

CHAPTER 2

GENERAL DESCRIPTION

A. Company's Profile

1. History

Century Park Hotel Jakarta was founded in 1991 and managed on 30 December 1991 by Centurion International Hotels and has become a luxury 4 star business hotel in the Senayan area. Century Park Hotel Jakarta location is located in the center of Jakarta or more precisely at Jalan Pintu Satu Senayan Jakarta. The beginning of the Century Park Jakarta hotel was one of the international chains originating from Hong Kong. (www.slideshare.net/livipungus/centuy-park-hotel)

Due to a very high fee in 2000 the hotel finally split from Centurion International Hotels. With an assessment from the AMDAL (Analisis Mengenai Dampak Lingkungan) and now the hotel has been turned into a 4 star based hotel. At that time the hotel was managed directly by PT. Lingga Overlay Krida with a license to stand alone using the name "Century In 2003 precisely January 1.

a. Vision

Be the top choice of international four-star business hotel, being the best by working more effectively, actively and passionately every day is our promise.

b. Mission

Continue to renovate hotels and other facilities, to be able to compete with hotels in their class and be able to meet the needs and needs of customers, provide "value for money" services and strengthen friendship with customers to remain loyal and make our hotel a second home, Building teamwork and trust with one another through holding internal and external training, providing job guarantees, promotion and job rotation, providing responsibilities, providing experience and knowledge and providing trust in accordance with the duties and responsibilities of each employee.

c. Motto

Stay and feel the difference.

2. Facilities

This hotel has 477 rooms with various types such as :

a. Deluxe Room

This room has facilities like a king or twin bed and also a work desk plus a luxurious bathroom equipped with a shower.



Figure 2.1

b. Executive Room

Luxurious rooms that are furnished with elegant décor and warm earthy colors, and also enjoy a cozy atmosphere with a neutral color palette on the sofa, coffee table and work desk.



Figure 2.2

c. Premium Room

This room is located on the 15th to 17th floors and this room is a choice for guests who have high privacy, personal service and access to our Premium Lounge.



Figure 2.3

d. Junior Suite

One room has an area of 80 square meters that offers a variety of modern minimalist facilities such as lounges and work areas and also a bathroom equipped with a bathtub with shower cubicle. This room is located on the 16th and 17th floors.



Figure 2.4

e. Century Suite

This room has two bedrooms and also a separate living room. Other features include a kitchen area with a dining area, fridge, walk-in closet, 2 bathroom showers and a bathtub. This room has an area of 120 square meters.



Figure 2.5

f. Presidential Suite

This room is located on the top floor and also spacious room is 160 square meters. With facilities such as kitchen and guest rooms side by side and this room is perfect for entertaining and relaxing.



Figure 2.6

Hotel Century Park has a restaurant called 100 Eatery & Bar. This hotel also provides tennis court, swimming pool, century spa for healing and relaxation services, then there is Anjaya Premium Lounge located on the 16th floor with free breakfast and free drinks such as coffee and tea and also the use of meeting rooms for one hour per stay then network of contacts Internet. (www.atletcentury.com)

The hotel also has 11 meeting rooms namely Kridangga Ballroom, Ksatria Arya Wira, Atanaya 2, Boardroom 1, Boardroom 2, Private Lounges, Lime Betel, Kapu Laga, Cinnamon, Turmeric White, Nirada. Century Park Hotels have wedding & event events made such as grand weddings or important corporate events, private dinners, birthday parties, anniversaries or social events, our extensive variety of venues, wedding packages, and event packages can accommodate all types of events and our show banquet team.



Figure 2.7 Tennis Court

For great hospitality and the finest facilities, Century Park Hotel provides you with Tennis Court.

Available daily from 06.00 to 22.00 (*Open for In-House Guest*)



Figure 2.8 Nirada

Located at the far end of the pool is Nirada, an unique venue with wide glass windows that welcome in warm natural light and doors that open to a stylish wooden deck overlooking the pool and our urban garden. It can be arranged in various styles to suit your personal preferences and beautifully combines the indoor and outdoor. Book Nirada the indoor space or alternatively reserve the entire pool area with its pergola covered pool terrace and barbecue garden.



Figure 2.9 Anjaya Premium Lounge

The Anjaya Premium Lounge at Century Park Hotel Jakarta is located on the 16th floor and is dedicated for our Century Premium room and suite guests.

Benefits include:

- a) Private check in and check out at the Lounge
- b) Complimentary breakfast at the Lounge
- c) Complimentary all-day refreshment and beverages including coffee and tea at the Lounge
- d) Complimentary use of the Lounge's meeting room for one hour per stay
- e) Complimentary wireless internet connection at the Lounge

f) Complimentary 4 pieces laundry per day



Figure 2.10 Dapour

Dapour is located on the ground floor serving authentic Indonesian and international food. With a delightful selection of a la carte menu items and a lavish buffet, this Senayan restaurant is a perfect venue to enjoy a hearty breakfast, lunch or dinner.

BUSINESS HOURS

Breakfast	06:00 – 10:00 (Monday-Friday) 06:00 – 10:30 (Saturday and Sunday)
Lunch	11:30 – 14:30
Dinner	17:30 – 23:00



Figure 2.11 100 Eatery & Bar

Located adjacent to Dapour , 100 Eatery and Bar is a perfect place to hold your casual meeting and socializing. elegant and informal gatherings. It is modern and chic, decorated with beautiful cherry wood and combined with a collection of Kendi, a traditional Indonesian water jug. A whimsy design over the bar counter ornate the spacious main area of this lively bar.

BUSINESS HOURS	06.00 – 01.00(Daily)
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Figure 2.12 swimming pool

The newly redesigned Swimming Pool at our family friendly hotel in Jakarta offers you a great venue to celebrate unforgettable moments. Enjoy our light meals and refreshing drinks at our Pool Bar. The swimming pool featured Semi Olympic size Swimming Pool. Experience your barbecue nights, prom night or any of your social event at our Swimming Pool

B. Organization Structure of the Company

All hotel must have an Organizational Structure in the hotel including the Housekeeping department. The following is chart of organizational structure in the hotel and in Housekeeping Department.

1. Hotel Organizational Chart

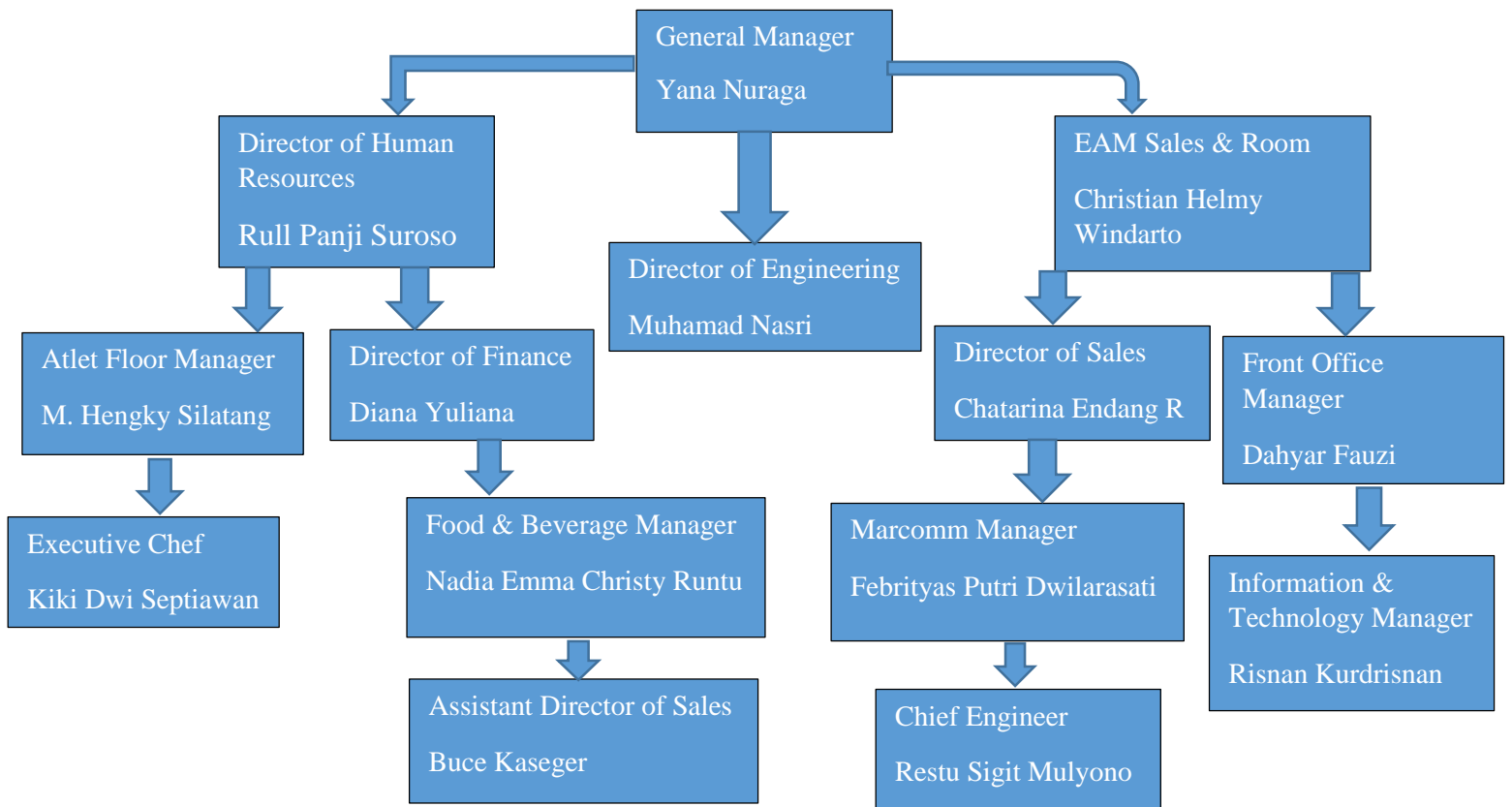


Figure 2.13
Hotel Organizational Chart

2. Housekeeping Organizational

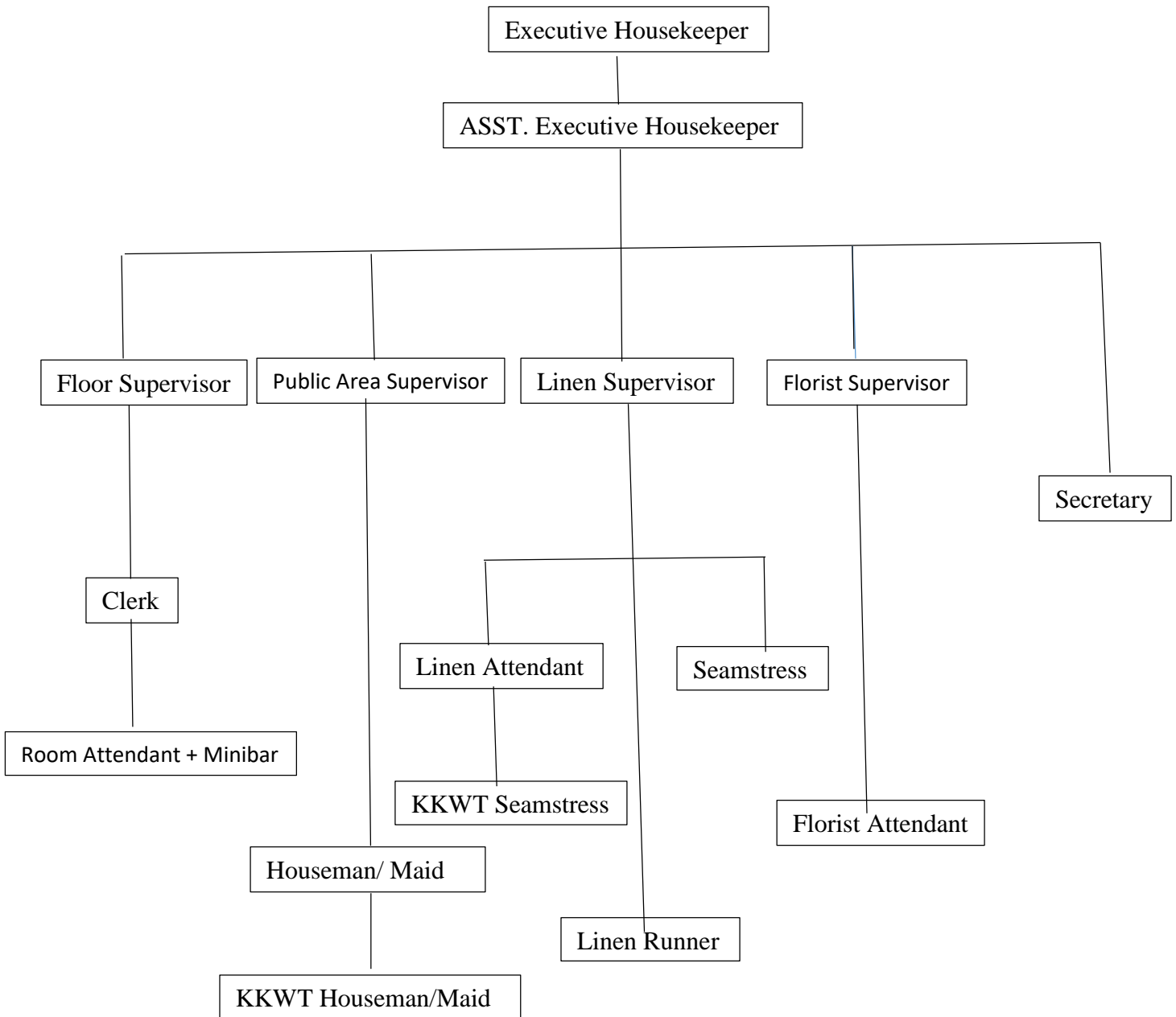


Figure 2.14
Housekeeping Organization Structure

3. Housekeeping Department Job Description
 - a. Job Description Executive Housekeeper
 - 1) Ensuring overall cleanliness and aesthetics of the hotel.
 - 2) Ensuring overall sanitation, comfort, and ambience of the hotel.
 - 3) Training the new joiners and motivate the existing employees.
 - 4) Modelling and establishing Standard Operating Procedures (SOPs) for cleaning and decorating.
 - 5) Monitoring regular inventory of guest supplies and linen.
 - 6) Monitoring housekeeping equipment and hotel property.
 - 7) Evaluating employee performance, and handling their training, promotions, and transfers.
 - 8) Organize flower arrangements for events.
 - 9) Presenting the estimate of the required budget to the General Manager of the hotel.
 - b. Job Description Assistant Housekeeper
 - 1) The assistant executive housekeeper plans and schedules the different tasks of cleaning and maintenance.
 - 2) The assistant executive housekeeper has to inspect the various areas and ensure that they are well cleaned and maintained.
 - 3) The assistant executive housekeeper assists the human resource officer in the recruitment process. He interviews the candidates and sends the report to the officer for further evaluation.
 - 4) Some assistant executive housekeepers are asked to repair and maintain furniture, electronic equipments and fixtures.
 - 5) The assistant executive housekeeper purchases and keeps a record of the stock required in cleaning and maintenance.
 - 6) The assistant executive housekeeper discusses and decides the monthly, quarterly or annual budget for housekeeping.
 - c. Job Description Floor Supervisor
 - 1) Issuing keys to the room attendants.
 - 2) Coordinating floor operations and tray clearance with room attendants.
 - 3) Inspecting rooms for readiness and reporting to the front office for the same.

- 4) Catering for VIP facilities and providing special supplies such as hot drinking water, baby-sitting provision.
- d. Job Description clerk
- 1) Assign all occupied and check out rooms for cleaning to each room attendant, and monitor their work flow for the day.
 - 2) Monitor check out/arrival rooms to ensure that they become available for occupancy by 4:00 p. m.
 - 3) Answer all incoming telephone calls, respond to guest and team member inquiries and dispatch appropriate service in a timely, friendly and efficient manner
 - 4) Log lost and found items turned in to Housekeeping.
 - 5) Ensure that guests' request are promptly completed and/or followed up.
 - 6) Issue work orders and dispatch emergency work orders by radio.
 - 7) Coordinate office traffic.
 - 8) Perform additional duties as assigned by your supervisor.
- e. Job Description Room Attendant
- 1) Consistently offer professional, friendly and engaging service
 - 2) Clean all assigned guestrooms including: dusting, making beds, soiled linen removal from rooms, and retrieval of clean linen from linen closets, vacuuming, bathroom cleaning, inside window cleaning, replenish rooms with supplies
 - 3) Sign in and out master keys daily
 - 4) Maintain proper usage of cleaning supplies and equipment
 - 5) Update and record all cleaned rooms
 - 6) Return and properly tag all lost and found articles in the Housekeeping Office
 - 7) Follow departmental policies and procedures and service standards
 - 8) Report necessary maintenance items
 - 9) Follow all safety and sanitation policies
 - 10) Other duties as assigned

- f. Job Description Public Area Supervisor
 - 1) Ensuring that cleanliness is maintained at all times in public areas such as lobby, lifts, parking,
 - 2) swimming pool, coffee shop, conference hall, banquet hall, and restaurant. Ensuring banquet and conference halls are well kept and ready.
 - 3) Ensuring the concerned operating staff is available as per the schedule.
- g. Job Description Houseman/maid
 - 1) Consistently offer professional, friendly and engaging service
 - 2) Ensure Housekeeping departmental standards are followed
 - 3) Assist Room Attendants to ensure guest rooms are prepared efficiently
 - 4) Maintain inventory in the Housekeeping closets
 - 5) Respond timely to guests' special requests for miscellaneous items ie: cribs, cots, extra towels etc.
 - 6) Collect dirty linen, garbage and recyclables from Room Attendants' carts and closets
 - 7) Follow departmental policies and procedures
 - 8) Report necessary maintenance items
 - 9) Follow all safety and sanitation policies
- h. Job Description Linen Supervisor
 - 1) Inspecting linen and sending it to the laundry.
 - 2) Checking linen from laundry and sending it for ironing.
 - 3) Maintaining linen influx and out flux register.
 - 4) Checking repaired linen from tailor room.
 - 5) Suggesting linen replacements if required
- i. Job Description Linen Attendant
 - 1) The ability to follow payroll and key sign-out procedures.
 - 2) The ability to keep all linen neat organized and cleaned.
 - 3) The ability to clean linen room & trolleys.
 - 4) The ability to inventory and maintain the cleanliness of all linen closets and empty trash.

- 5) The ability to assist the room attendants with necessary needed linen.
 - 6) The ability to resupply linen items in the linen closet and stores daily, as well as
 - 7) The ability to deliver and pick-up soiled linen items.
 - 8) The ability to assist the housekeepers by removing the soiled linen from the chute room in each floor.
 - 9) The ability to deliver linen from the laundry to the floors, including Housekeeping pantries.
 - 10) The ability to identify stained linen and separate.
 - 11) The ability to identify torn linen and separate.
 - 12) The ability to maintain a daily production record and report linen abuse.
 - 13) The ability to be familiar with linen sizes and classifications.
 - 14) The ability to report any maintenance deficiencies to linen room operation.
 - 15) The ability to employ proper use and maintenance of all equipment and supplies.
- j. Job Description Linen Runner
- 1) Collecting lines and counting the amount of linen: such as bath towels, bath mat, sheets, duvet.
 - 2) Complete towels / guest amenities that are lacking in the room before guests check in.
 - 3) Take request guest amenities, supplies that have been ordered by room boy / maid, for availability in trolley.
 - 4) Wait for telephone in the office of the guest or operator to handle the needs of guests in housekeeping, or to make up again the room.
- k. Job Description Seamstress
- 1) Performs timely repairs on all items of uniform, linen and upholstery.
 - 2) Stitches new uniforms, items of linen and upholstery as per hotel specifications.
 - 3) Ensures that all linen and uniforms are repaired before issuing them to staffs.
 - 4) Measure, make or alter uniforms for new employees
 - 5) Take care of basic alterations requested by guests.

- 6) Inform the linen room supervisor for replenishing sewing supplies .
 - 7) Repair and maintain uniforms for all hotel employees.
 - 8) Convert discarded linen into usable items for re-circulation.
 - 9) Organize and take inventory of all fabric materials.
 - 10) Assume duties and tasks assigned by Superiors.
 - 11) Assumes responsibilities of linen/uniform room attendant whenever required.
 - 12) Keep a detailed record of the daily work.
 - 13) Keep the tailoring area clean and tidy.
- l. Job Description Florist Supervisor
- 1) Brief, schedule, allot duties
 - 2) Purchase plant seeds, plantings
 - 3) Purchase and supervise usage of manure and fertilizers.
 - 4) Maintain watering schedules of plants and attend problems regarding watering schedules.
 - 5) Maintain and prepare indoor plants for the hotel.
 - 6) Supervise and maintaining the lawns.
 - 7) Ensure gardeners are handling equipments and tools efficiently
- m. Job Description Florist Attendant
- 1) Collect fresh flowers from gardeners every day.
 - 2) Purchase flowers from dealers
 - 3) Prepare different flower arrangements for different areas- lobbies, front office, restaurants, guestrooms, banquet halls etc.
 - 4) Treat cut flowers so that they last longer.
 - 5) Maintain flower arrangements by changing water, etc .
 - 6) Responsible for flower arranging equipments and equipments, accessories etc.
 - 7) Train the assistant florist.
- n. Job Description Secretary

- 1) Check the schedule of daily activities of the Housekeeper executive and remind him of the day's activities and also for the next 2 days.
- 2) Checking incoming letters (incoming memo or incoming letter) and giving to the Housekeeper, especially for important letters.
- 3) Follow up on letters or outgoing memos that have been signed by the Executive Housekeeper, send to other departments, copy, reproduce or send by mail or fax.
- 4) Make minutes of meetings for meetings chaired by the Executive Housekeeper.
- 5) Perform administrative tasks Housekeeping or filing storage of archives from and for executive housekeepers.
- 6) Gather attendance data (Attendant report).
- 7) Handling incoming calls for the Housekeeping executive when the Housekeeper executive is not available and handling and recording messages if necessary.
- 8) Help make a monthly report Housekeeping every month