

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 History of The Westin Surabaya



Figure 2. 1 The Westin Hotel

The Westin Hotel was built in 1930 after two hoteliers Severt Thurston and Frank Dupar spoke in Yakima, Washington. They decided to merge their two hotels into Western Hotels, Inc. At the beginning of its establishment, the Western Hotel operated seventeen hotels. The first guest credit cards were introduced in 1946. "Family Plan" was introduced that allow child under 14 years old to stay without rooms fee on their parents. 22 hotels were adding and located around the California, Arizona, 5 Colorado, Montana, and Washington. When the Western Hotel outside the United States was built in 1963 the company changed its name to the Western International Hotel. The hotels were opened in Bangkok and a year later the hotels opened in Singapore. The name Western was later changed to Westin when the company merged with United Airlines, Inc. in 1980 while celebrating the hotel's 50th anniversary. UAL Inc. which owns United Airlines, is

trying to merge Westin, United Airlines, Hertz, and Hilton into a company called Allegis Corp. But the attempt ultimately failed. Eventually, Westin was bought by a Japanese company, Aoki Corp. which sold it to Starwood Capital Group, L.P. and Goldman Sachs in November 1994. Starwood later acquired full ownership of Westin in 1998.

2.2 Information about The Westin Surabaya

The Westin Surabaya had their soft opening on December 20, 2020. with facilities such as 1 Restaurant (Magnolia) & 2 Lounge (Sky lounge & Club Lounge), 15 meeting rooms and grand ballroom with various function spaces in total 9000 sqm, Fitness Studio, Pool (Kids Pool, Lap Pool 20m long and 1,3M depth, Relax Pool), nearby Pakuwon mall and golf course by Pakuwon golf club 18 holes or 9 holes.

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

	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%

Table 2. 1 Occupancy Rate

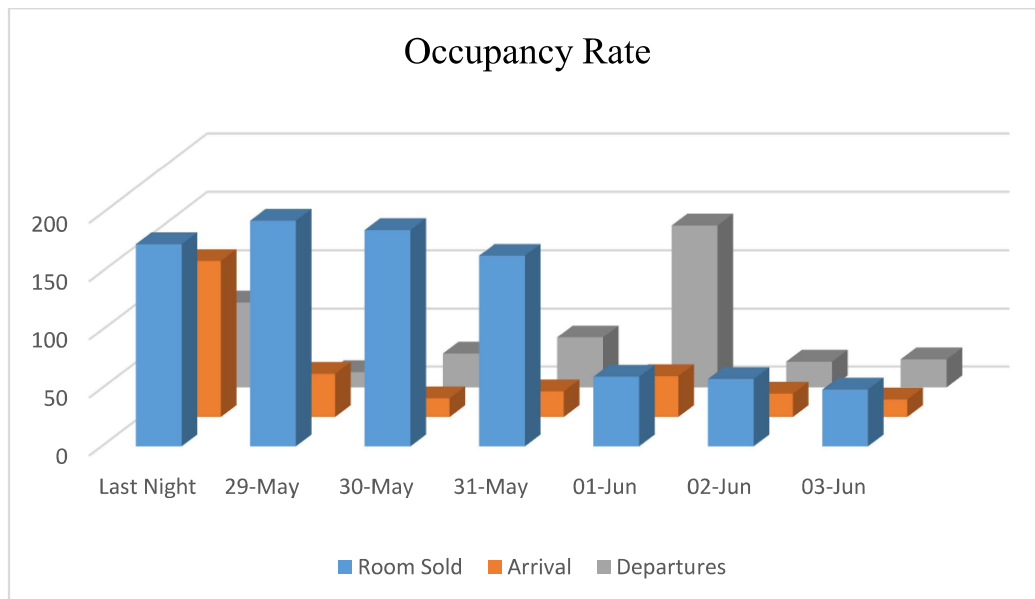


Figure 2. 2 Occupancy rate

2.4 Kitchen Hierarchy and Kitchen Brigade

2.4.1 Kitchen Hierarchy of Magnolia Kitchen

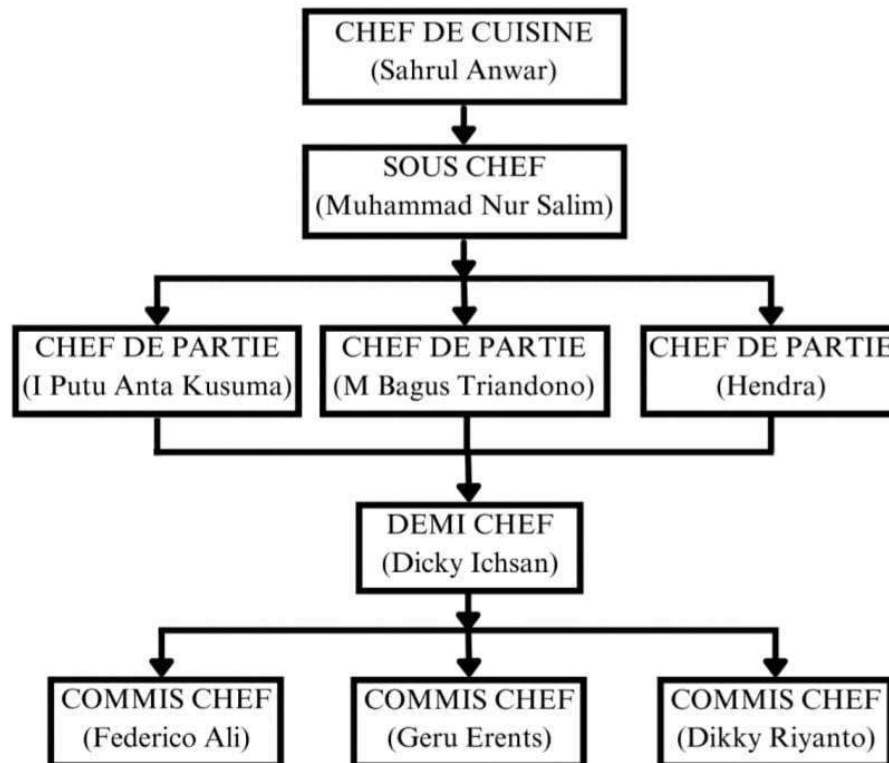


Figure 2. 3 Kitchen Brigade

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. M 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 jewelries 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

We start clearing up when the dinner buffet is closed at 9PM, we throw away the rest of the foods in the buffet. 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

- Receiving store located in the basement.
- Every ingredient that arrived must be a pickup in receiving store.
- Before picking up the ingredients the author must be checklist the ingredients to equate with the order list.
- After picking up the ingredients, photos are needed for the report.
- Last, the ingredients must be kept in store, chiller, and freezer

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.

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.

shift. Our morning shift starts from 4AM until 3PM and our afternoon shift starts from 1PM until 11PM.