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## **CHAPTER 2**

### **GENERAL DESCRIPTION**

#### **A. Hotel Profile**

##### **1. Marriott International History**

In 1927 the founder J. Willard Marriott and his wife, Alice, open a root beer stand in Washington D.C. Later, the Marriott add food items into the menu and changes their name to Hot Shoppes. A good food and service became the guiding principles as the Marriott International grew. At 1937 the Hot Shoppes begins to deliver lunch boxes to the passenger at the Hoover Airport, south of Washington, D.C. That is when the in-flight airline catering started. The Marriott made a shift into hotel business in 1957. They opened the first motor hotel in Arlington, Virginia, under the management Marriott's son, Bill. For the next 25 years, Marriott became a diverse global enterprise, and Bill as the CEO his leadership transformed the hospitality industry.

One company, he Marriott began to build the innovative model with many brands in the late 1980s. From the extended-stay business to distinctive brands geared toward the business travelers to increase its presence over the world. The Marriott open its way in its quest to become the number one hospitality company in the world. Now, it is the modern era where the technology and innovation take place.

##### **2. JW Marriott Jakarta Hotel Profile**

The name of the JW Marriott hotel was from the Marriott founder that is J. Willard Marriott. The JW Marriott Jakarta was established in 2001. This hotel is located in the central of business district in Mega Kuningan Jakarta. As the hotel changes as the era, it has a core values that is important to make the hotel service stays the same. Those core value are: Put people first, Pursue excellence, Embrace change, Act with integrity, Serve our world.



Figure 2.1

JW Marriott Jakarta Lobby

a. We Put People First

“Take care of associates and they will take care of the customer”

This value is very important value that need to be applied in other hotel as well because by taking care of the staff that work there, they would also give the best service to our guest so our guest would feel comfortable and enjoy their stay in the hotel. In that way also give the staff the opportunities to grow and succeed.

b. We Pursue Excellence

“Our dedication to customer shows in everything we do”

It means that the guest satisfaction is the top priority. The Marriott is known for its superior customer service.

c. We Embrace Change

“Innovation has always been part of the Marriott story”

As the era change, the Marriott would adjust with the coming era to make the guest pleasant with the stay.

d. We Act with Integrity

“How we do business is as important as the business we do”

The way of doing business is by ethical and legal standart. This is applied day to day business conduct, the policies, enviromental programs and practices, and to human rights.

e. We Serve Our World

“Marriott strives to be a force for good.”

Not only taking care of the hotel but also the enviroment. It is for the sustainable and social impact platform.

3. JW Marriott Jakarta Facilities

a. Room Type

The hotel provide a spacious rooms with the city view and upscale amenities to enjoy while staying at the hotel. There are 6 types of room in JW Marriott hotel in Jakarta.



Figure 2.2

Deluxe Room

The deluxe room has two type of bedsize that is king size bed and twin size bed with one bathroom. The benefits for this type of room is free breakfast and wifi access with city view.



Figure 2.3  
Executive Room

The executive room is the king size bed room with one bathroom in the high floor. This type of room is got the access to the executive lounge and free wifi.



Figure 2.4  
Governor Suite

The governor suite is a room with a king size bed, living room, one bathroom and one toilet. With executive lounge access and free wifi.



Figure 2.5  
Diplomat Suite

Diplomat suite has one bedroom with king size bed, one living room, one dining room, one bathroom, and one toilet. With access to the executive lounge and free wifi.



Figure 2.6  
JW Marriott Suite

JW Marriott Suite is similar to the Presidential Suite, it has one bedroom, one living room, one dining room, one kitchen, one bathroom with jacuzzi, and one toilet. With the benefit access to executive lounge and free wifi.



Figure 2.7  
Presidential Suite

The largest room in the JW Marriott Hotel Jakarta is the Presidential Suite. With main bedroom, second room, two bathroom and the main bathroom that has jacuzzi, one living room one dining room, one kitchen, and one toilet.

#### b. Hotel's Restaurants

There are some accommodation and facilities that the hotel provide so the guest would feel enjoy and comfortable while staying in the hotel. There are three restaurants in the JW Marriott Hotel Jakarta. Those restaurants are Sailendra restaurant, Asuka restaurant, and Pearl restaurant.

The Sailendra restaurant serve Western and Asian cuisine. This restaurant provide breakfast buffet is from 6am until 11am. It is open from 6am until 10pm.



Figure 2.8  
Sailendra Restaurant

The Asuka restaurant is elegance Japan theme restaurant and serve delicious Japanese cuisine that prepared by the experience chef. The operational time is from 11.30am until 14.30 for brunch and opened again from 6pm until 10pm for dinner.



Figure 2.9  
Tatami Room at Asuka

The Pearl restaurant offer the Modern Cantonese cuisine that was made by the skilled and experienced chefs. From the selected fresh ingredients into amazing dish was prepared to the guest.





Figure 2.10  
Pearl Chinese Restaurant

#### c. Hotel's Facilities

The hotel also provide excellent accommodation and facilities to make the guest enjoy with the stay. There are business service for the business traveler, that are the copy service, fax, messenger service, network/internet printing, overnight delivery/pickup, post/parcel, secretarial service, and translator. This hotel also provide meeting rooms for guests that have a business meeting.

After the long day of working, the JW Marriott have the Alameda Spa and Health Club. The luxury spa treatment would rejuvenate the body and relax the mind. The spa includes body scrub, massages, facials, foot bath, therapy baths, waxing, steam room, plunge pools, manicure/pedicure, and separate men's and woman's lounge. It is open Monday until Sunday from 08am up to 11pm. The guest who want to keep their body healthy and fit may go to the fitness center and outdoor swimming pool. These facilities is located at the third floor.

After a delicious meal and relaxation time, the Blu Martini Bar & Lounge present a long menu of beer, spirits, and crafted cocktail. The bar was design with the spectacular blue nuance for the guest to enjoy the night.



Figure 2.11  
Alameda Spa



Figure 2.12  
Outdoor Swimming Pool



Figure 2.13  
Blue Martini

The executive lounge is a restaurant for the guest which has access or a high member guest. The non-member guest can get the access by pay extra charge when checking into the hotel.



Figure 2.14  
Executive Lounge

These are the facilities and accommodation that hotel provide for the in house guests or guests that came only for dinner at the restaurants.

## B. Organizational Structure of a Hotel

### 1. General Organizational Structure

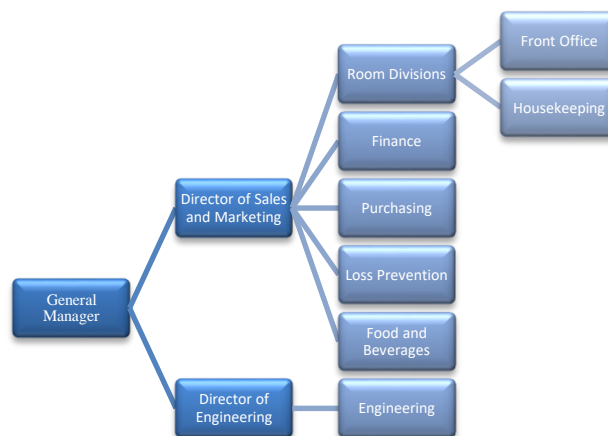


Figure 2.15  
Hotel General Organizational Chart

## 2. Housekeeping Organizational Structure

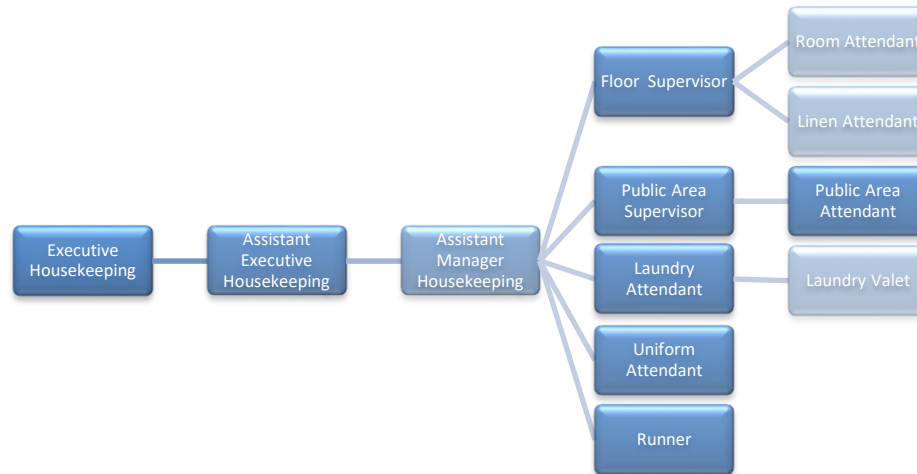


Figure 2.16

### Housekeeping Organizational Chart

The Executive Housekeeper's responsibilities include:

- a. Ensuring overall cleanliness, hygiene, sanitation, comfort, and aesthetic of the hotel
  - b. Communicating with General Manager and Director of Rooms
  - c. Control the room status between the housekeeping and front office
  - d. Monitoring the hotel areas, rooms, and events
  - e. Evaluating the housekeeping staff and trainee daily performance
  - f. Hiring and training the new hired staff
  - g. Control and confirming the housekeeping purchasing
3. The Assistant Executive Housekeeper's responsibilities include:
- a. Ensuring overall cleanliness, hygiene, sanitation, comfort, and aesthetic of the hotel

- b. Communicating with General Manager and Director of Rooms
  - c. Control the room status between the housekeeping and front office
  - d. Monitoring the hotel areas, rooms, and events
  - e. Evaluating the housekeeping staff and trainee daily performance
  - f. Hiring and training the new hired staff
  - g. Control and confirming the housekeeping purchasing
4. The Assistant Manager Housekeeper's responsibilities include:
- a. Purchasing the supplies, linens, and equipment
  - b. Monitor the hotel areas, rooms and events
  - c. Evaluating the housekeeping staff and trainee daily performance
  - d. Briefing to all the staff before the shift starts
  - e. Training and give motivation to the staff and trainee
  - f. Making daily schedule and checking daily events
5. The Floor Supervisor's responsibilities include:
- a. Check the cleaned room to ensure the cleanliness of rooms
  - b. Making daily worksheet
  - c. Supervising staff and trainee performance
  - d. Update the room status to the front office
6. The Public Area Supervisor's responsibilities include:
- a. Ensuring the staff work are following the procedure
  - b. Supervising hotel area and ensuring cleanliness in all areas of hotel
  - c. Making daily worksheet

- d. Communicating with other departments for coordination such as engineer, F&B office, banquet
  - e. Give a briefing to the staff before start working
  - f. Training and give motivation to the staff and trainee
7. The Public Area Attendant's responsibilities include:
- a. Do the daily cleaning and general cleaning according to the standard procedure
  - b. Maintain the cleanliness and aesthetic in all the hotel areas
  - c. Cleaning all hotel areas
  - d. Record the lost & found items that been found in the hotel area
  - e. Maintain the cleaning tools and equipment condition
  - f. Keep the public area pantry clean and tidy
8. The Room Attendant's responsibilities include:
- a. Sign in and out the room key before working and after working
  - b. Maintain the cleaning tools and equipment condition
  - c. Prepare the trolley before start working
  - d. Recording the lost & found items to the Housekeeping Office
  - e. Fulfill guest requests and preferences
  - f. Ensure the room is cleaned and complete
  - g. Updating and recording the room status
9. The Laundry Attendant's responsibilities include:
- a. Making daily laundry worksheet
  - b. Record and report daily laundry

- c. Ensuring all the laundry items are cleaned properly
  - d. Maintaining all laundry equipment and inventory of all cleaning supplies and communicate needs to supervisor
10. The Linen Attendant's responsibilities include:
- a. Organizing and cleaning all linens
  - b. Cleaning linen rooms & trolleys
11. The Uniform Attendant's responsibilities include:
- a. Providing clean uniforms to the hotel staff
  - b. Recording and fixing the damage of uniforms
  - c. Maintaining the shelves of uniforms and linens clearly
  - d. Collecting uniforms of staff at the end of every shift to be sent to laundry
12. The Runner's responsibilities include:
- a. Fulfill the room attendant's request such as linen and towels, then deliver or take it to the pantry
  - b. Fulfill the guest requests