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## CHAPTER II

### GENERAL DESCRIPTION

#### A. Hotel's Profile

##### 1. History

Won Traveloka Hotel Awards in 2017 for exceptional guest experience, Hotel Tentrem Yogyakarta took a different path from other 5 star hotels. This hotel is proudly built on 2012 as an independent hotel at Jalan P. Mangkubumi No.72A, a strategic location at Yogyakarta. A unique thing to be noticed is the word '*Tentrem*' that the owner, PT. Sido Muncul decided to use. A praiseworthy reason behind the name is the strong urge to preserve Javanese culture and to integrate them in hotel industry. The meaning of the word '*Tentrem*' is tranquility; which in other words, the hotel's vision is to provide peacefulness for the guest. Growing under the lead of local people, this hotel is no way inferior from international 5-star hotel. An innovation of Javanese culture is mixed perfectly with state of the art technology.



Figure 2.1  
Hotel's Logo

## 2. Facilities

In Hotel Tentrem Yogyakarta, there are complete facilities that cannot be underestimated. Firstly, the 274 rooms and suites are provided with many types of choices available. Implementing design that embraces culture and modernity, the rooms and suites are presented in Deluxe Room, Premier Room, Executive Room, Executive Suite, Prambanan Suite, Kraton Suite, Wijaya Kusuma Suite, and Tentrem Presidential Suite. Elegant furniture completed with amenities ensures guest's comfort and leisure. The rooms and suites are featuring city view or swimming pool view that can be decided upon guest's request.



Figure 2.2

Deluxe Room



Figure 2.3

Premier Room



Figure 2.4  
Executive Room



Figure 2.5  
Executive Suite



Figure 2.6  
Prambanan Suite



Figure 2.7  
Kraton Suite



Figure 2.8  
Wijaya Kusuma Suite



Figure 2.9  
Tentrem Presidential Suite

Benefits included for guest are depending on what type of rooms and suites that the guest chooses. The most exclusive room, Tentrem Presidential Suites, offers extensive range of room features and personalized complimentary services such as 24-hour butler, daily continental breakfast, check-in for VIP, and access to Gaharu Spa and Fitness. One thing to be guaranteed is the hotel will cater all guest's needs and wants throughout their stay. Also, the thoughtful staff is within reach to serve the guest whenever required. Thus, the varied and spacious rooms and suites are created to ensure the guest's stay is pleasant and comfortable.

Secondly, delightful dining experience that entices the guests' taste buds. The guests can go on journey to satisfy their senses with delicious food provided by hotel's restaurants. Summer Palace is a casual dining with selectable Chinese cuisines and affordable price. For relaxing time while enjoying coffee and dishes with buffet and à la carte setting, Kayumanis can be the right choice for guests. If the guests prefer for traditionally brewed coffee and tea, Warung Kopi & Teh is available for them. For bars, Hotel Tentrem Yogyakarta has Pool Bar and Eboni Bar & Lounge for guest to enjoy their time with light dishes and drinks. Also, room service is available for 24-hours with many choices of cuisines to better serve guest's requirement. All restaurants have a high standard policy. Only ingredients that passed through quality inspection will be used. Therefore, Hotel Tentrem Yogyakarta offers great selections of refined restaurants and bars that adjustable to guest's preferences.



Figure 2.10  
Summer Palace



Figure 2.11  
Kayumanis



Figure 2.12  
Warung Kopi & Teh



Figure 2.13  
Pool Bar



Figure 2.14  
Eboni Bar & Lounge



Figure 2.15  
Room Service

Lastly, facilities for guest's leisure and entertainment are also available. For optimal wellness, Hotel Tentrem Yogyakarta offers Gaharu Fitness Center and Swimming Pool. The hotel also offers Tentrem's Executive Lounge for seating area and Gaharu Spa to relieve stress and to uplift mood. Kids Playground is also available for family who has kids. For guests who are looking for Indonesian traditional



souvenirs and gifts, Sidomuncul Gallery & Art offers wide collections of beautiful works. Hence, Hotel Tentrem Yogyakarta provides broad range of enjoyable facilities that guests can use freely.



Figure 2.16  
Gaharu Fitness Center

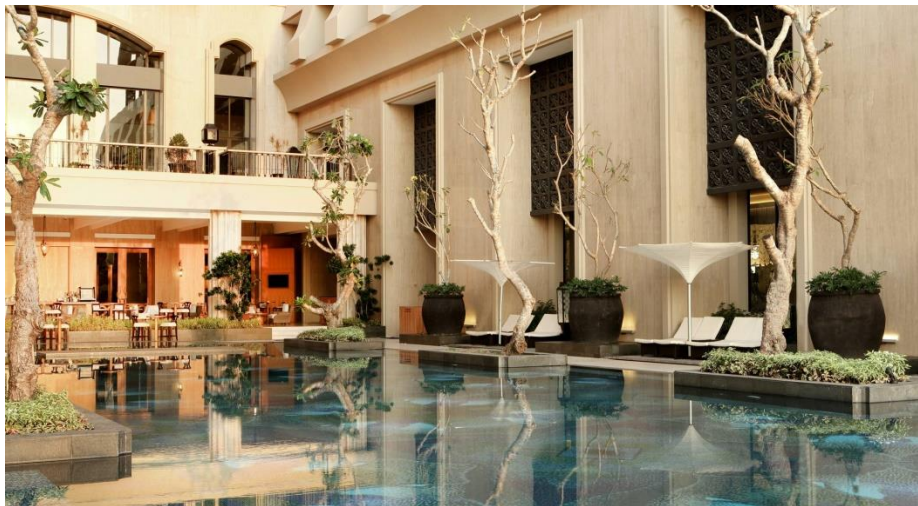


Figure 2.17  
Swimming Pool



Figure 2.18  
Tentrem's Executive Lounge

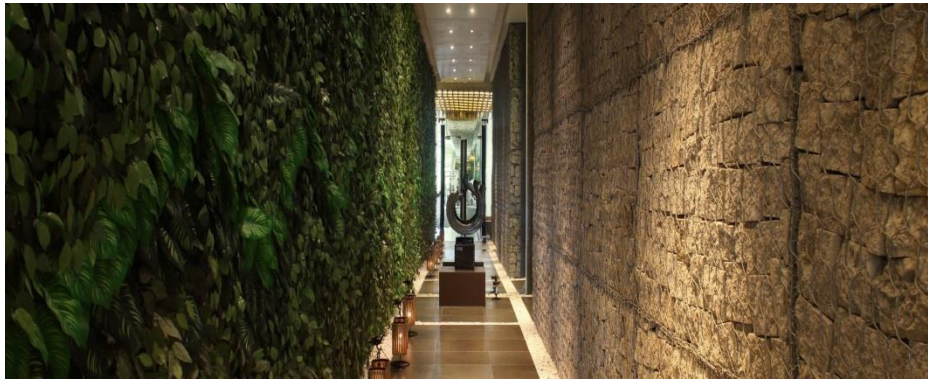


Figure 2.19  
Gaharu Spa



Figure 2.20  
Kids Playground



Figure 2.21

### Sidomuncul Gallery & Art

In the end, Hotel Tentrem Yogyakarta is a Javanese culture oriented hotel that aims to achieve excellence. Their philosophy is to guarantee a peaceful atmosphere to achieve guest's calm state of mind. To provide the best accommodation and to ensure all guests are served well, there are many things that need to be considered. The guest must settle in a comfortable and clean room, ready to serve and knowledgeable staff must be at their disposal, and a complete array of facilities and services to better accommodate their needs and entertainments.

#### **B. Organizational Structure of the Hotel**

A clear and detailed organizational structure is an important tool in management of every organization. It provides the foundation for working operational such as task allocations, supervision, duties and responsibilities. The top structure is the authority which has the most control on decision making and manages the departments under them. On the other hand, the lower structure is the department which accepts the decision that has been distributed. By having an organizational structure, the organization will be assisted in its growth to achieve the determined goal. Employees will have an understanding on their jobs descriptions, who to coordinate with, and who to report when the job is finished. Also, the employees will have a higher productivity and solid relationship between each other. Problem solving will be done effectively and efficiently with good teamwork and communication.

Hotel Tentrem Yogyakarta with its goal towards excellence and continuous improvement has a thorough organizational structure that outlines every division from centralized to decentralized structures.

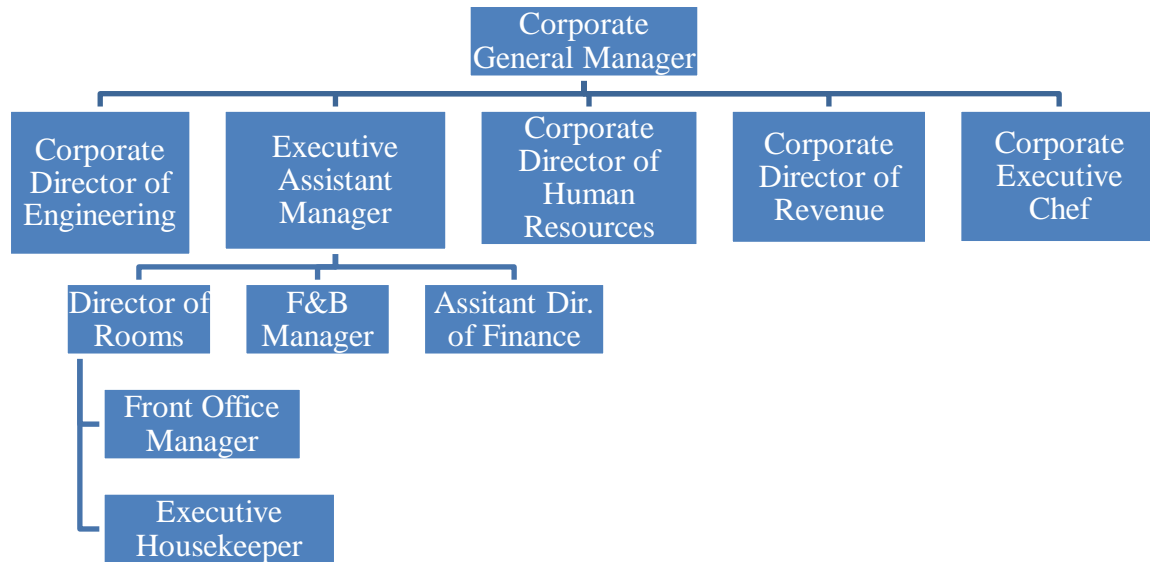


Figure 2.22

Organizational Structure of Hotel Tentrem

The top highest position is the corporate general manager who makes the major decision and controls all operations of the hotel. The corporate general manager directs the second structures that include Corporate Director of Engineering, Executive Assistant Manager, Corporate Director of Human Resources, Corporate Director of Revenue, and Corporate Executive Chef. Corporate Director of Engineering controls and manages in engineering field. Executive Assistant Manager has subordinates with managerial positions that include Director of Rooms, F&B Manager, and Assistant Director of Finance. Corporate Director of Human Resources manages the employees hiring and supervise all hotel relations. Corporate Director of Revenue is the one who plans and implements revenue management strategy to optimize revenue. Corporate of Executive Chef both works inside and outside the kitchen in managerial planning such as developing new

menus, hiring of workers in kitchen, and controlling food budget. Below that, Director of Rooms supervises Front Office Manager and Executive Housekeeper. Thus, every divisions at Hotel Tentrem Yogyakarta coordinate with each other to ensure the hotel operation run smoothly and well-ordered.

In Housekeeping Department, there are several divisions that each manages different hotel’s cleaning routines.

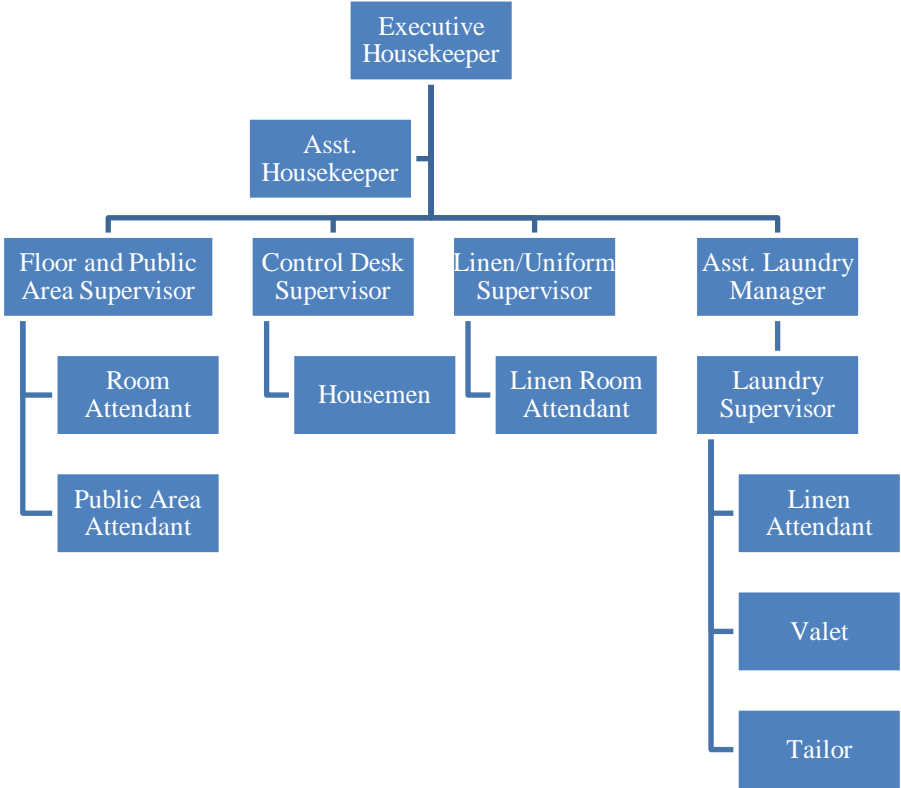


Figure 2.23

Organizational Structure of Housekeeping Department

Executive housekeeper oversees supervisory positions such as Floor Supervisor, Public Area Supervisor, Control Desk Supervisor, Linen/Uniform Supervisor, and Laundry Supervisor. Executive Housekeeper is responsible for directing all cleaning activities and managing all necessary administrations with the aid of Assistant Housekeeper. All supervisors will distribute orders to their subordinates according to their divisions. Room Attendant and Linen Room Attendant are responsible to maintain clean guest room and

fresh linens everyday respectively. Public area attendant is in charge of maintaining and inspecting the cleanliness of assigned public areas. Housemen are responsible for completion of guest's request through instructions from Order Taker. Daily fresh linens are managed and organized by Laundry Attendant for linens washing, valet for linens delivering, and tailor for mending the damaged linens. Thus, all divisions in Housekeeping Department are equally important for the cleanliness of the hotel.

Therefore, for hotel to be well organized, it requires a detailed organizations structure that every employee of the hotel should understand. Failure to recognize the responsibility of oneself will have direct effect on the operation of hotel. There will be chain effects on hotel's performance and reduce efficiency. Every department in hotel plays an important role to achieve hotel's goal. Without constant cooperation with between all departments, it will be hard to achieve success.