

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 Establishment of Internship Placement

Vasa Hotel Surabaya is an Indonesian hotel chain that upholds international standards in service and products. As a representation of its establishment in the hospitality industry in Indonesia, the owner, represented by *Tanly* Hospitality, built a luxurious hotel named Vasa Hotel in 2012. This project is believed to strongly support positive growth in management that prioritizes Indonesian hospitality.

Vasa Hotel Surabaya is deeply committed to delivering genuine hospitality through highly professional and experienced staff in the hotel industry. With its rich cultural qualities, highest service standards, and easy access to highways, the best malls, and golf arenas, Vasa Hotel Surabaya stands at the forefront and becomes the preferred choice for business travelers and tourists who seek a unique and exceptional experience in Surabaya.

Vasa Hotel Surabaya was established in 2016 under the management of *Tanly* Hospitality, one of the 8 subholdings of Tancorp owned by Hermanto Tanako. It is considered one of the core businesses of Tancorp. Subsequently, Hermanto Tanako further developed another hospitality venture, namely Vasa Hotel Surabaya. This luxurious hotel is a source of pride for the people of Surabaya and, of course, for Hermanto himself. In fact, this hotel is also a favorite accommodation for Jokowi when he visits Surabaya.

2.2 Hotel Rooms, Facility, and Dining

With its location spanning from the 7th to the 36th floor, all rooms at Vasa Hotel Surabaya offer beautiful views of the city, enriching its comfortable and elegant interior design. The towering Vasa Hotel Surabaya provides 388 rooms, suites, and residences with a fresh perspective.

With Italian marble, beautiful carpets, luxurious King Koil beds, and artworks by Indonesian maestro artists, all rooms at Vasa Hotel Surabaya will welcome you to a comfortable rest after a long day. Each room is equipped with a 43-inch LED TV, interactive speaker, captivating artwork, cozy sofa, and floor-to-ceiling windows that allow ample sunlight to illuminate the room. The marble-clad bathrooms feature large showers, high-quality bathrobes, and exclusive bath amenities ready to pamper you. For the most memorable experience, the luxurious Presidential Suite at Vasa Hotel Surabaya, spanning 192 square meters, can be your choice. The Presidential Suite at Vasa Hotel Surabaya is the only suite with a balcony and a private indoor infinity pool, complemented by beautiful scenic views as its backdrop.

Vasa Hotel Surabaya offers an authentic dining experience unlike any other. Open daily, the hotel features six top-notch venues: 209 Dining, Xiang Fu Hai (Oriental), Bonne Journe Cake Shop.

209 Dining is open every day for breakfast, as well as à la carte lunch and dinner. On special occasions, 209 Dining will feature themed buffet options, showcasing Indonesian or international cuisine to delight your taste buds.

With myriad options of Chinese restaurants in Surabaya, Xiang Fu Hai stands out with the freshest and most authentic Chinese and Cantonese cuisine. Artistically prepared with the best ingredients, the cuisine at Xiang Fu Hai reflects detailed preparation and years of

experience that come together to form the most pleasing dining experience. DimSum is available every Saturday and Sunday and on public holidays.

The effortlessly chic elegance of our Lobby Lounge makes it the perfect spot for casual appointments with colleagues or catching up with friends. Here, you can savour pastries from Bonne Journe accompanied by high-quality teas or coffees. As dusk falls, our cocktail and wine selection can be your companion for a chillaxing evening.

On regular weekdays from Monday to Thursday, Vasa Hotel Surabaya experiences an average occupancy rate of around 30 to 50 percent. However, during the weekends from Friday to Sunday, the average occupancy rate increases significantly to 60 to 90 percent. During important events or holidays, the average occupancy rate can surge to 80 to 100 percent.

For the restaurant where I am interning, 209 Dining, the level of activity typically follows the average hotel occupancy during breakfast. For lunch, it can range from around 20 to 100 guests. As for dinner, it can accommodate approximately 50 to 200 people. However, during events such as weddings or birthdays, the restaurant's occupancy can significantly increase.



Figure 2. 1 Hotel Room

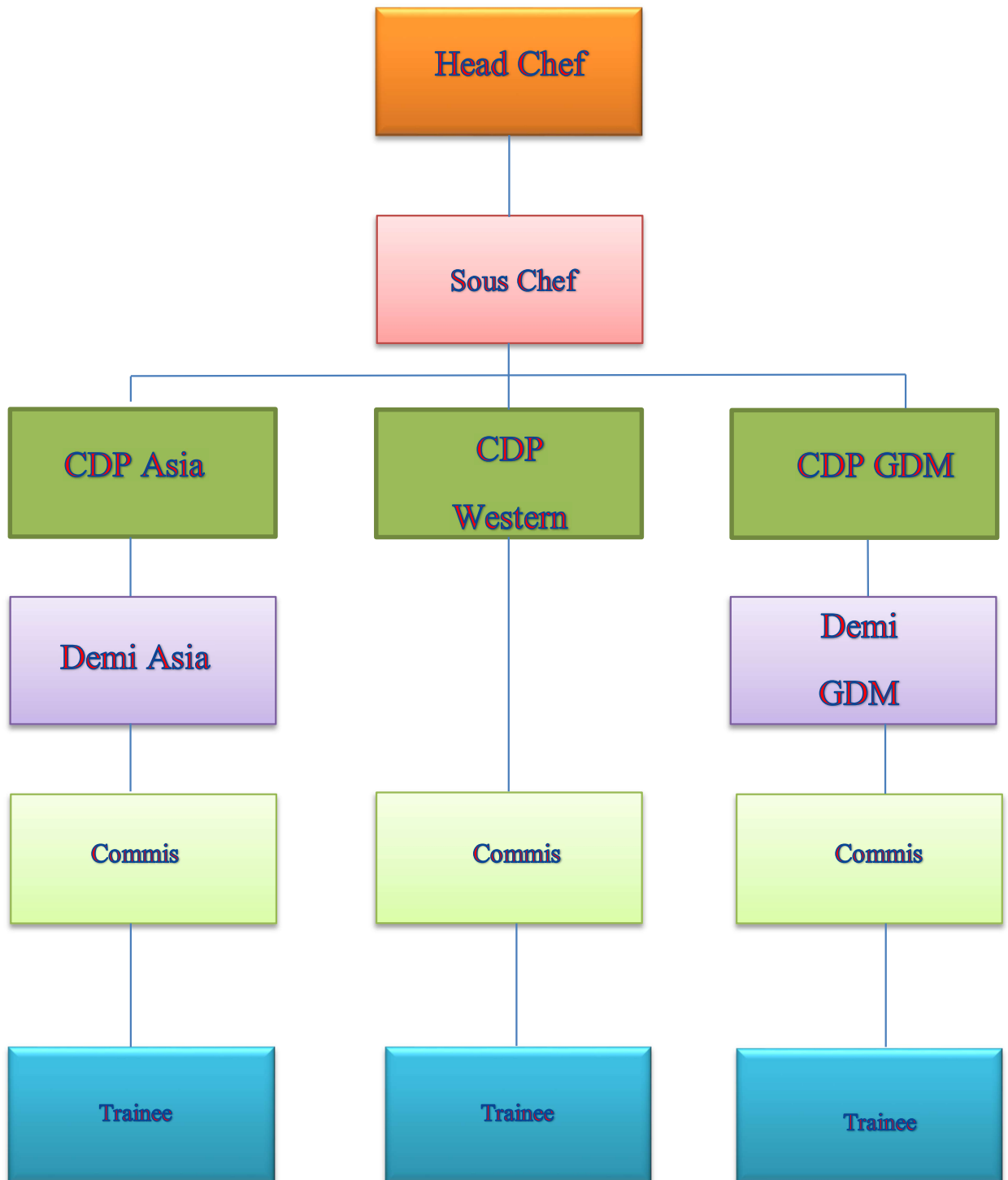


Figure 2. 2 Lobby Hotel



Figure 2. 3 209 Dining

2.3 Kitchen Brigade



Job Description :

1. Head Chef

- Planning the restaurant menu, designing cooking methods, and creating new menu items.
- Ensuring good food quality and appropriate pricing.
- Responsible for the cleanliness of the kitchen area, inventory of food supplies, and all kitchen equipment.

2. Sous Chef

- Conducting inspections on each dish to ensure it complies with SOP (Standard Operating Procedure) and is suitable to be served to customers or not.
- Performing inspection and supervision of all cooking ingredients in the kitchen to ensure they remain fresh when cooked and produce food that meets kitchen standards.
- Checking the remaining cooking ingredients of the day for restocking, so that the commis can immediately perform the restocking preparation according to the needs for the next day.

3. CDP

- Supervising the work in the section or station under one's leadership.
- Assisting in resolving problems or obstacles during operational activities.
- Smoothness and safety of work in the section/station.

4. Demi Chef

- Preparing food.
- Cleaning the workplace and paying attention to every corner to ensure the quality of the food served is guaranteed to be hygienic.

- Controlling everything from raw material inventory to the closing procedures of a restaurant.

5. Commis

- Determining and measuring cooking ingredients, cooking, and presenting a dish that tastes delicious, looks beautiful, and is worthy of payment.
- Creating purchase orders for ingredients.
- Supervising the operational activities of the kitchen, especially during the restaurant's opening hours.

6. Trainee

- Preparing raw ingredients for processing.
- Cleaning and storing the equipment that has been used.
- Assisting the chef in food preparation.

2.4 Hygiene and Sanitation

2.4.1 Personal Hygiene SOP

Hygiene is a crucial aspect that encompasses conditions and practices aimed at preserving health and preventing the transmission of diseases. This Standard Operating Procedure (SOP) outlines the essential hygiene policies and procedures that must be strictly adhered to by food and beverage production staff, including chefs, food handlers, stewarding personnel, and others.

All staff members must maintain high personal hygiene standards, including regular handwashing with soap and water before handling food, after using the restroom, and whenever necessary. Staff should wear clean and appropriate uniforms, including proper headgear, aprons, and non-slip shoes, while on duty. Hair should be tied back, and nails

should be kept short, clean, and free from nail polish or artificial nails. Staff should refrain from wearing excessive jewelry and should avoid touching their face, hair, or other body parts while handling food.

2.4.2 Personal grooming

All kitchen staff are required to wear appropriate and proper uniforms at all times while on duty. The uniforms should be clean, well-maintained, and in good condition. It is essential to always wear apron while on site, as appropriate. Wearing an apron helps protect your clothing from spills, stains, and any potential contaminants in the kitchen environment. It is a standard practice to wear an apron as part of your uniform to maintain cleanliness and hygiene standards while working in food.

During duty, it is essential to wear all the required equipment at all times, including a hairnet or chef hat, neat uniform, name tag, apron, and safety shoes. These items help maintain a professional appearance, ensure food safety, and promote a hygienic working environment. Wearing a hairnet or chef hat prevents hair from falling into the food, while a neat uniform and name tag identify you as a part of the staff and promote a sense of professionalism. The apron protects your clothing from spills and stains, while safety shoes provide foot protection in the kitchen environment. By consistently wearing all the necessary equipment, you contribute to a safe and efficient working environment.

After completing your shift, you may remove all the equipment and return the uniform to the hotel's linen

department as per the standard procedure. It is important to ensure that the equipment, such as hairnets or chef hats, aprons, and safety shoes, are properly cleaned and stored for future use. By returning the uniform to the linen department, you contribute to the smooth operation and maintenance of the hotel's inventory.

2.4.3 Sanitation SOP

Kitchen sanitation is a crucial aspect of maintaining a safe and hygienic environment in food preparation areas. It involves the proper cleaning, sanitizing, and maintenance of various surfaces, equipment, utensils, and storage areas. Regularly clean and sanitize countertops, cutting boards, and food preparation surfaces using appropriate cleaning agents and sanitizers. Clean and sanitize all equipment, including mixers, slicers, grinders, and food processors, according to the manufacturer's instructions.

Handling and storing ingredients is an essential part in the kitchen. Maintain proper storage practices to prevent contamination and spoilage. Regularly clean and sanitize storage areas, shelves, and refrigerators to avoid the growth of bacteria or mold. Follow proper labeling and rotation procedures for stored food items to ensure freshness and avoid cross-contamination.

Proper waste management practices should be followed, including the use of designated waste bins, ensuring their regular emptying and proper disposal. Waste disposal areas should be kept clean, and waste should be

properly segregated to prevent contamination and promote recycling whenever possible.