

## **CHAPTER II**

### **ESTABLISHED BACKGROUND**

#### **2.1 HISTORY**

The JW Marriott brand was established in 1984, with the opening of the first hotel in Washington, D.C. It was named as a tribute to J.W Marriott, the founder of Marriott Corporation. In 1989, Hong Kong was the destination for the overseas launch. Europe and Middle East followed in 1993. As a general guide within the Marriott hierarchy, the brand competes in luxury as below Ritz-Carlton, but above the traditional Marriott and Renaissance.

The history of JW Marriott is a tale of hospitality excellence that spans over nine decades. The story begins with the vision of J. Willard Marriott and his wife, Alice S. Marriott, who founded the company in 1927 as a root beer stand in Washington, D.C. Little did they know that this modest effort would eventually evolve into one of the world's most renowned hotel chains.

In 1957, JW Marriott Jr., the son of the founders, took over the reins of the company. Under his leadership, Marriott expanded rapidly, venturing into the hotel industry in the 1960s. The first JW Marriott hotel opened its doors in Washington, D.C., in 1984, marking the inception of a luxury brand within the Marriott portfolio.

The JW Marriott brand quickly gained a reputation for offering exceptional service, elegant accommodations, and a commitment to exceeding guest expectations. Its commitment to excellence has allowed it to establish a global presence, with properties in some of the world's most iconic cities and destinations.

## **2.2 FACILITIES**

### **2.2.1 Rooms**

JW Marriott Phu Quoc has a total of 231 rooms, suites, and villas. JW Marriott Phu Quoc also have many different facilities that is available for its guests. Facilities like water sports, beach, pools, and restaurants are available for guest to enjoy. JW Marriott Phu Quoc have 5 restaurant where guest can enjoy, Tempus Fugit, Pink Pearl, Red Rum, Department of Chemistry, and French&Co.

### **2.2.2 Outlets**

#### **a) Tempus Fugit**

Tempus Fugit is a restaurant that offers breakfast buffet, and offers ala carte experience from lunch until dinner. You can choose food from 4 different kitchen in Tempus Fugit, Western Kitchen, Japanese Kitchen, Vietnamese Kitchen, and Cold Kitchen. Tempus Fugit can fit up to 500 pax.

#### **Opening Hours:**

Breakfast: 6:00 am – 11:00 am

Lunch and Dinner: 12:30 pm – 10:00 pm

In Room Dining: 12:30 pm – 12:00 am



**Figure 2. 1** Tempus Fugit

**b) Pink Pearl**

Pink Pearl Restaurant is a French Fusion Fine Dining Restaurant. Guest can select from 2 menus, Short Menu and Long Menu. Short Menu contains 5 courses and Long Menu contains 7 courses.

**Opening Hours:** 6:00 pm – 10:00 pm



**Figure 2. 2** Pink Pearl

**c) Red Rum**

Red Rum is a rustic restaurant and bar located right on the beach side. Customer can enjoy the the smooth white sandy shore, overlooking an

endless heavenly sight of the pristine beach. Red Rum serves International comfort foods.

**Opening Hours:**

Lunch Menu: 9:00 am – 5:00 pm

Dinner Menu: 5:00pm – 9:00pm



**Figure 2. 3** Red Rum

**d) Department of Chemistry**

Department of Chemistry or D.O.C for short is a uniquely themed bar that combines drinking and chemistry. Watch the skilled chemists at the Department of Chemistry Bar create a beautifully concocted potion while you enjoy tasty snacks and Emerald Bay views.

**Operating Hours:** 4:00pm – 11:00 pm



**Figure 2. 4** Department of Chemistry

**e) French & Co.**

French & Co. is a café that brings the flavors and ambiance of a classic French restaurant to the shores of Southern Phu Quoc, with savory pastries, treats, snacks, freshly brewed coffee, and fine tea.

Opening Hours: 11:00 am – 6:00 pm



**Figure 2. 5** French&Co.

## **2.3 OCCUPANCY RATE**

Occupancy rate varies between the months, and depends on the local Vietnam public holiday. Occupancy can also rise if we have an event, meeting and wedding. The highest occupancy was on the Independence Day of Vietnam from April 29<sup>th</sup> until May 1<sup>st</sup> 2023, with occupancy level of 85%. Pink Pearl is really busy during the last month of my internship, almost every night is 80% full of guest. In conclusion during my 6 months period the average occupancy rate in JW Marriott Phu Quoc was 60%

## 2.4 KITCHEN HIERACHY

### 2.4.1 Kitchen Brigade

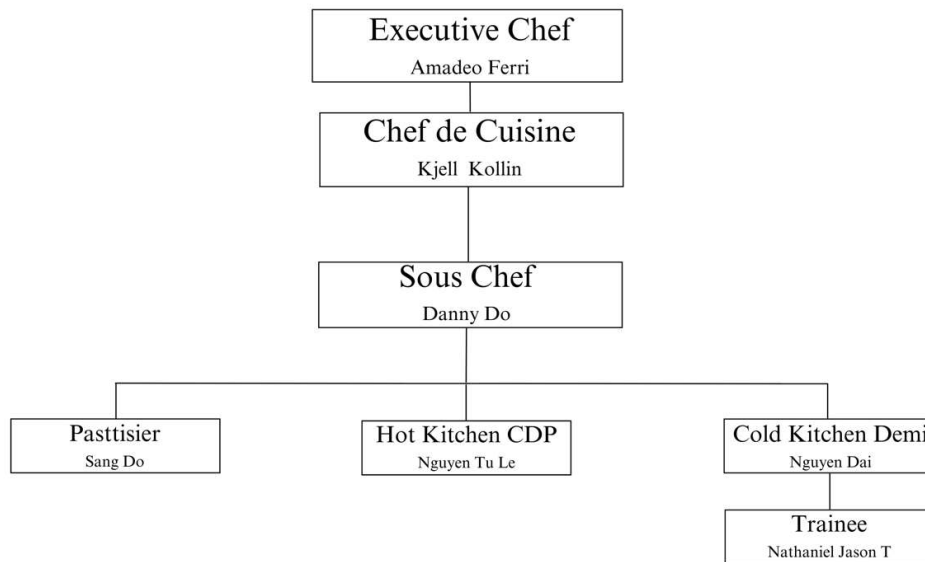


Figure 2. 6 Kitchen Brigade

### 2.4.2 Job Description

- a) Executive Chef
- Creating theme and seasonal menu
  - Setting item price with the restaurant manager
  - Keeping hygiene and sanitation of kitchen and all outlet up too standards, maintaining health and safety protocols for all kitchen members, and maintaining company standard of food served.

b) Chef de Cuisine

- Helping executive chef on designing seasonal menu
- Assuring quality of food made from kitchen
- Menu and presentation planning for each dishes
- Training each kitchen member to prepare and cook dishes

c) Sous Chef

- Maintaining hygiene and sanitation of kitchen
- Making sure kitchen staff correctly label each raw and cooked produce
- Helping chef de cuisine on ordering produce needed for daily operations.
- Daily mise en place for service

d) Hot Kitchen Chef de Partie

- Preparing daily mise en place for service
- Butchering proteins
- Preparing sauces for daily operations
- Stations and tools used must be maintained and cleaned
- Changing food labels in hot kitchen
- List ingredients needed for operations
- Cooking dishes according to recipe
- Maintaining food standard and plating
- Arranging kitchen equipment

e) Cold Kitchen Demi Chef

- Preparing cold kitchen mise en place
- Stations and tools must be maintained and cleaned
- Preparing and plate meals that are ordered
- Change food labels in cold kitchen
- List ingredients needed for operations
- Making cold dishes according to recipe

- Arranging kitchen equipment
- f) Patisiere
- Prepare and make dessert for service
  - Decorate and serve dessert as standard and recipe
  - Keep track of ingredients and supplies
- g) Trainee
- Helping in daily cold kitchen mise en place
  - Helping hot kitchen if necessary
  - Preparing and plate meals that are ordered
  - Keeping watch of expiry and food labels
  - Helping in daily kitchen mise en place
  - Assisting senior kitchen member in cleaning and maintaining Hygiene and sanitation standard
  - Keeping track of ingredients

## **2.5 PERSONAL HYGIENE AND SANITATION**

### **2.5.1 PERSONAL HYGIENE SOP**

- Maintaining personal hygiene by washing up before working, cleaning hands, maintain grooming standards, and wearing chef hat or hairnet while working.
- After going to the restroom, handling raw proteins, or other activities that can cause contamination, wash up.
- Avoid wearing and accessories and jewelry
- Change gloves frequently too avoid food contamination
- Clean up working station and keep equipment tidy



- avoid coughing or sneezing into the produces, if needed cough and sneeze away from the food

### **2.5.2 Personal Grooming Before, During, and After Shift**

Prior to shift:

- Shower and clean
- Trim and cut fingernails
- Brushing teeth to remove bad breath
- Use deodorant and perfume to control body odor
- Use chef hat as required by company standards

Throughout the shift:

- Avoid touching your face, hair and other dirty areas to avoid cross contamination.
- Wear and frequently replace gloves to avoid food contamination
- Always wash your hands before handling new or different ingredients to avoid cross contamination

After the Shift has Ended:

- Remove work clothes and place them in the proper laundry basket
- Wash your hands with soap

### **2.5.3 Sanitation SOP**

- Arrange and gather cleaning equipment ready for cleaning the kitchen
- Use the necessary tools to clean the kitchen
- Use hotel standard cleaning solution too clean kitchen counter top, stove, equipment, chillers and freezers.
- Wipe and cleanse kitchen counter top, stove, equipment, chillers and freezers
- Wash with water to clean all the equipment
- Wipe and let dry all the wet surface
- Keep record of sanitation date, time and the person who's cleaning