

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 History of JW Marriott**

Marriott group was established on May 1927 by John Willard and Alice Sheets, which their first brand was not in hospitality group, but instead was a restaurant that's called A&W Root Beer franchise that's opened in Washington D.C. Hot Shoppes is the name of the business after it expanded into another branch of food and services.

In 1940 – 1950 which was during World War II, Hot Shoppes expanded to a cafeteria management at corporations, college, and hospital. Next, Marriott was established in 1957 with the opening of their first hotel, which is The Twin Bridges Motor Hotel. The second hotel in 1959 which was the Key Bridge Motor Hotel and Marriott groups continue opening new hotels. The first JW Marriott was opened in 1984 in Washington D.C by Bill Marriott Jr., J.W. Marriott's son. Now, Marriott company has over 100 JW Marriott Hotels in more than 35 countries.

#### **2.2 General Description of JW Marriott Emerald Bay**

JW Marriott Emerald Bay Resort & Spa was established in 2017 with the inspiration of Lamarck University concept that was founded in 1894 and closed at the 40s. The architect, Bill Bensley took the inspiration from 20th century style in a world of bygone French Colonial.

This hotel has in total 234 rooms that has two types of view, which are bay view and garden view. The lowest price for the accommodation is around Rp 4,7 million and the highest one is Rp 102 million, which is the Lamarck House that has 7 bedrooms, 5 bathrooms, and private pool.

There are 5 F&B outlets that offers lots of types of food. The main outlet is Tempus Fugit, which can accommodate up to 500 guests, roughly same as the maximum room capacity, because it's used for buffet in the morning. This restaurant opens from 6.30 am – 10.30 am for breakfast and 12.00 pm – 11.00

pm for a la carte. Moreover, it specializes in Vietnamese cuisine like noodle, rice, and pork, but still offers Western dishes like pizza, pasta, and burger and Japanese cuisines like sushi and ramen.

Second outlet is Pink Pearl restaurant that specializes in French fine dining cuisine that has maximum capacity up to 30 guests and opens from 6 pm – 10 pm. Next is Red Rum restaurant that's located by the beach and specializes in beef and seafood dishes. It opens from 11 am – 4.30 pm for lunch and 5.30 – 11 pm for dinner and can accommodate roughly 100 guests. Then, there's French nuance café that sells pastries and coffees, as well as afternoon tea. This café opens from 11 am – 6 pm and has maximum capacity up to 30 customers. And the last one is Department of Chemistry bar, that has uniquely science lab themed bar. This bar offers cocktails, gin, vodka, whiskey, wine and some tapas. It opens from 4 pm – 11 pm and can accommodate up to 90 guests.

The average occupancy rate depends on the holiday that Vietnamese have or if have events such as meeting or wedding. The highest occupancy was on Independence Day from April 29<sup>th</sup>, 2023 – May 1<sup>st</sup>, 2023 with the room occupancy percentage up to 85%, and almost 500 guests for breakfast during that time, because had non-guest customers. However, April and May were the months with the lowest occupancy rate, at roughly about 25%. In conclusion, during the internship period from March – August, the average room occupancy percentage was around 60%.

### 2.3 Kitchen Brigade

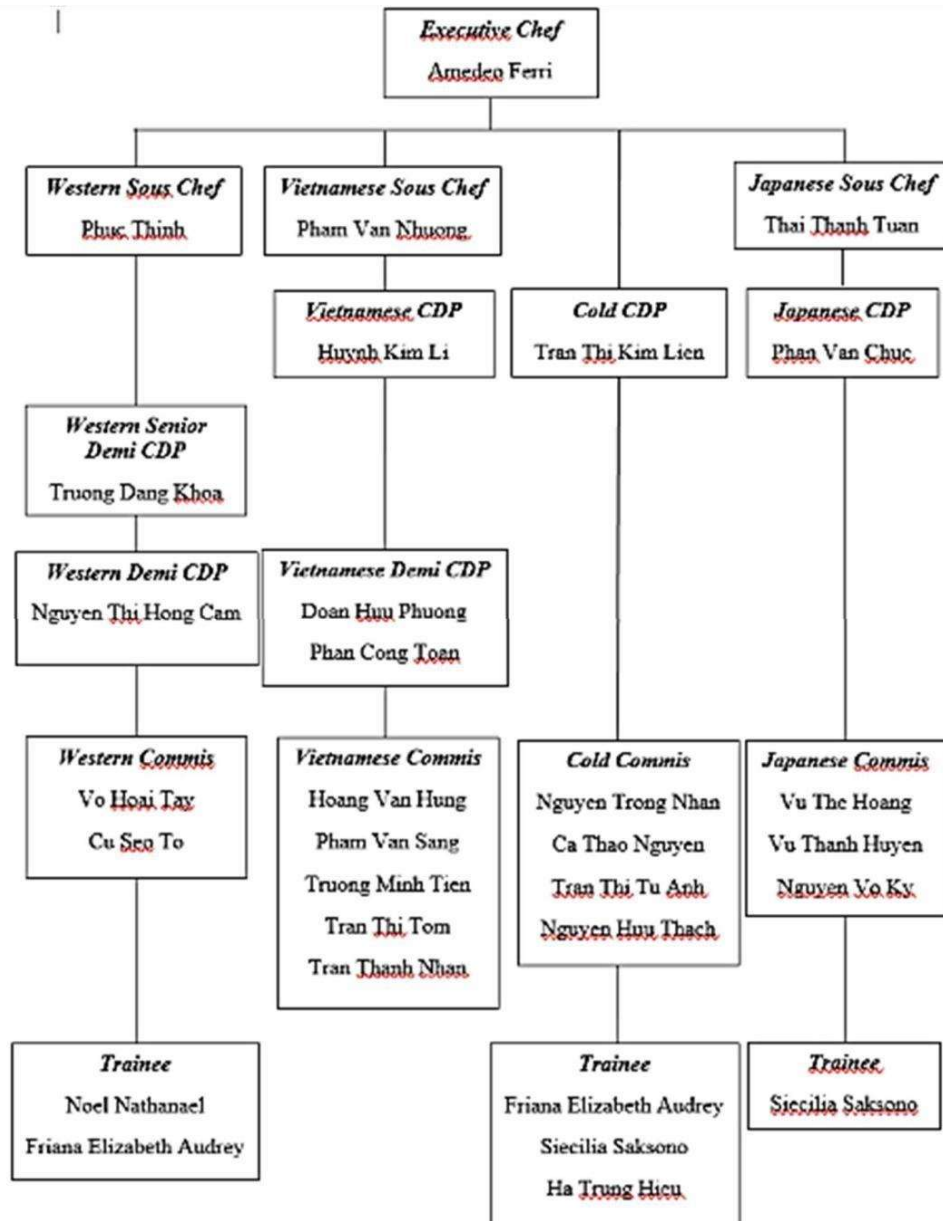


Figure 2.1 Kitchen Brigade

## **2.4 Personal Hygiene and Sanitation**

### **2.4.1 Personal Hygiene SOP**

Personal hygiene is how cleanliness of one's body and clothing is maintained in order to preserve and protect self-health and well-being of other people as well. Personal hygiene can prevent the spread of disease from parasites or foreign things that can contaminate food.

One of the SOP of the personal hygiene from JW Marriott is that staffs have to wash their hands with soaps for at least 20 seconds before, during, and after preparing food. Backs of hand, between finger, and under nails have to be washed in order to be fully cleaned. Moreover, avoid touching parts of body like eyes, face, or nose. In addition, using gloves while preparing food are necessary, in order to keep the food, sanitize, as well as changing gloves after preparing different types of food is a must, to prevent cross-contamination.

COVID-19 still infects people around the world, including people in Vietnam. Even though people that are infected with this virus has greatly reduced in Vietnam, wearing masks is still an obligatory, especially during buffet that the staffs contact directly with the guests. Thus, the spread of COVID-19 can be prevented and it can protect the staff's and the guest's well-being.

### **2.4.2 Personal Grooming Standards**

Personal grooming form men and women are almost the same for the kitchen staffs, which are

- Hair has to be neat, tied up and put inside of the head chef
- Uniform has to be clean, well-ironed and neat, as well as wrinkle free
- No visible tattoo
- No visible jewelry, including earrings, ring, and watch.  
Neckless can be worn, as long as it's kept inside the uniform
- Put on a light make up to freshen up one's face, and no heavy make

up

- No long nails, has to be cut short and clean
- Every staffs have to wear name tag and JW Marriott lapel pin
- Socks have to be in black color
- No in grown beard and mustache for men, it has to be neat and fullygrown

### **2.4.3 Sanitation SOP**

- Cleaning Station and Deep Cleaning

Station has to be cleaned before leaving the kitchen. In JW Kitchen, there are 2 types of cloth, which are blue and green. Green cloth is usually for containers that are filled with vegetables and fruits, whereas blue cloth is for cleaning the station. Sanitizer from Ecolab brand is also used as a surface cleaner in every kitchen and the tray that's used to keep goods are also have to be cleaned.

Furthermore, hygiene Patrol in JW Marriott kitchen has schedule for deep cleaning for each and every kitchen. Usually, it depends on how busy the kitchen is. The deep cleaning will be more frequent if the kitchen is used frequently, like for example if there's big event like gathering or wedding, kitchen will be busier. However, deep cleaning is supposed to be done everyday. But, because deep cleaning takes time, usually is done when the kitchen and the staffs is not too busy. Every kitchen staffs will take out all of the goods and supplies inside of the parts of kitchen, and stewards will clean the racks as well as the floor. Refrigerator edge will also be cleaned with stainless steel cleaning stick, cloth and Ecolab sanitizer in order to clean the dirt and particle that stuck between the edge.

– Receiving and Handling Goods

Receiving goods and supplies, like fruits, vegetables, and dairy goods (for cold kitchen) usually is done 3 days per week, which are Monday, Wednesday, and Friday. However, it depends on how busy the event will be, the busier the kitchen, the more frequent it gets. Goods and supplies are taken from the commissary, which are already ordered by the CDP. If the kitchen still has the supplies, it's not necessary to pick up all the goods in the commissary, so there's still space to store the goods in the kitchen.



**Figure 2.2** Sanitizing Vegetables

Special treatment is applied for vegetables for salad, either it's for buffet or a la carte. Before the vegetable is picked up from the commissary to the cold kitchen, it has to be washed 3 times. First step is to cut the root of the vegetable, and then wash with water to clean up the dirt. Next, it's soaked with Ecolab disinfectant to reduce the pathogens for at least 90 seconds in sink. The last step is to rinse the vegetable and allow it to air dry. After it's washed, it can be picked up into the cold kitchen and it's stored in the chiller. Handling goods is no less important than receiving goods. After being picked up from the commissary, FIFO is always applied in the

kitchen, which is First In First Out, so products spoilage can be prevented. When storing the supplies, the older ones have to be taken out and the new ones will be put behind the older supplies because it has longer expiry date. Moreover,

for the goods that doesn't have expiry date have to be written a label date outside of the tray, according on the type of goods. For leafy vegetables, usually it can be stored in the chiller up to 7 days from the day that are received. However, it can be kept more than 7 days, depending on the condition of the vegetables. If the quality is still good, the expiry date on the label date can be changed for another 7 days. Handling fruits is quite different with handling vegetables, because it's only the product receive that has to be written, since fruits usually have longer lifespan, especially hard fruits like watermelon, melon, apple, etc. All fruits can be kept in the chiller, except for bananas, that are always kept in the dry store.

In Tempus Fugit, every chiller, freezer, dry store, and supplies storage have different section and rack for each department which are Vietnamese, Western, Japanese, and cold kitchen. Therefore, goods are stored in the adequate section, but still have to be classified according to the types of the goods. For instance, fish can't be stored together with meat or chicken, as well as with vegetables or fruits, to prevent any cross contamination.

– Food Waste

As food waste is a common thing in culinary industrial, especially in hotels, it's minimized as much as possible, since JW Marriott also applies sustainability concept. For example, the foods from breakfast buffet like leafy greens can be kept

for a la carte for the next afternoon and evening, so the food can be minimized. For other dishes from buffet breakfast, it's usually given to the stewards or other kitchen staffs that want it, so it will not become a waste, as well as leftover bakery and pastry goods, are provided to the staffs at canteen when it's lunch time. Leftover cut fruits from an evening event also can be kept in the chiller and used for the next morning's breakfast buffet.