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## **CHAPTER II**

### **GENERAL DESCRIPTION**

#### **A. Company Profile**

JHL Solitaire Gading Serpong was inaugurated on the 25th of November 2018. It is the first 5-star hotel in Banten province and the first hotel in the world with diamond architecture. JHL Solitaire chain hotel is D Varee Hotel and Resorts, and with its signature Solitaire, the hotel provides elegant and luxurious services and facilities.

This five-star hotel is located in JL. Gading Serpong Boulevard, Curug Sangereng, Kec. Klp. Dua, Tangerang, Banten. The location of this hotel is surrounded by many public facilities such as Indonesia Convention Exhibition (ICE), IKEA, Summarecon Mall Serpong, AEON Mall, and Giant supermarket.

With luxury and elegant designed, this five-star hotel with diamond architecture design provides 141 rooms consisting of 1 Chairman Suite, 1 D Varee Signature Suite, 10 Executive Suite, 35 Junior Suite, 20 Executive Club, and 74 Premiere Room. All of the rooms are equipped with bathtub except for three disability rooms. Since the hotel aims for family market segment, they provide facilities such as swimming pool, gym, spa for adults and kids, beauty saloon, and sky garden.

JHL Solitaire has 6 restaurants including bar and lounge. There are Anni Florist Cafe, URO (Japanese Dining & Sake Bar), Mangan (All day dining Restaurant), Al Gusto (Italian Dining), Royal 8 (Chinese semi fine dining & Empress China Bar), and Castro (Lounge and Cigar Bar). JHL Solitaire provides 7 flexible meeting small rooms for business necessity that could accommodate up to 80 participants of meeting and an expansive Sky Ballroom. All of the facilities include free high-speed wireless internet and audiovisual equipment. Each room also boasts floor to ceiling windows that provide natural light from the outside. Aside from all meeting facilities, because of the strategic location, JHL Solitaire can be reached around 40 minutes – 1 hour from Soekarno Hatta Airport through highway.

## B. Room Types

### Picture

### Description



Figure 2.1

Premiere

Premiere room is the most affordable room in JHL Solitaire Gading Serpong, it offers 32 square meters of tranquil space, advanced in-room facilities, and high-speed wireless internet. Usually the room comes with a free breakfast for 2 persons.



Figure 2.2

Executive Club

Executive Club room offers 38 square meters of tranquil space, it almost has the same layout with Premiere room, the difference is there is sofa bed beside the bed. The room comes with a free breakfast for 2 persons and free afternoon tea for 2 persons.

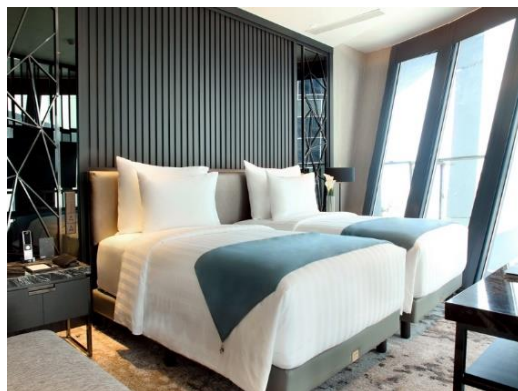


Figure 2.3

Junior Suite

Junior Suite room is the most worth the price in JHL Solitaire Gading Serpong, it offers 40 square meters of inviting space, panoramic views, and luxury decor. Including breakfast for 2 persons, Afternoon tea, and Mini Bar.



Figure 2.4

Executive Suite

Executive Room is a good choice for families or business travelers, it offers 66 square meters of elegant space designed with excellent views overlooking city of Tangerang. Including free Breakfast for 2 persons, Afternoon Tea, and Mini Bar.



Figure 2.5

Solitaire Signature Suite

Solitaire Signature Suite is suitable for guests who has the taste of luxury living. It offers 129 square meters features a separate living area, dining table, executive work desk, kitchenette, along with spectacular skyline views of Tangerang.

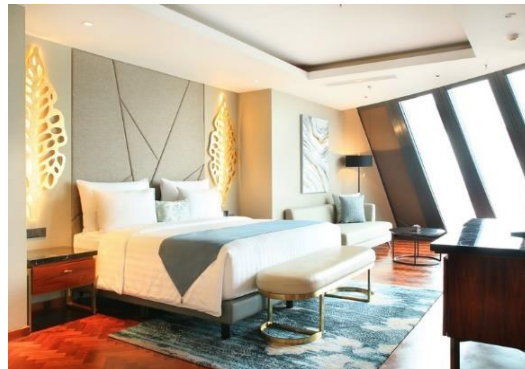


Figure 2.6

D Varee Signature Suite

Chairman Suite is the highest and biggest room type in JHL Solitaire, it offers 227 square meters of luxury and elegant space, separate living area, dining table, executive work desk, kitchenette, and large bathtub. Along with spectacular skyline views of Tangerang

### C. Hotel Facilities

Picture	Description
	<p>Mangan is part of JHL Solitaire signature dining area which is serving international cuisine. It is located in 2<sup>nd</sup> floor. Daily Ala Carte opening 11:00AM– 10:30PM. Breakfast buffet 06:00AM-10:00PM. Lunch 11:30AM-14:30PM Dinner 18:00PM – 22.00PM</p>
<p>Figure 2.7 Mangan All-day Dining</p>	
	<p>The URO is one of the casual restaurant in JHL Solitaire located on the ground floor with combination of JHL Solitaire style and japanese concept. It offers traditional Japanese dishes including the “All You Can Eat Shabu” and Teppanyaki. It opens from 11:00AM – 23:00PM.</p>
<p>Figure 2.8 URO (Japanese Dining &amp; Sake Bar)</p>	
	<p>Royal 8 is part of JHL Solitaire signature semi fine dining, it serves chinese cuisine and offers harmonious Chinese dining experiences. It is located in 5<sup>th</sup> floor. It opens from 06:00AM – 15:00PM and 18:00PM – 12:00 AM.</p>
<p>Figure 2.9 Royal 8 (Chinese semi Fine Dining &amp; Empress China Bar)</p>	



Figure 2.10

Al Gusto (Italian Dining)

Al Gusto is casual dining that serves Traditional Italian food. It offers modern and clean designed. It located in 2<sup>nd</sup> floor. Daily Ala Carte is open from 11:00AM – 23:00PM.



Figure 2.11

Castro (Lounge & Cigar Bar)

Located in mezzanine floor, the Castro also serves an Ala Carte menu of savory favorites and cigars, and with it's signature cocktail. It open from 11:00AM-02:00AM and Ala Carte from 11:00AM-01:30AM.



Figure 2.12

Anni Floriste et Café

Located in fround floor, Anni Café is a good choice for guests who wants to relax and enjoy light bites, tea, and coffee throughout the day. The café designed to meet the needs of international level. Weekdays(Monday-Friday) open from 09:00AM – 10:00PM. Weekends(Saturday-Sunday) open from 09:00AM – 12:00PM.



Figure 2.13

Swimming Pool

Outdoor Swimming Pool that offers a refreshing atmosphere and view of Tangerang city.

(Monday-Sunday) open from 07:00AM – 19:00PM.



Figure 2.14

Acquaree Spa (Kids Spa)

Acquaree Spa provides a journey experiences for kids up to 10 persons per group.

(Monday-Sunday)

9:00AM – 19:00PM



Figure 2.15

Acqua Spa(Adult Spa)

Acqua Spa provides aromatherapy and therapeutic massages in surroundings by luxury and tranquillity style.

(Monday-Sunday)

9:00AM-23:00PM



Figure 2.16

### The Workout

The Workout offering the last fitness machines and the other professional equipment for guests who wants to gym.

(Monday-Sunday)

06:00AM – 23:00PM



Figure 2.17

### LE MERE Glam Et Beaute Lounge

Located in ground floor, LE MERE Glam offers a wide range of treatments that delivered by professional trained beauticians.

(Monday-Sunday)

9:00AM – 21:00PM



Figure 2.18

### Sky Ballroom

Located in 15<sup>th</sup> floor, the Sky Ballroom offers 360 view of Tangerang city at the height of 200 feet from the ground. It can contains up to 600 standing persons in the room.



#### D. Organizational Structure of JHL Solitaire Front Office Department

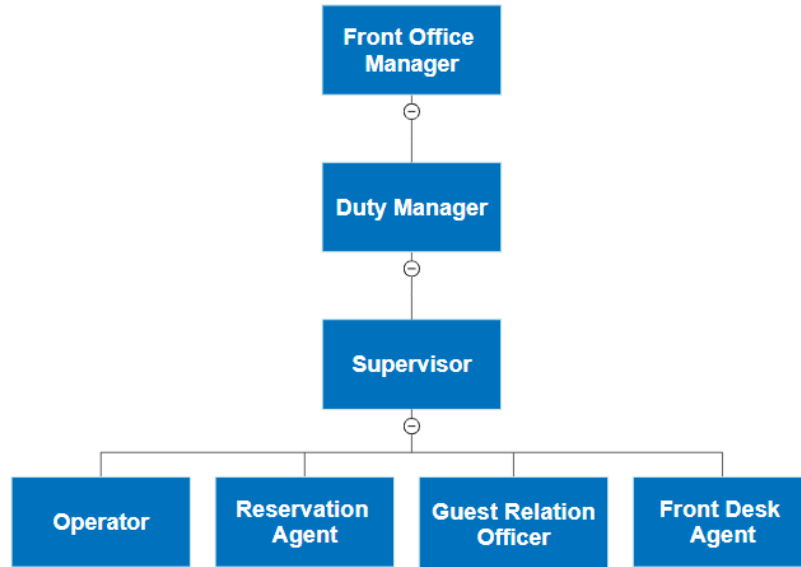


Chart 2.19

#### The Front Office Department Organization Structure

As the Organizational Chart of Front Office Department attached, here are the job desk and tasks.

##### Front office Manager

1. Responsible for managing, training, and motivate the Front Office Agent
2. Ensuring the Front Office Agent provides professional and warm service for the guest.
3. Responsible for handling with guests and complaints
4. Making provide and loss report
5. Handling VIP Guests
6. Ensuring The Front Office Agent to be well-groom
7. Maintaining Average Room Rate
8. Ensuring all the standards in Front Office is well implemented

#### Duty Manager

1. Ensuring the front office shifts are run effective and efficiently
2. Assisting front office staff
3. Checking the check-out room
4. Controlling guest access to safe deposit boxes
5. Monitoring the front office staff.
6. Handling Complaints

#### Front Office Supervisor

1. Making and confirming reservations
2. Programming room keys
3. Following-up to housekeeping or maintenance when guests report a problem.
4. Handling Check-in and Check-out
5. Handling Complaints
6. Assisting Front Desk Agent

#### Operator Agent

1. Responsible for answering incoming calls, departure calls.
2. Screening and monitoring incoming call by in-house guest and following-up their requests.
3. Handling reservation through telephone
4. Replying email messages.
5. Sending Trip Advisor review to guest's email

#### Reservation Agent

1. Responsible for making reservations coming from online travel agent, telephone, and other departments.
2. Handling group reservation
3. Responsible for providing customer service
4. Selling additional services
5. Up-selling room rates

6. Responsible for keeping accurate records about customer bookings, payments and other informations about the hotel

#### Guest Relation Officer

1. Providing customer service.
2. Listening and manages all guests complaints and concerns
3. Follow-up all the complaints to ensure each of the complaints has been resolved
4. Showing Room and Hotel Facilities
5. Helping Front Desk Agent to Check-in & Check-out when the hotel in high occupancy
6. Handling group check-in

#### Front Desk Agent

1. Responsible for handling check-in and check-out
2. Answering any questions and concerns from guests
3. Making reccomendations for activities or places
4. Answering the incoming call from in-house guest or any other departments.
5. Responsible for handling complaints, and follow-up guests complaints and requests.
6. Programming room keys
7. Handling Credit Card System

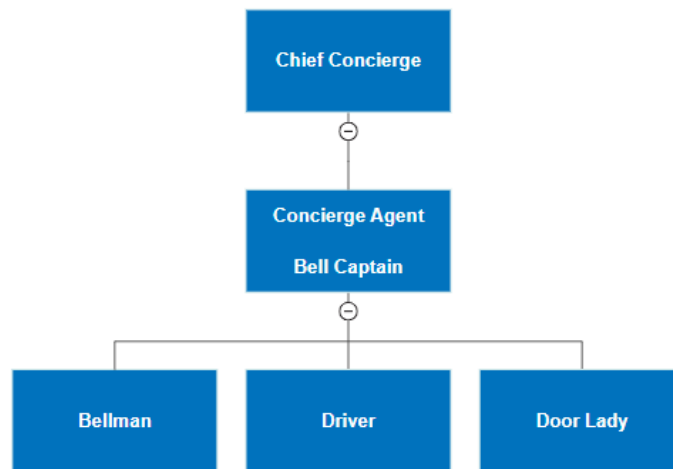


Chart 2.20  
Concierge Department Organization Structure

As the Organizational Chart of concierge department attached, here are the job desks and tasks.

#### Chief Concierge

1. Ensure the standards of Concierge operations is well implemented
2. Responsible for supervise the daily of concierge operations
3. Managing, Training, and Motivate the concierge team
4. Ensure all concierge team have good knowledge of hotel products, pricing, service
5. Monitoring the performance of the concierge team and improving concierge team performance
6. Ensure all the transportation service is doing well
7. Attend general briefing and hotel meetings as required

#### Concierge Agent

1. Responsible for handling daily operations of concierge team
2. Responsible for handling guest with professional, friendly, and engaging service

3. Responsible for handling mail, messages, and transportation service
4. Handling any plans or arrangements the guest intends to make during the stay
5. Responsible for assisting guest regarding hotel facilities in an informative and helpful way
6. Responsible for handling reimbursement report
7. Responsible for handling Airport Service Request

#### Bell Captain

1. Monitor the standards of bellman team is well implemented
2. Responsible for handling Luggage Check-in & Check-Out
3. Responsible for explaining product and services knowledge to guest
4. Monitor requests coming from in-house guest
5. Delivering messages to guest
6. Making recommendations of activities and places

#### Bellman

1. Responsible for handling luggage Check-In & Check-out
2. Responsible for store luggage for guest as needed before-after Check-In and Check-Out
3. Delivering food or other items to guest rooms
4. Delivering messages, or requested newspaper
5. Making recommendations of activities and places
6. Handling Free Parking
7. Making taxi reservation for guest

#### Driver

1. Greet the guest and always open the car door for them
2. Responsible for car maintenance, car washing and cleaning
3. Ensure and fill up fuel before starting day services
4. Recognize all the areas and locations that are famous in Jakarta
5. Ensure the hotel car always well-maintain

### Door Lady

1. Greet guests with warm smile
2. Responsible for opening door for guests
3. Provides welcome drinks when guest check-in
4. Handling Free Parking Voucher
5. Responsible for cleaning and washing glasses