

CHAPTER II

GENERAL DESCRIPTION

A. Company's Profile

1. History

Oakwood brand was created in 1969 and it was originally based in California, USA. It then provides lodging accommodation such as service apartment and hotel. At 1990, Oakwood Corporate Housing brand created and five years later Oakwood International formed. At 1997, Oakwood Worldwide Asia was established in Singapore and wholly owned by Maple Tree. Maple Tree is a property management company and headquartered in Singapore. Oakwood has five brands in Asia that includes Oakwood Premier, Oakwood Apartments, Oakwood Residence, Oakwood Studios and Oakwood Suites. Oakwood Worldwide Asia provides lodging accommodation in many countries such as China, South Korea, Japan, India, Thailand, Vietnam, Malaysia, Singapore and Indonesia.



Figure 2.1. Oakwood Logo

The first Oakwood Premier property was opened in Indonesia at 2008 and the name is Oakwood Premier Cozmo which is located in Jakarta. The first Oakwood Suites property was opened in Jakarta at 2016 and the name is Oakwood Suites La Maison. Oakwood Hotel & Residence Surabaya is the first Oakwood Residence property which was opened at 2018 and another Oakwood Residence property is Oakwood Residence which is located in Cikarang.

Oakwood Hotel & Residence Surabaya is one of the brands of Oakwood Residence. Oakwood Surabaya has 144 rooms consisting of four room types such as superior room, studio deluxe room, one bedroom apartment and two bedroom apartment. Because Oakwood Surabaya is a hotel residence, each room has dining

table, laundry machine and big fridge except for the superior room. Meanwhile, for one bedroom and two bedroom apartment, it has a kitchen and a living room.

2. Facilities

Oakwood Hotel & Residence Surabaya has 144 rooms with 4 types of rooms. For the amenities, all type of rooms except two bedroom apartment has dental kit, shaving kit, vanity kit, sewing kit, sanitary bag, soap 30gr, soap 50gr, hair cap, comb, two bath towels, hand towels, face towels, one bath mat, six tea bags, four coffee bags and four bottles of mineral water. For two bedroom apartment, the differences are only at amount of towel and mineral water. It has four bath towels, hand towels, face towels, two bath mats and eight bottles of mineral water.

a. Room

1) Superior Room

For superior room, Oakwood Surabaya has 44 rooms with city view and is located in 5th – 21th floor with 3 rooms each floor. One of superior rooms which is located in 15th floor is a room for disabled. The difference is only the bathroom door. For disabled room, the bathroom door uses sliding door.



Figure 2.2. Superior Room



Figure 2.3. Superior Bathroom

2) Studio Deluxe Room

For studio deluxe, each room has a mini kitchen. There are only 10 studio deluxe rooms which are located in 1st – 5th floor. There are three rooms for each floor.



Figure 2.4. Studio Deluxe Bedroom



Figure 2.5. Studio Deluxe Mini Kitchen

3) One Bedroom Apartment

For one bedroom apartment, each room has living room and kitchen. There are 72 rooms which are located in 1st – 21th floor. There are four rooms each floor.



Figure 2.6. One Bedroom Apartment's Bedroom



Figure 2.7. One Bedroom Apartment's Living Room



Figure 2.8. One Bedroom Apartment's Bathroom

4) Two Bedroom Apartment

For two bedroom apartment, each room has a master bedroom and second bedroom. It has two bathrooms and for the dining table, two bedroom apartment has a bigger table size compare to one bedroom table. For this type, Oakwood only has 18 room located in 1st – 21th floor with 1 room each floor.



Figure 2.9. Two Bedroom Apartment's Master Bedroom



Figure 2.10. Two Bedroom Apartment's Second Bedroom



Figure 2.11. Two Bedroom Apartment's Bathroom



Figure 2.12. Two Bedroom Apartment's Kitchen

b. Lobby

Oakwood Hotel & Residence Surabaya has a lobby located in L floor. in lobby, there are living room and computer for the guest to relax or wait and enjoy the welcome drink.



Figure 2.13. Hotel's Lobby

c. Spice Restaurant

Guest can enjoy the breakfast in this restaurant. This restaurant provides Indonesian and western food. It regularly has an event every Saturday night named “Flaming Barbeque”. The event usually starts at 6PM. For the event on Sunday, it is called “Sunday Brunch” and it usually starts at 10AM.



Figure 2.14. Spice Restaurant

d. Deckside Lounge & Café

Deckside Lounge & Café is located in F floor. Deckside Lounge has indoor and outdoor areas. This lounge is usually used for guests to enjoy the coffee and other drinks or just hangout.



Figure 2.15. Deckside Lounge & Café

e. Swimming Pool, Fitness Center, Kids Club

Swimming pool, fitness center and kids club open for 24 hours, but the service is only from 9AM – 9PM. The services available are pool towel and mineral water.



Figure 2.16. Swimming Pool



Figure 2.17. Fitness Center



Figure 2.18. Kids Club

f. Hotel's Ballroom

The ballroom is located in L floor. Oakwood Hotel & Residence Surabaya has three ballrooms named Grand East Ballroom 1, Grand East Ballroom 2 and Grand East Ballroom 3. Grand East Ballroom 1 and 2 have the same size and the ballroom capacity are up to 70 people. For Grand East Ballroom 3, the ballroom capacity are up to 200 people.



Figure 2.19. Hotel's Ballroom

B. Organizational Structure

Every hotel definitely has an organizational structure to describe the duties and responsibilities of all the associates in a hotel. Below is the organizational structure in Oakwood Hotel & Residence Surabaya :

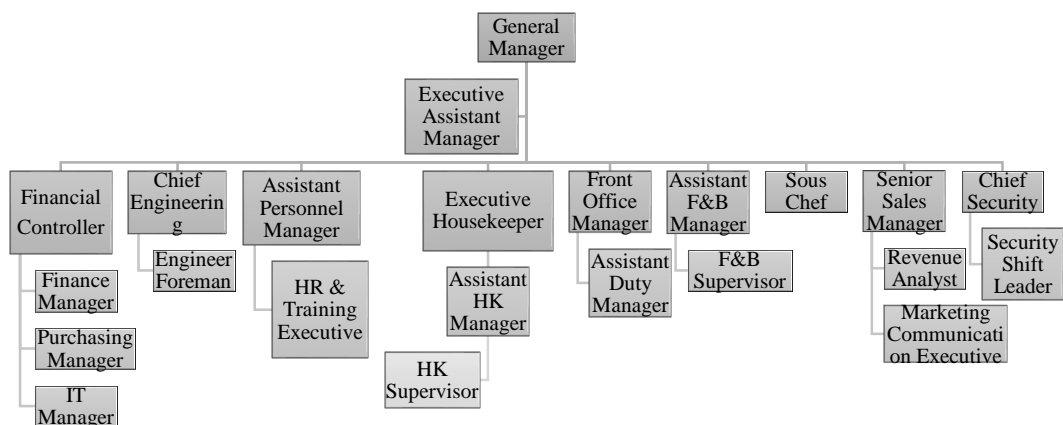


Figure 2.20. Hotel Organization Chart

Duties and responsibilities :

1. General Manager

- a. Lead morning briefing with all Head of Department.
- b. Make a policy for hotel.

2. Financial Controller
Analyze all financial information in hotel. Example, monthly revenue.
3. Chief Engineering
Make operational planning of Engineering activities.
4. Assistant Personnel Manager
 - a. Make training program for all associates and all departments regularly.
 - b. Hire new associates.
5. Front Office Manager
Evaluate all the associates performance in Front Office.
6. Assistant Food and Beverage Manager
Manage the associates operation in Spice Restaurant and Deckside Lounge and Café.
7. Sous Chef
 - a. Manage the hygiene in kitchen.
 - b. Arrange buffet table and food design.
8. Sales and Marketing
Make a plan for selling the hotel products.
9. Chief Security
Ensure safety and security for the guest and associates.

Below is the organizational structure of the Housekeeping Department in Oakwood Hotel & Residence Surabaya :

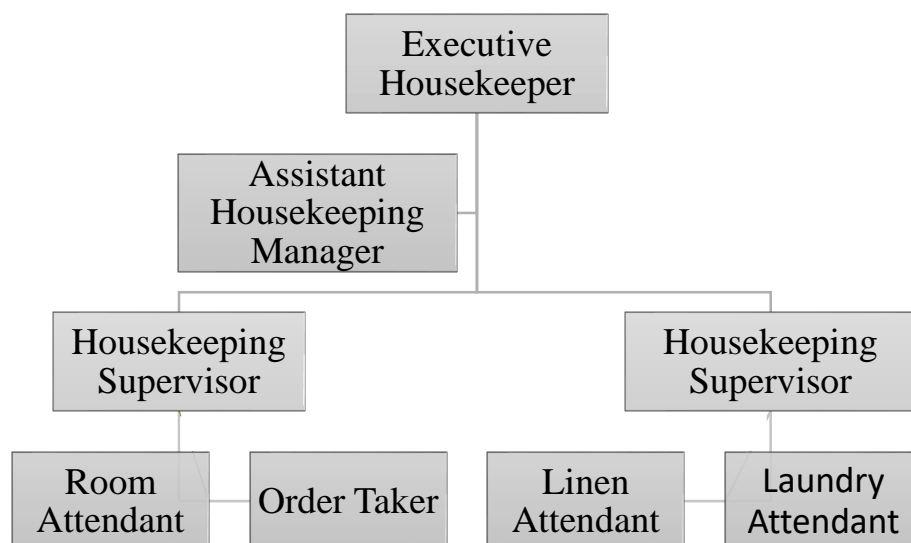


Figure 2.21. Housekeeping Organization Chart

Duties and responsibilities :

1. Executive Housekeeper :
 - a. Make sure overall cleanliness and sanitation in hotel.
 - b. Establishing Standard Operational Procedures.
 - c. Make a plan for working process for all housekeeping associates.
 - d. Hire new associates.
2. Assistant Housekeeping Manager :
 - a. Make the work schedule for the associates.
 - b. Make the daily assignment sheet for the room attendants and check it after the room attendants finished their work.
 - c. Check the cleanliness in hotel.
3. Housekeeping Supervisor :
 - a. Inspect the rooms that already cleaned by the room attendant.
 - b. Handle complain from guest.
 - c. Lead the briefing for all the housekeeping associates every morning before work.
 - d. Monitoring all the housekeeping associates performance.
4. Room attendant :
 - a. Clean the room.
 - b. Give a turn down service.
 - c. Make up room.
 - d. Maintaining the cleanliness in room area.
5. Order taker :
 - a. Handle the telephone in housekeeping office.
 - b. Handle the guest request and note in the order taker log book.
 - c. Receive and record the Lost and Found item.
 - d. Handle the “Do Not Disturb” rooms.
 - e. Maintain the cleanliness in housekeeping office.
6. Linen attendant :
 - a. Handle all the clean, damaged or soiled linen.

- b. Give a pool towel and cold towel to Front Office attendant and Fitness Center attendant.
- 7. Laundry attendant :
 - a. Handle all the associates uniform.
 - b. Handle the guest laundry.
 - c. Because Oakwood Hotel & Residence Surabaya use laundry service from outside, laundry attendant record all the linen or uniform laundry and give the invoice to the order taker.