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CHAPTER II GENERAL DESCRIPTION OF HOTEL

A. Company's Profile

1. Hotel's Overview

In February 2 2015, Ritz Carlton Bali opens. Located in Sawangan, Nusa Dua, The Ritz-Carlton Bali is 20 kilometers from the Ngurah Rai International Airport. The Ritz-Carlton Bali is located on a 12.7 hectares with beachfront views and cliff-top villas.

The Ritz-Carlton Bali design is inspired by the Indian Ocean as The Source of Life in Bali, as most of the spiritual Balinese traditions centered around water and ocean. This hotel design is a combination between Balinese tradition and nature environment.

The Ritz-Carlton Bali have 313 suites and villas. Cliff top setting, beachfront location, and remote location are the hotel selling point. Ritz-Carlton Bali also have a daily resort activity to entertain guest during their stay. set to attract global affluent travelers from couples, bridal parties and honeymooners, to group, meetings and conference guests.

The Ritz-Carlton Bali features 6 restaurants and lounges. Bejana offer the culinary cave a unique learning experience about cooking and made to suit groups and individuals. The beach grill, offers seafood and grilled items alongside stunning views of the Indian Ocean. The innovative food and beverages is completed by Raku, a Japannese restaurant, The Ritz-Carlton Lounge and Bar, Senses, an all day dining restaurant, and Breezes and Tapaz Lounge which serves light snacks and Tapaz by the pool.

The Ritz-Carlton club level includes a private pool and sun deck exclusively for club guest, whilst The Ritz-Carlton Spa offers an experience that is truly Balinese in nature. The spa consist of 14 treatment rooms including 4 spa villas.

A stunning oceanfront wedding chapel makes the property the venue of choice for island weddings, while meeting facilities for up to 200 guest provide an endless variety of corporate and private events.

2. Hotel Facilities

- a. A cave-style Culinary Learning Center in Bejana, Indonesian restaurant



Picture 2:1 Culinary Cave

An area within the restaurant dedicated for culinary learning center with three cooking stations allowing guest to learn preparing Indonesian dishes

- b. Exclusive Club Lounge (7 a.m. to 10 p.m)



Picture 2:2 Club Lounge

c. Direct access to White sandy beach



Picture 2:3 Beach

d. Beach front infinity swimming pool



Picture 2: 4 Swimming Pool

- e. Poolside umbrellas and beach beds



Picture 2:5 Poolside

- f. Complimentary access to Ritz Kids with indoor and outdoor playground, kids' pool with waterslide, dedicated programs especially designed for children(9 a.m.-8 p.m.)



Picture 2:6 Ritz Kids

- g. Fitness center with cardiovascular and strength-training equipment, personal trainers (24 hours, personal trainers available from 9 a.m. to 9 p.m.)
- h. The Ritz-Carlton Spa featuring 14 treatment rooms, including 4 spa villas (9 a.m. -10 p.m.)



Picture 2:7 Ritz-Carlton Spa

- i. Hydro-Vital Pool (9 a.m. -10 p.m.)



Picture 2:8 Hydro-vital Pool

j. Hair & Beauty Salon (9 a.m. -10 p.m.)

k. Yoga Studio (24 Hours)



Picture 2:9 Yoga Studio

l. Steam, Sauna, Hot & Cold Whirlpool (9 a.m. -10 p.m.)



Picture 2:10 Cold Whirlpool

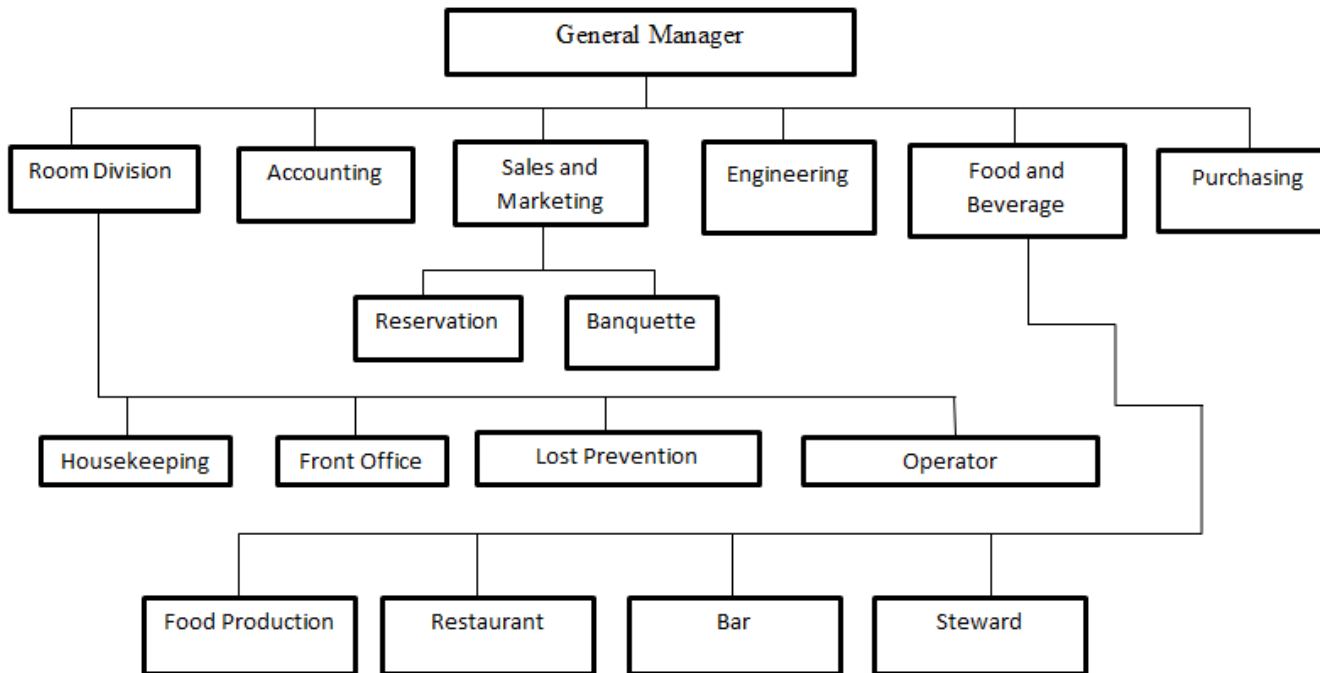
- m. The Ritz-Carlton Gift Shop (9 a.m. -9 p.m.)
- n. Retail area with various boutiques (9 a.m. -9 p.m.)
- o. Daily Resort activities
- p. Arrival and Departure Lounge with refreshment (24 Hours)



Picture 2:11 Arrival and Departure Lounge

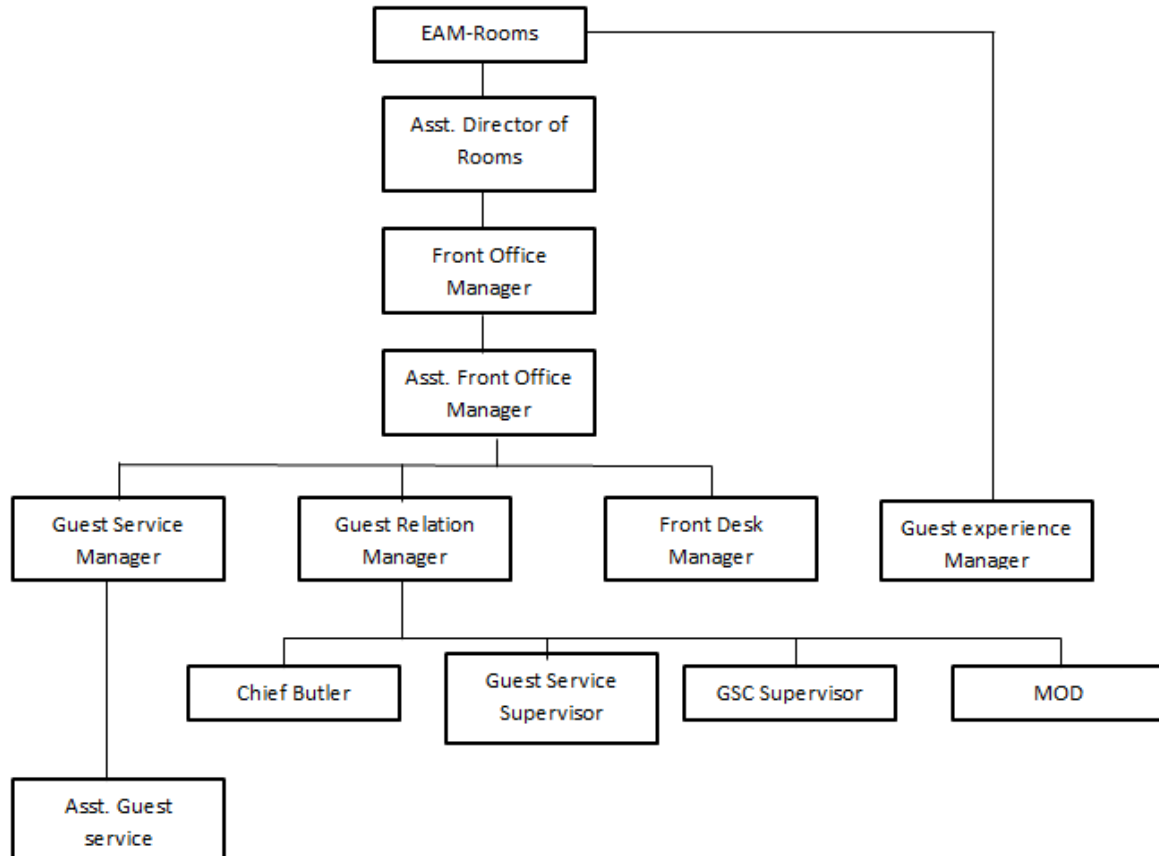
3. Hotel Organizational Structure

Hotel Organizational Structure



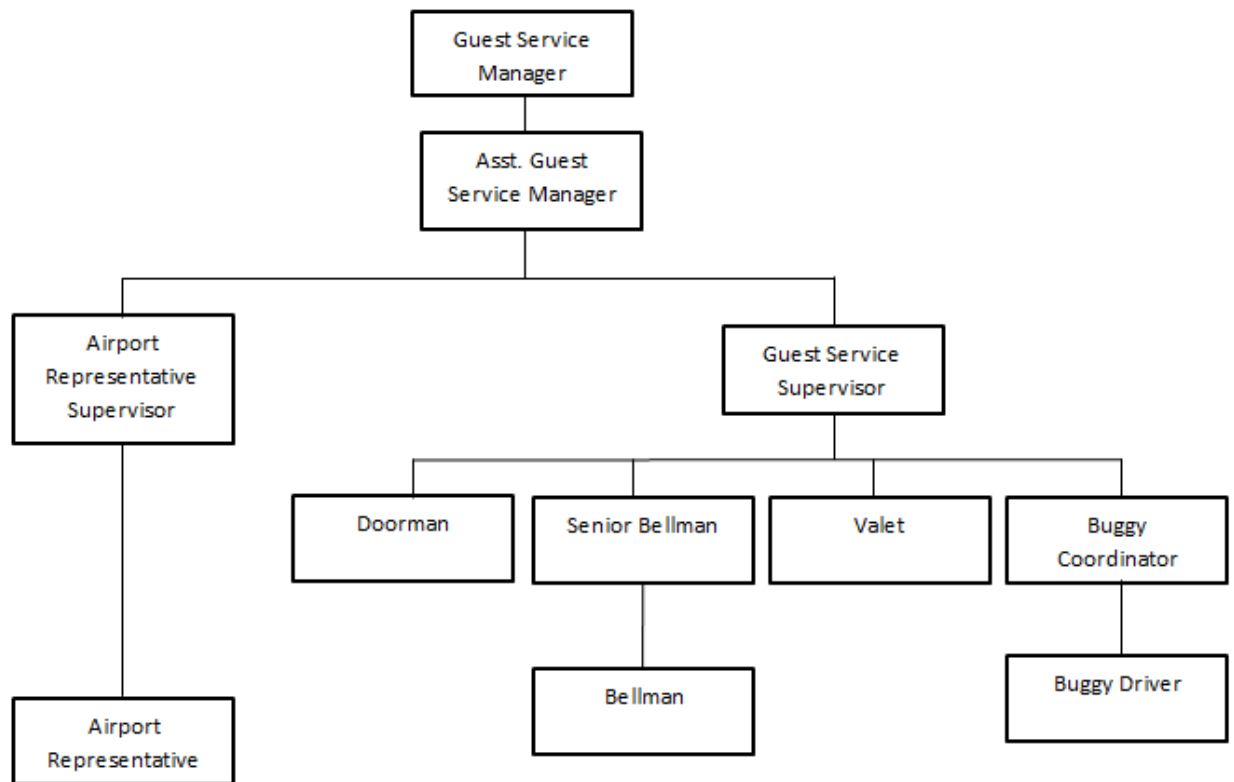
Picture 3:1 Hotel Organizational Structure

Front Office Organizational Structure



Picture 3: 2 Front Office Organizational Structure

Guest Service Organizational Structure



Picture 3:3 Guest Service Organizational Structure

The Guest Service department is a department that fulfill guests needs or respond to a guests request. The most common job for the guest service personnel is to greet guest and provide internal assistance in the hotel. Below is the Guest Service Department's job description.

1. Taxi Desk

- a. Read log book, CTQ and notice board
- b. Print transportation list
- c. Check with concierge for unclear information
- d. Call driver 15 minutes before time booking
- e. Make sure driver knows the destination and special request
- f. Assist for last minute hotel car request
- g. Prepare transportation price list
- h. Responsible for car readiness (amenities)
- i. Record for taxi/car request

2. Airport Representative

- a. Read the overhandle
- b. Print transportation list
- c. Print expected arrival
- d. Inform taxi desk every guest that heading to hotel
- e. Check flight status, inform to concierge
- f. Make sure amenities in car completed
- g. Check signage board

3. Buggy Driver

- a. Read log book, CTQ and notice board
- b. Read transportation list
- c. Take over pending job
- d. Use HT and earpiece
- e. Use buggy in clean condition
- f. Check buggy: lamp, brake, tire, body,etc
- g. Coordinate with buggy coordinator for position
- h. Check daily event list
- i. Refresh water at meeting point
- j. Set up lantern at s corridor (evening shift)
- k. Clean buggy according to buggy cleaning list
- l. Charge all buggy

4. Bellboy

- a. Read log book, CTQ, notice board
- b. Use HT
- c. Check pending arrival and check out
- d. Take over pending job
- e. Double check with airport rep for pending arrival
- f. Charge all buggy
- g. Be alert for early check out
- h. Store luggage trolley at HK pantry
- i. Maintain cleanliness of GS office
- j. Update the storage luggage sheet