

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 History**

Marriott International was founded in 1927 by J. Willard Marriott, who started with a small root beer stand in Washington, D.C. Over the years, Marriott expanded and became a major player in the hospitality industry. Over the years, JW Marriott has expanded rapidly, with hotels now located in over 80 countries. The brand has become synonymous with luxury accommodation and high-end service, with the JW Marriott properties consistently receiving accolades and awards from industry insiders.

The JW Marriott Phu Quoc is a luxurious beachfront resort located on Phu Quoc Island in Vietnam. It features 234 beautifully appointed rooms, suites and villas, all of which boast stunning ocean views. The resort is designed to offer guests an exceptional experience, with a range of amenities that include a private beach, three swimming pools, a fitness center, a spa, and six gourmet restaurants and bars. Guests can also enjoy activities such as kayaking, snorkeling, and beach volleyball, or explore the island with bike rentals or guided tours. The JW Marriott Phu Quoc is the perfect destination for travelers looking for a luxurious and relaxing getaway.

#### **2.2 Facilities**

##### **2.2.1 Rooms**

JW Marriott Phu Quoc Emerald Bay have 234 rooms and the most affordable room is around 4 million rupiah, and the top of the line is a villa you can rent is around 100 million rupiah called Lamarck House.

##### **2.2.2 Outlets**

###### **1. Tempus Fugit**

JW Marriott Phu Quoc Tempus Fugit is a restaurant located at the JW Marriott Phu Quoc Emerald Bay Resort & Spa in Phu Quoc,

Vietnam. The restaurant serves a variety of international cuisine, including Vietnamese, Thai, Indian, Chinese, Korean, Japanese, and Italian dishes. Tempus Fugit is Latin for "time flies," which reflects the restaurant's concept of timelessness and bringing together different cultures and flavors. The restaurant features an open kitchen, live cooking stations, and an extensive buffet spread for breakfast, lunch, and dinner. It also has an outdoor terrace overlooking the resort's infinity pool and the ocean.

## **2. Pink Pearl**

JW Marriott Phu Quoc's Pink Pearl restaurant is a unique fine dining destination offering exquisite Vietnamese cuisine in a luxurious setting. The restaurant is named after the rare and precious pink pearls found off the coast of Phu Quoc Island. The interior of the restaurant is stunning, with a grand entrance featuring a stunning chandelier made from pink pearls. The dining area is designed with a combination of traditional and modern styles, providing a sophisticated atmosphere for diners.

## **3. Red Rum**

The JW Marriott Phu Quoc Red Rum Restaurant is part of the JW Marriott Phu Quoc Emerald Bay Resort & Spa, located in Phu Quoc Island, Vietnam. The restaurant is Mexican style restaurant that serves fresh seafood and is known for its culinary expertise in preparing seafood dishes. They use locally sourced ingredients and offer a variety of unique dishes.

## **4. Department of Chemistry**

Get schooled in the science of mixology at one of the most uniquely themed bars in Phu Quoc. Allow the skilled chemists at the

Department of Chemistry Bar to create a beautifully concocted potion while you enjoy tasty tapas and Emerald Bay views.

### 2.3 Kitchen Blueprint



Figure 2. 1 Kitchen Blueprint

### 2.4 Kitchen Placement



Figure 2. 2 Egg Station



**Figure 2. 3** Inside Kitchen



**Figure 2. 4** Western Kitchen



**Figure 2. 5 Cold Kitchen Chiller**



**Figure 2. 6 Walk-in Chiller**



**Figure 2. 7** Walk-in Freezer



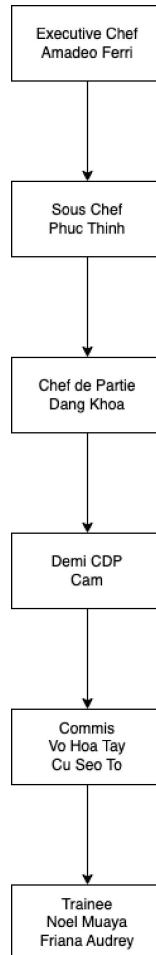
**Figure 2. 8** Western Kitchen

### **2.5 Occupancy Rate**

The occupancy rate at JW Marriott Emerald Bay Phu Quoc averages around 60%. The highest percentage was on the Independence Day on the end of April around 90%. The lowest percentage was in May to June, around 30% to 40%.

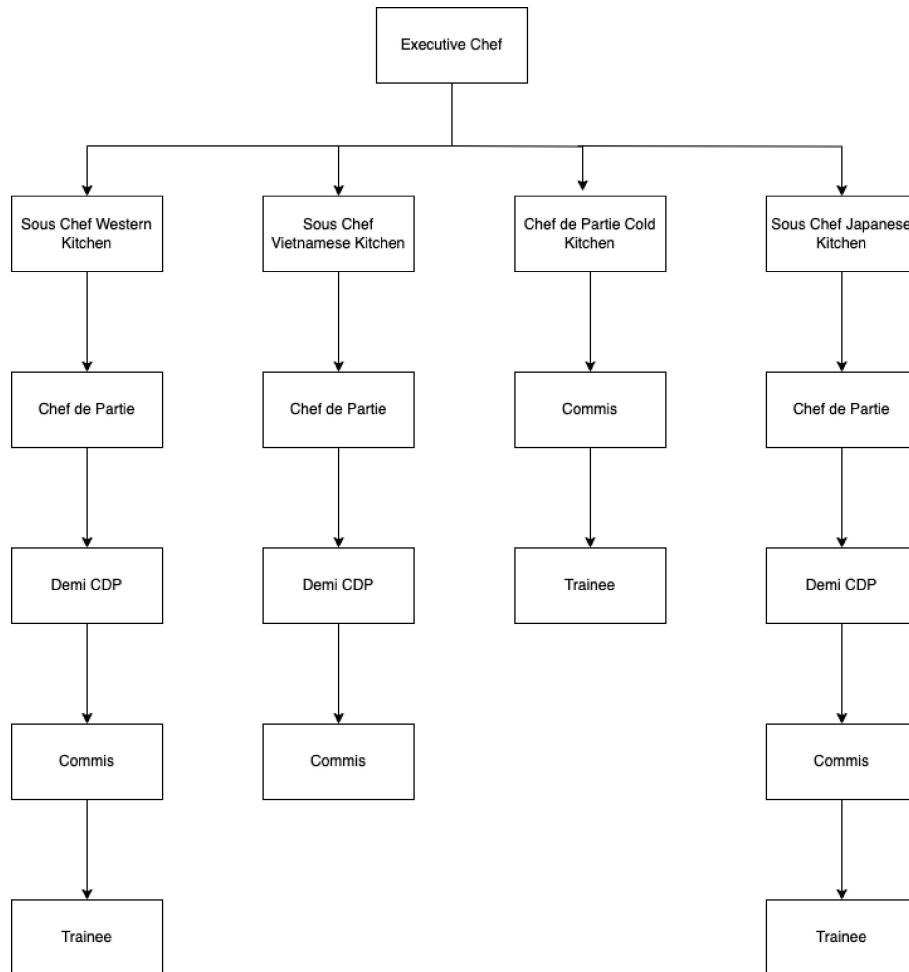
## 2.6 Kitchen Hierarchy

### 2.6.1 Western Kitchen Brigade



**Figure 2.9** Western Kitchen Brigade

## 2.6.2 All Kitchen Brigade



**Figure 2. 10** All Kitchen Brigade

## 2.7 Personal Hygiene & Sanitation

### 2.7.1 Personal Hygiene SOP

- Maintain short, clean, and polish-free fingernails.
- Always arrive at work cleanly with uniform and safety shoes.
- No necklaces, bracelets earrings, or piercing are permitted.
- Always wear a hat in food production areas that completely covers hair.



- Change apron if it becomes soiled or stained.
- Always remember to take off the apron before using the restroom.
- Between each task performed and before donning disposable gloves.
- Change disposable gloves as often as hand washing is necessary.
- Wash hands before and after removing gloves.
- Cover bandages on hands with gloves and finger cots as appropriate before handling with food.

### **2.7.2 Personal Grooming Before, During, and After Shifts**

#### 1. Before Shift

- Take a shower/bath daily.
- Keep fingernails clean and trimmed.

#### 2. During Shift

- Wear a clean uniform every day and only put it on at the workplace.
- Full aprons should be worn at different prep stations.
- Use disposable gloves when handling raw and cooked food.
- Wear only non-slip, full covered shoes (safety shoes).
- Wear a hair covering.

#### 3. After Shift

- Clean and tidy the station.
- Wash hands.

### **2.7.3 Sanitation SOP**

#### 1. How To Clean Work Stations

- Tidy up and put away stray items.
- Clear the table.
- Clean your stove top and wipe down your counters.
- Scrub the sink with a general-purpose cleaner and wipe dry.

#### 2. How To Handle & Receiving Ingredients

- Match the delivery to a purchase order.

- Check products are not damaged.
- Log received items into your inventory.
- Allocate storage space for goods.
- Notify your accounts payable department.

### 3. Kitchen Waste

- Careful Menu Planning.
- Follow Food Safety Guidelines.
- Control Portion Sizes.