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## CHAPTER II

### COMPANY GENERAL INFORMATION

#### A. Company's Profile

##### 1. The Sultan Hotel's History

The Sultan Hotel and Residence Jakarta is a five stars hotel in Jakarta in the most prestigious "Golden Triangle" and offer the best location in the city. Adding a touch of Royal Javanese hospitality to the international five stars service, The Sultan Hotel will always welcome you with a smile, providing a level of comfort second to none. Our hotel offers 3 restaurants such as Nan Xiang restaurant, Nippon Kan, Lagoon Cafe, and 3 bars and lounges such as Lagoon Lounge, Qi Dine & Lounge and Lagoon Lounge where renowned chefs will pamper guest with wide varieties of extraordinary food and beverages, ranging from the Traditional Indonesian cuisine to the Exquisite French fine dining.

The Sultan Hotel and Residence Jakarta has a long and reputable legacy since it first opened in 1976, as the Jakarta Hilton International Hotel. The name change the marks of the termination hotel contrasts with Hilton International's network. And now The Sultan Hotel is managed by Singgasana Hotel & Resorts. Located in Senayan, in the strategic junction of Jakarta's Central Business District "Golden Triangle".

The one of the largest hotel in South East Asia and Indonesia, The Sultan Hotel Jakarta rise distinctively over a vast garden, the most expansive in Jakarta. The hotel is operating 694 guest room including suites to be the preferred accommodation during your business or leisure trip in Jakarta. And also 17 meeting rooms and additional five board rooms, makes the Sultan Hotel Jakarta as the best business hotel. The Sultan Hotel Jakarta is connected to Jakarta Convention Center by a tunnel which can give an easy and direct access to their guests.

The complete amenities offered by The Sultan Jakarta naturally make it the ideal location to host events. The hotel is the regular venue for various other international music concerts. Its proximity to the Senayan Sport Complex and

the government buildings also make it the choice location to host international sport events, conferences, government gatherings, and other prominent events.

## 2. Hotel Facilities

Facilities is the one of the most important asset to hotel. The Sultan Hotel & Residence Jakarta has 694 rooms with a several types such as:

### a. Executive Room



Figure 2.1 Executive Room

The Executive Room discover an exceptional staying experience at The Sultan Hotel and Residence Jakarta. The exclusive services provided for this room category, as well as to Executive Lounge, is perfect to accommodate your business trip in Jakarta.

### b. Lanais 1 Bedroom



Figure 2.2 Lanais 1 Bedroom

Reveal the exquisite comfort of Lanais 1 Bedroom along with magnificent panoramic view of Jakarta. Equipped with the best room accommodation in contemporary design, Lanais 1 bedroom offers a whole another level of staycation for our loyal guests.

c. Penthouse



Figure 2.3 Penthouse

Reveal the elegance and luxury of The Sultan Hotel and Residence Jakarta's legendary Penthouse, along with the superb view of the city right from your window. Covering the entire 17<sup>th</sup> floor area of Garden Tower, the Penthouse comes with a spacious lounge, private dining room, extensive private patio, and outdoor swimming pool. This is an ideal spot for private parties or any other special events.

Besides Guest Rooms, The Sultan Hotel also have some other guest facilities and services, such as:

d. Executive Lounge



Figure 2.4 Executive Lounge

Executive Lounge is located at the 13th floor of The Sultan Hotel and Residence Jakarta. In this lounge, our guest have a fancy for our exclusive services likes American Breakfast, Evening Cocktails, Fresh Fruits in the room, unlimited Shirt Pressing Service . The American Breakfast is served from 6:30 AM - 10:00 AM on

weekdays and until 10:30 AM on Sunday. Continued with High Tea which is served from 2:30 PM - 5:00 PM and Evening Cocktails at 6:00 PM until 9:00 PM.

d. Lagoon Spa



Figure 2.5 Lagoon Spa

Lagoon Spa is located at the second floor of Garden Tower from 09:00 AM – 11.00 PM. Whether you want to rejuvenate or unwind, our professional therapist is sure to deliver the most indulging spa services for your ultimate relaxation. And in room service is available for 24 hours.

e. Swimming Pool

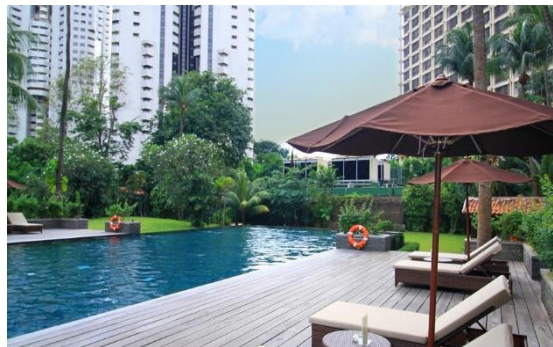


Figure 2.6 Swimming Pool

The pool operates from 6:00 AM - 9:00 PM daily, comes complete with comfortable chairs and patio umbrellas to maximize the experience while enjoy the facility. This outdoor swimming pool is designed for adult guests. Opening Hours :

- Monday- Friday 6:00 AM – 10:00 PM
- Saturday- Sunday 6:00 AM – 9:00 PM
- Public Holiday 7:00 AM – 7:00 PM

f. Business Centre



Figure 2.7 Business Center

Business Centre is located on the Lobby level. Open daily from 7am to 11pm. There are services provided courier, equipment rental, reference library, photocopying, stationery. And there are 5 types of meeting rooms, like:

- a. Agung Room, maximum capacity 25 persons
- b. Bromo Room, maximum capacity 12 persons
- c. Kerinci Room, maximum capacity 15 persons
- d. Krakatau Room, maximum capacity 10 persons
- e. Rinjani Room, maximum capacity 6 persons

g. Jogging Track



Figure 2.8 Jogging Track

To support your healthy lifestyle, the hotel also enhanced with with 500 metre scenic jogging route almost around the hotel and tennis court.



h. Tennis Court



Figure 2.9 Tennis Court

Tennis court is a multifunction court that could be changed into a basketball, futsal or even a volley ball court. Tennis Court operates daily from 6:00 AM - 10:00 PM. It also provided with professional private lessons upon request.

i. Children Playground



Figure 2.10 Children Playground

Children's playground is an excellent facility sets in the middle of our hotel, nearby the tennis court. It is enthusiastically used by children of all ages, providing swing, slides and more.

j. Gym / Fitness Centre



Figure 2.11 Fitness Center

Lagoon Fitness is located at The Sultan Residence, just a step away from the Swimming Pool. Lagoon Fitness provides a pleasant environment with state-of-the-art exercise equipment including Life Fitness Treadmill, Life Cycle, Life Fitness Stepping Machine and weight training machine.

k. Golden Ballroom



Figure 2.12 Golden Ballroom

As the main ballroom of The Sultan Hotel and Residence Jakarta, The Golden Ballroom has a rich combination between a luxury modern design and traditional Javanese. Equipped with its own lobby and direct access to parking lot, this 725 m<sup>2</sup> ballroom can accommodate up to 2000 guests on a cocktail party or a standing wedding reception.



l. Lagoon Lounge



Figure 2.13 Lagoon Lounge

Lagoon Lounge was located in lobby of the Sultan Hotel. Lagoon Lounge was provide light snacks and drinks by the server to relax by overlooking the green lake view by big windows and live music performance.

m. Lagoon Cafe



Figure 2.14 Lagoon Cafe

Serve a wide variety of authentic Indonesia dishes and International specialities both in buffet spread and a la carte menu.

n. Nan Xiang Restaurant



Figure 2.15 Nan Xiang Restaurant

A Shanghai's premium eatery with delicious and authentic traditional Chinese cuisine. The restaurant was located in the main lobby near the Gamelan area.

## B. Organizational Structure

As one of the five stars hotel in Jakarta, The Sultan Hotel has an organizational structure to specify the duties and responsibilities of each hotel department. The following is the chart of The Sultan Hotel organizational structures:

### 1. Hotel Organizational Chart

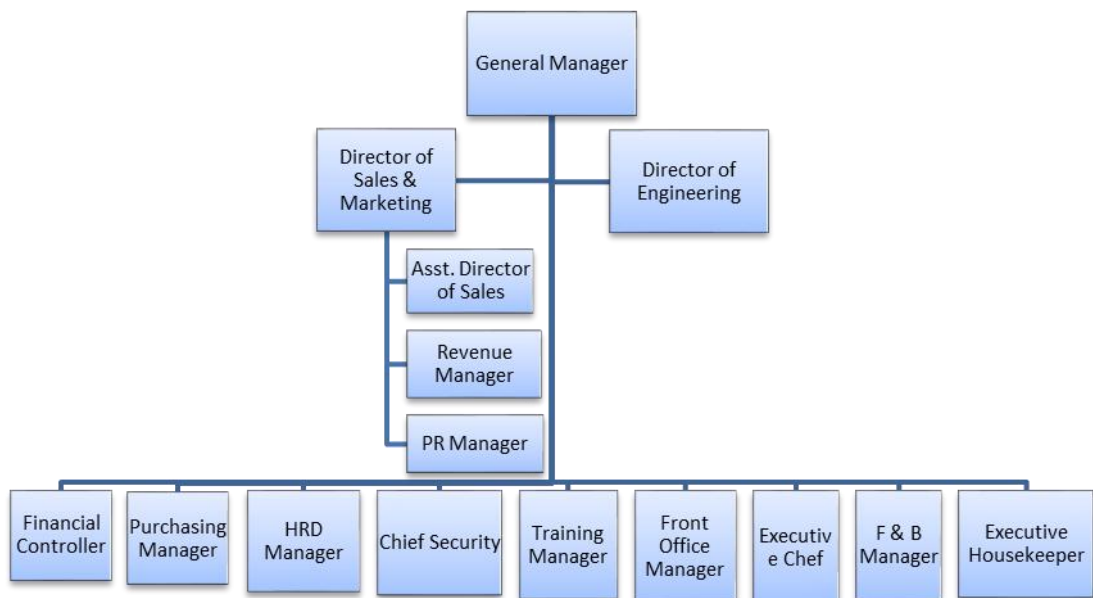


Figure 2.16 Hotel Organizational Chart

### 2. Housekeeping Organizational Chart

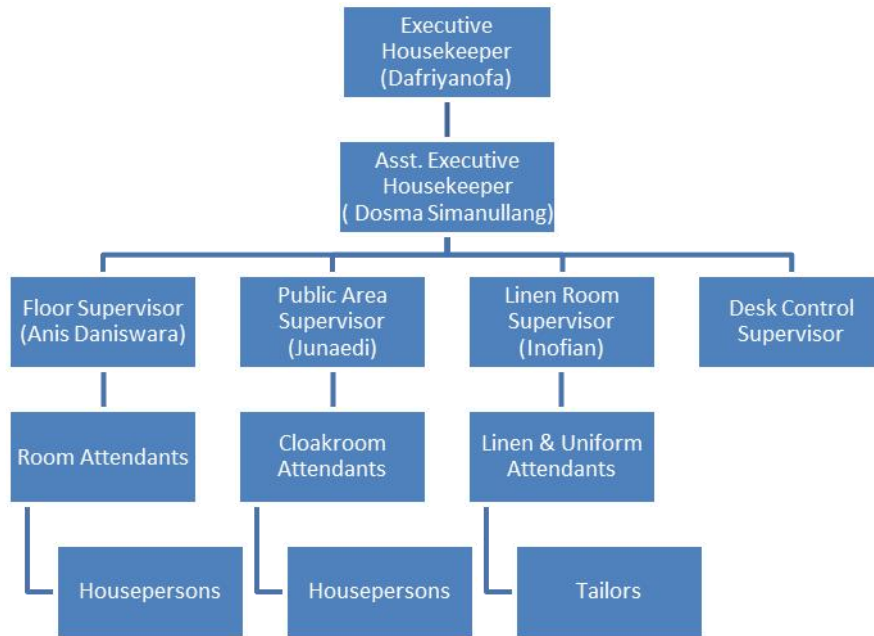


Figure 2.17 Housekeeping Organizational Chart

### 3. Housekeeping Department Job Description

a. Job Description of Executive Housekeeper:

- 1) Supervise all housekeeping employees
- 2) Has the authority to hire and discharge
- 3) Plan and assign work assignments
- 4) Give training for newly recruited employees
- 5) Audit and inspects housekeeping personal work assignment and requisition supplies.

b. Job Description of Assistant Manager:

- 1) Supervise and coordinates activities of room attendant, house attendant, public area cleaners and floor supervisor.
- 2) Assist in managing and directing of the day to day operations of all Housekeeping and Laundry functions.
- 3) Participate in and enforces quality assurance for Housekeeping Department and department cost control measures.

c. Job Description of Floor Supervisor:

- 1) Responsible for maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner.
  - 2) Coordinate daily housekeeping operations and maintaining the housekeeping operating standards.
- d. Job Description of Public Area Supervisor:
- 1) Responsible for the cleanliness of hotels public areas including hotel exteriors.
  - 2) Need to train and inspect the performance of assigned public area attendants.
  - 3) In charge and supervises cleaning activity of areas including lobby, restaurants, lounges, SPA, executive offices, pool area, public wash rooms, garden areas, corridors, banquet, etc.
- e. Job Description of Linen Room Supervisor:
- 1) Responsible to oversee the team of linen and uniform attendants.
  - 2) Manage overall daily operations of the linen and laundry rooms.
  - 3) Enquire quality controls are in place and manage customer service inquiries.
- f. Job Description of Desk Control Supervisor:
- 1) Responsible for all information sent out and receive from the control desk.
  - 2) Maintain complete and up to date information of every departmental section comes under housekeeping.
- g. Job Description of Room Attendant:
- 1) Perform routine duties in cleaning and servicing of guest rooms and baths under supervision of Housekeeping Supervisor.
  - 2) Promote a positive image of the property to guests and must be pleasant, honest, friendly.
  - 3) Maintain complete knowledge of and comply with all housekeeping departmental.
  - 4) Maintain complete knowledge of correct maintenance and use of equipment.

- h. Job Description of Cloackroom Attendant:
  - 1) Responsible to check, clean and restock all public area restrooms, lobby areas, restaurants, fitness room and spa.
  - 2) Assists the housekeeping department to drive immaculate cleaning standards, guest service and interdepartmental staff relations at all times.
  - 3) Able to answer general customer about the hotel facilities, services, timings of different F&B outlets, spa and other general policies and procedures of the facilities.
- i. Job Description of Linen and Uniform Attendant:
  - 1) Issue uniform and linen to staff according to systems and procedures laid down by the hotel management.
  - 2) Take inventory and control movement of soild, damaged and fresh linen and uniforms.
- j. Job Description of Houseperson:
  - 1) Respond promptly to request from guest and other department.
  - 2) Identify and report preventative or other maintenance issues in public area or guest rooms.
  - 3) Perform any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner.
- k. Job Description of Tailor:
  - 1) Responsible for daily tailoring duties as in instructed by the housekeeping supervisor.
  - 2) Responsible for maintenance and upkeep of sewing equipment and all areas under his or her control.