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CHAPTER II

GENERAL INFORMATION

A. Company's Profile

1. History

Pullman Hotel Jakarta Central Park is part of Accor Hotels. In 1967, Accor Hotels made the first hotel called Novotel which in Lille, France. Year after year, Accor Hotels continues to develop their hotel, so that in 2007, Accor Hotels made all of Pullman Hotel. Pullman Hotel Central Park is a five star hotel located in Podomoro City, West Jakarta. Podomoro City has an office tower covering 21 ha, several apartments, and good shops. This hotel is the only one five star hotel in West Jakarta. It is also close to Soekarno – Hatta Airport and some universities such as Universitas Tarumanegara (UNTAR), Universitas Podomoro, and Universitas Trisakti. It only takes 25 minutes to get to Soekarno – Hatta Airport and 15 minutes to Sudirman Central Business District.

Pullman Hotel has received several international awards in the field of hotel services and design. One of the awards obtained by Pullman Hotel Central Park was the awarding of the category "Best Business Hotel in Indonesia" from Hospitality Investment World 2013 and 2014. This hotel also equipped with a unique interior design and using pop-art concept that makes guests interested in staying at Pullman Hotel Central Park. They have a slogan that is "Our world is your playground."



Figure 2.1
Logo of Pullman Hotel Central Park (left),
Pop-art concept of Pullman Hotel Central Park (right)

2. Facilities

Pullman Hotel Central Park provides 317 fancy hotel rooms and suites which is equipped with striking contemporary art, luxurious furnishings, stylish, upscale, and

modern technological facilities. This hotel rooms have several types, such as:

a. Deluxe Room

This room size is 32 square meters with a city view equipped with a bathroom, LCD TV, internet access, and a room safe.



Figure 2.2
Deluxe room

b. Executive Deluxe Room

This room is located on the top floors. It gives the guest more comfort and privacy. The additional facilities are free local calls, one time pressing, newspapers, and an easy access to the Executive Lounge. In the Executive Lounge, guest can enjoy breakfast, snacks, cocktails, and get one hour free for meeting room.



Figure 2.3
Executive Deluxe Room

c. Executive Suite

This room size is 68 square meters, get an extra 42' LCD TV, and additional King size bed for bedroom, also bathroom with stylish design. This room include easy access to the Executive Lounge.



Figure 2.4
Executive Suite

d. Central Park Suite

This room has two bedroom suit covering 135 square meters and very comfortable. Design with fancy decor and welcoming feels with beautiful view, also include easy access to the Executive Lounge.

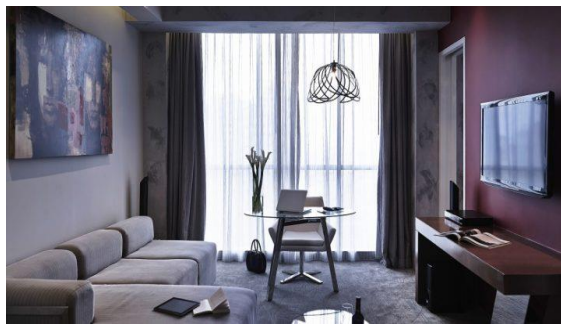


Figure 2.5
Central Park Suite

In addition, Pullman Hotel Jakarta Central Park also has several facilities, such as:

a. Collage All Day Dining Restaurant

It provides for buffet breakfast, lunch, and dinner. The guests can see and enjoy the restaurant's live cooking shows and provide the fresh products. This restaurant also has a la carte menu for the guest.



Figure 2.6
Collage All Day Dining Restaurant

b. Bunk (The Bar)

The Bunk provides various cocktails and wines. The guest can chill out with their friends because this place is comfortable.



Figure 2.7
Bunk (The Bar)

c. Meeting Room

Pullman hotel provides 6 meeting rooms, namely Axel, Blake, Warhol I, Warhol II, Drexler, and Hamilton. The size is 65 square meters, maximum capacity is 70 people.



Figure 2.8
Meeting Room

d. Pullman Grand Ballroom

The size is 2.866 square meters, maximum capacity is 5.000 people.



Figure 2.9
Pullman Grand Ballroom

e. Swimming Pool

The swimming pool operational hours is from 6 A.M until 8 P.M



Figure 2.10
Swimming Pool

f. Fit Lounge (Gym)

The fit lounge operational hour is opened for 24 hours.



Figure 2.11
Fit Lounge (Gym)

g. Spa Lounge

The operational hours for spa lounge is from 9 A.M until 12 P.M.



Figure 2.12
Spa Lounge

h. Business Center

Business Center opens from 9 AM until 6 PM. In this place, guest can print, photocopy, fax, and scanning documents, but it is chargeable. For

guest that have access to the Executive Lounge, they get free 5 pages for print or photocopy.



Figure 2.13
Business Center

B. Organizational Structure

Each company must have a structural organization chart, especially in a five star hotel such as the Hotel Pullman Central Park. This organizational structure chart will help every staff or employee to work according to their responsibilities and create good teamwork between other departments in hotel. The employee will know their position and job desk, so make them working properly. Below is the organizational structure chart of the Pullman hotel and also the job description in Front Office Department.

1. Hotel Organizational Structure

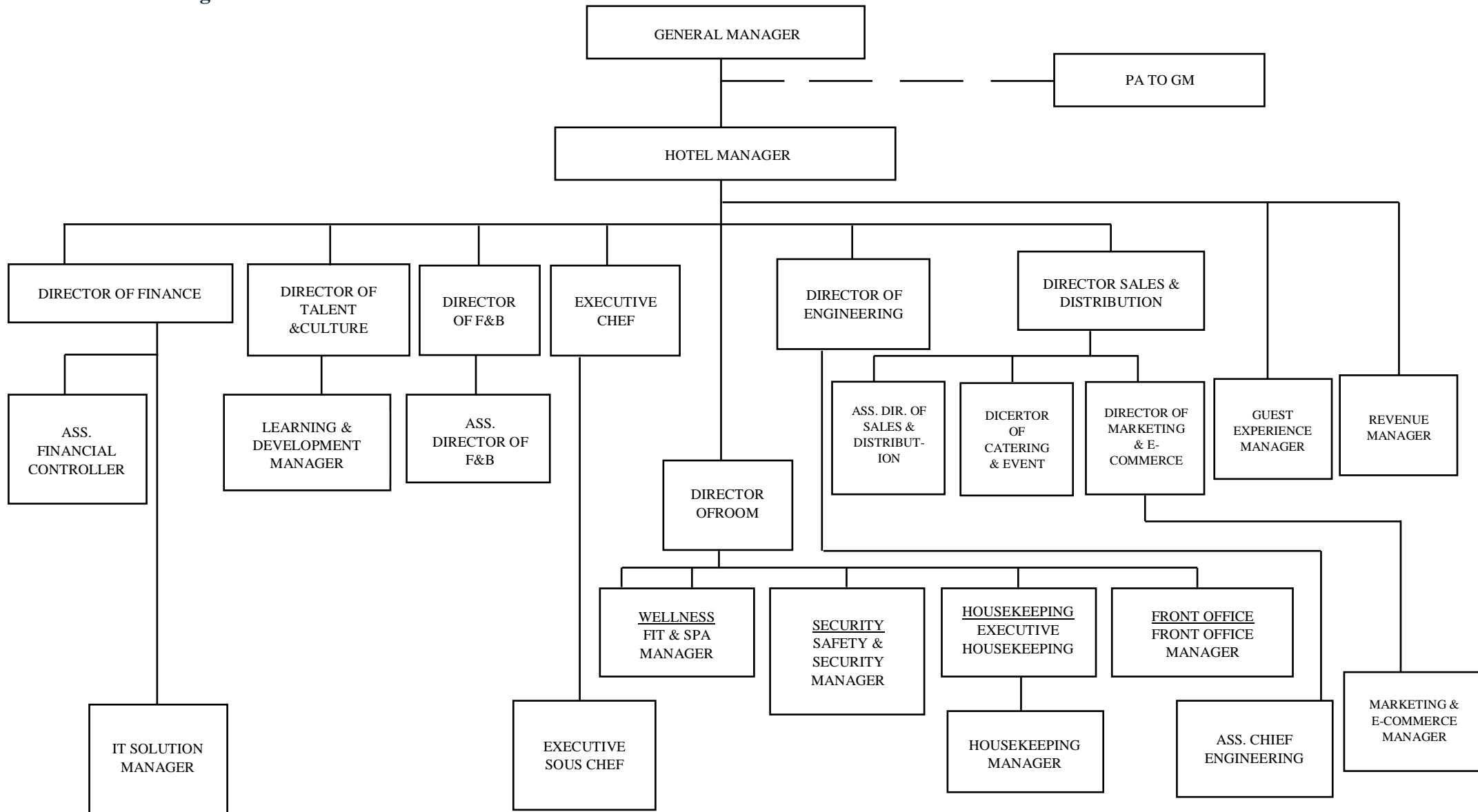


Figure 2.14
Hotel Organizational Chart

2. Front Office Organizational Structure

The Front Office organization structure is divided into five sections.

a. Manager

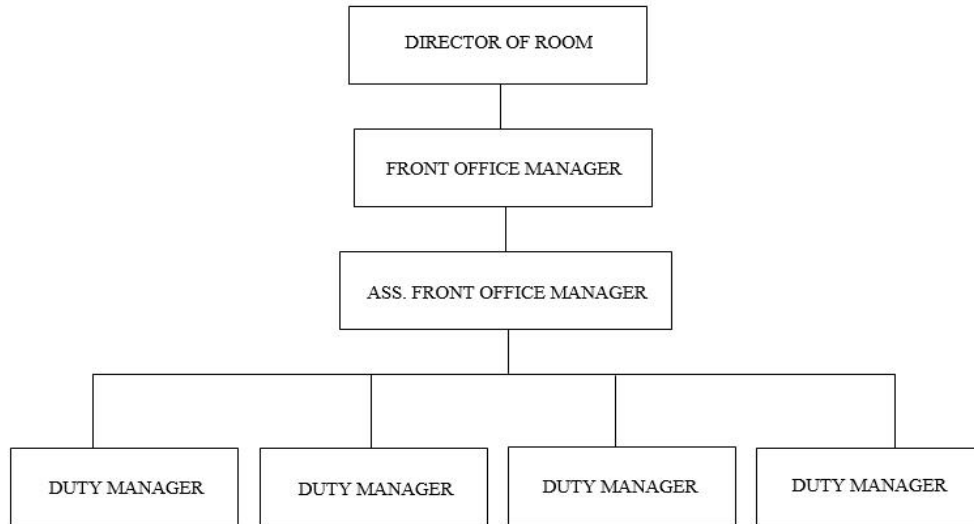


Figure 2.15
Manager Organizational Chart

b. Welcomer

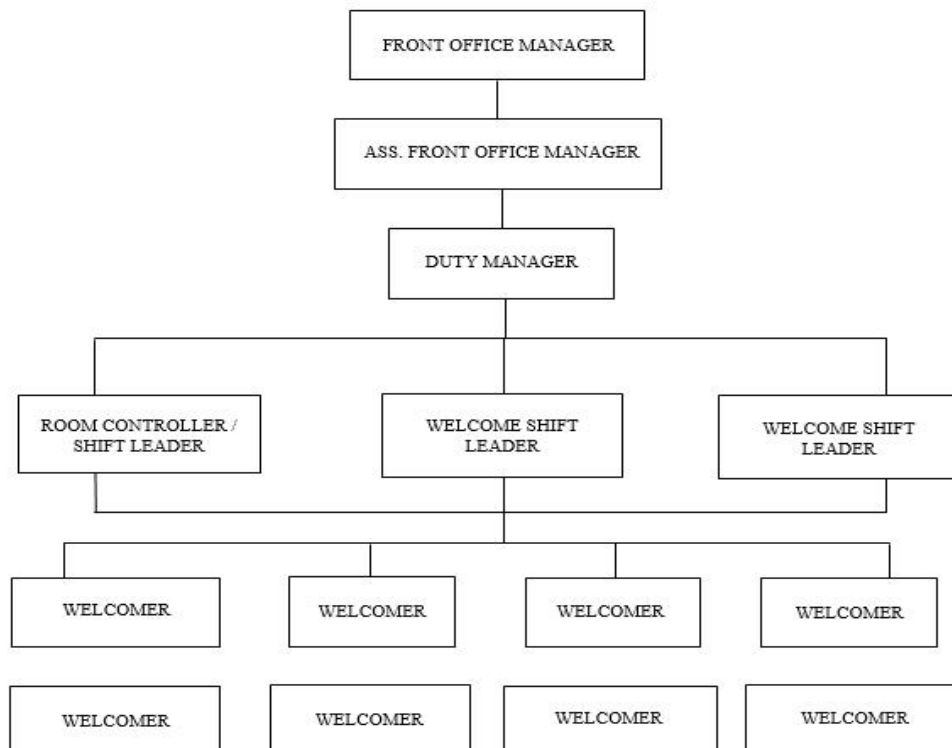


Figure 2.16
Welcomer Organizational Chart

a. Guest Relation Officer (GRO) and Executive Lounge (EXL)

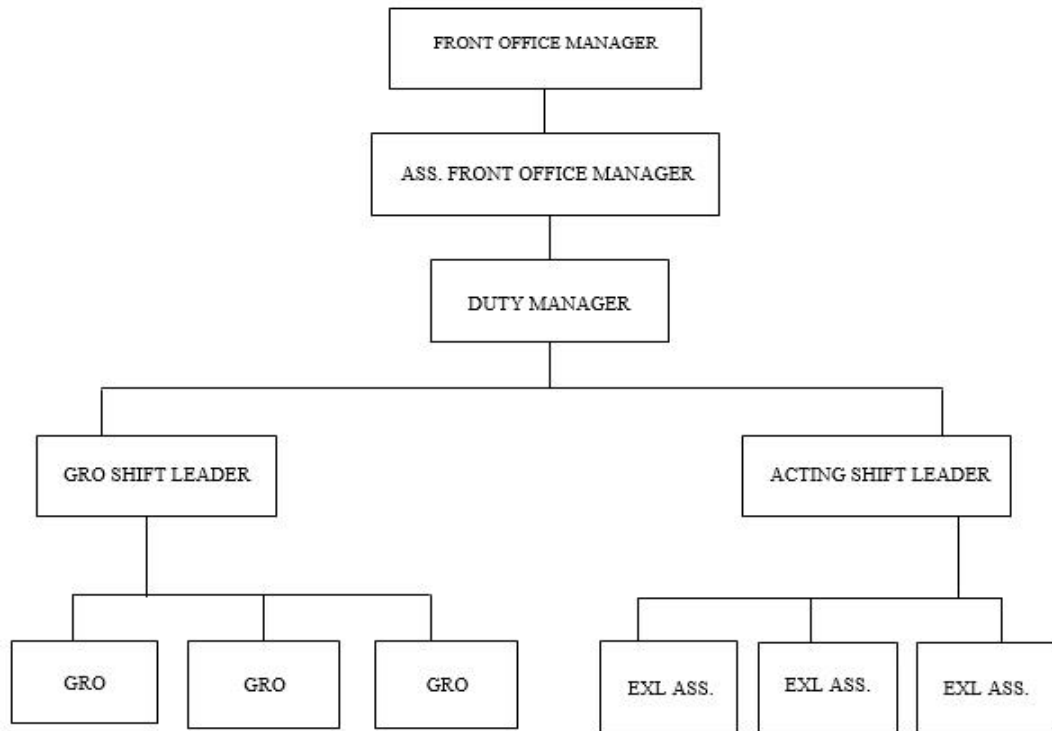


Figure 2.17
GRO - EXL Organizational Chart

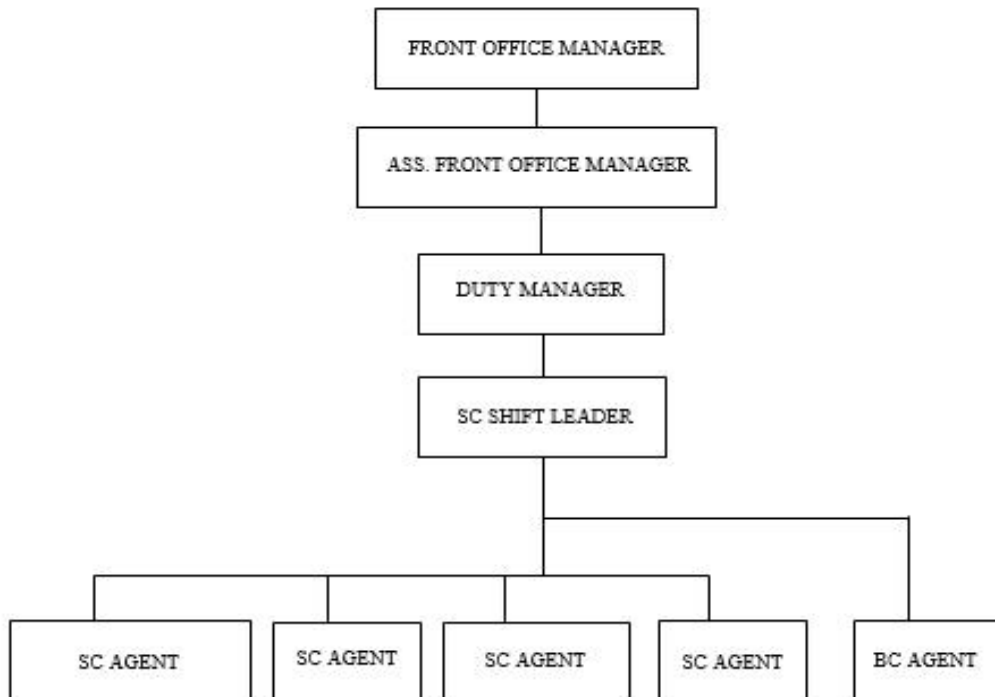


Figure 2.18
SC - BC Organizational Chart

c. Concierge

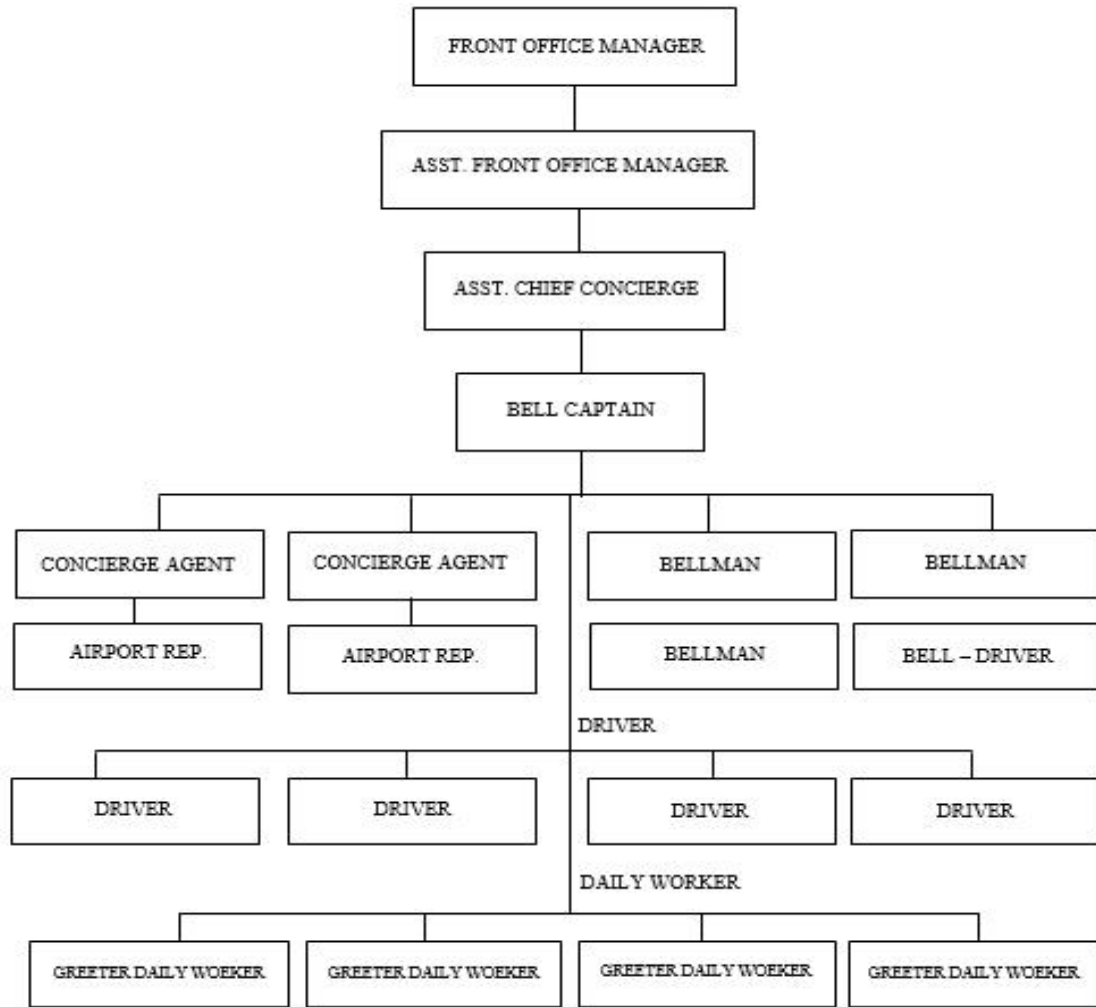


Figure 2.19
Concierge Organizational Chart

Below are nine main Front Office jobs that will be described one by one.

a. Job Description of Front Office Manager (FOM):

- 1) Make employee's schedule of tasks for the division in Front Office.
- 2) Evaluate every detail work / job performed by Front Office employees.
- 3) Solve every guest problems quickly, politely, and give the solutions.
- 4) Maximize the room sales and hotel revenue.
- 5) Ensure all employees complies with the SOP (Standard Operation Procedures) when they are working.

- 6) Conduct interviews for all prospective workers who want to work in the Front Office Department.
- b. Job Description of Assistant Front Office Manager:
- 1) Help the Front Office Manager to make staff's schedule for one month.
 - 2) Monitor the work of the Duty Manager.
 - 3) Solve every guest complaints and give the solutions.
 - 4) Help the process of check-in and check-out guests if in lobby is queuing.
 - 5) Make sure all staff work according to SOP and advise staff who make mistakes.
- c. Job Description of Front Office Duty Manager:
- 1) Lead a meeting before starting work
 - 2) Monitor all shift leader's staff when they work, such as the process of check-in and check-out, so when there is an error it can be resolved immediately and ensure that all VIP guests staying at the time will get good service, starting from the cleanliness of the guest rooms and complete amenities. Duty Manager also ensures Guest Relation Officer's staff to serve VIP guests check-in and check-out processes.
 - 3) Resolve guest problems properly and give correct suggestions.
 - 4) Help the process of check-in and check-out guests if in lobby is queuing.
 - 5) Ensure all staff can serve guests well and not make guests disappointed, by providing training on Front Office regularly.
- d. Job Description of Welcomer:
- 1) Help the guest to check-in and check-out process.
 - 2) Listen carefully to the guest complaints and provide the best solutions.
 - 3) Ensure there is nothing less money in the House Bank
 - 4) Obey the SOP (Standard Operational Procedures) when working.
 - 5) Serve the guest well and politely.

- 6) Print journal for close cashier.
- e. Job Description of Guest Relation Officer:
- 1) Make welcome kit, welcome letter, and welcome card for VIP guests.
 - 2) Check VIP guest rooms before they arrive at the hotel.
 - 3) Make GRO's report which contains VIP guest's data.
 - 4) Help welcome to check-in and check-out guest if in lobby is queuing.
 - 5) Stand by in the lobby to welcome and greet VIP guests.
- f. Job Description of Executive Lounge:
- 1) Serve special guests to check-in and check-out who have access to the Executive Lounge.
 - 2) Serve guests if they need help to print or photocopy.
 - 3) List of guests who enter the Executive Lounge for breakfast, afternoon tea, and evening cocktail because only certain guests can access to the Executive Lounge.
- g. Job Description of Service Center:
- 1) Serve guests by telephone, if the guest requests something, the staff will submit guest requests to the intended division.
 - 2) Listen carefully to the guest complaints by telephone and provide the best solutions.
 - 3) Serve guests from outsider if they want to stay at the hotel or booking the restaurant for lunch or dinner.
 - 4) Help staff to transfer telephone to the intended division.
- h. Job Description of Business Center:
- 1) Serve guests if they need help to print, photocopy, scan, and fax.
 - 2) Make a bill for guest and post it in Opera, they can pay with cash, credit card, or charge to room.
 - 3) Make Business Center's report.
 - 4) Check the House Bank and make sure there must be one million rupiah.
 - 5) Serve guest if they need help for shipping.

- 6) Serve guests if guests want book a meeting space in the Business Center.
 - 7) Print a journal, credit card, or cash report for close cashier.
- i. Job Description of Concierge:
- 1) Give directions to guests who are looking for the store that they want to go.
 - 2) Serve guests if they need free parking.
 - 3) Serve guest if they need transportation such as Blue Bird Taxi or Silver Taxi.
 - 4) Help guest if they need keep their luggage.
 - 5) Help guest to keep their package from outsider.
 - 6) Pick up the luggage from lobby to their room or from room to the lobby.
 - 7) Open the lobby door and greet the guests.
 - 8) Pick up and deliver to the airport for certain guest.