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## **CHAPTER II**

### **GENERAL INFORMATION**

#### **A. Company's Profile**

##### **1. The Le Meridien Hotel's History**

The first Le Meridien Hotel is located in France, named Le Meridien Etoile has 1000 rooms and was build in 1972 by the French Airline with motto "Provide a comfortable atmosphere for the home to its consumers even though they are far from home". In 1974 Le Meridien opened 10 new hotels established in Europe and Africa. Four years later, in 1978 Le Meridien re-opened 21 new hotel branches located in Europe, Africa, Paris, West India, Canada, South America, the Middle East and Mauritius. In 1991 the Le Meridien continues to grow and has 58 hotel branches. In 2005 the Le Meridien one of part Starwood Hotels and Resort Worldwide Inc, but in 2016 Starwood Hotels and Resort Worldwide Inc taken over by the Marriott Group. Le Meridien Jakarta is one of five star hotels in Jakarta and a part Marriott Group. It is located in the heart of Jakarta's Central Business and Finance Districts on Jalan Jendral Sudirman. Le Meridien was officially opened on February 17, 1992 by the First Lady of The Republic of Indonesia – Mrs. Tien Soeharto. It is owned by PT. Wisata Triloka Buana.

##### **2. The Le Meridien Hotel's Facilities**

Le Meridien has 415 rooms which are divided into nine types of the rooms such as:

###### **a. Superior Room and Deluxe Room**



Figures 2.1 Superior and Deluxe Room

Both superior room and deluxe room have an area of 34 sqm. Guests can choose king or twin bed. The room is also provided with internet, phones, and TV channels (local and international).

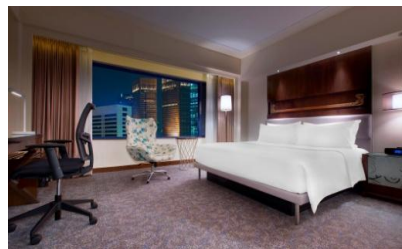
b. Deluxe Club Room



Figures 2.2 Deluxe Club Room

Deluxe club room has an area of 38 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, mini kitchen features and features lounge access. There the guests can have complimentary cocktails and other alcoholic beverages. The guests can use meeting room for free but only two hours. The guests can also get a complimentary laundry for 3 garments per night.

c. Premier Room



Figures 2.3 Premier

Premier has an area of 34 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, and USB outlets.

d. Junior Suite Room



Figures 2.4 Junior Suite

Junior suite room has an area of 55 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, kitchen features and features lounge access.

There the guests can have complimentary cocktails and other alcoholic beverages. The guests can use meeting room for free but only two hours. For living room is separated from bed. The guests can also get a complimentary laundry for 3 garments per night.

e. Executive Suite Room



Figures 2.5 Executive Suite

Executive Suite room has an area of 75 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, kitchen features and features lounge access. There the guests can have complimentary cocktails and other alcoholic beverages. The guests can use meeting room for free but only two hours. For living room is separated from bed by privacy wall. The guests can also get a complimentary laundry for 3 garments per night.

f. Diplomatic Suite Room



Figures 2.6 Diplomatic Suite

Diplomatic suite room has an area of 124 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, kitchen features and features lounge access. There the guests can have complimentary cocktails and other alcoholic beverages. The guests can use meeting room for free but only two hours. For living room is separated from bed by privacy wall. The guests can also get a complimentary laundry for 3 garments per night.

g. Presidential Suite Room



Figures 2.7 Presidential Suite

Presidential suite room has an area of 180 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, dining room, kitchen features and features lounge access. There the guests can have complimentary cocktails and other alcoholic beverages. The guests can use meeting room for free but only two hours. For living room is separated from bed by privacy wall and dining room is separated too from bed. The guests can also get a complimentary laundry for 3 garments per night.

h. Royal Kudus



Figures 2.8 Royal Kudus

Royal Kudus has an area of 250 sqm. Guests can choose king or twin bed. It has living/sitting area, soundproof, dining room, kitchen features and features lounge access. There the guests can have complimentary cocktails and other alcoholic beverages. The guests can use meeting room for free but only two hours. For dining room and living room is separated from bed. The guest can also get a complimentary laundry for 3 garments per night.

Le Meridien has six restaurants such as:

a. La Brasserie Restaurant



Figures 2.9 La Brasserie

This restaurant provides International food and Asian selection. This restaurant opens every day and 24 hours.

b. Al Nafoura Lebanese Restaurant



Figures 2.10 Al Nafoura

This restaurant provides middle eastern food and shisha to relax. This restaurant opens Monday – Friday at 11.30 AM until 10:30 PM, on Saturday it only opens for Dinner at 06:30 PM until 12:00 PM and on Sunday it opens for Lunch and Dinner.

c. Le Rendez – Vous Restaurant



Figures 2.11 Rendez – Vous

This restaurant provides International Food, sparkling, cocktails and wine. This restaurant opens every day at 09.00 AM until 12 PM and in the evening this restaurant has live music.

d. La Boutique Gourmande



Figures 2.12 La Boutique

It provides cakes, bread, culinary heritage of France and Illy Coffee. This cake shop opens every day at 07:00 AM until 10:00 PM.

e. Tiga Puluh Music Bar + Lounge



Figures 2.13 Tiga Puluh Music + Lounge

This bar provides wine, cocktails, pool table, wine bar and trendy music. This Bar opens every day at 7:00 PM until 01:00 PM.

f. Ryoutei AOI Japanese Restaurant



Figures 2.14 AOI Japanese Restaurant

This restaurant provides Japanese Food. This restaurant opens for Lunch at 11:30 AM until 02:30 AM and Dinner at 06:00 PM until 10:30 PM.

Le Meridien has 4 name of meeting rooms such as:

- a. Sasono Mulyo



Figures 2.15 Sasono Mulyo

The Sasono Mulyo ballroom has an area with 714 square meters. The ballroom can accommodate up to 1,200 guests. This ballroom is usually used for prestigious meetings, wedding and exhibitions.

- b. Antasena



Figures 2.16 Antasena

Antasena is divided into four meeting rooms that can accommodate 30 to 50 guests. Every meeting room has an area with 61 square meters.

- c. Puri Asri



Figures 2.17 Puri Asri

Puri Asri is divided into three meeting rooms that can accommodate 20 to 100 guests. Every meeting room has an area approximately 122 square meters.



d. Srikandi



Figures 2.18 Srikandi

Srikandi has an area with 39 square meters and Srikandi that can accommodate 15 to 20 guests.

Other facilities that Le Meridien has are:

- a. Airport shuttle service
- b. Valet parking
- c. Full service spa
- d. Car rental
- e. Fitness
- f. Pool
- g. Barber or beauty shop
- h. Foreign exchange
- i. Laundry on site
- j. Housekeeping service daily
- k. Internet access
- l. Room service 24 hour
- m. Club lounge
- n. Safe safety box
- o. Room entertainment
- p. Kitchen amenities
- q. Business amenities
- r. Dining service
- s. Cash machine or ATM.

## B. Organizational Structure of a Hotel

As one of the five star hotels in Jakarta, Le Meridien has an organizational structure and every department has duties and responsibilities to create good teamwork between departments. There are the charts of the Le Meridien Hotel Organizational.

### 1. Hotel Organizational Chart

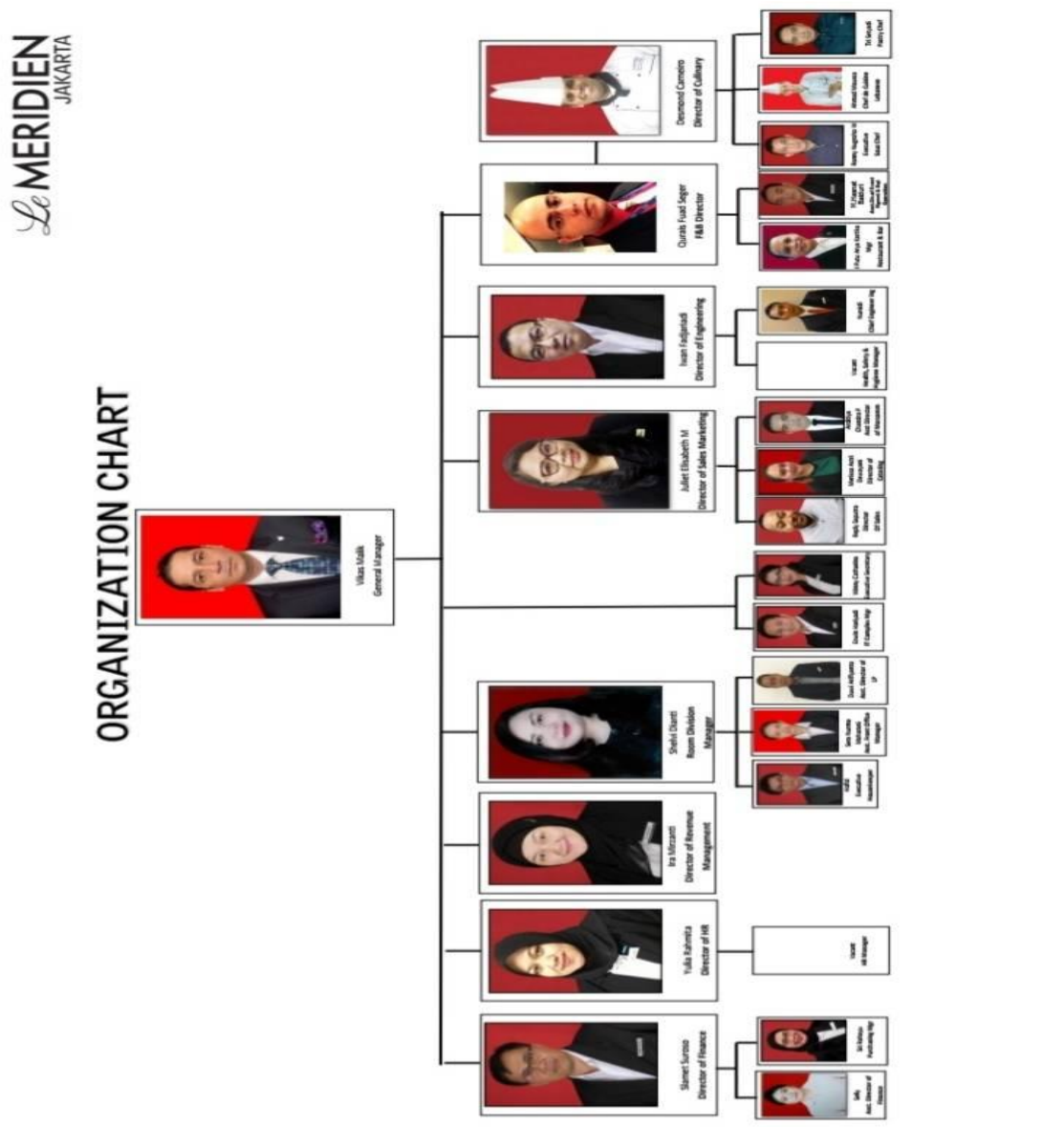


Table 2.1 Hotel Organization Chart

2. Front Office Organizational Chart

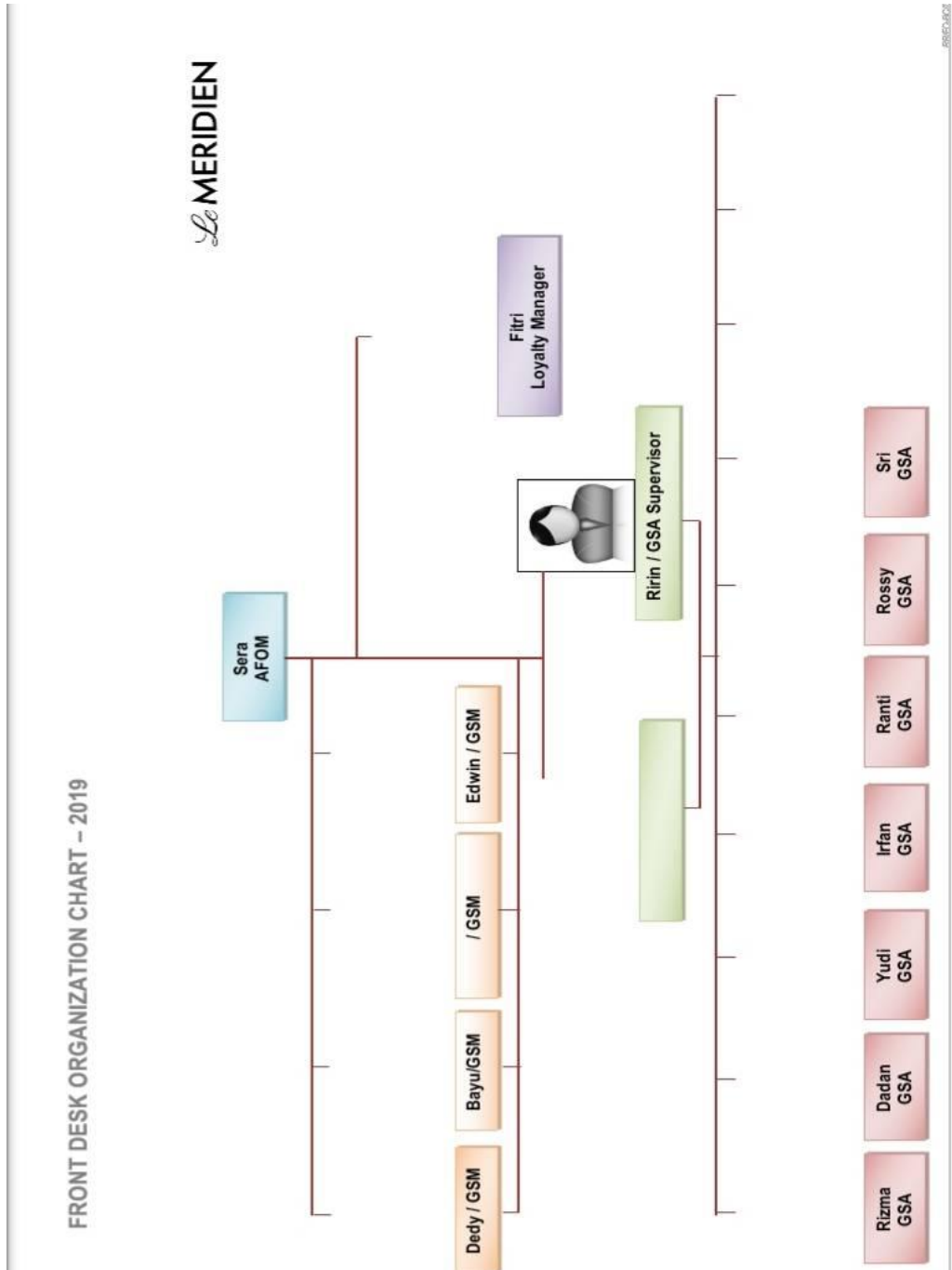


Table 2.2 Front Office Organization Chart

### 3. Job Description

Front Office Department is divided into several parts, they are :

#### a. Front Office Manager. Job description of FOM are:

- 1) Supporting Management of Front Desk Team,
- 2) Monitoring and Supporting Progress Toward Guest Services and Front Desk Goals,
- 3) Ensuring Exceptional Customer Service,
- 4) Managing Projects and Policies,
- 5) Provides information to supervisors and co-workers by telephone, in written form, e-mail, or in person,
- 6) Analyzes information and evaluating results to choose the best solution and solve problems,
- 7) Informs and or updates the executives, the peers and the subordinates on relevant information in a timely manner,
- 8) Functions in place of the Front Office Manager in his/her absence,
- 9) Communicates critical information from pre- and post-convention meetings to the Front Office staff,
- 10) Participates in department meetings.

#### b. Duty Manager. Job description of Duty Manager are:

- 1) Assist the FOM in directing, controlling and coordinating all Front Office activities,
- 2) Sees to it that these activities are properly carried out to ensure guests satisfaction with accommodation and services,
- 3) Maintains smooth relationships between management and guests by performing such activities as: Meeting guests at the lobby and offering information pertaining to hotel services and facilities, points of interest and entertainment,
- 4) Attending to guests complaints, request or inquires and to ensure that the above are follow up accordingly,
- 5) Approving releases of fruits, flowers and other amenities and following up to ensure that orders are carried out,

- 6) Seeing to the accommodation and transportation of overflow guests in case of full occupancy,
- 7) Assist FOM for Front Office training, and meetings,
- 8) Assists the GRO/HOM to inspect room assigned to VIPs, inform H.K of needs for repairs, cleaning and ensure that all amenities are in the room before guests arrives, escort VIPs/and other special guest to their room,
- 9) Inspect the lobby and the guest areas including the swimming pool, parking lots for cleanliness, informing departments concerned of findings,
- 10) Appraises appearance and efficiency of uniform services, F.O and telephone operators,
- 11) Authorizes rate, room changes, paid out, rebates, cash advances, on the basis of established procedures, amount, identity of guests or persons involved,
- 12) Report in the log book all happenings and cases involved F.O,
- 13) Check the arrival reports for the next day and ensure that guest's name, company, room rate are all correct, check the actual arrival report of yesterday arrivals. If there is any discrepancies to make a correction, the room rate discrepancies report daily, check room discrepancies, the hotel statistic reports (Occupancy, average room rate) and check on Registration Card of arriving guest and ensure all information are correct before key –in to computer and forward to FOC,
- 14) Assist in group arrival, departure whether all the arrangements have been carried out,
- 15) Work together with reservation department, in case of full house,
- 16) Check room assignments with head reception,
- 17) Check the credit check report, advise the Credit Officer of room number,
- 18) To do the computer system work, daily save according to the time give,
- 19) Assists guest in case problem with their room locks,
- 20) To read daily reception, bellman, telephone operator, Concierge GRO's Log Book,
- 21) Check Messages, guest notice, whether already passed or received by guests,
- 22) Check delayed check out function, letter guarantee book for follow up, departure time list especially full house situation,

23) Performs duties common to all supervisory personnel and other duties as may be assigned, for example:

- a) Assists in sending telex, fax,
- b) Attend to guest check- in,
- c) Assist Night Clerk, night manager, whenever necessary,
- d) Assist Head reception, head concierge, telephone operator, Manager / Supervisor.

24) No employee should release any information about the hotel to outsiders, basically public relation department, will give out the information.

c. Loyalty Manager. Job description of Loyalty Manager are:

- 1) Manage and supervise the Loyalty Officer,
- 2) Responsible for the planning of Elite, Cobalt and redemption stay members,
- 3) Analyse problem experience,
- 4) Tracking and reporting,
- 5) Training and sustainment,
- 6) Answer telephones using appropriate etiquette including answering the phone within 3 rings, answering with a smile in one's voice, using the callers' name, transferring calls to appropriate person/department, requesting permission before placing the caller on hold, taking and relaying messages, and allowing the caller to end the call,
- 7) Support all co-workers and treat them with dignity and respect,
- 8) Develop and maintain positive, productive working relationships with associates and other departments,
- 9) Handle sensitive issues with associates and/or guests with tact, respect, diplomacy and confidentiality,
- 10) Partner and assist others to promote an environment of teamwork and achieve common goals,
- 11) Handle check-in/ check-out.

d. Concierge. Job description of Concierge are:

- 1) Responsible for Concierge schedule, sunfish input data ( For Concierge Schedule ),
- 2) Assist Bell Captain for Service Attendant and Doorman movement,

- 3) Assist Bell Captain for checking and monitoring luggage storage,
  - 4) Assist Bell Captain with service attendant and doorman assignment Position,
  - 5) Responsible for Sunfish Report ( Monthly ), store order and purchase order for concierge, update checking for all packages for guest and Management office and make sure it recorded., checking Concierge e-mail and follow up, remove all expired magazine from the counter, filling and cleanliness of Concierge and Bell Captain counter and luggage storage room,
  - 6) Assist Concierge for Concierge daily task when needed,
  - 7) Full in charge for Bell Captain if concierge are available,
- e. Bellboy. Job description of Bellboy are:
- 1) Attend daily briefing in Section on time,
  - 2) Able and perform handling, delivery, pick up Luggage check in and checkout base on LRA standards,
  - 3) Able and perform handling luggage for Group and FIT in and out,
  - 4) Handling Car door services and welcoming guest at Front Lobby Porte Corche and direct guest inside the Lobby,
  - 5) Handling arrangement and distribution daily newspaper to guest rooms and venue's,
  - 6) Handling delivery and pick up document, package etc for guest in house and hotel offices,
  - 7) Handling luggage storage in and out, do periodically inventory,
  - 8) Stand by in position which assigned by Chief Concierge,
  - 9) Assisting Concierge in order handling : ticketing, sightseeing for leisure and pleasure, transportation arrangement,
  - 10) Handling wake up call to the guest room which order from Service Centre.
  - 11) Knowing and knowledge able about Arrival Experience,
  - 12) Knowing and perform handling for safety and security awareness in order delivery and pick up guest belonging, handling guest request for opening the room,
  - 13) Support Section, Department and hotel goals,
  - 14) Adhere and perform with Concierge services as front liner area,

- 15) Maintain team working as team player, relationship and cooperate with others Department or Section,
  - 16) Aware and implementation of Starwood Cares Pillars : Care for Associate, Care for Guest, Care for business and Care for Community,
- f. Doorman. Job description of Doorman are:
- 1) Welcome the guests / customers at the entrance and opening the door politely.
  - 2) Assist them with their desired service and guiding them to the appropriate counters, conveying information regarding directions,
  - 3) Receive high profile customers at the cars and taking them to the hotel,
  - 4) Greet the customers with appropriate verbiage maintaining a high-level of graciousness,
  - 5) Guide the customers to the proper parking and assisting them in parking their vehicles,
  - 6) Follow standard farewell procedures for leaving customers and calling the taxi/cab as per their needs,
  - 7) Maintain extreme cleanliness at the entrance door and around,
  - 8) Monitor the hotel premises periodically throughout the day and reporting to the supervisors for possible maintenance needs,
  - 9) Restrict entry to irrelevant people in the hotel premises.
- g. Front Desk Agent. Job description of FDA are:
- 1) Attend daily briefing in Department on time,
  - 2) Able and perform handling check in and checkout base on LRA standards,
  - 3) Know and knowledgeable about Arrival Experience product,
  - 4) Check and follow up daily traces and other's correspondence on the guest profile,
  - 5) Check on daily credit limit and high balance,
  - 6) Check and follow up departure guest or due out room and report or inform to GSM in charge for the further follow up,
  - 7) Check for web booking arrival guest and do necessary charges, check any supporting document Related guest including : travel agent voucher's, GL or other's and ensure completed upon guest arrive or check in or do proper further follow up in the case the supporting document is not complete,



- 8) Give extra attention for any related security reason such as issuing or re-issuing the room key by verify the guest,
  - 9) Proper hands over and follow up with other's Section related such : Concierge for handling alert message, wake up call to the Service Centre etc.
  - 10) Handle and follow up PM's and PQ's folio which assign by Supervisor, Club Manager or GSM in charge,
  - 11) In charge as Room Controller as assigned by scheduling,
  - 12) Able and perform handling group arrival and departure,
  - 13) Maintain balance house bank float,
  - 14) Cashier closure end of shift with the accurate report,
  - 15) Support Department and hotel goals,
  - 16) Adhere and perform with Front Desk services,
  - 17) Maintain team working as team player, relationship and cooperate with others Department or Section,
  - 18) Support Bonvoy's enrolment goals,
  - 19) Support for up selling, submit completed supporting document for incentive claim purpose, maximize revenue and reduce cost,
  - 20) Active participating in STAR nominees among the team and others,
  - 21) Encourage implementation of Marriott Cores Value : Put People First, Pursue Excellence , Embrace the Change and Serve Our World.
- h. Guest Services Associate Supervisor. Job description Supervisor are:
- 1) To provide and ensure check in and check out process are in place based on Brand standard,
  - 2) To ensure maintain Guest voice score result priority in check in experience,
  - 3) To ensure work well together among FO team and others Section or Department are maintain,
  - 4) To assist FO leaders to develop and implement any initiative guest services including others revenue such as room upselling, maintain cost and expenses in Department,

- 5) To develop and conduct training for any new program initiatives which meet hotel and individual needs and support employees to achieve both their work and personal goals,
- 6) To maintain all arrivals guest are allocate the room base on their preferences including group arrivals,
- 7) To ensure all Elite member Bonvoy including others VIP's are taking care to get proper room and amenities,
- 8) To ensure all elite member including VIP's are efficiency in check in process by prepare in advance room key and registration form,
- 9) To ensure all mobile check in guest and fast check in guest are prepare and close monitor prior guest arrive and no queuing if we cannot escorting to the room,
- 10) Maintain and close monitor room readiness by coordinate with Housekeeping,
- 11) To maintain all departure guest including group are getting correct bill and accuracy,
- 12) Coordinate to related department; Reservation, and Sales or Accounting,
- 13) To ensure all traces related to Front Desk are proper follow up and resolve after done,
- 14) To ensure all GSA's are getting same guideline base on standard for both welcoming and farewell the guest,
- 15) Maintain and close monitor room movement in high occupancy,
- 16) Monitor and follow up PM and PQ outstanding to be zero outstanding,
- 17) Assist FO leader implementing all action plan in order to get high score in Guest Voice specially for check in experience and elite appreciation,
- 18) Assist FO Leader to achieving up selling goals and monthly up selling report process,
- 19) Assist FO Leader to achieve SPG performance specially for enrolment and contactable collection,
- 20) Ensure all stationary and equipment are proper maintain and control,
- 21) Support and Maintain order to MC and managing cost and expenses in Department,

- 22) Perform lead the team for star voice engagement,
  - 23) Support training in FO team and monthly training report.
- i. Guest Relation Officer. Job description of GRO are:
- 1) Go through daily arrival and give special attention and arrangement for: elite member, first timer guest and guest with special attention,
  - 2) Check and ensure all the guest who using mobile check in facility are well arrange, meet and greet upon arrive at hotel and escort to the room,
  - 3) Check the room blocking for all above the guest,
  - 4) To ensure welcome note including hand writing note + amenities are in place prior guest arrive and block “DNM” status for the room,
  - 5) Coordinate to Concierge to get guest arrival info from ASA team to be great at lobby entrance, direct the guest to check in counter and maintain engage with the guest during check in process then direct to the guest room afterwards,
  - 6) To do in room check in for certain guest based on arrangement selected,
  - 7) Build engage to all in house guest upon at lobby area to get more info or opportunity for delivery Delight and Surprise as well improve, increasing guest survey experience. Including to ensure all the guest departure leaving the hotel in positive impression,
  - 8) To be lobby ambassador and deliver information about hotel activity and product to all the guest who entering lobby,
  - 9) Able to handling check in and check out process,
  - 10) Support Department and hotel goals especially for GSS score: It Rec, Check In Experience, Elite Appreciation and Staff Service Overall,
  - 11) Support hotel goal to achieve target Trip Advisor score and others guest survey channel,
  - 12) Build and maintain team working, good relationship and coordination among Department or Section,
  - 13) Encourage implementation of Marriott Cores Value : Put People First, Pursue Excellence , Embrace the Change and Serve Our World.

- j. Guest Service Centre Associate. Job description Guest Service Centre are:
- 1) Attend daily briefing in Department on time,
  - 2) Able and perform handling Service Centre area base on LRA.