

CHAPTER II

GENERAL DESCRIPTION OF COMPANY

2.1 HISTORY OF COMPANY



Figure 2. 1 A & W Rootbeer Restaurant

In 1927, the company's first venture is a nine-seat rootbeer stand in Washington, D.C. opening in 1927. J.W. Marriot begins his business with poartner Hugh Colton who after one yea, moves back to Utah leaving newlyweds J.W. and Alice Marriot to grow their hot shoppes. The third hot shoppes opens in 1928 and the first drive-in restaurant on the east coast.

In 1937, after visiting his hot shoppe near the airport, J.W. Marriot thinks of expanding his business by delivering food to airlines at Hoover Airport. The in-flight airline catering divisions was part of the company until 1989.

1940-1950 during Wold War II, hot shoppe, inc begins managing cafeterias in the Washington D.C. area at various government buildings such as defense plannts and McClean Gardens, a government housing center for service people. Cafeteria management expends to other institutions in the late 1940s through the 1950s at corporations,colleges, and hospitals.

In 1955, Hot Shoppes inc becomes a public company, offering stock for \$10.25/share, the stock sells out within 2 hours. Hot shoppe begin selling a new sandwich, considered the first double-decker hamburger on the east coast. The mighty Mo is named in a company contest in honor of the USS Missouri

battleship. After 28 years of being headquartered in Washington D.C. headquarters moves to Montgomery County, Maryland, and a new home in Bethesda in 1955.

In 1957 the Twin Bridges Motor hotel opens in January 1957, the 370 room property establishes Marriott in the hotel business



Figure 2. 2 Twin Bridge Center

In 1969, Marriott opens its 11th hotel, the company's first international property. The Paraiso is located on Acapulco Bay in Mexico. In 1975, Marriott opens its first European hotel in Amsterdam.

In 2012, Arne Sorenson becomes President and CEO of Marriott International with Bill Marriott, Jr. becoming Executive Chairman and chairman of the board.

2013, Moxy hotel is announced as a new stylish, affordable brand for Marriott especially for millennial travellers. The first moxy hotel opens in Milan in 2014. In 2014, Marriott have properties in Africa with 116 hotels.



Figure 2. 3 brands of marriott

In 2019, Marriott Bonvoy is introduced replacing Marriott Rewards, Starwood Preferred Guest and The Ritz-Carlton Rewards as a single travel program across the company’s global portofolio of hotels and resorts.

After the passing of president and CEO Arne Sorenson in 2021, Anthony Capuano becomes Chief Executive officer of Mariott International. In 2022, the 21 story Marriott International global headquarters opens in downtown Bethesda, Maryland. The cafeteria is named the Hot Shoppe in homage to the company’s founding.

2.2 VISION, MISION, CORE VALUES

2.2.1 Vision

“To be the world's favorite travel company”

To achieve the monumental success in the service industry on a global stage, the founders of the Marriott International thought it was best to put forth a vision so simple that it was not only easy to implement but also follow throughout the organization.

The goal of the company is very simple – to leave a legacy of excellence in the service industry. Marriott International aims to be the favorite travel company for the masses throughout the world. It was this vision in addition to the work ethic and company culture that made it possible to achieve the success the company has.

2.2.2 Mision

“To enhance the lives of our customers by creating and enabling surpassed vacation and leisure experience”

2.2.3 Core Values

1. Put People First : Marriott takes care of associate and lets them take care of the customers. We want to give associates opportunities to grow and succeed.
2. Act with Integrity: We hold ourselves to uncompromising ethical and
3. legal standards. This extends to our day-to-day business conduct, our employee policies, our supply chain policies, our environmental programs and practices and our commitment to human rights and social responsibility
4. Serve Our World: Our" Spirit to Serve " makes the company stronger. Marriott International focuses on five global social issues : poverty alleviation, the environment, community workforce development, the ellbeing of children and global diversity and inclusion.
5. Pursue Excellence: This is a dedication to the customer that shows in everything we do. We take pride in the detail every day, in every destination worldwide.
6. Embrace Change: We are driven to continually challenge the status and anticipate our customer's changing needs with new brands, new global locations and new guest experiences.

2.3 FEATURES JW MARRIOTT SURABAYA

1. JW Marriott rooms



Figure 2. 4 J.W MARRIOTT Rooms

JW Marriott Surabaya consists of 407 rooms and 22 apartments with 25 floors. Starting with the standard room type, which is called the deluxe room, up to the highest type, namely the chairman room and president suit room which are on the 25th floor.

2. Lobby Lounge



Figure 2. 5 Lobby Lounge

Guests are welcomed with warm hospitality from the moment they enter our spacious and elegant lobby. A place to meet, relax and unwind. The Lobby Lounge is open from morning till midnight and also the first place guests see after they enter the hotel and right beside

pavilion restaurant. Lobby Lounge provides specialty coffee, mocktails, cocktails, wines by the glass and light bites, as well as nightly live music

3. Executive Lounge



Figure 2. 6 Executive Lounge

The Executive Lounge can be accessed by guests based on their loyalty at Marriott Bonvoy. Executive floor guests can enjoy the exclusive 'Executive Lounge' access and other many benefits it given by and these includes Free high-speed internet access in the room, Personalized Check-in / Check-out, Complimentary Daily Executive Breakfast, All day refreshments, Evening Cocktails / Snacks / Drinks.

4. SBCo (Surabaya Baking Company)



Figure 2. 7 SBCo

SBCo is a bakery shop in JW Marriott Surabaya. SBCo provides various kinds of hampers, drinks (herbal tea, coffee, smoothies) to various kinds of cakes, croissants, bread, pie and gelato.

5. Wine & Co



Figure 2. 8 Wine & Co

The hotel's wine cellar which houses an impressive premium wine collection. Designed to provide wine for any occasion, whether to go with your dinner after a long day's work, as a gift for special occasions or to add to your extensive wine collection, Wine & Co

2.4 HYGIENE & SANITATION

2.4.1 Hand wash technique



Figure 2. 9 hand wash technique

On every sink wall at the JW Marriot, there must have been affixed on how to wash your hands properly and correctly

2.4.2 Cutting Board



Figure 2. 10 Cutting Board

The use of cutting boards is highly scrutinized so that there is no contamination between foods.

2.4.3 Chiller, Freezer, and dry store Temperature

1. The dry food area should be dry and cool to prevent spoilage and the swelling of canned goods. The ideal temperature range is 10°C to 15°C (50°F to 59°F).
2. Dairy products must be stored in the refrigerator at temperatures of 2°C to 4°C (36° to 39°F).
3. Frozen foods should be stored at –18°C (0°F) or lower.
4. Develop and follow a FIFO system for refrigerated food.

2.4.4 Personal Grooming Standard

1. JW Marriot chef jacket
2. Chef hat
3. Name tag
4. Safety shoes
5. For women hair must be tied up and for men hair must be above the ears
6. No nail polish and must be short
7. No tattoos
8. Chef apron
9. Trousers

2.5 ORGANIZATIONAL STRUCTURE AND MAIN TASK

The organizational structure at Pastry Kitchen JW Marriott divided into 4 teams. There are Banquet Team, SBCO Team, Outlet Team and Bakery Team: *Note* : Casual

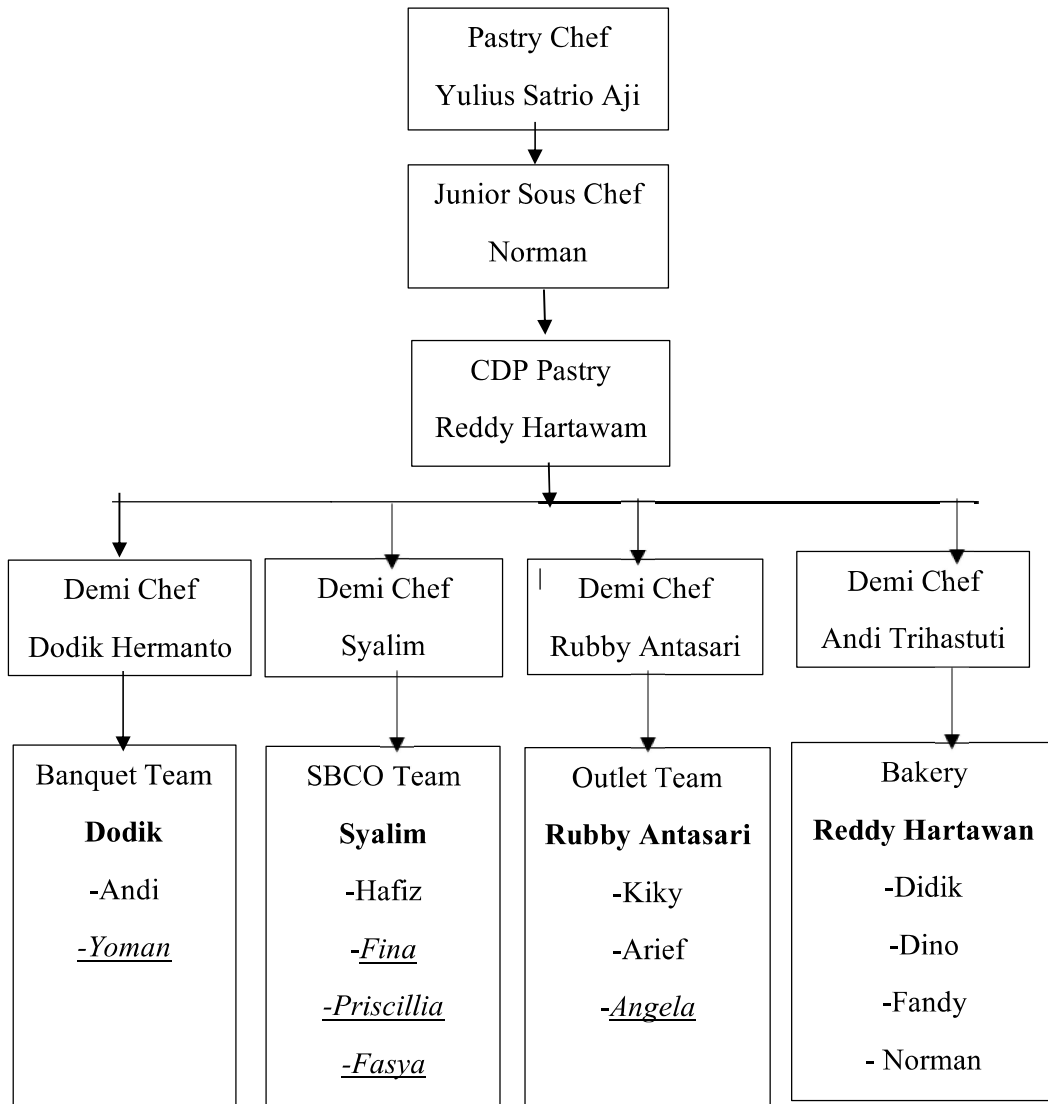


Figure 2. 11 organizational Structure & main task

Job Description

Pastry Chef :

1. Operating and managing the pastry section of the kitchen and liaising with the executive and sous chefs to ensure a successful working environment.
2. Preparing ingredients and handling baking and other kitchen equipment.
3. Creating pastries, baked goods, and confections, by following a set recipe.
4. Developing new recipes for seasonal menus.
5. Decorating pastries and desserts to ensure beautiful and tasteful presentation.
6. Monitoring the stock of baking ingredients.
7. Ensuring their section of the kitchen adheres to safety and health regulations.
8. Supervising and training staff members, when needed.
9. Create schedule for kitchen employee

Junior Sous Chef :

1. Develop new menu options based on seasonal changes and customer demand.
2. Assist with the preparation and planning of meal designs.
3. Monitor and record inventory, and if necessary, order new supplies.
4. Provide support to junior kitchen employees with various tasks including line cooking, food preparation, and dish plating.
5. Adhere to and implement sanitation regulations and safety regulations.
6. Assist pastry chef

Chef de partie :

1. Oversees kitchen's stock to make sure everything's available
2. Trains new kitchen staff to meet the required standard of workplace.
3. Managing pastry operations and delegating some work to several assistants and is the backbone of pastry.
4. Helping the head chef to develop new dessert's menu
5. Responsible to pastry chef
6. Checks food before going to final checker

Demi chef :

1. Disclosing daily issues in kitchen and absences to Chef de Partie
2. Maintaining workplace hygiene and cleanup.
3. In charge in a event if the kitchen's generals are missing
4. Support the CDP or Sous Chef in the daily operation

Kitchen staff / commis :

1. In charge of training new trainee to make sure they follow the standard around the workplace
2. Complying Commis/Chef De Partie/Sous Chef instructions
3. Set up work stations with all needed ingredients and cooking equipment
4. Responsible for the processing, production and decorating of cakes and pastry products