

CHAPTER II

ESTABLISHMENT BACKGROUND

2.1 Overview

1. Establishment : Tang Palace Restaurant By JW Marriott
2. Address : Jl. Embong Malang No.85-89, Kedungdoro, Kec.
Tegalsari, Kota SBY, Jawa Timur 60261
4. Phone : (031) 5458888
5. Instagram : @jwmarriottsby
6. Website : <https://id.jwmarriottsurabaya.com/>

JW Marriott Hotel Surabaya is a five-star hotel under licensed of Marriott International Company and it is one of the Marriott's luxury brand. JW Marriott Hotel Surabaya is a luxury haven in a vibrant travel destination. Experience Luxury 5-star hotel in one of 407 beautifully appointed rooms, including 145 twin bedrooms and 23 Apartments for extended stays. Stay in the heart of the Surabaya city's bustling shopping and business district, just minutes from superb attractions, including Suramadu Bridge, the House of Sampoerna, Tugu Pahlawan monument and Sanggar Agung Temple. Indulge in delectable Japanese, Chinese, Western and Indonesian cuisines as well as the newest Steakhouse in four distinctive restaurants. Celebrate and succeed in versatile meeting and event space with custom catering and expert planning. With ample self-parking space, health club facilities, an outdoor pool, 24-hour gym, massage treatment and also kids club. JW Marriott Hotel Surabaya offer the perfect blend of comfort, relaxation and style. (marriott.com, 2022)

2.2 History of JW Marriott Hotel

John Willard Marriott was born on 17th September 1900 in a Marriott Settlement close to Ogden, Utah. He went to Weber College and graduated in 1923. He later attended the University of Utah and graduated in 1926. The next year he gained franchise rights from A&W Root Beer and started off with a ninestool beer stand in Washington D.C. He introduced other items such as Mexican Food on his stand naming it “The Hot Shoppe“. Soon it became a popular restaurant. The Marriotts open two more Hot Shoppes, including the East Coast's first drive-in restaurant in 1928. (Famous-entrepreneurs.com, 2022) In 1937 In-flight airline catering debuts when Hot Shoppes begins delivery of boxed lunches to passengers at Hoover Airport, south of Washington, D.C. Hot 4 Shoppes, Inc. stock becomes public at \$10.25/share and sells out in two hours of trading. Marriott made a historic shift into the hotel business in 1957. The world’s first motor hotel opened in Arlington, Virginia, under the management of J. Willard Marriott’s son, Bill. Over the next 25 years, Marriott became a diverse global enterprise, and Bill Marriott became a visionary CEO whose leadership transformed the hospitality industry. (Marriott.com, 2022)

2.3 Location of JW Marriott Hotel Surabaya

Marriott Hotel Surabaya is located in the heart of Surabaya city, the details about JW Marriott Hotel is located in Jalan Embong Malang, 85-89, Surabaya, East Java. It is next to one of the largest mall in Indonesia, Tunjungan Plaza Surabaya.



Figure 2. 1 JW Marriot Maps

2.4 Restaurants of JW Marriott Hotel Surabaya

JW Marriott Hotel Surabaya has five restaurants that provides various cuisine in each restaurant. These are the lists of restaurants :

1. Pavilion Restaurant



Figure 2. 2 Pavilion Restaurant

Source: [Instagram.com/pavilionatjw](https://www.instagram.com/pavilionatjw)

Pavilion restaurant is located on the 1st floor of JW Marriott Hotel Surabaya, it serves buffet for breakfast, lunch and dinner. Pavilion also provides a la carte menu.

2. Executive Lounge



Figure 2. 3 Executive Lounge

Source: [Instagram.com/jwmarriottsby](https://www.instagram.com/jwmarriottsby)

Executive Lounge is located on the 21st floor of JW Marriott Hotel Surabaya. Executive Lounge is special for the guest who stays in the executive room and luxury suites.

3. Tang Palace Restaurant



Figure 2. 4 Tang Palace Restaurant

Source: [Instagram.com/tangpalaceatjwmarriottsby](https://www.instagram.com/tangpalaceatjwmarriottsby) Tang Palace is authentic Chinese restaurant that serves Cantonese cuisine and dim sum in opulent setting. This restaurant is on the 2nd floor of JW Marriot Hotel Surabaya.

4. Imari Restaurant



Figure 2. 5 Imari Restaurant

Source: Instagram.com/ imariatjw Imari serves authentic Japanese cuisine such as sushi, teppan style cooking, fresh grilled seafood and meat. Imari is located on the 2nd floor of JW Marriot Hotel Surabaya.

5. Uppercut Steakhouse



Figure 2. 6 Uppercut Steakhouse

Source: Instagram/uppercuteasteakhouse Uppercut Steakhouse serves variety of fine quality meats, including dry-aged beef, along with delicious side dishes and nonbeef selections, using the freshest ingredients. It is located on the 2 nd floor of JW Marriot Hotel Surabaya.

2.5 Organization Structure Tang Palace Kitchen brigade

These are the kitchen organization structure of Tang Palace Chinese Restaurant of JW Marriot Surabaya :

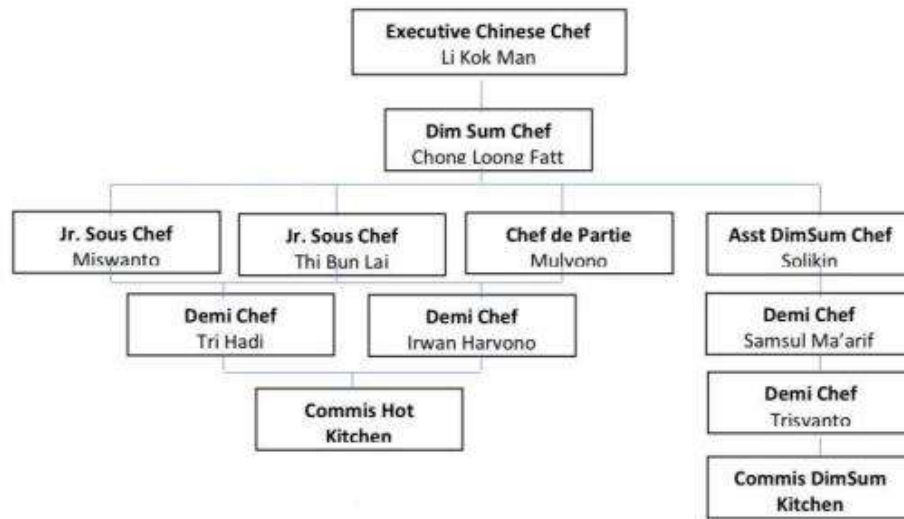


Figure 2. 7 Organization Structure

Source: Personal Documents

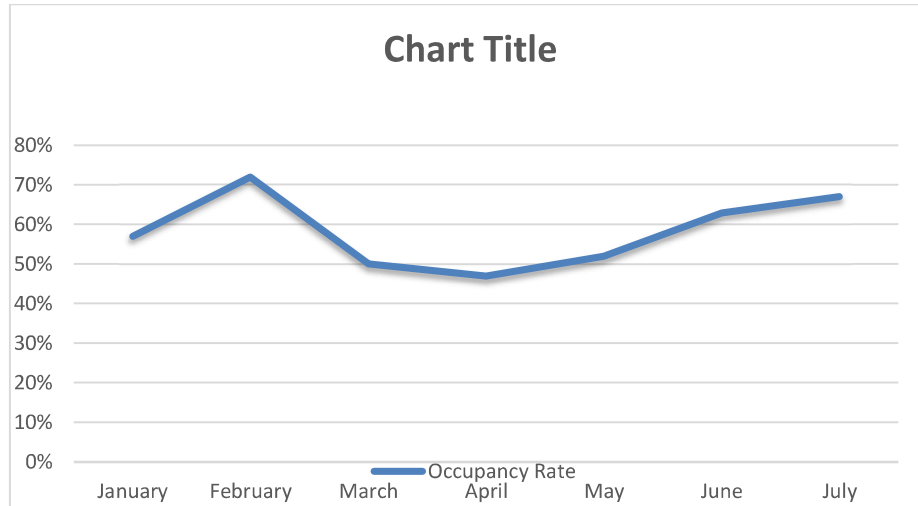
2.5.1 Job Description

1. Executive Chinese Chef
 - Creating menus
 - Supervising Chinese kitchen
 - Manage food cost control
 - Plan, organize, control and provide leadership to the Chinese culinary team
2. Dim Sum Chef
 - Responsible for implementation, development and operation of dim sum kitchen
 - Supervising all menu in dim sum kitchen
 - Ensure food standards
 - Plan, organize, control and provide leadership to dim sum kitchen

3. Jr. Sous Chef & Chef De Partie
 - Replace the work of executive Chinese chef when they are unavailable
 - Supervising food management and waste
 - Ensure the working areas kept clean
 - Supervising performance of kitchen staff
4. Assistant Dim Sum Chef
 - Ensure quality of dim sum production, preparation and presentation
 - Ensure food handling, safety, and hygiene standard
 - Maintain consistency in food quality
5. Demi Chef
 - Responsible under Jr. Sous Chef and CDP
 - Handling preparation and cooking of food
 - Assisting in all areas of the kitchen
6. Commis
 - Preparing food ingredients
 - Keeping inventory
 - Taking charge in organizing and keeping workspace always clean
 - Properly presenting foods
 - Seasoning meats

2.6 Average Occupancy Rate in JW Marriott Surabaya

Table 2. 1 Occupancy Rate



2.7 Hygiene and Sanitation Standard in JW Marriott

1. Global Food Safety

- Current year foodborne illness notification procedures are on the file and accessible
- Proof of food safety training for food handlers is current and available to review
- Pest prevention program must be adopted, effective and control
- Kitchen exhaust and ductwork system are professionally cleaned and maintain
- Floor, walls, ceiling Clean, debris free and clear of any standing water
- Back dock and entryway are insect and rodent free
- Organized and clean dumpster area
- Hand washing facilities, dishwashing machines is use properly and well maintain
- Chemical supplies are properly stored and label
- Implementation of FIFO principles
- Cold storages is clean, well maintain and in a controlled temperature

- Food storing is organize and with each safety parameters
- Food handlers understand required cooking temperature
- Purchasing of any goods is well maintain, day tags and comply with microbiological standards
- Dates marking is applied, day of preparation, ready to eat and expired dates
- Proper food handling and thawing
- Utensil and food equipment is properly stored, clean and well maintain
- Person displaying contagious symptoms are prohibited to enter food preparation area
- Eating, drinking and tobacco use is restricted to non-food area
- went handling food
- Using proper face and hand protection Color Coated Cutting Board Standard

2. Color Coated Cutting Board Standard

Table 2. 2 Cutting Board Color

Color	Function
White	Ready to eat meal and fruits
Green	Vegetable
Yellow	Pork
Blue	Seafood
Red	Meat

This color differences is to prevent cross contamination. It will prevents bacteria from raw meat or poultry contaminating ready to eat food that will be served to the customers and avoid food poisoning.

3. SOP Dishwashing Installation



Figure 2. 8 Prosedur Mesin Cuci

- Check every part before using
- Close all water valve
- Fill all water tank to the specific line
- Turn the machine on and set the temperature
- Wash 66C and rinse 82F

4. Soak/Wash Cutlery's

- Prepare the soaking mixture with warm water
- Soak all cutlery for 5 min
- Set the rack inside the washing machine
- Set the rack with the cutlery facing down
- Let it dry and cool down before moving to a new basket with the cutlery facing up

5. Wash plate

- Throw away any leftover food and rinse
- Make sure the rack is full before putting in the machine
- Be careful when moving after cleaning and rinse, the plate and rack is still hot

6. Dishwasher Cleaning

- Turn the machine off, open the water valve and let it dry
- Clean all the rack, water tank and drying rack
- Check for any leftover food or dirt

7. Hand-Washing Practices For Food Handlers Standard

- After engaging in any activity that may contaminate the hands (e.g., smoking)
- After using the restrooms
- Between preparing raw food and then working with ready-to-eat food
- Contact lenses – insertion or removal
- Coughing, nose blowing, or sneezing
- Cuts or wounds – before and after treating
- Eating – before and after
- Garbage cans or bags – before and after touching
- Glove changing

- Mopping or cleaning
- Sick or injured persons – before and after touching
- Soiled equipment or utensils – after handling
- Touching hair, mouth, nose or scalp
- Hands should be washed at least every hour if none of the above conditions applies
- Persons displaying contagious symptoms are restricted or excluded from working around exposed food, utensils or equipment and hotels must display Associate Illness exclusion/restriction Guideline

8. Hand Washing Standard

Under the Global JW Marriott Standards, associates must wash hands with soap and warm 38°C water and follow these steps below:

- Wet hands with water
- Apply antibacterial soap
- Rub hands palms to palms
- Rub the back of each hand with fingers interlaced
- Rub palms together with fingers interlaced
- Rub the back of fingers to the opposing palms
- Rub each thumb clasped in opposite hands
- Rub the tips of fingers
- Rub each wrist with different hands
- Rinse with water
- Dry thoroughly your hands
- Turn off the faucet with the tissue

9. Personal Grooming Standard

- JW Marriott Chef Jacket
- Chef hat and hair is tied
- Name tag
- Hand glove for ready to eat food
- Safety Shoes
- Apron & napkin
- Trousers
- Short nail
- No accessories
- No nail polish

10. Temperature Control

- 1) Heated to 74 C
 - Poultry (mince / whole)
 - Stuffed food / pasta
 - Soup/ sauce(74C-82C)
 - Reheat
- 2) Heated to 68 C
 - Beef mince
- 3) Heated to 63 C
 - Egg /egg dish
 - Pork, game
 - Seafood

- Beef, lamb, veal, and red meat
- 4) Heated to 55 C
- Roast Beef

11. General Cleaning

Cleaning is a daily activity that is mandatory to maintain the hygiene and sanitation standards of JW Marriott Hotel Surabaya. The cutting board needs to be rinsed in hot water manually or with the dish washing machine. General cleaning of the entire chiller and shelves is done once a month. As well as renewing every expired food label and checking every item.