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CHAPTER II

GENERAL DESCRIPTION

A. Company's Profile

1. History

Hotel Pullman Jakarta Indonesia is a five-stars hotel that is located in the heart of Jakarta, within walking distance to all major attractions, luxury malls such as Grand Indonesia and Plaza Indonesia and business districts such as Japanese embassy. Pullman logo is “bleisure” which means business and leisure hotel. The hotel is ideally located around main historical monuments of the city. Pullman Jakarta Indonesia satisfies guest adventure in Jakarta.



Figure 2.1
Hotel Pullman Logo

In 1972 this hotel was named President Hotel and changed to Hotel Nikko Jakarta in 1 April 2003. Around 9 years later, on January, 19th 2012, Nikko Hotel that was located on Jalan M.H Thamrin was rebranded to hotel Pullman Jakarta Indonesia. The management carried out a major renovation such as rearranging 427 rooms, lobby, restaurants, meeting room and ballroom. This hotel becomes the second Pullman in Jakarta after Pullman Jakarta Central Park. This hotel also becomes the third hotel of four




Pullman Hotel in Indonesia besides Pullman Bali Legian Nirwana in Bali and Pullman Ciawi Vimala Hills in Bogor. Pullman Jakarta Indonesia is developed by Accor's, which now has operated 200 hotels throughout Indonesia.

2. Facilities

Pullman Jakarta Indonesia carried out a major renovation that designed by the prestigious Singapore architects, Wilson and Associates. The design of Pullman Jakarta Indonesia combines Indonesia rich cultural heritage and contemporary modern by using Indonesian Shadow Puppets (Wayang Kulit) to preserve Indonesia's rich cultural history. Below are the facilities that the hotel provided:

Table 2.1

Rooms in Pullman Hotel Jakarta

No.	Room Type	Description
1.	 <p data-bbox="477 1125 677 1192">Figure 2.2 Superior Room</p>	<ul data-bbox="846 890 1375 1035" style="list-style-type: none"> • The room size is 21 sqm. • The room is located at Main Tower (3rd – 9th floor) and available on smoking floor (3rd floor).
2.	 <p data-bbox="415 1430 737 1497">Figure 2.3 Premium Superior Room</p>	<ul data-bbox="846 1199 1375 1344" style="list-style-type: none"> • The room size is 25 sqm. • The room is located at Main Tower (3rd – 9th floor) and available on smoking floor (3rd floor).
3.	 <p data-bbox="485 1738 669 1797">Figure 2.4 Deluxe Room</p>	<ul data-bbox="846 1507 1375 1652" style="list-style-type: none"> • The room size is 39 sqm. • The room is located at Main Tower (3rd – 11th floor) and available on smoking floor (3rd & 11th floor).











4.	 <p style="text-align: center;">Figure 2.5 Grand Deluxe Room</p>	<ul style="list-style-type: none"> • The room size is 43 sqm. • The room is located at Pullman Tower (4th – 9th floor).
5.	 <p style="text-align: center;">Figure 2.6 Grand Deluxe Executive room</p>	<ul style="list-style-type: none"> • The room size is 43-45 sqm. • The room is located at Pullman Tower (10th – 14th floor).
6.	 <p style="text-align: center;">Figure 2.7 Grand Deluxe Executive Suite</p>	<ul style="list-style-type: none"> • The room size is 86 sqm. • The room is located at Pullman Tower (10th – 12th floor).
7.	 <p style="text-align: center;">Figure 2.8 Deluxe Apartment</p>	<ul style="list-style-type: none"> • The room size is 75 sqm. • The room is located at Main Tower (10th – 11th floor) and available on smoking floor (11th floor).
8.	 <p style="text-align: center;">Figure 2.9 Accent Suite</p>	<ul style="list-style-type: none"> • The room size is 170 sqm. • The room is located at Pullman Tower (15th floor).

Table 2.2

Food and Beverage outlets

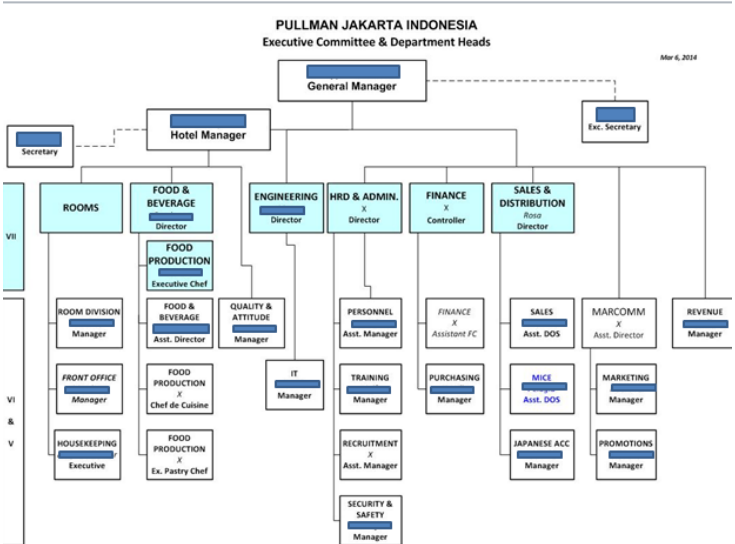
No.	Food and Beverage outlets	Description
1.	 <p data-bbox="435 632 725 699">Figure 2.10 Sana - Sini Restaurant</p>	<ul style="list-style-type: none"> ● Location : 1st floor at Main Tower ● Seating capacities : 262 chairs ● Opening hours : <ul style="list-style-type: none"> ○ Breakfast (05.30 – 10.00) ○ Lunch (12.00 – 14.30) ○ Dinner (18.00 – 22.00) ○ Sunday brunch (11.30 – 15.00) ● Offers five live cooking stations which are Western, Japanese, Chinese, Indonesia, and Pastry Bakery
2.	 <p data-bbox="505 1037 654 1104">Figure 2.11 Makaron</p>	<ul style="list-style-type: none"> ● Location : 1st floor at Main Tower ● Seating capacities : 20 chairs ● Opening hours : <ul style="list-style-type: none"> ○ Open 07.00 until 22.00 (Monday – Sunday) ● Serves freshly baked cakes, pastries and breads, and coffee or tea
3.	 <p data-bbox="444 1341 714 1409">Figure 2.12 Le Chocolat Lounge</p>	<ul style="list-style-type: none"> ● Location : 1st floor at Main Tower ● Seating capacities : 62 chairs ● Opening hours : <ul style="list-style-type: none"> ○ Open 07.00 until 23.00 (Monday – Sunday) ● Serves cocoa and coffee, pastries and cakes, and main dishes
4.	 <p data-bbox="472 1646 688 1713">Figure 2.13 The Back Room</p>	<ul style="list-style-type: none"> ● Location : 1st floor at Pullman Tower ● Seating capacities : 72 chairs ● Opening hours : <ul style="list-style-type: none"> ○ Open 11.00 until 01.00 (Monday – Sunday) ● Offers in-house signature cocktails and alcohol drink

5.	 <p style="text-align: center;">Figure 2.14 Kahyangan</p>	<ul style="list-style-type: none"> • Location : 28th – 30th floor at Wisma Nusantara International Building • Seating capacities : 200 pax • Opening hours : <ul style="list-style-type: none"> ○ Lunch (11.30 – 15.00) ○ Dinner (18.00 – 23.00) • Serves shabu – shabu and teppanyaki (Japanese food).
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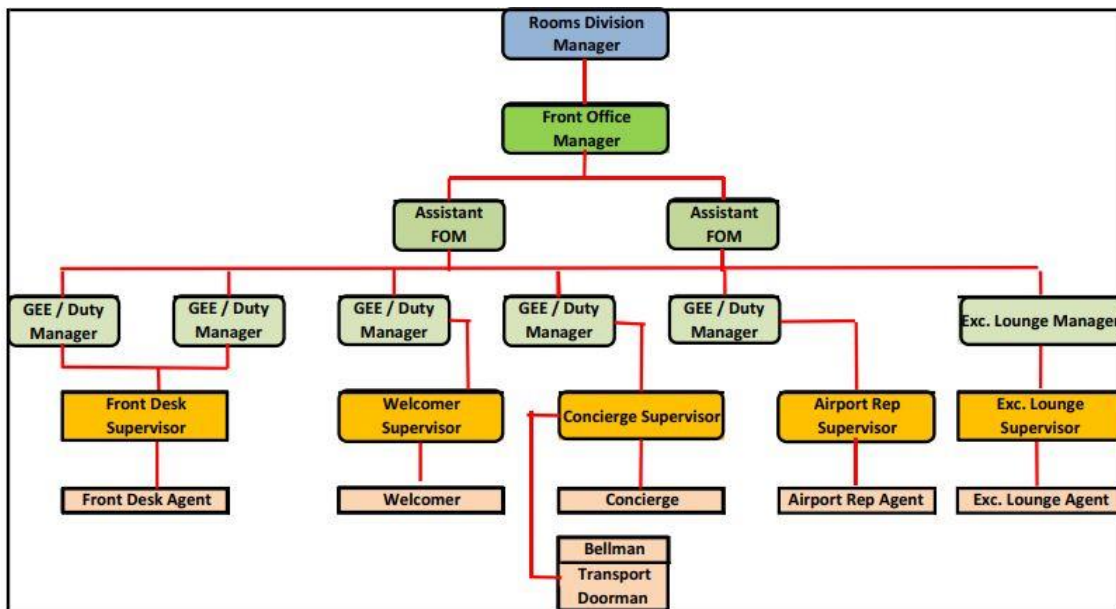
Pullman Jakarta Indonesia provide various facilities, such as spa, beauty salon, wellness center, swimming pool, Islamic Prayer Room, travel agent, money changer in 2nd floor; ATM machine and bank office in 1st floor at Wisma Nusantara Building; and 17 meeting rooms distributed over three floors.

B. Organizational Structure

Every hotel has their own structural organizational chart to describe every employee’s position and job desk. The organizational structure is used to let the employees know their responsibility of their job. The organizational charts divides each departments and division in the hotel. Below are the organizational chart in hotel industry



Figures 2.15
Organizational Charts of Pullman Jakarta Indonesia



Figures 2.16
Organizational Charts of Front Office Department

Duties and Responsibilities:

1. Room Division Manager
 - a. Take responsibility for Housekeeping department and Front Office department.
 - b. Manage the general operation in Hotel.
 - c. Manage financial of the room division.
 - d. Make report of Housekeeping and Front Office operation to General Manager
2. Front Office Manager
 - a. Manage Front Office operation.
 - b. Evaluate the job performance of Front Office employees.
 - c. Resolve the guest problems.
 - d. Ensure all the Front Office employees followed the SOP.
3. Assistant Front Office Manager
 - a. Assist Front Office Manager in handling overall Front Office operation.
 - b. Assist Front Office Manager in carrying out daily tasks.
 - c. Make report about Front Office daily operation.
4. Guest Experience Executive / Duty Manager
 - a. Lead the briefing.

- b. Handle guest complaint.
 - c. Approve and sign document that related to Front Office operational.
 - d. Approve the working schedule for the Front Office staffs.
5. Executive Lounge Manager
- a. Manage the Executive Lounge in the hotel.
 - b. Create schedule for Executive Lounge agent.
 - c. Handle Executive and VIP guest.
6. Front Desk Agent
- a. Handle check-in & check-out process.
 - b. Provide guest needs.
 - c. Prepare guest bill and makes payment process.
7. Welcomer / GRO
- a. Greet the guest and escorts the guest to Front Desk.
 - b. Create daily VIP's arrival list.
 - c. Create daily VIP's arrival photo.
 - d. Prepare welcome card.
 - e. Decorate VIP guest room.
8. Concierge & Bellman
- a. Handle guest luggage.
 - b. Escort the guest to Front Desk.
 - c. Arrange the transportation for the guest.
 - d. Handle guest's packages and mail.
9. Airport Rep
- a. Pick-up the guest at the airport.
 - b. Take the guest to the hotel.
 - c. Ensure the guest leaves safely.