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CHAPTER 2
COMPANY GENERAL INFORMATION

A. Hotel's Profile

1. History


Mandarin Oriental Hotel, part of the Jardine Matheson Group is an international hotel investment and management group with luxury hotels, resort, and residences. Jardine Matheson Group was founded by Scots William Jardine and James Matheson, it was founded in 1832 and centered in Hongkong. Not only engaged in hotel industry, Jardine Matheson Group also engaged in retail industry, automotive industry, property industry, and facilitative industry such as Astra, Dairy Farm, Hongkong Land, Jardine Motors, Jardine Pacific, Mandarin Oriental and Jardine cycle & carriage. Mandarin Oriental Jakarta is located in the financial and diplomatic district in the heart of Jakarta. It was built in 1978 and has 26 floors with 272 guest rooms. In December 2007, Mandarin Oriental was closed because of renovation. It was reopened in 2009 with newer facilities.




2. Facilities

Mandarin Oriental Hotel prioritizes the guest satisfaction and comfort. To realize that matter, Mandarin Oriental Hotel provides many facilities for the guest. Here are the facilities offered in Mandarin Oriental Hotel.

a. Room Type

Table 2.1
Mandarin Oriental Room Type



No	Room Type	Description
1.	 <p style="text-align: center;">Figure 2.1 Superior Room</p>	Superior Room is only on sale to groups. This room has 47 square meters and provides king size bed, large bath and walk-in shower, small living room and working desk.

<p>2.</p>	 <p>Figure 2.2 Superior Club Room</p>	<p>Superior Club Room offers access to Mandarin Oriental Club Lounge, Welcome Monument view and City view. This room will be charged start from IDR 2,805,000/night.</p>
<p>3.</p>	 <p>Figure 2.3 Deluxe Room</p>	<p>Deluxe Room provides king size bed, large walk-in wardrobe, separate the toilet with shower and bathub, LCD TV and desk area, high speed Wi-Fi for six device and 47 square meters. This room is charged start from IDR 2,167,500/night.</p>
<p>4.</p>	 <p>Figure 2.4 Deluxe Club Room</p>	<p>Deluxe Club Room offers access to Mandarin Oriental Club Lounge, Welcome Monument view and City view. This room is charged start from IDR 3,600,000/night.</p>
<p>5.</p>	 <p>Figure 2.5 Premiere Room</p>	<p>Premiere Room provides king size bed, sliding doors to separate the bedroom and living room, bath and rain shower, large walk-in wardrobe, LCD TV and large desk, 64 square meters and high speed Wi-Fi for six devices. This room is charged IDR 2,550,000/night.</p>

<p>6.</p>	 <p>Figure 2.6 Premiere Club Room</p>	<p>Premiere Club Room provides access to Mandarin Oriental Club Lounge, Welcome Monument view and City view. This room is charged start from IDR 4,300,000/night.</p>
<p>7.</p>	 <p>Figure 2.7 Oriental Suite Room</p>	<p>Oriental Suite Room provides large bedroom with king bed, elegant study area, bath and walk-in shower, teak floors and oriental rugs, and Mandarin Club Lounge access. This room has 95 square meters and is charged start from IDR 4,950,000/night.</p>
<p>8.</p>	 <p>Figure 2.8 Mandarin Suite Room</p>	<p>Mandarin Suite Room is located on top floor with kitchen, dining room for ten peoples and a reception foyer. There is also bath and walk-in shower with double vanity, and 63 inch screen and surround sound. This room has 200 square meters and is charged star from IDR 80,000,000/night.</p>

b. Restaurant




Table 2.2
Mandarin Oriental Restaurant

No	Restaurant	Description
1.	 <p data-bbox="391 757 783 792">Figure 2.9 <i>Li Feng</i> Restaurant</p>	<p data-bbox="847 465 1374 999"><i>Li Feng</i> offers authentic and traditional Cantonese cuisine with a modern twist. Located on 2nd floor of Mandarin Oriental Jakarta, the restaurant is provide for lunch and dinner. For lunch, it opens from 11.30 AM untill 14.30 PM on Monday to Friday. While on Sunday, it opens from 11.00 AM untill 15.00 PM. For dinner, it opens from 18.00 PM untill 22.30 PM.</p>
2.	 <p data-bbox="403 1368 770 1404">Figure 2.10 <i>Lyon</i> Restaurant</p>	<p data-bbox="847 1070 1374 1715"><i>Lyon</i> provides French cuisine with each dish prepared with traditional techniques. Located on 2nd floor of Mandarin Oriental Jakarta, this restaurant open for lunch, brunch and dinner. For lunch, it opens from 12.00 AM untill 14.30 PM on Monday to Friday. For dinner, it opens from 18.00 PM untill 22.30 PM. While brunch, it opens on Saturday from 11.30 AM untill 14.30 PM. <i>Lyon</i> is closed every Sunday.</p>
3.		<p data-bbox="847 1787 1374 1984"><i>Cinnamon</i> serves an authentic Asian and international dish. Located on 2nd floor of Mandarin Oriental Jakarta, the restaurant open for breakfast, lunch,</p>

	 <p>Figure 2.11 <i>Cinnamon Restaurant</i></p>	<p>brunch, and dinner. It opens on Monday until Sunday. For breakfast, it opens from 06.00 AM until 10.00 AM. For lunch, it opens from 12.00 AM until 14.30 PM. For dinner, it opens from 18.00 PM until 22.00 PM. While brunch, it opens on Sunday from 12.00 AM until 15.00 PM.</p>
<p>4.</p>	 <p>Figure 2.12 <i>The Mandarin Oriental Cake Shop</i></p>	<p><i>The Mandarin Oriental Cake Shop</i> provides homemade pastries, cake, bread, sandwich and premium chocolate with professional touch. Located on ground floor of Mandarin Oriental Jakarta. It opens on Monday until Sunday, from 08.00 AM until 22.00 PM.</p>
<p>5.</p>	 <p>Figure 2.13 <i>MO Bar</i></p>	<p><i>MO Bar</i> serves signature cocktails, delectable bar bites and live entertainment. Located on 2nd floor of Mandarin Oriental Jakarta, <i>MO Bar</i> opens from 17.00 PM until 01.00 AM on Monday to Saturday. While on public holiday, it opens from 17.00 PM until Midnight. <i>MO Bar</i> is closed on Monday.</p>




c. Fitness and Wellness

Table 2.3
Mandarin Oriental Fitness and Wellnes

No	Fitness and Wellness	Description
1.	 <p data-bbox="416 719 762 748">Figure 2.14 Fitness Centre</p>	<p data-bbox="847 454 1372 925">The Fitness Centre offers professional instructors, complete fitness equipment and comfortable place. It opens on Monday untill Sunday from 06.00 AM untill 11.00 PM. It is located on 5th floor of Mandarin Oriental Jakarta. Fitness Centre provides membership for one year for individual, couple, corporate, and daily access guest.</p>
2.	 <p data-bbox="483 1312 695 1341">Figure 2.15 Spa</p>	<p data-bbox="847 1003 1372 1361">The spa is located on 5th floor and opens from 09.00 AM untill 12.00 AM. The spa treatments provide four type of massage such as Balinese, Jetlag, Royal Javanese, and Swedish. The price range will be charged start from IDR 600.000 untill IDR 1.000.000.</p>
3.	 <p data-bbox="472 1718 708 1747">Figure 2.16 Azure</p>	<p data-bbox="847 1447 1372 1917">Azure is swimming pool in Mandarin Oriental Jakarta, located on 5th floor. It opens start from 08.00 AM untill 22.00 PM on Monday to Sunday. Azure provides garden around the pool and also the city view from the high building. Not only for swimming, Azure is also used for small parties, barbecues and special occasions.</p>



d. Meeting Room / Ballroom

Table 2.4
Mandarin Oriental Meeting Room / Ballroom

No	Meeting Room / Ballroom	Description
1.	 <p data-bbox="375 736 802 772">Figure 2.17 The Grand Ballroom</p>	<p data-bbox="847 465 1366 772">The Grand Ballroom is located on 3rd floor of Mandarin Oriental Jakarta. This ballroom has a capacity for 800 peoples with size of 590 square meters and has a good Wi-Fi connection. It is also used for wedding party or big event.</p>
2.	 <p data-bbox="389 1146 788 1182">Figure 2.18 Tanjung Rasamala</p>	<p data-bbox="847 860 1366 1167">Located on 3rd floor of Mandarin Oriental Jakarta, Tanjung Rasamala room is 100 square meters and equipped with Wi-Fi connection. It has the capacity for 100 people and it is normally used for meeting room.</p>
3.	 <p data-bbox="416 1520 761 1556">Figure 2.19 Esquire Room</p>	<p data-bbox="847 1249 1366 1503">This room has 85 square meters with capacity for 120 people and equipped with fastest Wi-Fi. Esquire Room is located on 3rd floor of Mandarin Oriental Jakarta.</p>
4.	 <p data-bbox="397 1890 780 1926">Figure 2.20 The Board Room</p>	<p data-bbox="847 1612 1366 1919">The Board Room is located on same floor with Esquire, Tanjung Rasamala Room dan The Grand Ballroom. This room has 78 square meters with capacity for 60 peoples and fastest Wi-Fi.</p>

e. Guest Service

Table 2.5
Mandarin Oriental Guest Services

No	Guest Services	Description
1.	 <p data-bbox="405 775 775 808">Figure 2.21 Business Centre</p>	<p data-bbox="847 465 1369 999">Business Centre is located on 6th floor of Mandarin Oriental Jakarta. It offers secretarial support including photocopying, and also two meeting rooms such as small meeting room for five peoples and large meeting room for ten peoples. for small meeting room will be charged IDR 700.000/hours, while large meeting room will be charged IDR 1.000.000/hours.</p>
2.	 <p data-bbox="424 1400 753 1433">Figure 2.22 Club Lounge</p>	<p data-bbox="847 1072 1369 1547">Club Lounge provides breakfast, afternoon tea and evening cocktails for the guest staying in Mandarin Oriental suite and has access to the club lounge. Access to the club lounge will be charged USD 75. Club Lounge opens everyday from 6 AM untill 11 PM. It is located on 21st floor of Mandarin Oriental Jakarta.</p>

B. Organizational Structure

Below are the organization structure of Mandarin Oriental Hotel :

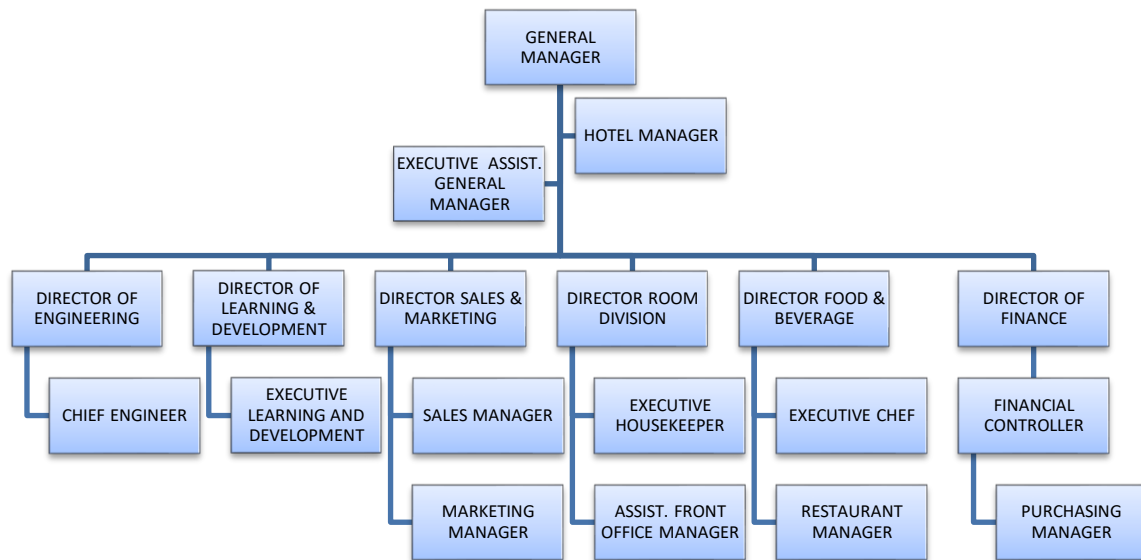


Figure 2.23
Hotel Organization Chart

Below is the Front Office Department structure of Mandarin Oriental Hotel :

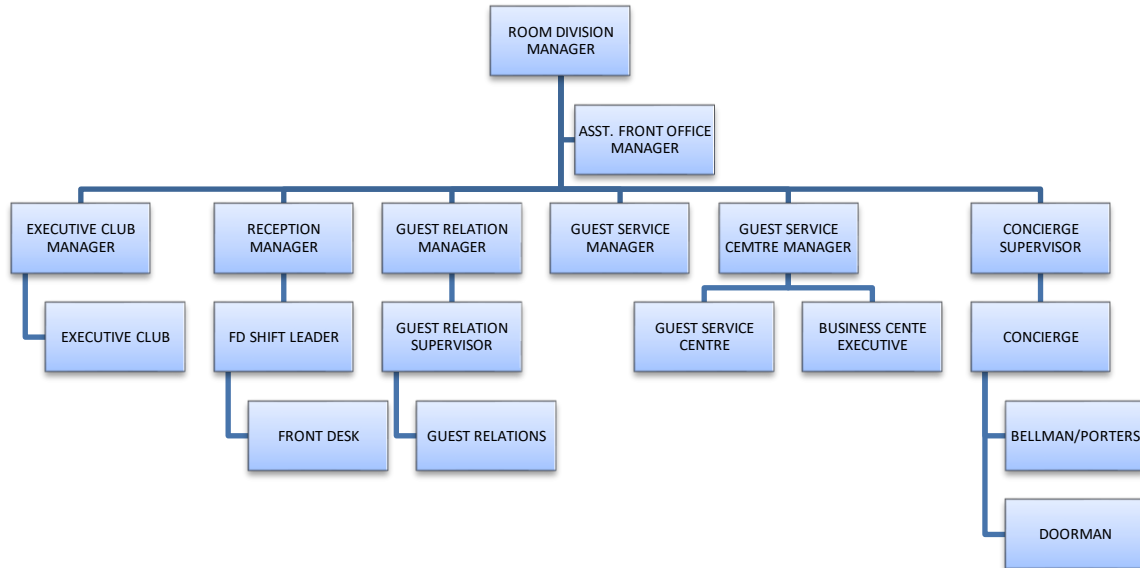


Figure 2.24
Front Office Organization Chart

Based on Front Office Department structure, here are job description of Front Office Department in Mandarin Oriental Hotel :

1. Job description of Director Room Division :
 - a. Supervise various Front Office and Housekeeping Departments in regarding budgets, asset management, stock or stock rotation; purchasing.
 - b. Strategize in room pricing policies to increase or maximize sales or revenues.
 - c. Audit and oversee cash, credit card and other financial tasks carried out in the Front Office Department, as well as working closely with the accounts Department on debtors and creditors queries.
 - d. Motivate and lead teams, supervisors and managers reporting into this role.
 - e. Analyse shortfalls in forecasts and financial reports and endeavours to correct them.
 - f. Review the collection of guest comment.
2. Job description of Assitant Front Office Manager :
 - a. Train, cross-train, and retain all Front Office personnel.

- b. Participate in the selection of Front Office personnel.
 - c. Evaluate the job performance of each Front Office employee.
 - d. Maintain working relationships and communicate with all departments.
 - e. Maintain master key control.
 - f. Assist Front Office Manager in overseeing the Front Office operations and in charge in the absence of Front Office Manager.
 - g. Monitor the collection of guest comment and advise Front Office Manager when necessary.
 - h. Compile and check departmental schedule.
 - i. Carry all the booking as necessary.
3. Job description of Duty Manager :
- a. Ensure all Front Office staff attending briefing before start.
 - b. Ensure employees are offering exceptional customer service.
 - c. Make sure customers are happy with the service and products.
 - d. Assist store managers.
 - e. Help to implement store policies.
 - f. Motivate employees.
 - g. Handle cash and end of day checking.
 - h. Manage store cleanliness and organization.
4. Job description of Guest Service Centre :
- a. Answer all incoming calls from outside and inside hotels.
 - b. Follow all telephone etiquette set by the hotel.
 - c. Remain polite, cautious, decent while talking over telephone and maintain smile all through what will reflect on your voice.
 - d. Take wake up call service request from the guests.
 - e. Take notes, messages through telephone and properly deliver to appropriate guests.
 - f. Receive telephone call within 3 rings.
 - g. Make proper record of the major guest complaints and ensure assistant Front Desk Manager or Front Desk Manager knows the issue.
5. Job description of Business Centre :
- a. Provide photocopy, scan and print document services.

- b. Rent private meeting rooms of various sizes.
 - c. Sell stationery, folders, stamps and envelopes.
 - d. Rent computers and projectors.
 - e. Provide magazine and newspaper.
6. Job description of Concierge and Bellboy :
- a. Handle the guest luggage, example assists the guest luggage from the lobby to the room at the time of check-in.
 - b. Put the luggage tag at the time of guest arrival.
 - c. Escort guest to their rooms.
 - d. When collect the luggage at the time of check-out, take a thorough look of the room to check any loss or damage to the hotel property.
 - e. Transportation arrangement.
 - f. Deliver messages and packages to the guest in their rooms.
 - g. Distribute of newspaper to the guest rooms and all departments of the hotel.
7. Job description of Front Desk Agent :
- a. Ensure the customer receive a fast, efficient check-in and check-out process.
 - b. Communicate with the booking, housekeeping and maintenance departments to ensure prompt responses to guest needs.
 - c. Answer guest calls and record details of each conversation for future follow up.
 - d. Report any accidents or injuries to senior management staff immediately.
 - e. Prepare guest bill and make payment process.
8. Job description of Guest Relation Executive (GRE) :
- a. Make and prepare guest confirmation letter or welcome letter.
 - b. Maintain a good relation to every guest.
 - c. Handle guest complaint and follow up to manager incharge for solve the problem.
 - d. Understand room status and room status tracking.
 - e. Know room locations and types of room available to ensure room for showing room.
 - f. Make all report related with guest such as Daily Cost Report, VIP Arrival Report, Guest Courtesy Call Report, and inventory Requisition Report.
 - g. Send "Thank You Letter" to the guest on guest's departure.
 - h. Fill all document related with the guest.

- i. Collect guest comment and follow up if there is any complaint or suggestion.
 - j. Make Report for Operation Meeting.
9. Job description of Reservations :
- a. Receive and process the reservations requests of future guests.
 - b. Maintain reservation records by completing reservations forms.
 - c. Process reservations from sales offices, other departments of the hotel, travel agents, and tour operator.
 - d. Communicate the reservation information to the reception.