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CHAPTER II

GENERAL DESCRIPTION

A. Company's Profile

1. History of the Company

J.W. Marriott Hotel Jakarta is one of Marriott International Group properties. J.W. Marriott is a luxury hotel chain of Marriott International. It is named after J.W. Marriott, the founder of Marriott Corporation. The J.W. Marriott brand was established in 1984, with the opening of its first hotel in Washington, D.C. Marriott International Group was formed in 1993 when the Marriott Corporation split into two companies, Marriott International and Host Marriott Corporation. In 1995, Marriott was the first hotel company worldwide to offer guests the option to book reservations online, via the company's implementation of MARSHA (Marriott's Automatic Reservation System for Hotel Accommodations).

JW Marriott Hotel provide guests with luxurious facilities and create memorable and comfortable stay in JW Marriott. This hotel facilitated the guest with thirty-three levels of guest rooms and suites so guests can have different experiences in each room.

2. Facilities

Facilities is important for guest convenience. Facilities can make the guest feel comfortable and the luxuriousness of the hotel. In JW Marriott Hotel Jakarta, all facilities are separated into different floor so that each guest can enjoy the facilities based on the categorized membership of the guests.

a. Lobby in JW Marriott Jakarta.

Located at 1st floor, lobby JW Marriott Jakarta has a luxury interior that makes the guest can feel the elegance of the hotel.



Figure 2.1 JW Marriott Jakarta Lobby

b. Sailendra Restaurant.

Sailendra Restaurant has an impressive buffet of Asia-inspired dishes, Western classics and decadent desserts. It features live cooking stations and an open kitchen, making a unique experience at JW Marriott Hotel Jakarta. Located at 1st floor, The guest that stay in JW Marriott Jakarta can have breakfast in Sailendra from 6.00 am – 10.00 a.m.



Figure 2.2 Sailendra Restaurant

c. Chaiholics

Chaiholics is Indonesia's first flagship tea bistro originated from Singapore, Food & beverage establishment specializing in tea creations.

Located at 1st floor ,Chaiholics offering many kind of exotic tea that are uniquely brewed using an Italian-made customized manual espresso machine.



Figure 2.3 Chaiholics

d. Asuka Restaurant.

Asuka provides the art of authentic Japanese cuisine. Located at 1 st floor, the signature sushi at Asuka restaurant offers exquisite specialty dishes prepared by experienced chefs, as well as a select omakase menu beloved by hotel guests as well as Jakarta locals.



Figure 2.4 Asuka Restaurant

e. Blu Martini

Located at 1st floor, Blu Martini is a blue tavern bar that serves craft cocktails with a touch of Jakarta flair, and other favorite drinks.



Figure 2.5 Blu Martini

6. Pearl Restaurant.

Pearl Restaurant is one of JW Marriott Jakarta restaurants that serves Chinese food. Located at 2nd floor, pearl has a luxury oriental interior.



Figure 2.6 Pearl Restaurant.

7. Alameda Spa, Swimming Pool, Gym

Located on the 3rd floor, Alameda Spa is a spa with scrubs, massage, wrappers and bath therapy. It uses the sparkling outdoor pool and fitness center.



Figure 2.7 Alameda Spa

For relaxing, JW Marriott Jakarta also has a swimming pool which can be used for the guests. For sports, JW Marriott provides a gym at the 3rd floor beside swimming pool.



Figure 2.8 Swimming Pool

For Sport, JW Marriott provide a Gym at the 3rd floor beside swimming pool.



Figure 2.9 Gym

B. Organizational Structure of the Company

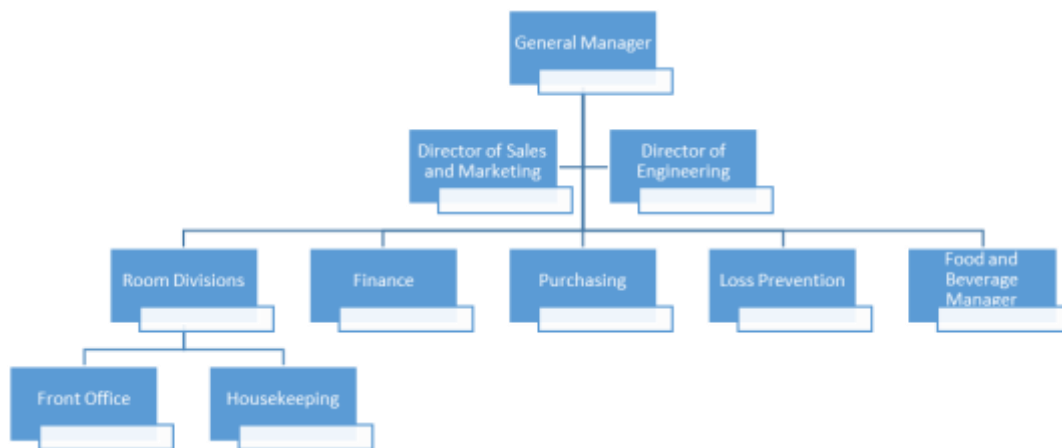


Chart 2.1 Hotel Organization Chart

a. General Manager

- 1) Oversee the operations functions of the hotel, as per the Organizational chart.
- 2) Hold regular briefings and meetings with all head of departments.
- 3) Ensure full compliance to Hotel operating controls, SOP's, policies, procedures and service standards.

- 4) Lead all key property issues including capital projects, customer service and refurbishment.

b. Director Sales and Marketing

- 1) Maintain and promote a team work environment with effective and clear communication amongst co-workers.

- 2) Ensure best client service is being made available through communication amongst the team, cross training within the department and appropriate office coverage.

- 3) Work with sales managers to ensure understanding of sales strategy and effective implementation of this strategy for the segment.

- 4) Work with management team to create and implement a sales plan addressing revenue, customers and the market for the segment led by the DOS.

c. Engineering

- 1) Maintain request forms filled out for all equipment or areas in need of repair

- 2) Handle any electricity and light failure.

- 3) Maintain emergency lighting.

- 4) Handle Plant and Equipment Planned Preventive Maintenance (PPM).

- 5) Check out hot water boiler.

- 6) Check HVAC (Heating, ventilating and air conditioning).

- 7) Check cold water storage tanks.

- 8) Monitor water PH level for swimming pool and other water sources.

d. Food & Beverages

- 1) Manage food and beverages operation based on the hotel standard in different area within hotel (restaurant, bar, banquet & catering, room service)
- 2) Deliver a high class of service to the guest
- 3) Hire, train, monitor staff's performance
- 4) Make a report and give it to general manager

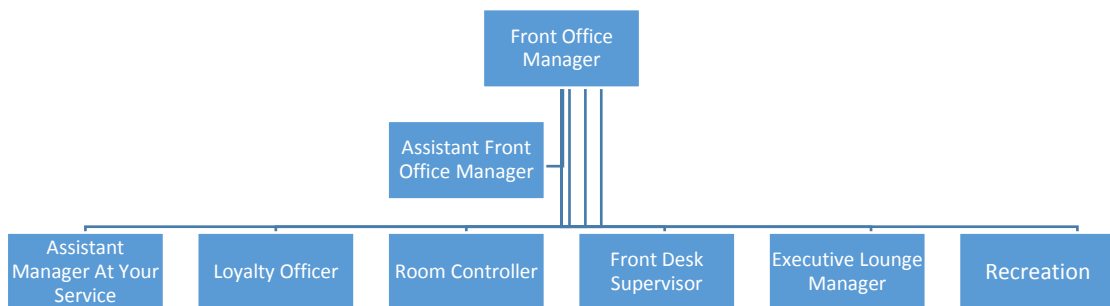


Chart 2.2 Front Office Organization Chart

a. Front Office Manager (FOM)

- 1) Trains, cross –trains, and re-trains all front office personnel.
- 2) Participates in the selection of front office personnel.
- 3) Schedules the front office staff.
- 4) Supervises workload during shifts.
- 5) Evaluates the job performance of each front office employee.
- 6) Maintains working relationships and communicates with all departments.
- 7) Maintains master key control.

- 8) Verifies that accurate room status information is maintained and properly communicated.
- 9) Resolves guest problems quickly, efficiently, and courteously.
- 10) Updates group information. Maintains, monitors, and prepares group requirements. Relays information to appropriate personnel.

b. Assistant Front Office Manager

- 1) Customer Satisfaction (Guest Feedback, Social Media Review).
- 2) Financial Performance (Up selling, Room Revenue, Operation Auditing).
- 3) Showing Initiative, Problem Solving, Staff Training, Team Leading.
- 4) Manages and motivates the Front Office team in order to provide a high standard of service for customers.
- 5) Welcomes guests and fosters customer loyalty through his/her friendly manner.
- 6) Develops high quality relationships with guests throughout their stay.
- 7) Handles any guest complaints or contentious issues that cannot be settled directly by team members and provides a fast solution.
- 8) Oversees and supervises guest arrivals and departures with the front office executive and duty managers.
- 9) Provides high level of customer service and maintain a high profile in the day to day front office operations.
- 10) Ensures that personalized service is offered to each and every guest.
- 11) Ensures that the pricing policy and internal audit procedures are duly applied.

12) Supervises the management of debtors, group and individual guest invoicing and cash operations.

13) Monitors all executive floor executives to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.

c. Duty Manager

- 1) Ensures employees are offering exceptional customer service
- 2) Makes sure customers are happy with the service and products
- 3) Delegates duties
- 4) Assists store managers



Chart 2.3 Housekeeping Organization Chart

a. Executive Housekeeper

- 1). Responsible for cleanliness, orderliness and appearance of the entire Hotel.

- 2). Ensure that rooms are made as per company standard.
- 3). Prepare Annual Housekeeping Budget.
- 4). Maintain par stock of guest supplies, cleaning supplies, linen and uniform.
- 5). Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
- 6). Pay particular attention while organizing pest eradication activities.
- 7). Develop and implement Housekeeping systems and procedures
- 8). Prepare reports for management information.
- 9). Assist Purchase department in selecting suppliers for items related to Housekeeping.

b. Assistant Executive Housekeeper

- 1) Should have an eye for detail and the ability to effectively deal with guests, other departments and housekeeping staff.
- 2) Obtains list of vacant rooms to be cleaned immediately & list of prospective checkouts or discharges in order to prepare work assignments.
- 3) Experience with turn down service, special needs of VIP Guests, foreign dignitaries, etc. is helpful.
- 4) Assigns team members their duties, and inspects work for conformance to prescribed standards of cleanliness.
- 5) Prepares and distributes the Room assignment sheet and floor keys to room boys.
- 6) Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.

c. Order Taker Housekeeping

- 1) Handle the safekeeping, recording, collection of all keys and pagers held in the Housekeeping Office to ensure a safe and secure work environment
- 2) Answer the telephone according to Rotana standards and record incoming requests and messages in order to communicate this information to concerned in a timely fashion
- 3) Receive Lost and Found items and record and store them as per standard. Handle the claiming and clearing of any Lost and Found items
- 4) Update and print Opera system for the room discrepancy report by morning at 10:30hrs, afternoon at 16:30hrs and evening at 20:00hrs. Ensure to submit a copy to Accounts and Reception.
- 5) Control cleanliness and tidiness of the Housekeeping Office and file Housekeeping records and reports as per Housekeeping guidelines

d. Floor Supervisor

- 1) Responsible for smooth operation of the floor assigned.
- 2) Responsible for the performance of floor boys.
- 3) Supervise Room Attendants
- 4) Organises and facilitates the room making process.