

## CHAPTER II GENERAL DESCRIPTION

### A. Hotel's Profile

#### 1. History



Figures 1.1.1



Figures 1.1.2

Four Points by Sheraton Jakarta Thamrin has opened since 15<sup>th</sup> August 2016 under Starwood Hotels & Resort Worldwide inc (Sitorus, 2016). This hotel is owned by Mayapada Group and located in Menara Topas, Thamrin Street, Jakarta. This is the first Four Points by Sheraton that was build in Jakarta Region.

This 4 star hotel was originally under Starwood Hotel & Resort group, however in 23<sup>rd</sup> September 2016, Marriot International closed its merger with Starwood Hotel & resorts worldwide, acquiring Starwood Hotel & Resorts worldwide (Sitorus, 2016). This event resulting in Four Points by Sheraton Jakarta Thamrin were now under Marriot International group which lead to a changing in some hotel policy and standard of procedure.

Four Points by Sheraton business segment are targeting business people who are mostly using the hotel as a resting place rather than leisure purposes since its location is strategic to most business center and political building. With its strategic location near Bawaslu building, many ministry building and multiple embassies such as deutsche embassy, Prance embassy, and many more.


Even though Victoria Tahir, the owner of Mayapada Group and Four Points by Sheraton Jakarta Thamrin had state its business segment to target business people, Four Points by Sheraton Hotel could also be used for tourists or local guest who are looking for either leisure or staycation. Not only the hotel location are strategic for business purposes, it is also located in the central city where it is easy to be access.




Several high-end shopping center such as Grand Indonesia and Plaza Indonesia are a 10 minute drive from this hotel. There are also bar and restaurant in the hotel that served food and beverage for guest.




## 2. Facilities



Four Points by Sheraton Jakarta Thamrin Hotel have 2 major type of rooms which are deluxe and suite room. However deluxe type room are divided into several type to comfort each guest stay and fulfill all guest requests. There are also some entertainment facilities for guest usage such as restaurant and bar, gym, and business centre.

Table 1.1

No	Room types	Descriptions
1.	 <p data-bbox="394 1199 740 1272">Figures 1.2.1 Deluxe King Non smoking</p>	<p data-bbox="930 789 1175 825">Room Size : 25 m<sup>2</sup></p> <p data-bbox="930 846 1040 877">Benefit :</p> <ul data-bbox="979 905 1458 989" style="list-style-type: none"> <li>• less noisy since the room a facing a back view</li> </ul> <p data-bbox="930 1014 1182 1045">Room Rate Range :</p> <p data-bbox="930 1066 1305 1098">Rp 605.000 nett (promo rate)</p> <p data-bbox="930 1119 1349 1203">Rp 650.000 nett (normal rate + 1 breakfast)</p> <p data-bbox="930 1224 1349 1308">Rp 700.000 nett (normal rate + 2 breakfast)</p>
2.	 <p data-bbox="394 1780 740 1864">Figures 1.2.2 Deluxe Twin Non smoking</p>	<p data-bbox="930 1400 1175 1436">Room Size : 25 m<sup>2</sup></p> <p data-bbox="930 1457 1040 1488">Benefit :</p> <ul data-bbox="979 1516 1458 1600" style="list-style-type: none"> <li>• less noisy since the room a facing a back view</li> </ul> <p data-bbox="930 1625 1182 1656">Room Rate Range :</p> <p data-bbox="930 1677 1305 1709">Rp 605.000 nett (promo rate)</p> <p data-bbox="930 1730 1349 1814">Rp 650.000 nett (normal rate + 1 breakfast)</p> <p data-bbox="930 1835 1479 1871">Rp 700.000 nett (normal rate + 2 breakfast)</p>

<p>3.</p>	 <p>Figures 1.2.3 Deluxe King City View Non smoking</p>	<p>Room Size : 25 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• Room facing Thamrin Street which present a more beautiful view especially during night time</li> </ul> <p>Room Rate Range :</p> <p>Rp 605.000 nett (promo rate) Rp 650.000 nett (normal rate + 1 breakfast) Rp 700.000 nett (normal rate + 2 breakfast)</p>
<p>4.</p>	 <p>Figures 1.2.4 Deluxe Twin City View Non Smoking</p>	<p>Room Size : 25 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• Room facing Thamrin Street which present a more beautiful view especially during night time</li> </ul> <p>Room Rate Range :</p> <p>Rp 605.000 nett (promo rate) Rp 650.000 nett (normal rate + 1 breakfast) Rp 700.000 nett (normal rate + 2 breakfast)</p>
<p>5.</p>	 <p>Figures 1.2.5 Deluxe king Smoking</p>	<p>Room Size : 25 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• less noisy since the room a facing a back view</li> <li>• smoking is allowed in this room</li> </ul> <p>Room Rate Range :</p> <p>Rp 605.000 nett (promo rate) Rp 650.000 nett (normal rate + 1 breakfast)</p>

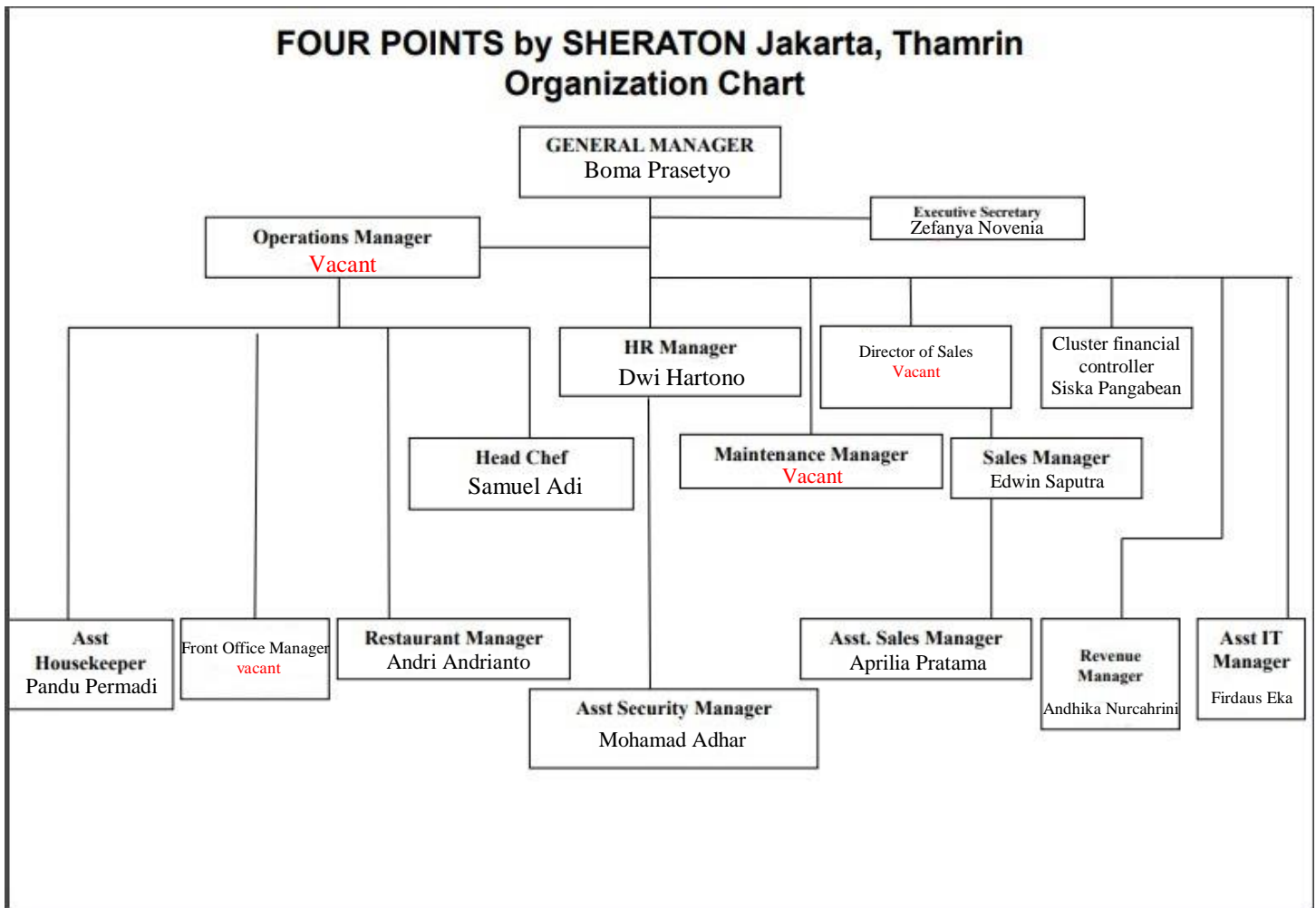
		Rp 700.000 nett (normal rate + 2 breakfast)
6.	 <p>Figures 1.2.6 Deluxe Twin Smoking</p>	<p>Room Size : 25 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• less noisy since the room a facing a back view</li> <li>• smoking is allowed in this room</li> </ul> <p>Room Rate Range :</p> <p>Rp 605.000 nett (promo rate)</p> <p>Rp 650.000 nett (normal rate + 1 breakfast)</p> <p>Rp 700.000 nett (normal rate + 2 breakfast)</p>
7.	 <p>Figures 1.1.7 Deluxe King City View Smoking</p>	<p>Room Size : 25 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• Room facing Thamrin Street which present a more beautiful view especially during night time</li> <li>• Smoking is allowed in this room</li> </ul> <p>Room Rate Range :</p> <p>Rp 605.000 nett (promo rate)</p> <p>Rp 650.000 nett (normal rate + 1 breakfast)</p> <p>Rp 700.000 nett (normal rate + 2 breakfast)</p>
8.	 <p>Figures 1.2.8 Deluxe Twin City View Smoking</p>	<p>Room Size : 25 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• Room facing Thamrin Street which present a more beautiful view especially during night time</li> <li>• Smoking is allowed in this room</li> </ul> <p>Room Rate Range :</p>

		<p>Rp 605.000 nett (promo rate)</p> <p>Rp 650.000 nett (normal rate + 1 breakfast)</p> <p>Rp 700.000 nett (normal rate + 2 breakfast)</p>
<p>9.</p>	 <p>Figures 1.2.9 Suite City View Non Smoking (bedroom)</p>  <p>Figures 1.2.10 Suite City View Non Smoking (living room)</p>	<p>Room Size : 38 m<sup>2</sup></p> <p>Benefit :</p> <ul style="list-style-type: none"> <li>• Larger room with a living room located in front of the bedroom to maximize comfort for guest</li> <li>• Room facing Thamrin Street which present a more beautiful view especially during night time</li> </ul> <p>Room Rate Range :</p> <p>Rp 1.500.000 (include 2 breakfast)</p>

## B. Organization Structure

Four Points by Sheraton Hotel has its own organization chart with Mrs. Boma Prasetyo as the general manager who have the highest position to control all business related throughout the hotel. It is important for a company to have an organization chart due to illustrate the chain of command within the company or organization. Within the company, there are also several manager who purpose is to lead in each division. This lead to a more organize work place.

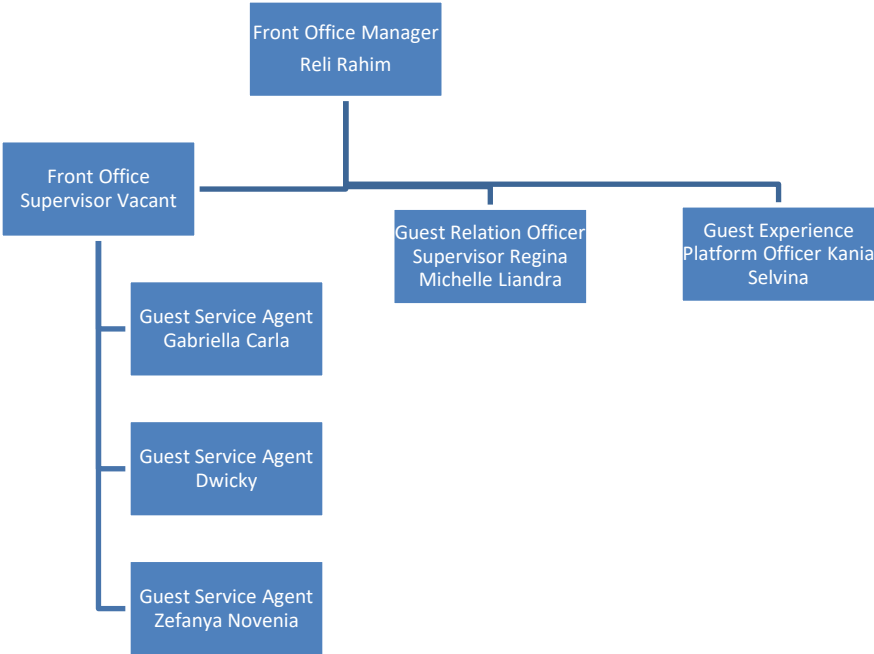
**Four Points by Sheraton Jakarta Thamrin Organization chart**



Illustrated by author

During the Industrial Placement Program, the author manage to get a position in the Front Office Department. The Front Office Department also have its own organization chart, which shows the chain of command within the department. There are several missing key position when the author was being a trainee, making the duty manager position, Mr. Reli Rahim as the head of front office department.

**Four Points by Sheraton Jakarta Thamrin Front Office Department Organization Chart**



Illustrated by Author