

## **CHAPTER II**

### **ESTABLISHMENT BACKGROUND**

#### **2.1 Establishment Description**

JW Marriott Surabaya (formerly The Westin Surabaya), which opened in 1996, is a five-star luxury hotel with a 25-storey building, located in the City Center of Tunjungan Surabaya. The design of each room uses a luxurious European style. This hotel has 407 comfortable rooms, and 22 apartments for guests wishing to stay long term. also has 1 swimming pool and jacuzzi on the 4<sup>th</sup> floor which is equipped with sports facilities such as a gym and jogging track.



**Figure 2.1 JW Marriott Hotel Surabaya**

#### **2.2 Food and Beverage Outlet**

##### **2.2.1 Pavilion Restaurant (Asian, Western and Mediterranean)**

Seating Capacity : 230 seats

Opening Hours : 06.00 - 22.00

##### **2.2.2 Tang Palace (Chinese)**

Seating Capacity : 140 seats

Opening Hours : - Monday-Saturday

Lunch 11.00-15.00  
Dinner 18.00-23.30  
Sunday/Public Holiday  
Lunch 09.00-15.00  
Dinner 18.00-23.30

### **2.2.3 Imari (Japanese)**

Seating Capacity : 120 seats  
Opening Hours : Lunch 12.00-15.00  
Dinner 18.00-23.30

### **2.2.4 Lobby Lounge (Cocktails & A La Carte Food)**

Seating Capacity : 100 seats  
Opening Hours : 07.00-00.00

### **2.2.5 Uppercut (Steak House)**

Seating Capacity : 69 Seats  
Opening Hours : -Tuesday-Friday  
Dinner Only : 18.00-22.00  
Saturday-Sunday  
Lunch 12.00-15.00  
Dinner 18.00-22.00

### **2.2.6 Surabaya Baking Company**

Opening Hours : 07.00-22.00

### **2.2.7 Wine & Co**

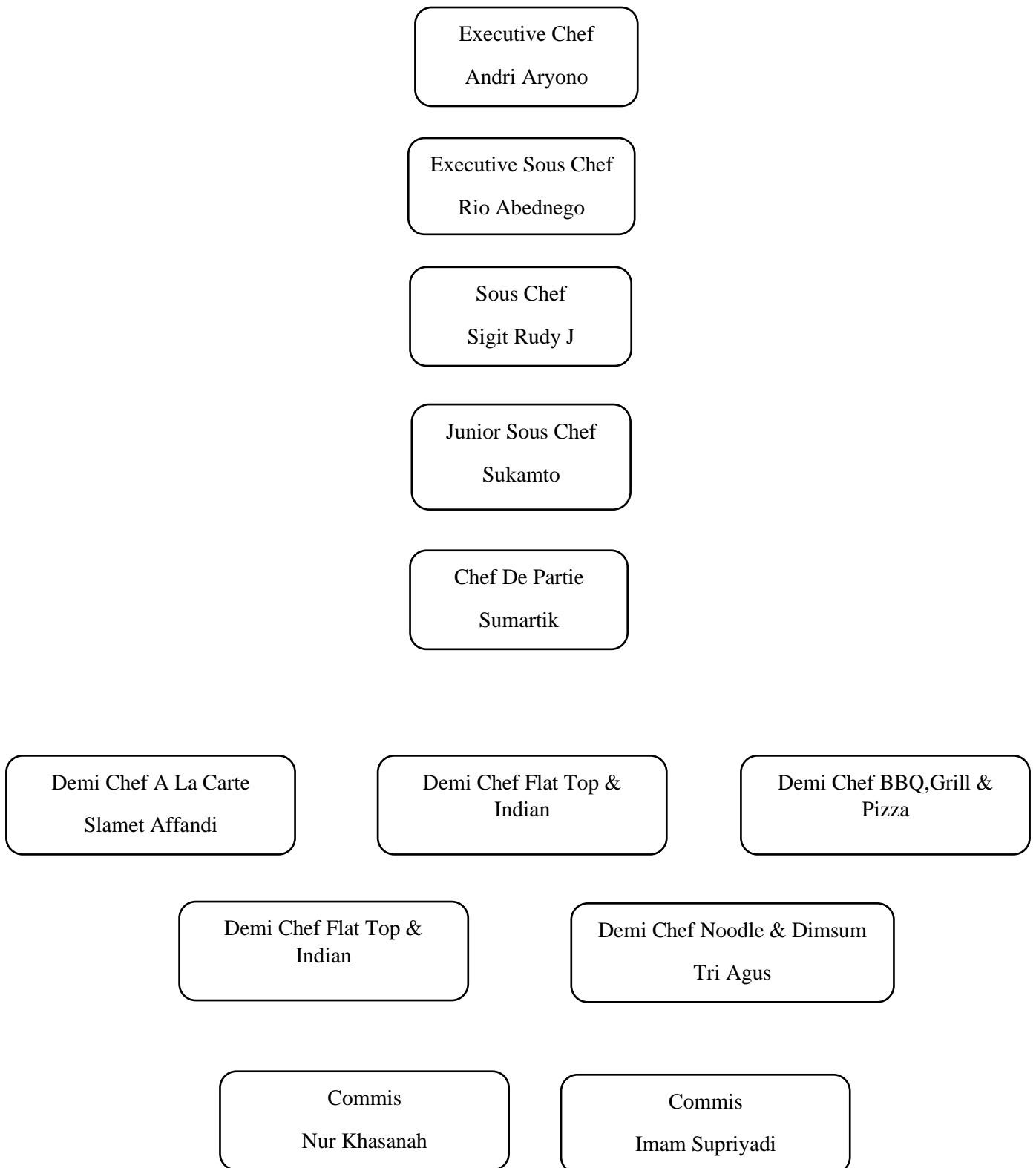
Opening Hours : 09.00-22.00

### 2.3 Average Occupancy Rate in JW Marriot Surabaya

	Mon 01.05.23	Tue 02.05.23	Wed 03.05.23	Thu 04.05.23	Fri 05.05.23	Sat 06.05.23	Sun 07.05.23
Total Physical Rooms	407	407	407	407	407	407	407
Out of Order >>	0	0	0	0	3	2	2
Inventory Rooms	407	407	407	407	404	405	405
Deducted Blk. Rooms Not PUJ	0	0	0	0	0	0	0
Deducted Block Rooms PUJ	39	260	229	45	20	24	69
Total Deducted Rooms	113	407	400	290	197	149	206
Non Deducted Blk. Rms Not PUJ	0	0	0	0	0	0	0
Non Deducted Blk. Rooms PUJ	0	0	0	0	0	0	0
Total Non Deducted Rooms	0	0	0	0	0	0	0
Out of Service >>	220	0	0	60	148	174	133
Available Physical Rooms	294	0	7	117	207	256	199
Maximum Availability	294	0	7	117	207	256	199
Minimum Availability	294	0	7	117	207	256	199
Min. Occupancy %	27.76	100.00	98.28	71.25	48.76	36.79	50.86
Max. Occupancy %	27.76	100.00	98.28	71.25	48.76	36.79	50.86
Total Rooms Reserved	113	407	400	290	197	149	206
Event >>							
Adults In-House	189	748	734	491	335	272	371
Children In-House	0	0	0	0	1	2	0
People In-House	189	748	734	491	336	274	371
Arrival Rooms	89	333	89	204	50	94	131
Arrival Persons	157	621	147	357	91	183	237
Departure Rooms	79	41	91	314	144	145	74
Departure Persons	151	71	161	600	248	248	140
Day Rooms/Persons	0/0	0/0	0/0	0/0	1/1	3/3	0/0

Figure 2.2 Average Occupancy Rate

## 2.4 Kitchen Hierarchy



**Figure 2.3** Kitchen Hierarchy

## **2.5 Job Description**

### **2.5.1 Executive Chef**

- Creating menu and makes the signature of the restaurant
- Think about the set up and related events in the restaurant
- Calculating and estimating food costs
- Directly supervise the work of the team
- Dealing directly with the food director if there is something that need to be changed

### **2.5.2 Executive Sous Chef**

- Work closely with the executive chef to find and refine the menu
- Convey orders and the will of the executive chef to the team
- Give approval for the goods ordered
- Control the food cost in order to achieve the target
- Ensure all food is in good condition at hotel standards

### **2.5.3 Sous Chef**

- Lead The Kitchen Team
- Define menu changes for breakfast, lunch and dinner
- Record all the items to be ordered
- Creates the schedule for the kitchen's team
- Help the team line cook to prepare,serve and plating the dish
- Solve the complaint from the customer
- Ensure all food is in good condition at hotel standards

### **2.5.4 Junior Sous Chef**

- In charge of replacing the role of the sous chef when the sous chef is on a day off
- Helps the line cook to cook and prepare the dishes
- Order the inventory & monitoring inventory
- Ensure all food is in good condition at hotel standards

### **2.5.5 Chef De Partie**

- Manage and Helps the Commis also the junior cooks
- Supervise of the maintenance of the kitchen
- Prepare the ingrediendient that will be used to cook

### **2.5.6 Demi Chef**

- Supervise operational activities and provide procurement of food ingriedients
- Helps to handling hygiene & santitaion of the kitchen
- In charge of production

### **2.5.7 Commisarry Chef**

- Handle the A La Carte order
- In charge of the preparation for the food production
- Refill & make the condiment for a la carte menu or buffet menu

## **2.6 Personal Hygiene & Sanitation**

### **2.6.1 Personal Hygiene & Grooming**

1. Wash hand properly before work on the kitchen
2. Wear apron when working
3. Wear chef hat or hair net when in charge in the kitchen
4. Wear Safety shoes
5. Keep Hair neat
6. Keep shaved appearance every time
7. Always wear Name tag

### **2.6.2 Sanitation**

1. Sinks are cleaned every day
2. Clean the chiller every end of shift
3. Keep the preparation clean table every time

4. Keep the sections are clean every end of shift
5. Check the label date every day

### 2.6.3 Hand Washing Standard

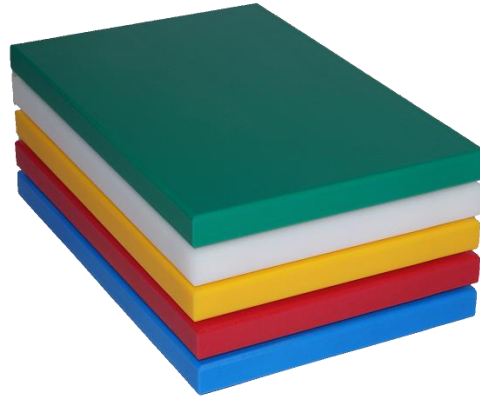


**Figure 2.4** Hand Washing Procedure

In every sinks in kitchen or toilet there is always hand washing procedure. That contains how to wash hand properly. Below are the steps on how to wash your hands according to the procedure:

- Wet hands with warm running water
- Push hand soap dispenser
- Vigorously scrub hands for second
- Clean under fingernail for 3 seconds
- Use nail Brush to wash dirty nail
- Continue to clean arm
- Rinse gently arm under running water
- Continue to wash hans,nail than shut the faucet
- Dry hand with disposable papper towel or hand dryer

## 2.6.4 Cutting Board



**Figure 2.5** Cutting Board

Using a cutting board according to its function is very important to avoid cross contamination

<b>Colour</b>	<b>Function</b>
Green	For Vegetable & Fruit
Red	For Meat
Yellow	For Pork
White	For Ready to eat food
Blue	For Seafood

## 2.6.5 Chiller, Freezer & Dry Store Temperature

1. The dry food area should be dry and cool to prevent spoilage of the goods.
2. The ideal temperature range is 10°C to 15°C (50°F to 59°F).
3. The ideal temperatures of chiller is 2°C - 4°C (36° to 39°F)
4. Ideal Temperature for Freezer should be at -18°C (0°F) or lower.
5. Implement the FIFO system





**Figure 2.6** Walk In Freezer

## **2.7 Waste Management SOP**

Waste is differentiated in to 3 categories dry waste, wet waste/food waste, and fruit skin.

### **2.7.1 Dry Waste**

All types of dry waste are separated from each type of dry waste such as paper, cardboard, boxes, paper packaging. Then it will distributed or resale.

### **2.7.2 Food Waste**

Usually leftover food that is no longer used or has little left will be thrown away straight away, food waste includes food scraps, peel from food ingredients, pieces of fruit and vegetables trimming.

### **2.7.3 Plastic Waste**

Plastic-based waste, such as shopping plastic, plastic wrap, plastic packaging is separated from dry or paper-based waste with the aim of ensuring that plastic waste is not thrown away carelessly and can be processed by authorized person..

## **2.8 How To Handle Receiving Goods**

When the groceries have arrived at the purchasing department, the incoming goods will be checked by the person in charge of the receiving department. So that goods that are not good or not worthy of Marriott standards are not entered and used by all departments. Every vegetable and fruit ordered has certain standards, both in terms of visuals, taste and weight. For seafood and beef, it must be delivered frozen so that it does not damage the quality.



**Figure 2.7** Receiving Area