

## CHAPTER II

### ESTABLISHMENT BACKGROUND



**Figure 2. 1** FourPoints

#### **2.1 History**

Hotel Four Points By Sheraton Manado is one of the brands Marriott International. Hotel Four Points By Sheraton Manado is a hotel 4 stars which first opened on Saturday, March 18, 2017 below under the auspices of Marriott International and PT. Nusa Perkasa Gate with cooperating with local businessman Hengky Wijaya and which was inaugurated by the Minister Coordinator (Menko), Politics, Law and Security (Polhukam) Wiranto. This hotel is the first Marriott Hotel in North Sulawesi located in Manado on Jalan Piere Tendean Boulevard, Sario, Manado. Located in top floor of Manado Town Square (Mantos) shopping center and provides easy access to city center and waterfront. Four Points Hotel By Sheraton Manado has a total of 257 rooms, equipped with 43 LED TVs inch with cable TV channels and Wi-Fi connection. Providing facilities in the form of a variety of restaurants ranging from The Eatery serving Indonesian cuisine, Asia, and the West. The second is Tao Yuan Restaurant which serves food Tiong Hoa, then Wrapped a cafe that offers pastries, coffee, tea, and various kinds of snacks. And finally

there is the Scorta Pool & Bar provides a variety of drinks and food with a variety of the best choices.

## **2.2 VISION, MISSION AND COMPANY OBJECTIVES**

### **2.2.1. Vision**

Marriott International has a vision to be the number 1 company or leader in the field of lodging or hospitality in the world. Marriott has achieve their vision and to sustain it, Marriott has Core values are the basis of the company namely put people first, persue excellence, embrace change, act with integrity, and serve our world.

### **2.2.2. Mission**

Marriott International is on a mission to meet needs each individual thereby exceeding consumer expectations with pay attention to the interests of all parties, both from the owner, guests/consumers, as well as employees

### **2.2.3. Company Objectives**

Provide the best service to the consumers and crate an irreplaceable staying experience

## **2.3 Facilities**

### **2.3.1 Rooms**

Fourpoints by Sheraton manado have 257 room with 10 type of room named Deluxe king city view, Deluxe king sea view, premier deluxe king sea view, premier king sea view, suite city view, suite sea view, deluxe suite sea view, suite premier sea view, grand suite sea view, and presidential suite

### **2.3.2 Outlets**

## **1. The Eatery Restaurant**

The Eatery Restaurant is located on the 3rd floor, open for breakfast from 06.00 to 10.00 am on weekdays or 06.00 to 10.30 am on weekends. Also open for lunch, dinner and ala carte from 12.00 to 21.00 every day. For the menu, Eatery Restaurant provides a variety of menus, starting from Indonesian, International and Vegetarian Friendly menus. Eatery Restaurant has 2 rooms, namely a non-smoking room and a non-smoking room.



**Figure 2. 2** Eatery Restaurant

## **2. Tao Yuan Chinese Restaurant**

Tao Yuan is a Chinese restaurant located on the 3rd floor close to The Eatery Restaurant, open every 12.00 to 21.00. Of course, this restaurant offers a typical Chinese food menu. Equipped with Chinese-inspired decorations and knick-knacks from the entrance to the inside of the restaurant. Tao Yuan of course has a chef named Chef Lai Kok Choong who is experienced.



**Figure 2. 3** Tao Yuan Restaurant

### **3. Wrapped Bar**

Wrapped Bar is located on the 3rd floor inside the Eatery Restaurant, operating from 12.00 to 21.00 every day. Offers delicious cakes and drinks at relatively affordable prices



**Figure 2. 4** Wrapped Bar

### **4. Scorta Pool & Bar**

Scorta Pool & Bar is a suitable place to enjoy beautiful sunset views from the bay of Bunaken Island, because the position of this place is outdoors. Apart from that, it also offers various alcoholic drinks such as Prost, Bintang Beer, Guinness Stout, or Red Label and snacks such as Cheesy French Fries,



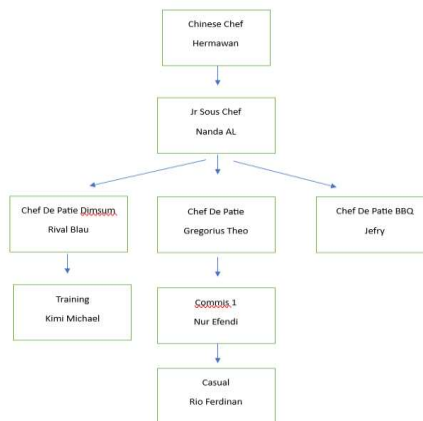
**Figure 2. 5** Scorta pool & bar

## 2.4 Occupancy Rate

The occupancy rate at the Foupoint by Sheraton hotel has decreased quite a bit due to the corona virus and considering that the fourpoints hotel is a hotel that receives more tourist guests from China and when there was no corona virus the occupancy rate at the hotel was at 81% and when the corona virus the hotel occupancy was at 30%-50%.

### 2.4.1 Kitchen Brigade

#### Tao Yuan Chinese Restaurant



**Figure 2. 6** Kitchen Brigade

### 2.4.2 Job Description

1. Chinese Chef

- Managing costs.
- Sourcing supplies.
- Looking after human resources.
- Recruitment.
- Creating menus.
- Ensuring kitchen health, safety and cleanliness.
- Control the Kitchen.

## 2. Junior Sous Chef

- Manage the purchase and storage of food
- Controlling the Food Process
- Controlling the food quality product
- Provide direction to staff in the kitchen
- Cook
- Responsible if the executive chef is not present

## 3. Chef de Partie

- Time and people management skills.
- Manage the food orders
- Give idea when creating menus.
- Controlling the product
- Ability to train new staff.

## 4. Chef de Partie Dimsum

- Making a dimsum product.
- Controlling dimsum product
- Develop a new product.
- Handle dimsum brunch on Sunday.
- Controlling dimsum orders.

## 5. Chef de Partie Barbeque

- Make a bbq product
- Making a sauce
- Roast duck, chicken, and pork
- Handle all fried foods

## 6. Commis Chef

- Peeling and chopping vegetables.
- Preparing cuts of meat.
- Making a sauce
- Help the CDP
- Cleaning and preparing various seafood

## 7. Casuals

- Preparing all ingredient.
- Assisting kitchen staff to unload food supplies from delivery
- Perform clean up and sanitation duties in the food preparation area to ensure adequate health standards at all times
- Making rice
- Maintain work areas and serving areas in a sanitary manner

## 8. Trainee

- Doing preparation dimsum
- Handle the dimsum brunch
- Handle dimsum, BBQ, And main course orders
- See item that are lacking and should be restocked
- Help station that need help
- Clean all station after the restaurant closes
- Prepare tools and ingredients when the restaurant opens

## **2.5 Personal Hygiene & Sanitation**

### **2.5.1 Personal Hygiene SOP**

- Use chef jacket
- Name tag
- Use hat
- Safety shoes
- Short and clean nail
- No beard and long hair for male
- Cannot use accessories

- Cannot dye hair for male and female
- Cell phone cant use in kitchen area
- Wear trousers that are not tight

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

#### 1. Before Shift

- Take a shower
- Fragrant
- Wash your hair frequently.
- Keep fingernails clean and trimmed.

#### 2. During Shift

- Fill out the form to enter the Hotel Area.
- Wear a nameplate, safety shoes, apron and hat
- Different disposable gloves to be used when handling raw and cooked food.

#### 3. After Shift

- Clean the kitchen area
- Replacing and removing hotel attributes
- Wash hands.
- Take a shower after work

### **2.5.3 Sanitation SOP**

#### 1. How To Clean Work Stations

- Clean the kitchen.
- Clean the table.
- Clean the stove and stove equipment.
- Clean up leftover unused food ingredients.

#### 2. How To Handle & Receiving Ingredients

- Checking the quality of food ingredients when the goods arrive.
- Ensure food items match orders
- Separate items that should be refrigerated and those that should not.



- Organize items in the refrigerator and freezer
- Arranging goods in the dry store

### 3. Kitchen Waste

- Management in food production so that it is not wasted.
- Maximize materials that can still be used.
- Follow Food Safety Guidelines

## 2.5 Logo and Location



**Figure 2. 7** Tao Yuan Logo



**Figure 2. 8** Tao Yuan Location

Tao yuan restaurant located at Piere Tende Boulevard – Sario Manado