

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Mandarin's first property opened in Hong Kong in 1963. 'The Mandarin' was known to be the tallest building in the island and soon crawled its way up to fame for their extraordinary service excellence. Soon in 1974, they acquired a well-known hotel in Bangkok called 'The Oriental Hotel' and joined forces to create the 'Mandarin Oriental' brand that is known up to this very day.

Their next twenty years were spent expanding themselves throughout Asia, earning a reputation in being one of the most luxurious hotels. Entering the year 1987, they decided to expand their brand worldwide and opened their first property in the US and Europe, specifically in the UK, in the 1990s.

Since then, it has been a highway for them as they keep making marvelous history. Throughout the year 2000-2005, they successfully expanded their brand in London, Miami, New York, and Tokyo. Not to mention that they also opened a second Mandarin Oriental in Hong Kong. And the expansion does not stop there. As entering the year 2006-2013, they extended their reach in Prague, Boston, Macau, and Barcelona. And between the years 2014-2019, they extended even further in Taipei, Turkey, Madrid, Chile, Milan, Dubai, Doha and many more.

The global expansion also happened in Jakarta, Indonesia as well as in 1978, The Mandarin Oriental Jakarta opened for operation. The hotel started with a total of 504 rooms but later decreased the number to 272 rooms in the mass renovation that happened in 2007. The hotel remained closed while under renovation and was able to re-opened again after two years in 2009.

After the re-opening occurred, the hotel then has achieved more and more public recognition. This could be seen as in 2018, Li Feng, as one of the food and beverage

outlets in the hotel, won the best chinese restaurant in the Exquisite Awards by Exquisite Media, 2nd runner up for the best chinese restaurant in Best Restaurant, Bar and Cafe Awards by NOW! Jakarta Magazine and best fine dining restaurant in Jakarta's Best Eats Awards by Foodies Magazine. As for Lyon, the french restaurant, won the best french restaurant in Best Restaurant, Bar and Cafe Awards by NOW! Jakarta Magazine.

It doesn't stop there as per 2019, the hotel won as Indonesia's best 5-star hotel in the Indonesian Hotel and Restaurant Association Awards. Finally in the year 2021, the hotel won as the best business hotel, Lyon won the best mediterranean restaurant and Li Feng won as the reader's choice favorite chinese restaurant in the Exquisite Awards by Exquisite Media. Not only that but the hotel also place #19 in the Top 30 Hotels in Asia by Conde Nast Traveler Readers Choice Awards.



Figure 2.1


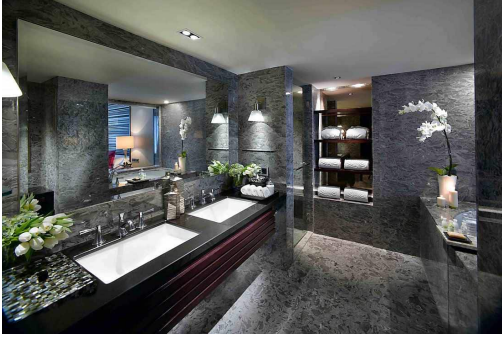
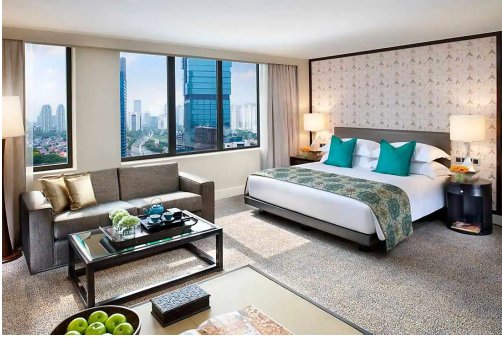
Mandarin Oriental Jakarta Logo

2. Facilities

As we all know, a hotel's business is mainly in service. In a hotel, it's not going to be only rooms but there will also be a lot of other facilities that could be offered to the guests

Table 2.1

Rooms in Mandarin Oriental Jakarta

No.	Room Type	Description
1.	 <p data-bbox="483 636 641 705">Figure 2.2 Urban Suite</p>	<p data-bbox="841 296 1136 327">a. Room size: 64 sqm</p> <p data-bbox="841 338 1349 678">b. Rooms with a beautiful city view that has a large living room complete with sofa, custom-designed furniture, working desk with multihub as well as a spacious bathroom.</p> <p data-bbox="841 705 1292 737">c. Room rate range: Rp 2.888.000</p>
2.	 <p data-bbox="472 1123 654 1192">Figure 2.3 Deluxe Room</p>	<p data-bbox="841 783 1136 814">a. Room size: 47 sqm</p> <p data-bbox="841 825 1349 1224">b. Rooms with a beautiful scenery of the Welcome Monument, complete with a large walk-in wardrobe, LCD TVs, desk area, bath and walk-in shower as well as a high-speed wifi that could be accessed by up to 6 devices.</p> <p data-bbox="841 1251 1292 1283">c. Room rate range: Rp 1.837.500</p>
3.	 <p data-bbox="464 1669 662 1738">Figure 2.4 Superior Room</p>	<p data-bbox="841 1329 1136 1360">a. Room size: 47 sqm</p> <p data-bbox="841 1371 1349 1707">b. Rooms with a city skyline view that have a large bath and walk-in shower, with full access to the elegant club lounge and is also given with a complimentary high tea.</p> <p data-bbox="841 1734 1292 1766">c. Room rate range: Rp 1.652.893</p>

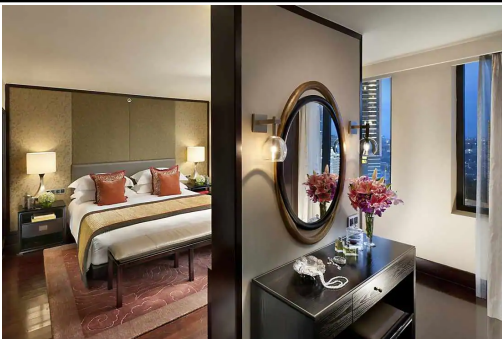

4.	 <p>Figure 2.5 Oriental Suite</p>	<p>a. Room size: 95</p> <p>b. Rooms with a large bedroom with a king-sized bed, complete with an elegant study area, bath and walk-in shower, full access to the club lounge and is decorated with beautiful teak floors and oriental rugs.</p> <p>c. Room rate range: Rp 5.280.000</p>
5.	 <p>Figure 2.6 Mandarin Suite</p>	<p>a. Room size: 200 sqm</p> <p>b. A room that is located on the top floor of the hotel. Offering the guests a large bedroom with a king-sized bed, a kitchen and dining for 10 people, a separate study space, bath and walk-in shower as well as a 63-inches screen that is completed with a surrounding sound system.</p> <p>c. Room rate range: Rp 56.650.000</p>

Table 2.2

Food and Beverage outlets

No.	Food and Beverage outlets	Description
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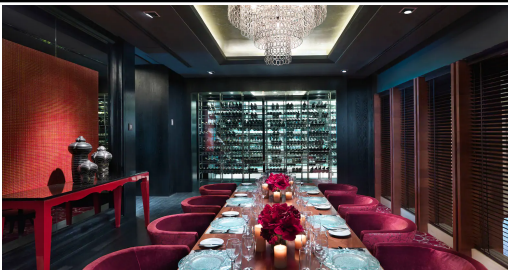



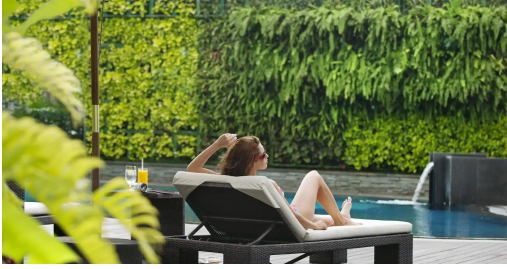

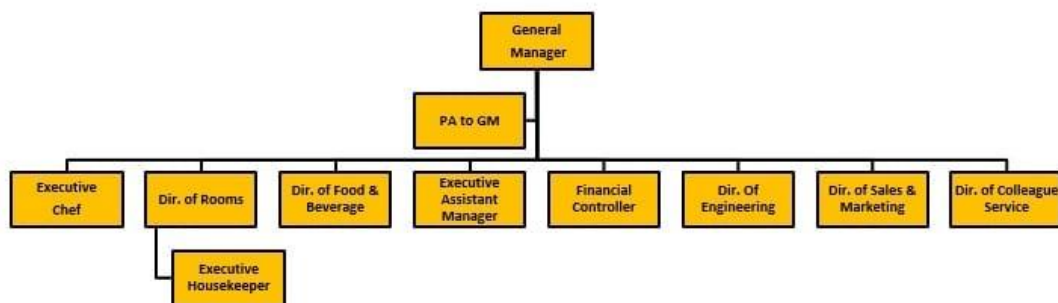
1.	 <p>Figure 2.7 Lyon</p>	<ul style="list-style-type: none"> a. Location: 2nd Floor b. Seating capacities: 42 chairs c. Opening hours: <ul style="list-style-type: none"> ○ Lunch and Dinner (12PM-9PM) ○ Sunday Brunch (11.30AM-3PM) d. Mandarin Oriental Jakarta's very own French Restaurant that offers a complete menu of French dishes.
2.	 <p>Figure 2.8 Li Feng</p>	<ul style="list-style-type: none"> a. Location: 2nd Floor b. Seating capacities: 21 chairs c. Opening hours : <ul style="list-style-type: none"> ○ Weekday Lunch (11.30AM-2.30PM) ○ Weekend Lunch (11AM-3PM) ○ Dinner (5PM-9PM) d. Mandarin Oriental Jakarta's very own Chinese Restaurant which serves Cantonese cuisine and offers the guests with a classic and cultural ambience.
3.	 <p>Figure 2.9 Cinnamon</p>	<ul style="list-style-type: none"> a. Location : Ground Floor b. Seating capacities : 42 chairs c. Opening hours : <ul style="list-style-type: none"> ○ Breakfast, Lunch and Dinner (6AM-9PM) ○ Take away (8AM-8PM) d. Serves variant cuisine, not only Asian cuisine but they also serve international dishes as well.
4.		<ul style="list-style-type: none"> a. Location : 2nd Floor b. Seating capacities : - c. Opening hours : <ul style="list-style-type: none"> ○ Remains closed during pandemic. d. Bar in the hotel that serves a variety of drinks and cocktails.

	Figure 2.10 MO Bar	
5.	 <p>Figure 2.11 Azure</p>	<ul style="list-style-type: none"> a. Location : 5th Floor b. Seating capacities : - c. Opening hours : <ul style="list-style-type: none"> ○ 7AM-8PM d. Azure is the name of the poolside in the Mandarin Oriental. Not only could the guest relax in the pool, but they could also order food from the restaurant as well.
6.	 <p>Figure 2.12 The Mandarin Cake Shop</p>	<ul style="list-style-type: none"> a. Location : Ground Floor b. Seating capacities : 42 c. Opening hours : <ul style="list-style-type: none"> ○ 6AM-9PM d. The Mandarin Cake Shop is a corner in the hotel where they sell different types of cakes and pastries.

B. Organizational Structure

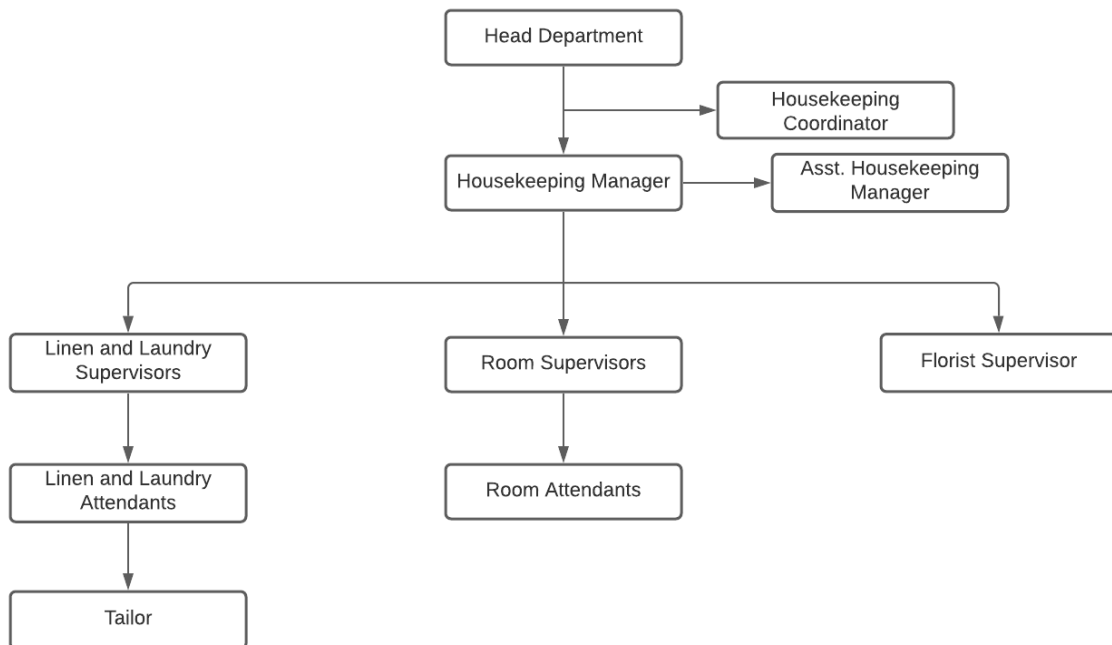
In order to have a smooth business running, the hotel has their organizational structure to make sure that everything is under control. Below is the organizational structure of the hotel management.

MANDARIN ORIENTAL, JAKARTA



Figures 2.13
Organizational Charts of Hotel Management

Furthermore, organizational structures also need to be used in each department to make sure every detail is supervised. Below is the organizational structure for the writer's department, Housekeeping Department.



Figures 2.14
Organizational Charts of Housekeeping