.85	62.72	90.35	83.25	50.99	30.96	26.54
Max. Occupancy %	59.85	62.72	90.35	83.25	50.99	30.96	26.54
Total Rooms Reserved	243	254	365	338	206	126	108
Event >>							
Adults In-House	418	430	630	584	366	231	196
Children In-House	0	2	0	0	0	1	0
People In-House	418	432	630	584	366	232	196
Arrival Rooms	143	115	181	130	79	49	66
Arrival Persons	249	197	318	232	143	96	123
Departure Rooms	78	106	70	157	213	129	84
Departure Persons	148	186	120	279	365	230	159
Day Rooms/Persons	0/0	1/1	0/0	0/0	0/0	0/0	0/0

Figure 2.4 Occupation Rates

2.4 Kitchen Hierarchy



2.5 Job Description

2.5.1 Executive Chef

- Planning and directing food preparation
- Modifying and create new menus
- Estimating food costs
- Supervise and manage kitchen staff activities
- Directly responsible under the Food and Beverages director

2.5.2 Executive Sous Chef

- Work as the second in command
- Work with Executive Chef regarding succession of menu planning
- Monitor and control financial budget and goals
- Ensure all food items are up to standard while minimizing waste
- Ensure the cleanliness of chefs and is presentable to guests
- Directly responsible to Executive Chef

2.5.3 Sous Chef

- Assist with the preparation and planning of meal designs.
- Ensure that kitchen activities operate in a timely manner.
- Resolve customer problems and concerns personally.
- Monitor and record inventory, and if necessary, order new supplies.
- Provide support to junior kitchen employees with various tasks including line cooking, food preparation, and dish plating.
- Recruit and train new kitchen employees to meet restaurant and kitchen standards.
- Create schedules for kitchen employees and evaluate their performance.

2.5.4 Junior Sous Chef

- Work as the third in command

- Replace the work of executive sous chef when they are not available
- Supervising food management and hygiene
- Assist menu planning, inventory and managing supplies
- Helps CDC or commis

2.5.5 Chef De Partie

- Handles the preparation and cooking within a particular section
- Managing and handling commissary chefs
- Monitoring waste control
- Supervise the maintenance of kitchen and food safety standards

2.5.6 Demi Chef

- Responsible under CDP
- Handle hygiene and sanitation maintenance
- Supervise and control commissary chefs
- Support CDP or Sous Chef in daily operation
- Prepare daily mise en place and food production

2.5.7 Commis

- Actively cooks and handles mise en
- Assisting and support chefs in daily operation
- Responsible to maintain cleanliness of workplace

2.6 Hygiene and Sanitation Standard in JW Marriott

2.6.1 Global Food Safety

- Current year foodborne illness notification procedures are on the file and accessible
- Proof of food safety training for food handlers is current and available to review
- Pest prevention program must be adopted, effective and control
- Kitchen exhaust and ductwork system are professionally cleaned and maintain
- Floor, walls, ceiling Clean, debris free and clear of any standing water
- Back dock and entryway are insect and rodent free
- Organized and clean dumpster area
- Hand washing facilities, dishwashing machines is use properly and well maintain
- Chemical supplies are properly stored and label
- Implementation of FIFO principles
- Cold storages is clean, well maintain and in a controlled temperature
- Food storing is organize and with each safety parameters
- Food handlers understand required cooking temperature
- Purchasing of any goods is well maintain, day tags and comply with microbiological standards
- Dates marking is applied, day of preparation, ready to eat and expired dates
- Proper food handling and thawing
- Utensil and food equipment is properly stored, clean and well maintain
- Person displaying contagious symptoms are prohibited to enter food preparation area

- Eating, drinking and tobacco use is restricted to non-food area
- Using proper face and hand protection went handling food

2.6.2 Color Coated Cutting Board Standard

Color	Function
White	Ready to eat meal and fruits
Green	Vegetable
Yellow	Pork
Blue	Seafood
Red	Meat

This color differences is to prevent cross contamination. It will prevents bacteria from raw meat or poultry contaminating ready to eat food that will be served to the customers and avoid food poisoning.

2.6.3 SOP Dishwasher



Figure 2.5 SOP Dishwasher

1. Installation Dishwasher
 - Check every part before using
 - Close all water valve
 - Fill all water tank to the specific line
 - Turn the machine on and set the temperature
 - Wash 66C and rinse 82F

2. Soak/Wash Cutlery's
 - Prepare the soaking mixture with warm water
 - Soak all cutlery for 5 min
 - Set the rack inside the washing machine
 - Set the rack with the cutlery facing down
 - Let it dry and cool down before moving to a new basket with the cutlery facing up
3. Wash plate
 - Throw away any leftover food and rinse
 - Make sure the rack is full before putting in the machine
 - Be careful when moving after cleaning and rinse, the plate and rack is still hot
4. Dishwasher Cleaning
 - Turn the machine off, open the water valve and let it dry
 - Clean all the rack, water tank and drying rack
 - Check for any leftover food or dirt

2.6.4 Hand-Washing Practices For Food Handlers Standard:

- After engaging in any activity that may contaminate the hands (e.g., smoking)
- After using the restrooms
- Between preparing raw food and then working with ready-to-eat food
- Contact lenses – insertion or removal
- Coughing, nose blowing, or sneezing
- Cuts or wounds – before and after treating
- Eating – before and after
- Garbage cans or bags – before and after touching
- Glove changing

- Mopping or cleaning
- Sick or injured persons – before and after touching
- Soiled equipment or utensils – after handling
- Touching hair, mouth, nose or scalp
- Hands should be washed at least every hour if none of the above conditions applies

Persons displaying contagious symptoms are restricted or excluded from working around exposed food, utensils or equipment and hotels must display Associate Illness exclusion/restriction Guidelines

2.6.5 Hand Washing Standard



Figure 2.6 Hand Washing Standard

Under the Global JW Marriott Standards, associates must wash hands with soap and warm 38°C water and follow these steps below:

1. Wet hands with water
2. Apply antibacterial soap
3. Rub hands palms to palms
4. Rub the back of each hand with fingers interlaced
5. Rub palms together with fingers interlaced
6. Rub the back of fingers to the opposing palms
7. Rub each thumb clasped in opposite hands

8. Rub the tips of fingers
9. Rub each wrist with different hands
10. Rinse with water
11. Dry thoroughly your hands
12. Turn off the faucet with the tissue
13. Your hands are now clean

2.6.6 Personal Grooming Standard

- JW Marriott Chef Jacket
- Chef hat and hair is tied
- Name tag
- Hand glove for ready to eat food
- Safety Shoes
- Apron & napkin
- Trousers
- Short nail
- No accessories
- No nail polish

2.6.7 Temperature Control

1. Heated to 74 C
 - Poultry (mince / whole)
 - Stuffed food / pasta
 - Soup/ sauce(74C-82C)
 - Reheat
2. Heated to 68 C
3. Beef mince
4. Heated to 63 C
 - Egg /egg dish
 - Pork, game
 - Seafood
 - Beef, lamb, veal, and red meat

5. Heated to 55 C
 - Roast Beef

2.7 General Cleaning

Cleaning is a mandatory daily activity to maintain the cleanliness and sanitation standards of the JW Marriott Hotel Surabaya. The cutting board needs to be rinsed under hot water manually or in the dishwasher. General cleaning of all chillers and racks once a month. As well as updating any expired food labels and inspecting each item.

2.8 Waste Management SOP

Waste is differentiated in to 3 categories dry waste, wet waste/food waste, and fruit skin.

2.8.1 Dry Waste

- Collect all type of dry waste
- Separate each type of dry waste such as paper, cardboard, box, Styrofoam
- Pack each type together before being sold off

2.8.2 Fruit Skin

- Is collect and sort base on the fruit type
- Some are proses in to micoenzim that is use for cleaning grease trap, to reduce unwanted smell and to clean any food residue
- Some are proses into molasses/sugar

2.8.3 Wet Waste/Food Waste

- Any waste that is not reusable or have value are consider trash
- Pack in to big bag before being throw away
- Some are used to make fertilizer and compose

2.9 How To Handle Receiving Goods



Figure 2.7 Receiving Area

When the goods arrive at the Receiving area, we must ensure that the shape and quality are good and according to Marriott Standards. Then check the taste.

Example :

The standard Marriot watermelon weighs 5-6 kg with red and sweet flesh. If it is not sweet or less than size, it will be returned to the supplier to be replaced.

Each fruit and vegetable has a standard size and taste, when it's appropriate, we accept it and sign for it.

Fruits and vegetables are stored in the pavilion chiller at 6°C. Then on the label (entry date and exp date). Apply a FIFO (First In First Out) system to avoid spoiled and withered fruits or vegetables.

For beef reception, at the time of delivery make sure to send it completely frozen with a predetermined temperature. Then when received store in the freezer at -19°C

Acceptance of chicken, fish, and seafood. Sent in really fresh condition.

Example :

Fish, make sure the gills are red, the scales don't peel off easily, The eyes are fresh, There are no blisters.

Chicken is stored in the freezer at -19°C , While fish and seafood are usually used immediately, or stored in a chiller with a temperature of 1°C

2.10 Service Harmony - Basic Standard Services

- Warm welcome/greeting
- "Good Morning, Welcome to JW Marriott Surabaya".
- By phone greeting - "Good Morning Loss Prevention, this is Andi How May I Assist You".
- Using the Guest Name, when known
- Well-groomed and professional, wearing a uniform, name tag, griffin pin, commitment card.
- Good posture, smile, eye contact, and attentive listening maintained throughout the interaction
- The associate paused and engaged when guests are present
- Two Handed Delivery
- Knowledgeable and confident
- Knowing Hotel-F&B Outlet Facilities & Navigation.Hotel Event, Local Attraction, Traffic paten
- Move forward at least 5 steps along with directions.
- Using appropriate verbiage
- Avoid using the word "Okay" instead use "Certainly"...Alright".
- Personalize or Proactive Service
- Open the car door in the front area
- Offer help with bringing in guest luggage
- Accept feedback and talk to others using the system
- L.E.A.R.N - Listen, Emphatize, Apologize, React, Notify
- Anything Else I can do for you..?
- End the interaction with a warm and welcoming thank you, have a nice day