



Hak cipta dan penggunaan kembali:

Lisensi ini mengizinkan setiap orang untuk mengubah, memperbaiki, dan membuat ciptaan turunan bukan untuk kepentingan komersial, selama anda mencantumkan nama penulis dan melisensikan ciptaan turunan dengan syarat yang serupa dengan ciptaan asli.

Copyright and reuse:

This license lets you remix, tweak, and build upon work non-commercially, as long as you credit the origin creator and license it on your new creations under the identical terms.

CHAPTER II

GENERAL DESCRIPTION

A. Hotel's Profile

1. History

Renaissance was founded by Ramada Renaissance in 1981, the first property located in Denver, Colorado. Renaissance & Ramada was originally an independent hotel brand, and starting in 1997 Renaissance Hotels became part of Marriott. Marriott was founded by J. Willard Marriott; Marriott International is the third largest hotel chain in the world. It has 30 brands with 7,003 properties in 131 countries and regions worldwide.



Figure 2.1 Renaissance Resort & SPA Bali Uluwatu Logo





Renaissance Hotels has more than 160 hotels in 35 countries worldwide with Renaissance Resort & SPA Bali Uluwatu is the first Renaissance hotel in Indonesia. Owned by PT Alam Bali Internasional, this hotel is located above Balangan Beach, Ungasan, South Kuta, Badung Regency. It is located on Jalan Pantai Balangan 1 no 1 Ungasan.






There are 6 wings and have 207 rooms and suites, each of which has a balcony and large bathroom. The interior is designed with a local touch. With elements of Balinese interiors and using bamboo, wood and natural stone materials. The two roofs in the building are designed like a turtle shell that stands on a limestone hill.

2. Facilities

Table 2.1 contains the description of the facilities that Renaissance Resort & Spa Bali Uluwatu provides to guests.



Table 2.1 Rooms in Renaissance Resort & SPA Bali Uluwatu





No.	Room Type	Description
1.	 <p data-bbox="411 801 724 831">Figure 2.2 Deluxe King</p>	<ul style="list-style-type: none"> a. The room size is 43sqm/463sqft b. Benefit: Guest room, 1 King bed, Garden view, Balcony c. Member Rate 1,567,500 IDR/night Regular Rate 1,650,000 IDR/night
2.	 <p data-bbox="411 1115 724 1144">Figure 2.3 Deluxe Twin</p>	<ul style="list-style-type: none"> a. The room size 43sqm/463sqft b. Benefit: Guest room, 2 Twin/Single Bed(s), Garden view, Balcony c. Member Rate 1,520,000 IDR/night Regular Rate 1,600,000 IDR/night
3.	 <p data-bbox="368 1429 767 1458">Figure 2.4 Deluxe Ocean King</p>	<ul style="list-style-type: none"> a. The room size 43sqm/463sqft b. Guest room, 1 King bed, Ocean view, Balcony c. 2.350.000 IDR/night
4.	 <p data-bbox="368 1742 767 1771">Figure 2.5 Deluxe Ocean Twin</p>	<ul style="list-style-type: none"> a. The room size 43sqm/463sqft b. Guest room, 2 Twin/Single Bed(s), Ocean view, Balcony c. 2.350.000 IDR/night

5.	 <p>Figure 2.6 Deluxe Terrace Ocean King</p>	<ul style="list-style-type: none"> a. The room size 43sqm/463sqft b. Guest room, 1 King bed, Ocean view, Balcony, Dedicated outdoor space c. 2.450.000 IDR/night
6.	 <p>Figure 2.7 Deluxe Terrace Ocean Twin</p>	<ul style="list-style-type: none"> a. The room size 43sqm/463sqft b. Guest room, 2 Twin/Single Bed(s), Ocean view, Balcony, Dedicated outdoor space c. 2.450.000 IDR/night
7.	 <p>Figure 2.8 Junior Suite</p>	<ul style="list-style-type: none"> a. The room size 59sqm/635sqft b. 1 Bedroom Junior Suite, 1 King bed, Garden view, Balcony, Complimentary meals for children below 6 years old (has to be accompanied by parents) c. Member Rate 2,161,250 IDR/night Regular Rate 2,275,000 IDR/night
8.	 <p>Figure 2.9 Executive Suite</p>	<ul style="list-style-type: none"> a. The room size 78sqm/839sqft b. 1 Bedroom Executive Suite, 1 King bed, Balcony, Complimentary meals for children below 6 years old (has to be accompanied by parents), Dedicated outdoor space c. Member Rate 2,636,250 IDR/night Regular Rate 2,775,000 IDR/night
9.	 <p>Figure 2.10 Family Loft Suite</p>	<ul style="list-style-type: none"> a. The room size 98sqm/1054sqft b. 1 Bedroom Suite, 1 King bed, Bedroom is a loft, Bathrooms: 2, Balcony, Dedicated outdoor space c. Member Rate 3,586,250 IDR/night Regular Rate 3,775,000 IDR/night

10.	 <p>Figure 2.11 Family Jacuzzi Loft Suite</p>	<ul style="list-style-type: none"> a. The room size 130sqm/1399sqft b. 1 Bedroom Suite, 1 King, Bedroom is a loft, Bathrooms: 2, Balcony, Dedicated outdoor space c. Member Rate 4,061,250 IDR/night Regular Rate 4,275,000 IDR/night
11.	 <p>Figure 2.12 Presidential Villa</p>	<ul style="list-style-type: none"> a. The room size 930sqm/10007sqft b. 3 Bedroom Villa, Ocean view, Balcony, Private pool, Private access floor, Complimentary Cocktails, Dedicated outdoor space c. 42.000.000 IDR/night

Table 2.2 Food and Beverage outlets

No.	Food and Beverage outlets	Description
1.	 <p>Figure 2.13 Clay Craft Restaurant</p>  <p>Figure 2.14 Clay Studio</p>	<ul style="list-style-type: none"> a. Location: Level 5 Wing 1 b. Opening hours: <ul style="list-style-type: none"> 1) Breakfast (06.30 – 11.00) 2) Lunch & Dinner (11.00 – 22.30) c. Offers international dishes and creative beverages, giving a feeling like eating at home. Guest can making own pottery in Clay Studio inside Clay Craft Restaurant.

<p>2.</p>	 <p>Figure 2.15 Double Ikat Restaurant</p>	<p>a. Location: Level 5 Wing 1 b. Opening hours : Dinner Only Open 18.00 until 23.00 c. Authentic cuisine from Bali and throughout Indonesia has a decoration with typical Balinese woven threads that use the double tie or double ikat method. Can learn the techniques and secrets of Indonesian cookery in cooking studio located in double ikat kitchen.</p>
<p>3.</p>	 <p>Figure 2.16 R Bar</p>	<p>a. Location : Lobby b. Opening hours : Open 11.00 until 23.00 c. R Bar offers handcrafted cocktails, snacks, can enjoy afternoon tea with couple or family and unforgettable views.</p>
<p>4.</p>	 <p>Figure 2.17 RoosterFish Beach Club</p>	<p>a. Location : Pandawa Beach b. Opening hours : Open 06.00 until 20.00 c. Roosterfish is a beach club that located only short shuttle ride away from Renaissance hotel, hotel also provides a free shuttle bus for in-house guest.</p>
<p>5.</p>	 <p>Figure 2.18 Pool Bar</p>	<p>a. Location : Level 5 Wing 1 b. Opening hours : Open 11.00 until 23.00 c. Offers creative cocktails, chilled beers and restaurant food in pool or pool deck.</p>










6.	 <p style="text-align: center;">Figure 2.19 Lower Pool Bar</p>	<p>a. Location : Level 1 Wing 6 b. Opening hours : Open 11.00 until 23.00 c. Offers creative cocktails, chilled beers and restaurant food in lower pool or lower pool deck.</p>
----	---	--

Table 2.3 Other Facilities

No.	Other Facilities	Description
1.	 <p style="text-align: center;">Figure 2.20 Kids Club Tree House</p>	<p>a. Location: Level 3 Wing 3 b. Opening hours: Open 09.00 until 18.00 c. Interactive zone, games & discoveries.</p>
2.	 <p style="text-align: center;">Figure 2.21 Fitness Center</p>	<p>a. Location: Level 3 Wing 3 b. Opening hours : 1) Opening hours: 24 hours maximum 16 people. 2) Steam Room: 06.00-21.00 maximum 4 people 3) Sauna: 06.00-18.00 maximum 4 people</p>
3.	 <p style="text-align: center;">Figure 2.22 The SPA</p>	<p>a. Location : Level 3 Wing 3 b. Opening hours : Open 09.00 until 21.00 c. The SPA includes 8 treatment rooms: 1) 6 single rooms 2) 2 rooms for couples 3) 2 sauna rooms 4) 2 steam rooms 5) Salon 6) Relaxation room.</p>

4.	 <p>Figure 2.23 Main Pool & Kids Pool</p>	<p>a. Location : Level 5 Wing 1 b. Opening hours : 07.00-21.00</p>
5.	 <p>Figure 2.24 Lower Pool</p>	<p>a. Location : Level 5 Wing 1 b. Opening hours : 07.00-20.00</p>
6.	 <p>Figure 2.25 Uluwatu Ballroom</p>	<p>a. Location : Level 1 Wing 6 b. The room size 679.21sqm c. Uluwatu Ballroom can be divided into two ballrooms, ballroom 1 and ballroom 2, at Uluwatu ballroom also has an outdoor ballroom, the Uluwatu deck.</p> <ol style="list-style-type: none"> 1) Uluwatu ballroom with a capacity of 900 people for theater set up. 2) Ballroom 1 has a size of 338.52sqm with a capacity of 432 people in a theater set up. 3) Ballroom 2 has a size of 338.2sqm with a capacity of 432 people in a theater set up. 4) Uluwatu deck has a size of 429.87sqm and has a capacity of 600 people for theater set up.
7.	 <p>Figure 2.26 Celebration Pavilion</p>	<p>a. Location : Level 1 Wing 6 b. Celebration pavilion with a capacity of 50 people.</p>

<p>8.</p>	 <p>Figure 2.27 Pandawa Meeting Studio</p>	<p>a. Location : Level 6 Wing 1 b. The room size 79.04sqm c. In total there are 6 studio meetings:</p> <ol style="list-style-type: none"> 1) Pandawa with a capacity of 108 people with theatre set up. 2) Dreamland has a size of 85.28sqm with a capacity of 117 people with a theatre set up. 3) Bingin has a size of 79.04sqm with a capacity of 108 people with a theatre set up. 4) Padang-padang has a size of 75.92sqm with a capacity of 108 people with theatre set up. 5) Balangan has a size of 118.26sqm with a capacity of 165 people with a theatre set up. 6) Suluban who has a size of 76.96sqm with a capacity of 108 people with a theatre set up.
-----------	---	---

d. Organizational Structure

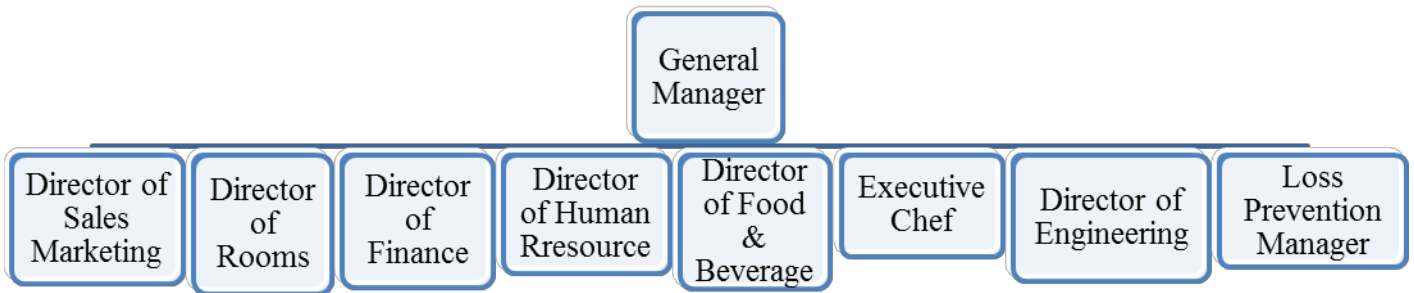


Chart 2.1 Organizational Charts of Hotel Management

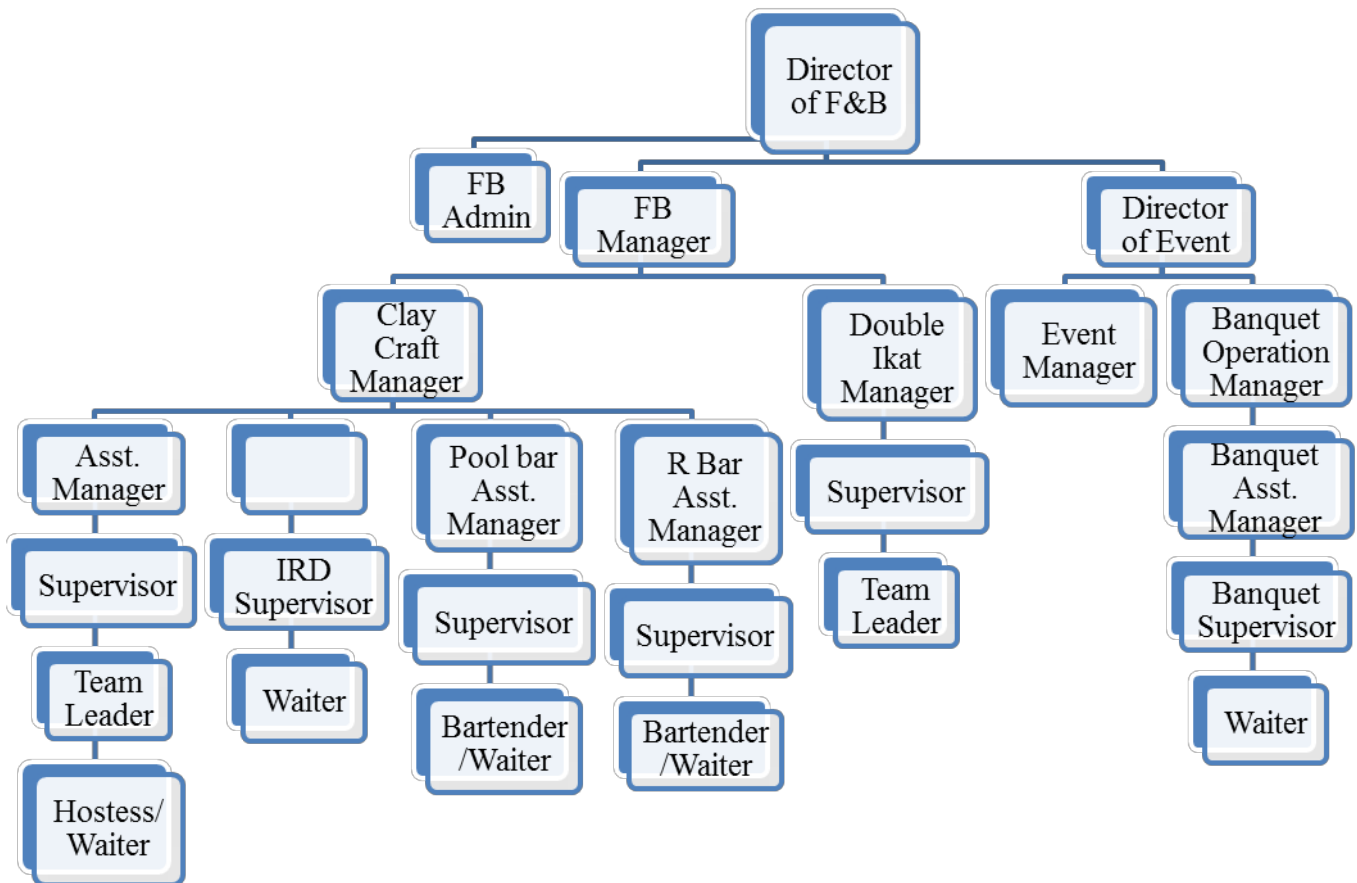


Chart 2.2 Organizational Charts of Food & Beverage Service Department

Duties and responsibilities:

1. Restaurant Manager
 - a. Internal management:
 - 1) Train and motivate a service team

- 2) Conduct daily briefings ensuring two-way communication
 - 3) Training and policy information
 - 4) Check mise-en-place done by the team
 - 5) Maintain discipline and conduct staff appraisals
 - 6) Schedule staff rotations and duties and organize extra hands when required
 - 7) Coordinate with the chef for menu offers and operational coordination.
 - 8) Ensure the safety and hygiene of the restaurant
- b. Internal's money management:
- 1) Control expenses of the restaurant
 - 2) Recommend and monitor a budget and plan for the year
 - 3) Responsible for proper billing and cash recovery for services rendered.
- c. External management:
- 1) Coordinate with other departments for the smooth supply of operational supplies
 - 2) Resolve guest and staff complaints and grievances
 - 3) Represent the restaurant in food and beverage meetings.
2. Supervisor
- a. Ensure the smooth function of the restaurant and deputize in the absent of the restaurant manager
 - b. Conduct briefing, using it as a media for two-way-communication
 - c. Training and corrective action
 - d. Inspect the mise-en-place to ensure the smooth flow of the operations
 - e. Ensure the maintenance and aesthetic up keep of the restaurant in close coordination with engineering and housekeeping.
 - f. Have to sales through upselling
3. Team Leader
- a. Train and supervise restaurant standards of service in terms of time, quality, and personalization
 - b. Supervise the mise-en-place of the assigned station to ensure smooth service during the operation
 - c. Inspect table layouts in the station ensuring that they meet the standard set

- d. Check and ensure the serviceability of equipment and furniture
 - e. Ensure the inventory of cutlery and service equipment
 - f. Ensure the hygiene and discipline standard of the staff.
 - g. Sell food and beverage so as to meet restaurant budgets
 - h. Take food and beverage orders correctly
4. Hostess
- a. Collect the restaurant reservation register and mail from Food and Beverage office
 - b. Receive and post table reservations in the register
 - c. Make sure the desk and the menu cards have been arranged
 - d. When the guest come, hostess have to approach the guest directly, provide guest with the hotel's information, lead guest to their seat, hand out wine list/menu cards
 - e. Sometimes, hostess have to take orders from the guest too
5. Waiter
- a. Executing all of the instruction that have been given and they have to make sure that every single things around the guest are fully prepared
 - b. Mastering menu items, not available items, menu preparation and their presentation
 - c. Complete mise-en-place
 - d. Check all the equipment and the furniture at the station for their serviceability and maintain requirements
 - e. Stock the proprietary sauces, jams, salt and pepper shakers, butter dishes, etc.
 - f. Ensure that the station is clean; lay table covers as per standard set; fold napkins as per prescribed attractive styles; and request fresh linen from the housekeeping
 - g. Waiter have to receive, greet, and seat the guest
 - h. Waiter have to present wine-list and menu cards and take orders
 - i. When the orders ready they have to serve it by the standards of the restaurant
 - j. Waiter have to present the bills and receive payment correctly.
6. Bartender
- a. Having knowledge of the types of drinks and how to make

- b. Monitoring; directing; improve all services and products provided / provided in accordance with standard operating procedures and beverage recipe standards
 - c. Procurement of equipment, general supplies, drinks, garnishes and other requirements for product & service needs
 - d. Record the cost of beverage, costs per item in actual accordance with existing or not recipes, make improvements to the results of the standard beverage recipe, create cocktail innovations to increase sales.
7. FB Admin Assistance
- a. Computering jobs (typing, copying, emailing, maintain up-to-date electronic and physical file system)
 - b. Communication in order to coordinating, scheduling, and making appointments
 - c. Answering and responding to telephone calls and messages
 - d. Assist in menu design and production for weekly, seasonal, and annual.