

## **CHAPTER II**




### **GENERAL DESCRIPTION**

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



Wyndham Hotels and Resorts is an international hotel and resort chain based in the United States. It has locations in China, Canada, Mexico, Colombia, Ecuador, Turkey, Germany, the UK, the Caribbean, Indonesia and Margarita Island in Venezuela. On June 1, 2018, Wyndham Worldwide spun-off Wyndham Hotels & Resorts as its own company, and Wyndham Worldwide was renamed Wyndham Destinations. As of December 31, 2018, it has 9,157 hotels, including 8,717 that are franchised, 438 that are managed and two that are owned, and, as of March 31, 2019, it has approximately 812,100 rooms, including approximately 745,300 that are franchised and approximately 66,800 that are managed, increased from the systemwide total of 809,933 rooms as of December 31, 2018.

Wyndham Casablanca Jakarta was a hotel that was formerly named The Park Lane Hotel Jakarta on 1 January 2019 The Park Lane Jakarta was renamed Wyndham Casablanca Jakarta. This brand change was officially signed by the president and managing director of the international development of Wyndham Destination Asia Pacific, Barry Robinson and PT Staco Graha, Irianto Lim's owner at Park Lane Hotel Jakarta on 18 July 2018. Wyndham Casablanca Jakarta became the first hotel in Jakarta owned by Wyndham Destination. Wyndham Casablanca Jakarta alone has 280 rooms including 36 residences. Wyndham Casablanca Jakarta Hotel is the ideal location for any event. The Jakarta hotel boasts 12 versatile meeting rooms and banquet.

B. Facilities

No	Facilities	Picture	Remark
1	Wi - Fi		24 Hours Free
2	Outdoor lagoon pool		06.00- 22.00 Free
3	Concierge service		24 Hours
4	RIVA Grill Bar & Terrace		11.30- 24.00 Rate Range Rp. 50k – Rp. 500k

5	Executive lounge		06.00-23.00
6	Cafe One Asian Fusion		<p>Breakfast 06.00-10.00 Rate Range Rp. 150k</p> <p>Lunch 12.00-14.30 Rate Range Rp. 275k</p> <p>Dinner 18.00-22.30 Rate Range Rp. 325k</p>

7	24 hour room service		24 Hours
8	Airport transfer service		24 Hours Rate Range Rp. 200k – 300k



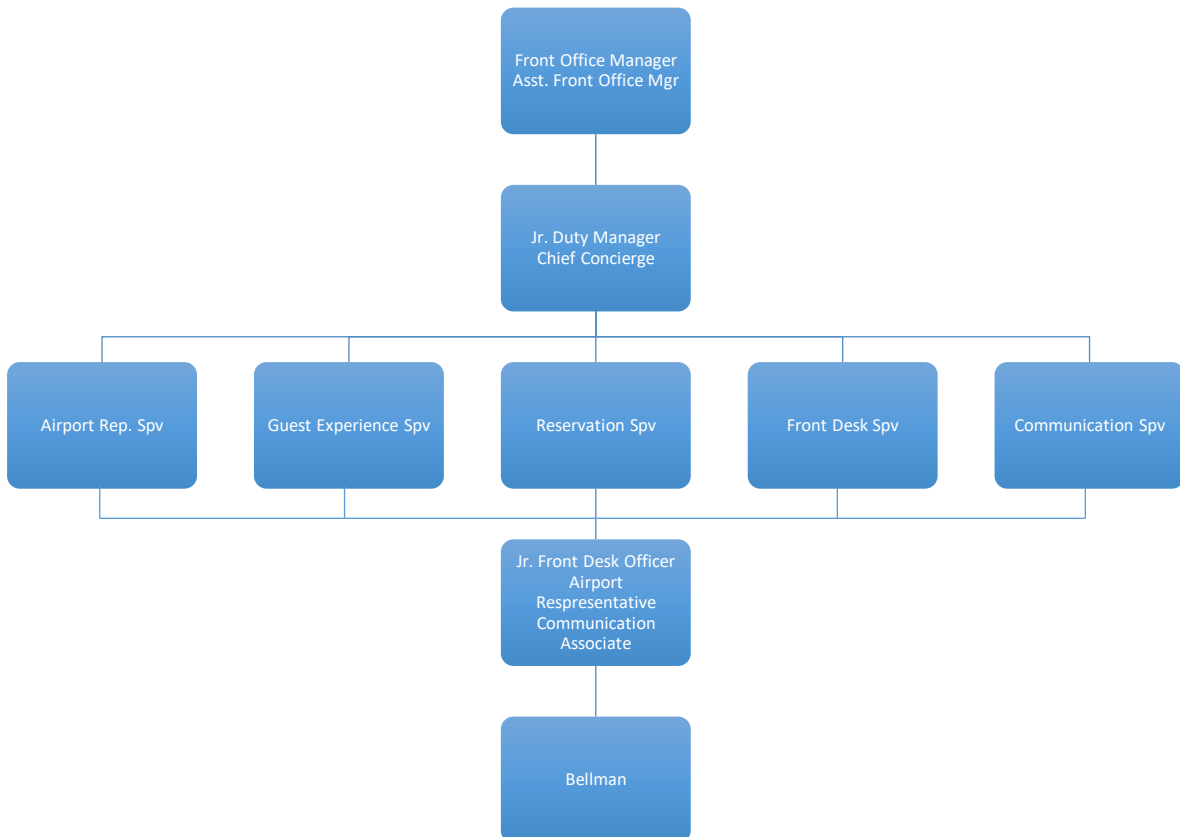
9	Onsite parking		24 Hours
10	Meeting rooms		08.00-20.00

11	Kids club		06.00-22.00 Free
12	In-house clinic		07.30-20.00
13	Health club		06.00-22.00 Rate Range Rp. 375k

14	Connectivity corner	 A photograph of a modern office space. The room features a light-colored wooden floor and a white wall. In the foreground, there is a white desk with two computer monitors and two white chairs. In the background, there is a reception desk with a person behind the counter. On the left wall, there is a blue exit sign with the word "EXIT" and an arrow pointing left. There are also some framed pictures on the wall.	07.00- 23.00
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## C. Organizational Structure of the Company

### 2.1 Front Office Chart





## 2.2 Hotel Organizational Chart

