

CHAPTER II

ESTABLISHMENT DESCRIPTION

2.1 Brief Info about Vasa Surabaya

Establishment	: CHAMAS at vasa hotel Surabaya
Address	: Jl. Mayjen HR. Muhammad No.31, Putat Gede, Kec. Sukomanunggal, Surabaya, Jawa Timur 60189
Phone	: 0317301888
Instagram	: @vasahotel
Website	: https://www.vasahotelsurabaya.com/

As a five-star domestic hotel in Surabaya which is located in the city center of Surabaya, Vasa Hotel Surabaya can be reached within two minutes from the Toll Road and 30 minutes by driving from Juanda International Airport.

With an elegant and modern design, Vasa Hotel Surabaya is surrounded by luxury housing which is also close to government offices and various companies. The location of Vasa Hotel Surabaya is also close to various famous tourist objects in Surabaya.

Tourists who want to have recreation in Surabaya can carry out various activities ranging from shopping tours in various shopping centers, enjoying culinary tours in Surabaya and even classy nightlife while resting with their families. Vasa Hotel Surabaya's strategic location makes this hotel the ideal choice of accommodation for business and government travelers, domestic and international tourists, as well as families or couples on vacation

As the name implies, which means “flowing water”, Vasa Hotel Surabaya offers 383 rooms, suites and residences that harmoniously combine privacy and comfort with five-star service.

Table 2.1 Project Data of Vasa Hotel Surabaya (Vasa,2023)

Project Data	
Company name	PT. Fujitec Indonesia.
Number of rooms	383 rooms, suites and apartments
Room sizes	Standards room (32 sqm): 297 rooms Glacier (64 sqm): 21 rooms Braccia suite (70 sqm): 19 rooms Royal (128 sqm) : 1 rooms Vasa residence (132 sqm): 44 rooms Presidential Suite (192 sqm): 1 rooms
Total floor	32

2.2 About CEO of Vasa Surabaya



Figures 2.1 Devina Konatra CEO of Tanly Hospitality

Born into a business family, Devina Konatra is used to an environment that demands discipline. But who would have thought that this beautiful-looking woman would actually be interested in art before entering the business world. Having received her education abroad majoring in interior design, Devina was even inspired to start a business when she returned to Indonesia and decided to get married at a fairly young age, at 21 years old. According to Devina, the

stereotype of female marriage at a young age was the reason that motivated her to become a career woman.

She believes being a mother is not an obstacle to being able to work. Now she is a successful woman preneur with 5 brands under her management.

“In Indonesia, when women marry young, they are usually labeled as having to stay at home, taking care of their family, having a career are taboo, and I have heard a lot about that. Even though being a mother and having a career is also very possible, in fact we women who have careers have more value because we are used to being independent and not depending on men,” said Devina when met at Vasa Hotel Surabaya, (4/2).

As for the five company brands under his control, three brands of which are engaged in hospitality, namely Vasa Hotel Surabaya, Solaris Hotels in Malang and Bali, and Cleo Hotels which are spread across three points in Surabaya under the management of Tanly Hospitality.

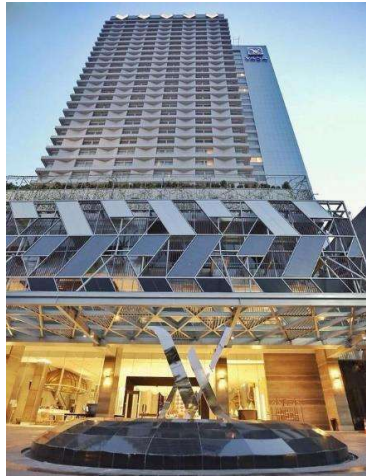


Figures 2.2 Lobby Vasa hotel

One of the Five Star Hotels Vasa Hotel is located in the heart of Surabaya. Has strategic access, because it is located in a very dense area of business activity. Close to the highway and only 30 minutes from Juanda International Airport.

Vasa Hotel has a modern façade design by offering 388 comfortable rooms and suites with various variations. Vasa Hotel also provides Vasa Residences

which are a combination of the privacy and comfort of a private apartment with world-class hotel services and facilities.



Figures 2.3 Vasa Hotel



Figures 2.4 ASEAN MICE Venue Standards

Vasa Hotel have an achievement by becoming one of the recipients of the 2019 ASEAN MICE Venue Standard award. This category includes those nominated as award recipients at the 2020 ASEAN Tourism Forum.

As a five-star hotel with a total of 7 meeting rooms and 1 grand ballroom plus complete equipment and experienced staff, the ASEAN Tourism Forum 2020 honors Vasa Hotel Surabaya as a MICE (Meeting, Incentive, Convention and Exhibition).

PROMINENT BRANDS



Figures 2.5 Brand Hotel

2.3 Vision and Mission

- Vision : “An upscale- modern day hotel with exciting guest experience and service at its finest”
- Mission : “The traditional concept of 5 star hotel hospitality through intuitive service, inspiring design, innovative culinary , experiences that touch the heart and soul of every guest”

2.4 Features of Vasa Hotel Surabaya

Vasa hotel Surabaya has a lot of restaurant that serves cuisine in every country such as: Indonesian, Chinese, Japanese and many more and there are several available facilities in the hotel including:

1. Lobby Lounge (BONNE JOURNE)



Figures 2.6 BONNE JOURNE (2023)

Seating Capacity: 20 seats

Opening hours: 07.00 – 24.00

2. CRUZ LOUNGE



Figures 2.7 CRUZ LOUNGE (2023)

Opening hours 17.00 – 24.00

Seating Capacity:50 seats

3. 209 DINING



Figures 2.8 209 DINING (2023)

Opening Hours: 06:00-23:30

- Breakfast time: 06:00-10:00,
- Afternoon: 14:30-17:00,
- Evening: 17:30-22:00.

Seat Capacity: Approximately 1000 person (ongoing renovation)

4. XIANG FU HAI



Figures 2.9 XIANG FU HAI (2023)

Seating capacity 250 seats

Opening hour 11.00 - 22.00

5. NAGANO



Figures 2.10 NAGANO (2023)

Seating capacity: Approximately 100 seats (on going)

6. CHAMAS BRAZILIAN CHURRASCARIA



Figures 2.11 CHAMAS (2023)

Seating capacity: 100 seats

Opening hour

Lunch: 12:00-15:00

Dinner: 18:00-22:00

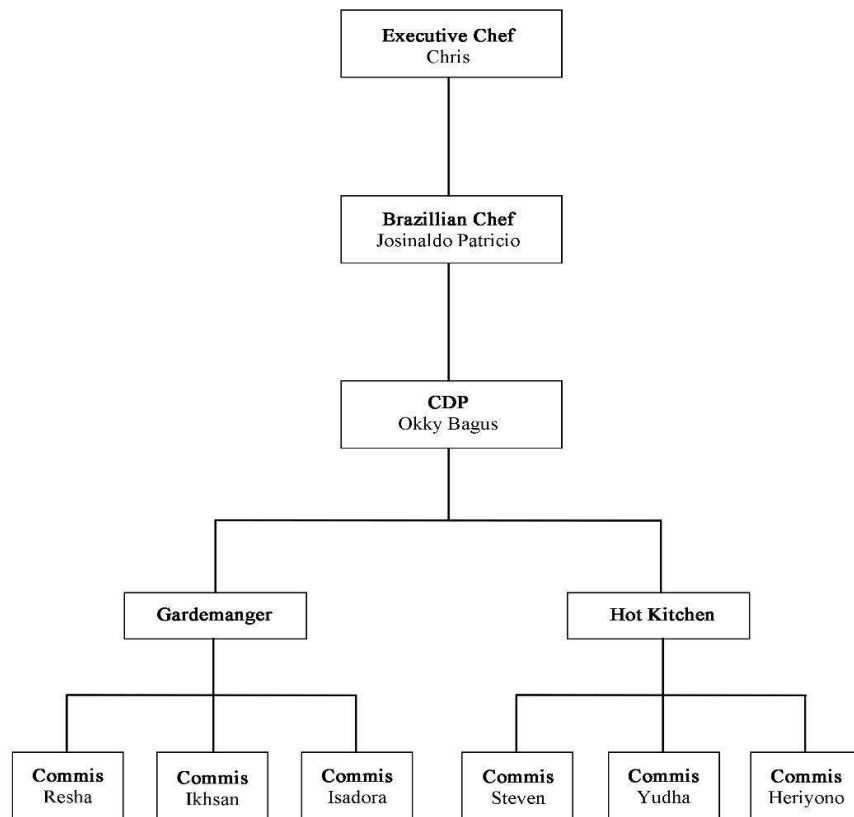
2.5 Average Occupancy Rate in Vasa Surabaya

Summary													
Description	LAST NIGHT		MONTH TO DATE		YEAR TO DATE								
Room Available	383		8,426		89,615								
Out of Service	117		2,534		20,727								
Out of Order	0		0		7								
House use	2		41		112								
Room Sold	169		3,319		42,818								
Room Sold (%)	44.13%		39.39%		47.78%								
Total Rooms Occupied	171		3,400		43,363								
Total Rooms Occupied (%)	44.65%		40.35%		48.39%								
Room Revenue	133,515,915		2,841,946,382		36,840,202,750								
Average Room Rate (Rp)	790,035		856,266		860,391								
Total In House Guest	297		6,011		74,628								
Actual Arrival	65		1,700		21,828								
Actual Departure	35		1,591		21,917								
Daily Breakdown													
Date	23-Aug-23	24-Aug-23	25-Aug-23	26-Aug-23	27-Aug-23	28-Aug-23							
Arrival	195	67	49	35	14	12							
Departure	97	173	85	46	79	18							
Guest In House	480	256	194	208	83	68							
Total Occupied	269	163	128	139	51	45							
Occupancy %	70.23%	42.56%	33.42%	36.29%	13.32%	11.75%							
EXECUTIVE FLOOR													
Arrival	2	6	7	4	7	1							
Departure	2	5	5	5	4	10							
Guest In House	27	32	32	30	39	18							
Total Occupied	13	14	16	15	18	9							
Occupancy %	11.40%	12.28%	14.04%	13.16%	15.79%	7.89%							
Guest Group Breakdown													
Name of Group	23-Aug-23		24-Aug-23		25-Aug-23		26-Aug-23		27-Aug-23		28-Aug-23		Total Room Nights
	In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	
Kementerian Pendidikan		36											0
Kementerian Komunikasi		2		9									9
Bank Danamon		10											9
Cosmo Technology Indonesia	117		117										117
Mea cloud	18		18										42
Dronamin C for Dimny Ca	6		6	18									
Kementerian Koordinator			12		12	3							
WP Leman & Ochie			8		8	1							17
PT Deltomed					1		1	22		23			24

Figures 2.12 Occupancy rate

2.6 Kitchen Hierarchy

There are the kitchen organizational structure of Chamas Vasa hotel Surabaya:



Figures 2.13 Chamas Kitchen Structure

There are the main task of the kitchen department team:

1. Executive Chef:

- Leads kitchen management team.
- Provides direction for all day-to-day operations.
- Demonstrate new cooking techniques and equipment to staff.
- Estimating food cost
- Planning and directing food preparation
- Encourages and builds mutual trust, respect, and cooperation among team members
- Determines how food should be presented, and create decorative food displays.
- Recognizes superior quality products, presentations and flavour.
- Supervise and manage kitchen staff activity
- Directly responsible under the Food and Beverages director

2. Brazillian Chef:

- Work as the second in command
- Provides direction for menu development.
- Monitors the quality of raw and cooked food products to ensure that standards are met.
- Monitoring and control financial budget and goals
- Ensure all food items are up to standards while minimizing waste
- Ensures employees maintain required food handling and sanitation certifications.
- Ensure the cleanliness of chefs and is presentable to the guest
- Work with Executive Chef regarding succession of menu planning
- Encourages and builds mutual trust, respect, and cooperation among team members.
- Supervises and coordinates activities of cooks and workers engaged in food preparation.

- Prepares and cooks foods of all types, either on a regular basis or for special guests or functions.
- Knows and implements the brand's safety standards.
- Directly responsible to Executive Chef

3. Chef De Partie:

- Work as the third in command
- Assists Executive Chef with all kitchen operations and preparation.
- Performs all duties of kitchen managers and employees as necessary.
- Supervising food management and hygiene
- Manages kitchen shift operations and ensures compliance with all Food & Beverage policies, standards and procedures.
- Assist menu planning, inventory and managing supply
- Prepares and cooks foods of all types, either on a regular basis or for special guests or functions.
- Maintains purchasing, receiving and food storage standards.
- Establishes and maintains open, collaborative relationships with employees and ensures employees do the same within the team.
- Maintains the productivity level of employees.
- Ensures employees understand expectations and parameters.
- Empowers employees to provide excellent customer service.
- Interacts with guests to obtain feedback on product quality and service levels.
- Handles guest problems and complaints.

4. Commis:

- Actively cooks and handles mise en place under Demi Chef supervision
- Prepare ingredients for cooking, including portioning, chopping, and storing food.
- Wash and peel fresh fruits and vegetables and weigh, measure, and mix ingredients.

- Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist.
- Operate ovens, stoves, grills, microwaves, and fryers.
- Test foods to determine if they have been cooked sufficiently.
- Wash and disinfect kitchen area, tables, tools, knives, and equipment.
- Check and ensure the correctness of the temperature of appliances and food.
- Ensure uniform and personal appearance are clean and professional. Develop and maintain positive working relationships with others
- Listen and respond appropriately to the concerns of other employees.
- Assisting and support chefs in daily operation
- Responsible to maintain cleanliness of workplace

2.7 Hygiene and Sanitation Standard in Vasa Hotel Surabaya

Hand-washing practices for food handlers meet 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
- 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 Guidelines

Employees with the following symptoms should be restricted from food handling duties:

- Sore throat with fever
- Uncover infected wound or boil

Table 2.2 Associates Illness Exculsion Guidelines

Symptoms	Action	Return to work criteria	Health authority approval
Vomiting	Exclude from work	Symptom free for 24 hours or medical clearance	No, if not a symptom of the big 5
Diarrheal	Exclude from work	Symptom free for 24 hours or medical clearance	No, if not a symptom of the big 5
Sore throat with fever	Restrict from food areas	Medical documentation: associate is free from infection	No
Infected wound or boil	Restrict from food areas	After skin, infected wound, cut or boil is properly covered	No

Big 5 illnesses:

1. Salmonella Typhi
2. Shigella
3. Shiga Toxin Producing E Coli
4. Hepatitis A
5. Norovirus

Deploy thorough cleaning standards and increase cleaning frequency:

- Clean and disinfect furniture and hard surfaces at least every job done with Vasa approved disinfectants

Disinfect tables and furniture after every seating

- Housekeeping to conduct deep cleaning of restaurant overnight on a daily basis
- Culinary: Sanitize all food preparation tables every end the job
- Chemical sanitizer solutions at proper concentration and temperature as per label instructions

There are hygiene and sanitation standard Vasa hotel Surabaya such as:

Table 2.3 Colour Coded Cutting Board Standard

Colour	Function
White	For cutting ready to eat food
Green	For cutting vegetables and fruit
Yellow	For cutting chicken
Blue	For cutting seafood
Red	For cutting raw meat

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

1. Personal grooming standard

- Chamas Chef Jacket
- Chamas Chef Hat
- Name Tag
- Safety Shoes
- Apron and Napkin
- A pen
- No beards

- Cloth pants
- Short Nails

2. Hand washing standard



Figures 2.14 Hand Washing Technique (Personal Documentation,2023)

Under Chamas standards, associates must wash hands with soap in warm water by following these steps below:

1. Wet hands with water
2. Apply antibacterial soap
3. Rub hands palm to palm
4. Rub the back of each hands with fingers interlaced
5. Rub palm together with fingers interlaced
6. Rub the back of fingers to the opposing palms
7. Rub each thumb clasped in opposite hands
8. Rub the tips of fingers
9. Rub each wrist with different hands
10. Rinse with water
11. Dry thoroughly your hands

12. Your hands are now clean and just take 40 second

Cleaning is a daily activity that is mandatory to obtain the hygiene and sanitation standards of Vasa Hotel Surabaya. The cutting board is need to be rinsed with hot water manually or using the dish washing machines. General Cleaning of the entire chiller and shelves once a month. As well as, renewing every expired food label and checking every items quality to meet the food safety standards.

Minimum Temperature:

- Heated to 74°C:
 - o Reheating food
- Heated to 63°C:
 - o Seafood
 - o Beef, lamb, veal, red meat
- Heated to 55°C:
 - o Roast beef