

CHAPTER II

GENERAL DESCRIPTION

A. Company's profile

1. Oakwood Hotel and Residence Surabaya History



Figures 2.1 Oakwood Hotel and Residence Surabaya Logo's

Since it started more than 50 years ago, Oakwood has grown to be the largest serviced apartment operator in the world with close to 25.000 serviced apartments throughout North America, Asia, and Europe. The Oakwood hotel and Residence Surabaya is one of the most favorite hotel and residence in Surabaya. This hotel provides the prioritizing the atmosphere like at home to the guest with the studio rooms inside. Beside that, this hotel provides five types of rooms such as premiere, apartments, residence, studios, and suite. This luxury hotel is located in Surabaya exactly in Jl. Raya Kertajaya Indah No.79, 60116. The location provides business and leisure travelers ease of access to premium shopping malls, and a variety of dining and entertainment options.

Vision :

“To be the global accommodation solutions provider of choice”

Mission :

“Be the best at what we do,
Achieving success for our Associates, Customers, and Investors”

Oakwood Core Values:

- a. Make everyone feel at home
- b. Keep our words
- c. Take action
- d. Celebrate diversity
- e. Work together
- f. Never settle

Oakwood's Gold Standard of Service :

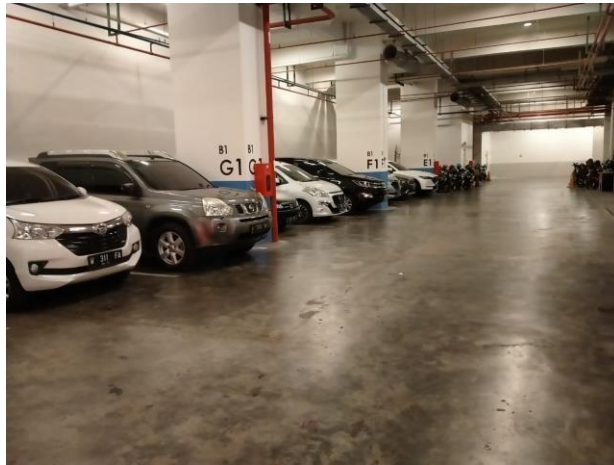
- a. Consistency
- b. Customer First
- c. Customer intimacy
- d. Operational Excellence
- e. Flexibility
- f. Trust

2. Facilities

This hotel also has various facilities and services to make guest feel comfortable. The facilities include car park, fitness center, spice restaurant, deck side lounge and café, swimming pool, Wi-Fi in public area. The service is 24-hour guest relation, laundry and dry clean, 24-hour security, doctor on-call, and private dining. This hotel is highly recommended to family guest trip also for holiday trip.

a. Car park

This hotel provides 24 hour car park at 3 places, basement 1, basement 2, and basement 3. For hotel visitor usually placed at basement 2 and 3. Basement 1 only used for associates.



Figures 2.2 Car Park

b. Fitness center

This fitness center provides personal trainer and open from 08.00 a.m. until 21.00 p.m. including treadmills, barbell, dumbbell, static bicycle, cable crossover machine, weight plates, weighted bar, etc.



Figures 2.3 Fitness Center

c. Spice restaurant

Spice restaurant is a restaurant provided by Oakwood where the guest can order food like a restaurant in general, but with a more prominent blend of spices.



Figures 2.4 Spice Restaurant



Figures 2.5 Spice Restaurant Atmosphere

d. Deck side lounge and café

This facility more looks like a bar that you can order alcohol and other drinks.



Figures 2.6 Bar



Figures 2.7 Lounge and Café



Figures 2.8 Deck Side

e. Swimming Pool

This swimming pool open at 6.00 a.m. to 08.00 p.m. the water condition is 1.0 ppm chlorine and 7.2 for the pH with 1.2 meters depth.



Figures 2.9 Swimming Pool

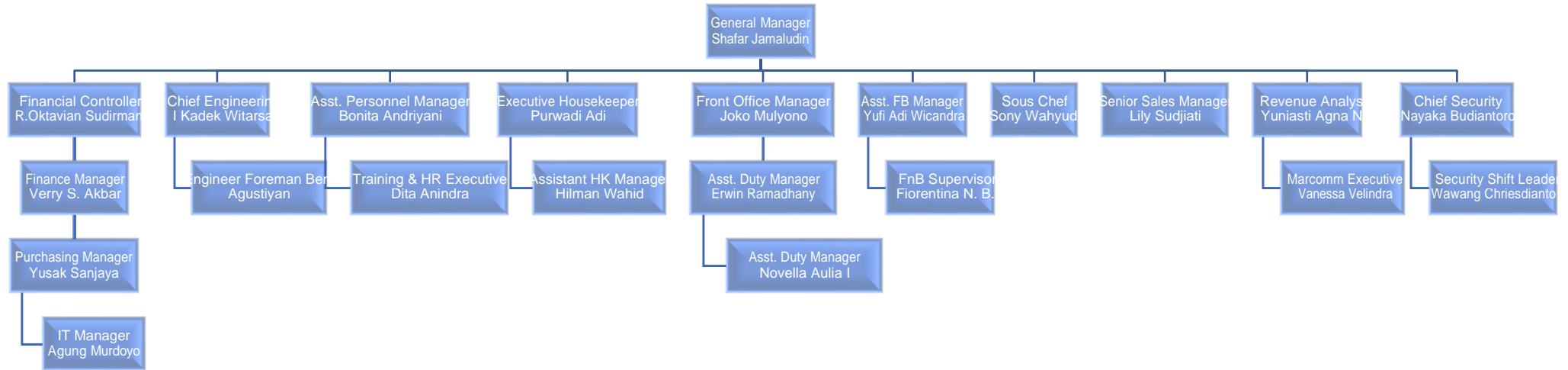
f. Laundry and dry clean

This facility still uses laundry services outside the hotel because the hotel still does not have its own laundry machine.

B. Organizational Structure

As one of hospitality industry in Surabaya, of course Oakwood hotel has an organizational structure to find out duties and responsibility for every associates to create good teamwork and to avoid miscommunication between all hotel department. Below is the organizational structure of Oakwood hotel and Residence Surabaya :

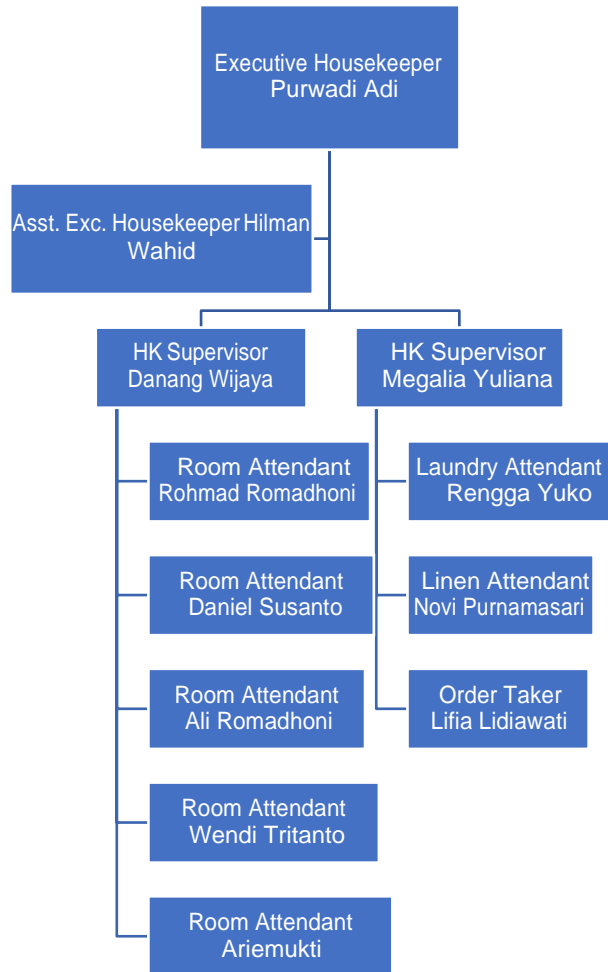
1. Hotel Organizational Chart



Figures 2.10

Hotel Organizational Chart

2. Housekeeping Organizational Chart



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Figures 2.11
Housekeeping Organizational Chart